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1 INTRODUCTION

1.1 TERMS

This Request for Information (RFI) is issued solely for information and planning purposes and does not constitute a solicitation or a promise to issue a solicitation in the future. This RFI does not commit the Government to contract for any supply or service. Responses to this RFI are not offers and cannot be accepted by the Government to form a binding contract.

1.2 RFI PURPOSE AND OBJECTIVES

The purpose of this RFI is to conduct market research, obtain technical information, and to determine the availability and technical capability of Indian Economic Enterprise (IEE) and Indian Small Business Enterprise (ISBEE) to provide ServiceNow services. Responces will assist the Government in determining the appropriate acquisition method, including whether a set-aside is possible.

2 PROJECT BACKGROUND

Headquarters (HQ)/Office of Information Technology (OIT) requires Service Now software license renewal to include modules such as Human Resources (HR), Information Technology Service Management (ITSM), and Information Technology Operations Management (ITOM) agency wide. These software licenses enable IHS users with IT, HR, and Operations that supports ticketing, administration, and management.

3 PURPOSE

The government is seeking information from IEE and ISBEE vendors who are or maybe a certified reseller of ServiceNow Liceneses and subscriptions.

4 INFORMATION SUBMISSION INSTRUCTIONS

The information shall be provided in Adobe PDF or Microsoft Word. Submissions shall be limited to 10 single-spaced pages, with 1-inch margins, and using not less than 12-point font. Charts, tables, diagrams and captions can be in 10-point font and shall be counted as part of the 10-page limit; the cover page is not included in the 10-page count. The information should consist of the following:

- A cover page including the respondents' technical and administrative points of contact, with names, titles, addresses, telephone, and e-mail addresses; title of project; **socioeconomic status**; and Unique Entity Identifier (UEI) Number

- Existing Federal contract vehicles awarded
- A focused response to Section 3
  Please refrain from including marketing brochure materials. HHS is requesting tailored responses and not submission only of capability statements. Respondents do not need to address all bullet points but are requested to address as many as possible.

The response must be submitted no later than 06/30/2026 **at 9:30 AM Eastern Time**. The response should be submitted via email to Contract Specialist Darnell Harkless at Darnell.Harkless@hhs.gov with a subject line of "[Company Name(s)] – IHS1527016_ServiceNow_RFI".

Disclaimer and Important Notes. This notice does not obligate the Government to award a contract or otherwise pay for the information provided in response. The Government reserves the right to use information provided by respondents for any purpose deemed necessary and legally appropriate. Any organization responding to this notice should ensure that its response is complete and sufficiently detailed. Information provided will be used to assess tradeoffs and alternatives available for the potential requirement and may lead to the development of a solicitation. Respondents are advised that the Government is under no obligation to acknowledge receipt of the information received or provide feedback to respondents with respect to any information submitted. Responses to this notice will not be considered adequate responses to a solicitation.

Confidentiality. No proprietary, classified, confidential, or sensitive information should be included in your response. The Government reserves the right to use any non-proprietary technical information in any resultant solicitation(s).