

**SUBMITTAL TO THE BOARD OF SUPERVISORS
COUNTY OF RIVERSIDE, STATE OF CALIFORNIA**



**ITEM: 3.16
(ID # 29897)**

MEETING DATE:
Tuesday, March 10, 2026

FROM : RIVERSIDE COUNTY INFORMATION TECHNOLOGY

SUBJECT: RIVERSIDE COUNTY INFORMATION TECHNOLOGY: Approve the Implementation and Configuration of the ServiceNow Information Technology Operations Management (ITOM) Module Agreement by and between the County of Riverside and V-Soft Consulting Group, Inc., effective upon fully executed by both parties and continue in effect through February 28, 2027, for a total aggregate amount not to exceed \$125,000, All Districts. [Total Aggregate Cost \$125,000; Additional compensation not to exceed \$15,000 for future unforeseen requirements, RCIT Budget - 100%]

RECOMMENDED MOTION: That the Board of Supervisors:

1. Approve the Implementation and Configuration of the ServiceNow Information Technology Operations Management (ITOM) Module Agreement by and between the County of Riverside and V-Soft Consulting Group, Inc., effective upon fully executed by both parties and continue in effect through February 28, 2027, for a total aggregate amount not to exceed \$125,000; authorize the Chair of the Board to execute three (3) copies of the same on behalf of the County;
2. Authorize the Purchasing Agent, in accordance with Ordinance 459, based on the availability of fiscal funding and as approved as to form by County Counsel to: a) sign amendments that stay within the intent of the Agreement and b) sign amendments to the compensation provisions that do not exceed the total aggregate of \$15,000 for future unforeseen requirements for the term of the Agreement;

Continued on Page 2


ACTION:Policy


Gustavo Vazquez 2/9/2026

MINUTES OF THE BOARD OF SUPERVISORS

On motion of Supervisor Medina, seconded by Supervisor Washington and duly carried by unanimous vote, IT WAS ORDERED that the above matter is approved as recommended.

Ayes: Medina, Spiegel, Washington, Perez, and Gutierrez
Nays: None
Absent: None
Date: March 10, 2026
xc: RCIT

Kimberly A. Rector
Clerk of the Board
By: 
Deputy

**SUBMITTAL TO THE BOARD OF SUPERVISORS COUNTY OF RIVERSIDE,
STATE OF CALIFORNIA**

RECOMMENDED MOTION: That the Board of Supervisors:

3. Direct the Purchasing Agent to issue Purchase Orders for the required services that do not exceed the BOS total approved amount for the term of the Agreement; and
4. Direct the Clerk of the Board to retain one (1) copy of the original Agreement on file and return two (2) copies of the Agreement to Riverside County Information Technology (RCIT) for distribution.

FINANCIAL DATA	Current Fiscal Year:	Next Fiscal Year:	Total Cost:	Ongoing Cost
COST	\$ 100,000	\$ 25,000	\$ 125,000	\$ 0
NET COUNTY COST	\$ 0	\$ 0	\$ 0	\$ 0
SOURCE OF FUNDS: RCIT Budget - 100%			Budget Adjustment: No	
			For Fiscal Year: 25/26 – 26/27	

C.E.O. RECOMMENDATION: Approve

BACKGROUND:

Summary

The request before the Board is to approve an agreement with V-Soft Consulting Group to provide implementation services for the ServiceNow Information Technology Operations Management (ITOM) module. ITOM will enhance visibility into the County’s applications and infrastructure components, which is critical to the County’s data center migration efforts. This module also provides monitoring capabilities to proactively monitor and respond to service outages.

The Board previously approved the Enterprise Master Agreement with ServiceNow on March 29, 2016 (Agenda No. 3-27), authorizing implementation of the ServiceNow platform to support departments with incident reporting and request management.

V-Soft Consulting Group has the necessary expertise to successfully implement ServiceNow’s ITOM module. The ITOM module will provide visibility into applications and their dependent infrastructure, supporting data center migration efforts. It will also introduce proactive and automated monitoring, enabling RCIT to identify production issues earlier, reduce service disruptions, improve incident response, and minimize downtime.

Approval of this agreement will enable RCIT to proactively monitor systems, improve service delivery to County partners, and assist with our data center migration.

Impact on Residents and Businesses

There is no negative impact on residents and businesses within the County of Riverside.

**SUBMITTAL TO THE BOARD OF SUPERVISORS COUNTY OF RIVERSIDE,
STATE OF CALIFORNIA**

Additional Fiscal Information

The following table summarizes the cost for this Agreement.

Item	Deliverables	FY25/26	FY26/27
1	Project Based Cost (Kickoff, Discovery Design, and Workshop completion)	\$12,500	\$0
2	Fully completed and accepted project plan	\$12,500	\$0
3	Fully completed sustainability/scalability plan	\$12,500	\$0
4	Fully configured ITOM module aligned with CSDM.	\$12,500	\$0
5	Populated and normalized CMDB.	\$12,500	\$0
6	Three service maps with automated service suggestions and application service maps.	\$12,500	\$0
7	Integrated SCCM and Intune with the CMDB.	\$12,500	\$0
8	Service Status Widgets embedded in the IT Service Portal.	\$12,500	\$0
9	Comprehensive training and documentation for IT staff.	\$0	\$12,500
10	40 hours of go-live support and post-implementation assistance.	\$0	\$12,500
	Fiscal Year Total	\$100,000	\$25,000
	Total Cost	\$125,000	
	Additional compensation for future unforeseen requirements	\$15,000	

Contract History and Price Reasonableness

The Riverside County Purchasing Department, on behalf of Riverside County Information Technology (RCIT), released Request for Proposal (RFP) ITARC-570 on April 3, 2025, soliciting proposals for Implementation and Configuration of ServiceNow IT Operations Management (ITOM) Module. The RFP solicitation was publicly posted to PublicPurchase.com with 110 potential suppliers accessing the bid documents. Upon bid closing on May 15, 2025, the County received twenty-two (22) bid responses with proposed costs ranging from \$89,850 to \$1,334,905.

After a thorough evaluation and consideration of all aspects of the responses, the Evaluation Committee, consisting of five evaluators from RCIT, recommended the award to V-Soft Consulting Group, Inc., as the supplier that will represent the best path forward and provide the best value to the County.

SUBMITTAL TO THE BOARD OF SUPERVISORS COUNTY OF RIVERSIDE,
STATE OF CALIFORNIA

ATTACHMENTS:

- A. The Implementation and Configuration of ServiceNow Information Technology Operations Management (ITOM) Module Agreement by and between the County of Riverside and V-Soft Consulting Group, Inc.

Melissa Curtis

Melissa Curtis, Deputy Director of Purchasing and Fleet

2/18/2026

Alonzo Barrera

Alonzo Barrera, Principal Management Analyst

3/2/2026

Sarah Franco

Sarah Franco, Assistant County Executive Officer

3/2/2026

Aaron Gettis

Aaron Gettis, Chief Deputy County Counsel

2/26/2026

**IMPLEMENTATION AND CONFIGURATION OF SERVICENOW INFORMATION
TECHNOLOGY OPERATIONS MANAGEMENT (ITOM) MODULE AGREEMENT**

between

COUNTY OF RIVERSIDE

And

V-SOFT CONSULTING GROUP, INC.



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This Agreement is made and entered, by and between V-Soft Consulting Group, Inc., an S-Corporation incorporated in the State of Texas, authorized to conduct business in the State of California (herein referred to as "CONTRACTOR") and the COUNTY OF RIVERSIDE, a political subdivision of the State of California, (herein referred to as "COUNTY"). The parties agree as follows:

1. Description of Services

1.1 CONTRACTOR shall provide all services as outlined and specified in Exhibit A, Scope of Services, at the prices stated in Exhibit B, Payment Provisions.

1.2 CONTRACTOR represents that it has the skills, experience, and knowledge necessary to perform under this Agreement and the COUNTY relies upon this representation. CONTRACTOR shall perform to the satisfaction of the COUNTY and in conformance to and consistent with the highest standards of firms/professionals in the same discipline in the State of California.

1.3 CONTRACTOR affirms that it is fully apprised of all of the work to be performed under this Agreement; and the CONTRACTOR agrees it can properly perform this work at the prices stated in Exhibit B. CONTRACTOR is not to perform services or provide products outside of the Agreement.

1.4 Acceptance by the COUNTY of the CONTRACTOR's performance under this Agreement does not operate as a release of CONTRACTOR's responsibility for full compliance with the terms of this Agreement.

2. Period of Performance

2.1 This Agreement shall be effective upon signature of this Agreement by both parties and continues in effect through February 28, 2027, unless terminated earlier. CONTRACTOR shall commence performance upon signature of this Agreement by both parties and shall diligently and continuously perform thereafter. The Riverside County Board of Supervisors is the only authority that may obligate the COUNTY to a multi-year agreement.

3. Compensation

3.1 The COUNTY shall pay the CONTRACTOR for services provided, products received, and expenses incurred in accordance with the terms of Exhibit B, Payment Provisions. Maximum payments by COUNTY to CONTRACTOR shall not exceed one hundred twenty-five thousand (\$125,000) dollars including all expenses. The COUNTY is not responsible for any fees or costs incurred above or beyond the contracted amount and shall have no obligation to purchase any specified amount of services or products. To order services or products, COUNTY shall issue a Purchase Order to CONTRACTOR specifying the amount of services or products. CONTRACTOR shall not perform services or provide products unless it

has received a Purchase Order signed by an authorized representative of COUNTY. Unless otherwise specifically stated in Exhibit B, COUNTY shall not be responsible for payment of any of CONTRACTOR's expenses related to this Agreement.

3.2 No price increases will be permitted during the term of this Agreement (If applicable). All price decreases (for example, if CONTRACTOR offers lower prices to another governmental entity) will automatically be extended to the COUNTY.

3.3 CONTRACTOR shall be paid only in accordance with an invoice submitted to COUNTY by CONTRACTOR within fifteen (15) days from the last day of each calendar month, and COUNTY shall pay the invoice within thirty (30) working days from the date of receipt of the invoice. Payment shall be made to CONTRACTOR only after services have been rendered or delivery of materials or products, and acceptance has been made by COUNTY. For this Agreement, email invoices to:

RCIT-AcctsPayable@rivco.org

- a) Each invoice shall contain a minimum of the following information: invoice number and date; remittance address; bill-to and ship-to addresses of ordering department/division; Agreement number (ITARC-96258-001-02/27); quantities; item descriptions, unit prices, extensions, sales/use tax if applicable, and an invoice total.
- b) Invoices shall be rendered monthly in arrears.

3.4 The COUNTY obligation for payment of this Agreement beyond the current fiscal year end is contingent upon and limited by the availability of COUNTY funding from which payment can be made. In the State of California, government agencies are not allowed to pay excess interest and late charges, per Government Code, Section 926.10. No legal liability on the part of the COUNTY shall arise for payment beyond June 30 of each calendar year unless funds are made available for such payment. In the event that such funds are not forthcoming for any reason, COUNTY shall immediately notify CONTRACTOR in writing; and this Agreement shall be deemed terminated, have no further force, and effect.

4. Alteration or Changes to the Agreement

4.1 The Board of Supervisors and the COUNTY Purchasing Agent and/or his designee is the only authorized COUNTY representatives who may at any time, by written order, alter this Agreement. If any such alteration causes an increase or decrease in the cost of, or the time required for the performance under this Agreement, an equitable adjustment shall be made in the Agreement price or delivery schedule, or both, and the Agreement shall be modified by written amendment accordingly.

4.2 Any claim by the CONTRACTOR for additional payment related to this Agreement shall be made in writing by the CONTRACTOR within thirty (30) days of when the CONTRACTOR has or should have notice of any actual or claimed change in the work, which results in additional and unanticipated cost to the CONTRACTOR. If the COUNTY Purchasing Agent decides that the facts provide sufficient justification, he may authorize additional payment to the CONTRACTOR pursuant to the claim. Nothing in this section shall excuse the CONTRACTOR from proceeding with performance of the Agreement even if there has been a change.

5. Termination

5.1 COUNTY may terminate this Agreement without cause upon thirty (30) days written notice served upon the CONTRACTOR stating the extent and effective date of termination.

5.2 COUNTY may, upon five (5) days written notice, terminate this Agreement for CONTRACTOR's default, if CONTRACTOR refuses or fails to comply with the terms of this Agreement or fails to make progress that may endanger performance and does not immediately cure such failure. In the event of such termination, the COUNTY may proceed with the work in any manner deemed proper by COUNTY.

5.3 After receipt of the notice of termination, CONTRACTOR shall:

- (a) Stop all work under this Agreement on the date specified in the notice of termination; and
- (b) Transfer to COUNTY and deliver in the manner as directed by COUNTY any materials, reports or other products, which, if the Agreement had been completed or continued, would have been required to be furnished to COUNTY.

5.4 After termination, COUNTY shall make payment only for CONTRACTOR's performance up to the date of termination in accordance with this Agreement.

5.5 CONTRACTOR's rights under this Agreement shall terminate (except for fees accrued prior to the date of termination) upon dishonesty or a willful or material breach of this Agreement by CONTRACTOR; or in the event of CONTRACTOR's unwillingness or inability for any reason whatsoever to perform the terms of this Agreement. In such event, CONTRACTOR shall not be entitled to any further compensation under this Agreement.

5.6 If the Agreement is federally or State funded, CONTRACTOR cannot be debarred from the System for Award Management (SAM). CONTRACTOR must notify the COUNTY immediately of a debarment. Reference: System for Award Management (SAM) at <https://www.sam.gov> for Central

Contractor Registry (CCR), Federal Agency Registration (Fedreg), Online Representations and Certifications Application, and Excluded Parties List System (EPLS)). Excluded Parties Listing System (EPLS) (<http://www.epls.gov>) (Executive Order 12549, 7 CFR Part 3017, 45 CFR Part 76, and 44 CFR Part 17). The System for Award Management (SAM) is the Official U.S. Government system that consolidated the capabilities of CCR/FedReg, ORCA, and EPLS.

5.7 The rights and remedies of COUNTY provided in this section shall not be exclusive and are in addition to any other rights and remedies provided by law or this Agreement.

6. Ownership/Use of Contract Materials and Products

The CONTRACTOR agrees that all materials, reports or products in any form, including electronic, created by CONTRACTOR for which CONTRACTOR has been compensated by COUNTY pursuant to this Agreement shall be the sole property of the COUNTY. The material, reports or products may be used by the COUNTY for any purpose that the COUNTY deems to be appropriate, including, but not limit to, duplication and/or distribution within the COUNTY or to third parties. CONTRACTOR agrees not to release or circulate in whole or part such materials, reports, or products without prior written authorization of the COUNTY.

7. Conduct of Contractor

7.1 The CONTRACTOR covenants that it presently has no interest, including, but not limited to, other projects or contracts, and shall not acquire any such interest, direct or indirect, which would conflict in any manner or degree with CONTRACTOR's performance under this Agreement. The CONTRACTOR further covenants that no person or subcontractor having any such interest shall be employed or retained by CONTRACTOR under this Agreement. The CONTRACTOR agrees to inform the COUNTY of all the CONTRACTOR's interests, if any, which are or may be perceived as incompatible with the COUNTY's interests.

7.2 The CONTRACTOR shall not, under circumstances which could be interpreted as an attempt to influence the recipient in the conduct of his/her duties, accept any gratuity or special favor from individuals or firms with whom the CONTRACTOR is doing business or proposing to do business, in accomplishing the work under this Agreement.

7.3 The CONTRACTOR or its employees shall not offer gifts, gratuity, favors, and entertainment directly or indirectly to COUNTY employees.

8. Inspection of Service; Quality Control/Assurance

8.1 All performance (which includes services, workmanship, materials, supplies and equipment furnished or utilized in the performance of this Agreement) shall be subject to inspection and test by the COUNTY or other regulatory agencies at all times. The CONTRACTOR shall provide adequate cooperation to any inspector or other COUNTY representative to permit him/her to determine the CONTRACTOR's conformity with the terms of this Agreement. If any services performed or products provided by CONTRACTOR are not in conformance with the terms of this Agreement, the COUNTY shall have the right to require the CONTRACTOR to perform the services or provide the products in conformance with the terms of the Agreement at no additional cost to the COUNTY. When the services to be performed or the products to be provided are of such nature that the difference cannot be corrected; the COUNTY shall have the right to: (1) require the CONTRACTOR immediately to take all necessary steps to ensure future performance in conformity with the terms of the Agreement; and/or (2) reduce the Agreement price to reflect the reduced value of the services performed or products provided. The COUNTY may also terminate this Agreement for default and charge to CONTRACTOR any costs incurred by the COUNTY because of the CONTRACTOR's failure to perform.

8.2 CONTRACTOR shall establish adequate procedures for self-monitoring and quality control and assurance to ensure proper performance under this Agreement; and shall permit a COUNTY representative or other regulatory official to monitor, assess, or evaluate CONTRACTOR's performance under this Agreement at any time, upon reasonable notice to the CONTRACTOR.

9. Independent Contractor/Employment Eligibility

9.1 The CONTRACTOR is, for purposes relating to this Agreement, an independent contractor and shall not be deemed an employee of the COUNTY. It is expressly understood and agreed that the CONTRACTOR (including its employees, agents, and subcontractors) shall in no event be entitled to any benefits to which COUNTY employees are entitled, including but not limited to overtime, any retirement benefits, worker's compensation benefits, and injury leave or other leave benefits. There shall be no employer-employee relationship between the parties; and CONTRACTOR shall hold COUNTY harmless from any and all claims that may be made against COUNTY based upon any contention by a third party that an employer-employee relationship exists by reason of this Agreement. It is further understood and agreed by the parties that CONTRACTOR in the performance of this Agreement is subject to the control or direction of COUNTY merely as to the results to be accomplished and not as to the means and methods for accomplishing the results.

9.2 CONTRACTOR warrants that it shall make its best effort to fully comply with all federal and state statutes and regulations regarding the employment of aliens and others and to ensure that employees performing work under this Agreement meet the citizenship or alien status requirement set forth in federal statutes and regulations. CONTRACTOR shall obtain, from all employees performing work hereunder, all verification and other documentation of employment eligibility status required by federal or state statutes and regulations including, but not limited to, the Immigration Reform and Control Act of 1986, 8 U.S.C. §1324 et seq., as they currently exist and as they may be hereafter amended. CONTRACTOR shall retain all such documentation for all covered employees, for the period prescribed by the law.

9.3 Ineligible Person shall be any individual or entity who: Is currently excluded, suspended, debarred or otherwise ineligible to participate in the federal health care programs; or has been convicted of a criminal offense related to the provision of health care items or services and has not been reinstated in the federal health care programs after a period of exclusion, suspension, debarment, or ineligibility.

9.4 CONTRACTOR shall screen prospective Covered Individuals prior to hire or engagement. CONTRACTOR shall not hire or engage any Ineligible Person to provide services directly relative to this Agreement. CONTRACTOR shall screen all current Covered Individuals within sixty (60) days of execution of this Agreement to ensure that they have not become Ineligible Persons unless CONTRACTOR has performed such screening on same Covered Individuals under a separate agreement with COUNTY within the past six (6) months. Covered Individuals shall be required to disclose to CONTRACTOR immediately any debarment, exclusion or other event that makes the Covered Individual an Ineligible Person. CONTRACTOR shall notify COUNTY within five (5) business days after it becomes aware if a Covered Individual providing services directly relative to this Agreement becomes debarred, excluded or otherwise becomes an Ineligible Person.

9.5 CONTRACTOR acknowledges that Ineligible Persons are precluded from providing federal and state funded health care services by contract with COUNTY in the event that they are currently sanctioned or excluded by a federal or state law enforcement regulatory or licensing agency. If CONTRACTOR becomes aware that a Covered Individual has become an Ineligible Person, CONTRACTOR shall remove such individual from responsibility for, or involvement with, COUNTY business operations related to this Agreement.

9.6 CONTRACTOR shall notify COUNTY within five (5) business days if a Covered Individual or entity is currently excluded, suspended or debarred, or is identified as such after being

sanction screened. Such individual or entity shall be promptly removed from participating in any activity associated with this Agreement.

10. Subcontract for Work or Services

No contract shall be made by the CONTRACTOR with any other party for furnishing any of the work or services under this Agreement without the prior written approval of the COUNTY; but this provision shall not require the approval of contracts of employment between the CONTRACTOR and personnel assigned under this Agreement, or for parties named in the proposal and agreed to under this Agreement.

11. Disputes

11.1 The parties shall attempt to resolve any disputes amicably at the working level. If that is not successful, the dispute shall be referred to the senior management of the parties. Any dispute relating to this Agreement, which is not resolved by the parties, shall be decided by the COUNTY's Purchasing Department's Compliance Contract Officer who shall furnish the decision in writing. The decision of the COUNTY's Compliance Contract Officer shall be final and conclusive unless determined by a court of competent jurisdiction to have been fraudulent, capricious, arbitrary, or so grossly erroneous to imply bad faith. The CONTRACTOR shall proceed diligently with the performance of this Agreement pending the resolution of a dispute.

11.2 Prior to the filing of any legal action related to this Agreement, the parties shall be obligated to attend a mediation session in Riverside County before a neutral third party mediator. A second mediation session shall be required if the first session is not successful. The parties shall share the cost of the mediations.

12. Licensing and Permits

CONTRACTOR shall comply with all State or other licensing requirements, including but not limited to the provisions of Chapter 9 of Division 3 of the Business and Professions Code. All licensing requirements shall be met at the time proposals are submitted to the COUNTY. CONTRACTOR warrants that it has all necessary permits, approvals, certificates, waivers and exemptions necessary for performance of this Agreement as required by the laws and regulations of the United States, the State of California, the County of Riverside and all other governmental agencies with jurisdiction, and shall maintain these throughout the term of this Agreement.

13. Use By Other Political Entities

The CONTRACTOR agrees to extend the same pricing, terms, and conditions as stated in this Agreement to each and every political entity, special district, and related non-profit entity in Riverside County. It is understood that other entities shall make purchases in their own name, make direct payment, and be liable directly to the CONTRACTOR; and COUNTY shall in no way be responsible to CONTRACTOR for other entities' purchases.

14. Non-Discrimination

CONTRACTOR shall not discriminate in the provision of services, allocation of benefits, accommodation in facilities, or employment of personnel on the basis of ethnic group identification, race, religious creed, color, national origin, ancestry, physical handicap, medical condition, marital status or sex in the performance of this Agreement; and, to the extent they shall be found to be applicable hereto, shall comply with the provisions of the California Fair Employment and Housing Act (Gov. Code 12900 et. seq), the Federal Civil Rights Act of 1964 (P.L. 88-352), the Americans with Disabilities Act of 1990 (42 U.S.C. §12101 et seq.) and all other applicable laws or regulations.

15. Records and Documents

CONTRACTOR shall make available, upon written request by any duly authorized Federal, State, or COUNTY agency, a copy of this Agreement and such books, documents and records as are necessary to certify the nature and extent of the CONTRACTOR's costs related to this Agreement. All such books, documents and records shall be maintained by CONTRACTOR for at least five (5) years following termination of this Agreement and be available for audit by the COUNTY. CONTRACTOR shall provide to the COUNTY reports and information related to this Agreement as requested by COUNTY.

16. Confidentiality

16.1 The CONTRACTOR shall not use for personal gain or make other improper use of privileged or confidential information which is acquired in connection with this Agreement. The term "privileged or confidential information" includes but is not limited to: unpublished or sensitive technological or scientific information; medical, personnel, or security records; anticipated material requirements or pricing/purchasing actions; COUNTY information or data which is not subject to public disclosure; COUNTY operational procedures; and knowledge of selection of contractors, subcontractors or suppliers in advance of official announcement.

16.2 The CONTRACTOR shall protect from unauthorized disclosure names and other identifying information concerning persons receiving services pursuant to this Agreement, except for

general statistical information not identifying any person. The CONTRACTOR shall not use such information for any purpose other than carrying out the CONTRACTOR's obligations under this Agreement. The CONTRACTOR shall promptly transmit to the COUNTY all third party requests for disclosure of such information. The CONTRACTOR shall not disclose, except as otherwise specifically permitted by this Agreement or authorized in advance in writing by the COUNTY, any such information to anyone other than the COUNTY. For purposes of this paragraph, identity shall include, but not be limited to, name, identifying number, symbol, or other identifying particulars assigned to the individual, such as finger or voice print or a photograph.

17. Administration/Contract Liaison

The COUNTY Purchasing Agent, or designee, shall administer this Agreement on behalf of the COUNTY. The Purchasing Department is to serve as the liaison with CONTRACTOR in connection with this Agreement.

18. Notices

All correspondence and notices required or contemplated by this Agreement shall be delivered to the respective parties at the addresses set forth below and are deemed submitted two (2) days after their deposit in the United States mail, postage prepaid:

COUNTY OF RIVERSIDE

Riverside County Information Technology
RCIT-ProcurementTeam@Rivco.org

CONTRACTOR

V-Soft Consulting Group, Inc.
Attn: Jai Bokey
2550 Eastpoint Parkway, Suite 300
Louisville, KY 40223

19. Force Majeure

If either party is unable to comply with any provision of this Agreement due to causes beyond its reasonable control, and which could not have been reasonably anticipated, such as acts of God, acts of war, civil disorders, or other similar acts, such party shall not be held liable for such failure to comply.

20. EDD Reporting Requirements

In order to comply with child support enforcement requirements of the State of California, the COUNTY may be required to submit a Report of Independent Contractor(s) form **DE 542** to the Employment Development Department. The CONTRACTOR agrees to furnish the required data and certifications to the COUNTY within ten (10) days of notification of award of Agreement when required by the EDD. This data will be transmitted to governmental agencies charged with the establishment and enforcement of child support orders. Failure of the CONTRACTOR to timely submit the data and/or

certificates required may result in the contract being awarded to another contractor. In the event a contract has been issued, failure of the CONTRACTOR to comply with all federal and state reporting requirements for child support enforcement or to comply with all lawfully served Wage and Earnings Assignments Orders and Notices of Assignment shall constitute a material breach of Agreement. If CONTRACTOR has any questions concerning this reporting requirement, please call (916) 657-0529. CONTRACTOR should also contact its local Employment Tax Customer Service Office listed in the telephone directory in the State Government section under "Employment Development Department" or access their Internet site at www.edd.ca.gov.

21. Hold Harmless/Indemnification

21.1 CONTRACTOR shall indemnify and hold harmless the County of Riverside, its Agencies, Districts, Special Districts and Departments, their respective directors, officers, Board of Supervisors, elected and appointed officials, employees, agents and representatives (individually and collectively hereinafter referred to as Indemnitees) from any liability, action, claim or damage whatsoever, based or asserted upon any services of CONTRACTOR, its officers, employees, subcontractors, agents or representatives arising out of or in any way relating to this Agreement, including but not limited to property damage, bodily injury, or death or any other element of any kind or nature. CONTRACTOR shall defend the Indemnitees at its sole expense including all costs and fees (including, but not limited to, attorney fees, cost of investigation, defense and settlements or awards) in any claim or action based upon such acts, omissions or services.

21.2 With respect to any action or claim subject to indemnification herein by CONTRACTOR, CONTRACTOR shall, at their sole cost, have the right to use counsel of their own choice and shall have the right to adjust, settle, or compromise any such action or claim without the prior consent of COUNTY; provided, however, that any such adjustment, settlement or compromise in no manner whatsoever limits or circumscribes CONTRACTOR's indemnification to Indemnitees as set forth herein.

21.3 CONTRACTOR's obligation hereunder shall be satisfied when CONTRACTOR has provided to COUNTY the appropriate form of dismissal relieving COUNTY from any liability for the action or claim involved.

21.4 The specified insurance limits required in this Agreement shall in no way limit or circumscribe CONTRACTOR's obligations to indemnify and hold harmless the Indemnitees herein from third party claims.

22. Insurance

22.1 Without limiting or diminishing the CONTRACTOR's obligation to indemnify or hold the COUNTY harmless, CONTRACTOR shall procure and maintain or cause to be maintained, at its sole cost and expense, the following insurance coverage's during the term of this Agreement. As respects to the insurance section only, the COUNTY herein refers to the County of Riverside, its Agencies, Districts, Special Districts, and Departments, their respective directors, officers, Board of Supervisors, employees, elected or appointed officials, agents, or representatives as Additional Insureds.

A. Workers' Compensation:

If the CONTRACTOR has employees as defined by the State of California, the CONTRACTOR shall maintain statutory Workers' Compensation Insurance (Coverage A) as prescribed by the laws of the State of California. Policy shall include Employers' Liability (Coverage B) including Occupational Disease with limits not less than \$1,000,000 per person per accident. The policy shall be endorsed to waive subrogation in favor of The County of Riverside.

B. Commercial General Liability:

Commercial General Liability insurance coverage, including but not limited to, premises liability, unmodified contractual liability, products and completed operations liability, personal and advertising injury, and cross liability coverage, covering claims which may arise from or out of CONTRACTOR's performance of its obligations hereunder. Policy shall name the COUNTY as Additional Insured. Policy's limit of liability shall not be less than \$2,000,000 per occurrence combined single limit. If such insurance contains a general aggregate limit, it shall apply separately to this Agreement or be no less than two (2) times the occurrence limit.

C. Vehicle Liability:

If vehicles or mobile equipment is used in the performance of the obligations under this Agreement, then CONTRACTOR shall maintain liability insurance for all owned, non-owned, or hired vehicles so used in an amount not less than \$1,000,000 per occurrence combined single limit. If such insurance contains a general aggregate limit, it shall apply separately to this Agreement or be no less than two (2) times the occurrence limit. Policy shall name the COUNTY as Additional Insureds.

D. Professional Liability:

CONTRACTOR shall maintain Professional Liability Insurance providing coverage for the CONTRACTOR's performance of work included within this Agreement, with a limit of liability of not less than \$1,000,000 per occurrence and \$2,000,000 annual aggregate. If CONTRACTOR's Professional

Liability Insurance is written on a claims made basis rather than an occurrence basis, such insurance shall continue through the term of this Agreement and CONTRACTOR shall purchase at his sole expense either 1) an Extended Reporting Endorsement (also, known as Tail Coverage); or 2) Prior Dates Coverage from new insurer with a retroactive date back to the date of, or prior to, the inception of this Agreement; or 3) demonstrate through Certificates of Insurance that CONTRACTOR has maintained continuous coverage with the same or original insurer. Coverage provided under items; 1), 2), or 3) will continue as long as the law allows.

E. Cyber Liability Insurance:

CONTRACTOR shall procure and maintain Cyber Liability Insurance with limits not less than \$2,000,000 per occurrence or claim, \$2,000,000 aggregate. Coverage shall be sufficiently broad to respond to the duties and obligations as is undertaken by CONTRACTOR in this Agreement and shall include, but not be limited to, claims involving infringement of intellectual property, including but not limited to infringement of copyright, trademark, trade dress, invasion of privacy violations, information theft, damage to or destruction of electronic information, release of private information, alteration of electronic information, extortion and network security. The policy shall provide coverage for breach response costs as well as regulatory fines and penalties as well as credit monitoring expenses with limits sufficient to respond to these obligations.

F. General Insurance Provisions - All lines:

1) Any insurance carrier providing insurance coverage hereunder shall be admitted to the State of California and have an A M BEST rating of not less than A: VIII (A:8) unless such requirements are waived, in writing, by the COUNTY Risk Manager. If the COUNTY's Risk Manager waives a requirement for a particular insurer such waiver is only valid for that specific insurer and only for one policy term.

2) The CONTRACTOR must declare its insurance self-insured retention for each coverage required herein. If any such self-insured retention exceeds \$500,000 per occurrence each such retention shall have the prior written consent of the COUNTY Risk Manager before the commencement of operations under this Agreement. Upon notification of self-insured retention unacceptable to the COUNTY, and at the election of the COUNTY's Risk Manager, CONTRACTOR's carriers shall either; 1) reduce or eliminate such self-insured retention as respects this Agreement with the COUNTY, or 2) procure a bond which guarantees payment of losses and related investigations, claims administration, and defense costs and expenses.

3) CONTRACTOR shall cause CONTRACTOR's insurance carrier(s) to furnish the County of Riverside with either 1) a properly executed original Certificate(s) of Insurance and certified original copies of Endorsements effecting coverage as required herein, and 2) if requested to do so orally or in writing by the COUNTY Risk Manager, provide original Certified copies of policies including all Endorsements and all attachments thereto, showing such insurance is in full force and effect. Further, said Certificate(s) and policies of insurance shall contain the covenant of the insurance carrier(s) that thirty (30) days written notice shall be given to the County of Riverside prior to any material modification, cancellation, expiration or reduction in coverage of such insurance. In the event of a material modification, cancellation, expiration, or reduction in coverage, this Agreement shall terminate forthwith, unless the County of Riverside receives, prior to such effective date, another properly executed original Certificate of Insurance and original copies of endorsements or certified original policies, including all endorsements and attachments thereto evidencing coverage's set forth herein and the insurance required herein is in full force and effect. CONTRACTOR shall not commence operations until the COUNTY has been furnished original Certificate (s) of Insurance and certified original copies of endorsements and if requested, certified original policies of insurance including all endorsements and any and all other attachments as required in this Section. An individual authorized by the insurance carrier shall sign the original endorsements for each policy and the Certificate of Insurance.

4) It is understood and agreed to by the parties hereto that the CONTRACTOR's insurance shall be construed as primary insurance, and the COUNTY's insurance and/or deductibles and/or self-insured retention's or self-insured programs shall not be construed as contributory.

5) If, during the term of this Agreement or any extension thereof, there is a material change in the scope of services; or, there is a material change in the equipment to be used in the performance of the scope of work; or, the term of this Agreement, including any extensions thereof, exceeds five (5) years; the COUNTY reserves the right to adjust the types of insurance and the monetary limits of liability required under this Agreement, if in the COUNTY Risk Manager's reasonable judgment, the amount or type of insurance carried by the CONTRACTOR has become inadequate.

6) CONTRACTOR shall pass down the insurance obligations contained herein to all tiers of subcontractors working under this Agreement.

7) The insurance requirements contained in this Agreement may be met with a program(s) of self-insurance acceptable to the COUNTY.

8) CONTRACTOR agrees to notify COUNTY of any claim by a third party or any incident or event that may give rise to a claim arising from the performance of this Agreement.

23. General

23.1 CONTRACTOR shall not delegate or assign any interest in this Agreement, whether by operation of law or otherwise, without the prior written consent of COUNTY. Any attempt to delegate or assign any interest herein shall be deemed void and of no force or effect.

23.2 Any waiver by COUNTY of any breach of any one or more of the terms of this Agreement shall not be construed to be a waiver of any subsequent or other breach of the same or of any other term of this Agreement. Failure on the part of COUNTY to require exact, full, and complete compliance with any terms of this Agreement shall not be construed as in any manner changing the terms or preventing COUNTY from enforcement of the terms of this Agreement.

23.3 In the event the CONTRACTOR receives payment under this Agreement, which is later disallowed by COUNTY for nonconformance with the terms of the Agreement, the CONTRACTOR shall promptly refund the disallowed amount to the COUNTY on request; or at its option the COUNTY may offset the amount disallowed from any payment due to the CONTRACTOR.

23.4 CONTRACTOR shall not provide partial delivery or shipment of services or products unless specifically stated in the Agreement.

23.5 CONTRACTOR shall not provide any services or products subject to any chattel mortgage or under a conditional sales contract or other agreement by which an interest is retained by a third party. The CONTRACTOR warrants that it has good title to all materials or products used by CONTRACTOR or provided to COUNTY pursuant to this Agreement, free from all liens, claims, or encumbrances.

23.6 Nothing in this Agreement shall prohibit the COUNTY from acquiring the same type or equivalent equipment, products, materials or services from other sources, when deemed by the COUNTY to be in its best interest. The COUNTY reserves the right to purchase more or less than the quantities specified in this Agreement.

23.7 The COUNTY agrees to cooperate with the CONTRACTOR in the CONTRACTOR's performance under this Agreement, including, if stated in the Agreement, providing the CONTRACTOR with reasonable facilities and timely access to COUNTY data, information, and personnel.

23.8 CONTRACTOR shall comply with all applicable Federal, State and local laws and regulations. CONTRACTOR will comply with all applicable COUNTY policies and procedures. In the

event that there is a conflict between the various laws or regulations that may apply, the CONTRACTOR shall comply with the more restrictive law or regulation.

23.9 CONTRACTOR shall comply with all air pollution control, water pollution, safety and health ordinances, statutes, or regulations, which apply to performance under this Agreement.

23.10 CONTRACTOR shall comply with all requirements of the Occupational Safety and Health Administration (OSHA) standards and codes as set forth by the U.S. Department of Labor and the State of California (Cal/OSHA).

23.11 This Agreement shall be governed by the laws of the State of California. Any legal action related to the performance or interpretation of this Agreement shall be filed only in the Superior Court of the State of California located in Riverside, California, and the parties waive any provision of law providing for a change of venue to another location. In the event any provision in this Agreement is held by a court of competent jurisdiction to be invalid, void, or unenforceable, the remaining provisions will nevertheless continue in full force without being impaired or invalidated in any way.

23.12 TRANSITION CLOSE-OUT PERIOD:

Upon expiration or termination of this Agreement for any reason, during the transition close-out period the CONTRACTOR agrees to:

Continue delivering services in all geographic areas currently served in Riverside County until notified otherwise; and

Assist COUNTY in the orderly transition and transfer of all collaborations and committees to COUNTY and the subsequent Contractor(s); and

Provide, in a timely manner, all file and information deemed necessary by COUNTY for use in subsequent contracting activities without additional cost to COUNTY or the new Contractor(s), upon termination or expiration of this Agreement for any reason; and

Cooperate with COUNTY during a transition close-out period to ensure orderly and seamless delivery of services to residents of Riverside County.

23.13 This Agreement, including any attachments or exhibits, constitutes the entire agreement of the parties with respect to its subject matter and supersedes all prior and contemporaneous representations, proposals, discussions and communications, whether oral or in writing. This Agreement may be changed or modified only by a written amendment signed by authorized representatives of both parties.

23.14 This Agreement may be executed in any number of counterparts, each of which will be an original, but all of which together will constitute one instrument. Each party to this Agreement agrees to

the use of electronic signatures, such as digital signatures that meet the requirements of the California Uniform Electronic Transactions Act (“CUETA”) (Cal. Civ. Code §§ 1633.1 to 1633.17), for executing this Agreement. The parties further agree that the electronic signatures of the parties included in this Agreement are intended to authenticate this writing and to have the same force and effect as manual signatures. Electronic signature means an electronic sound, symbol, or process attached to or logically associated with an electronic record and executed or adopted by a person with the intent to sign the electronic record pursuant to the CUETA as amended from time to time. CUETA authorizes use of an electronic signature for transactions and contracts among parties in California, including a government agency. Digital signatures mean an electronic identifier, created by computer, intended by the party using it to have the same force and effect as the use of a manual signature, and shall be reasonably relied upon by the parties. For purposes of this section, a digital signature is a type of "electronic signature" as defined in subdivision (i) of Section 1633.2 of the Civil Code.

[Signature Page Follows]

IN WITNESS WHEREOF, the parties hereto have caused their duly authorized representatives to execute this Agreement.

COUNTY OF RIVERSIDE, a political subdivision of the State of California

V-SOFT CONSULTING GROUP, INC.
a State of Texas S-Corporation authorized to conduct business in the State of California

By: Karen S. Spiegel
Karen Spiegel
Chair, Board of Supervisors

By: Purna Veer
Purna Veeramachaneni
President

Dated: MAR 10 2026

Dated: 12/30/2025

ATTEST:
Kimberly A. Rector
Clerk of the Board

By: Jai Bokey
Jai Bokey
VP-Operations

By: [Signature]
Deputy

Dated: 12/30/2025

APPROVED AS TO FORM:
Minh C. Tran
County Counsel

By: [Signature]
~~Paula Salcido~~
Deputy County Counsel

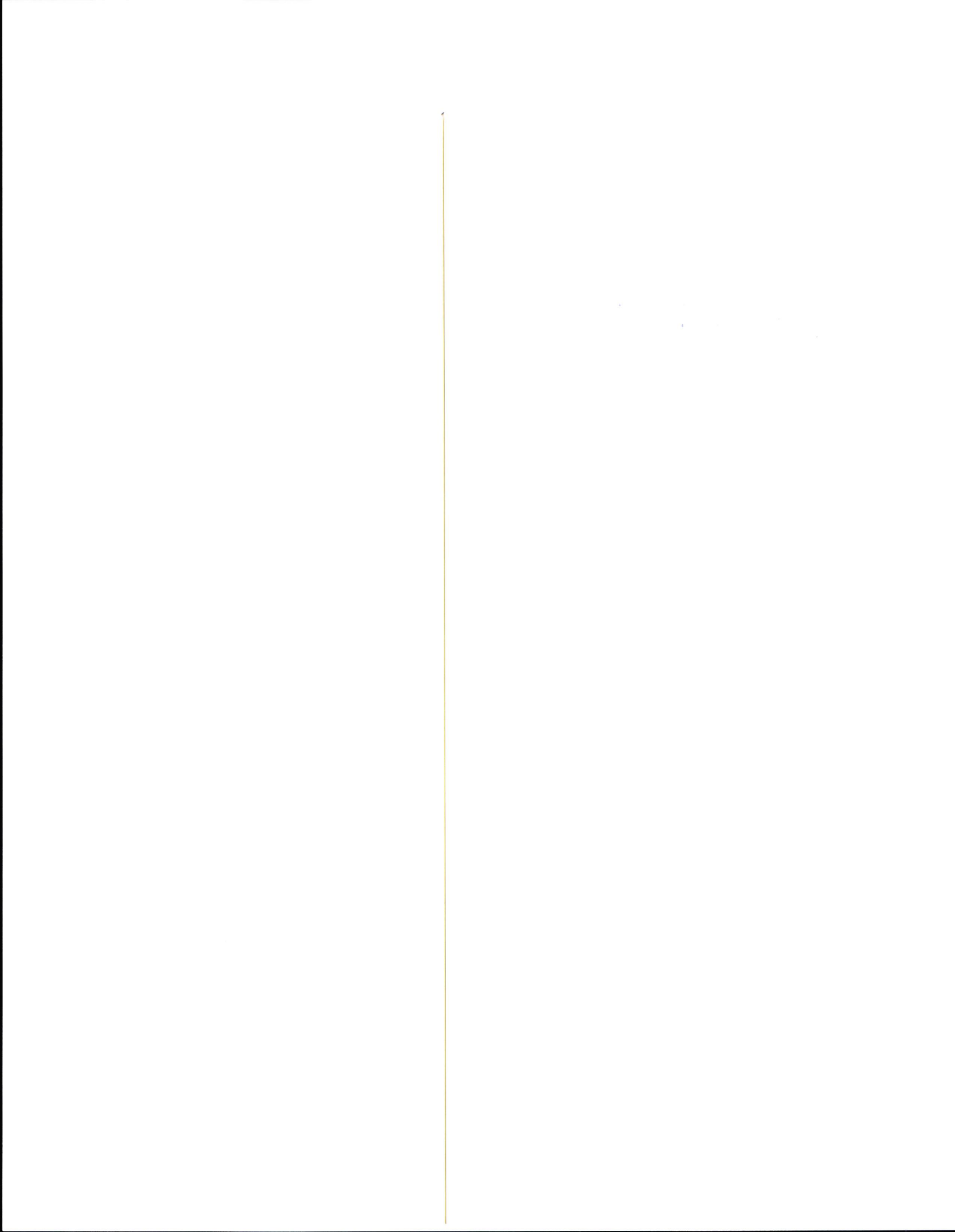


EXHIBIT A
SCOPE OF SERVICES

1. Scope of Work

1.1 Project Plan

1.1.1 Develop a comprehensive project plan, including:

1.1.1.1 System Migration Strategy: Identify the best approach for implementation and rollout, considering RCIT Bureaus, departments, assets, components, and CIs. CONTRACTOR shall lead a phased implementation approach leveraging ServiceNow ITOM's Discovery, Service Mapping, and CMDB modules. This includes evaluating existing COUNTY assets, assessing CI dependencies, and executing staged deployments per bureau (Applications, Network, Infrastructure, Security). This strategy ensures minimal disruption and optimal integration with existing ITSM processes (Incident, Request, Asset, and Change Management).

1.1.1.1.1 Address the complexity, risks and costs of ITOMs impacts to the county's existing business processes in relation to the ITSM system such as impacts to Incident, Request, Asset and Change Management. Using ServiceNow's Impact Analysis and CMDB Health Dashboards, CONTRACTOR shall simulate dependencies and assess risks. This ensures accurate scoping of potential disruptions and cost-benefit evaluations of ITOM integration into RCIT's existing environment.

1.1.1.2 Project Work Plan: Detail tasks, deliverables, resources, task dependencies, and the project schedule. A Gantt chart with tasks, milestones, dependencies, and ownership will be created in ServiceNow's Project Portfolio Management module. Weekly scrums will track progress and integrate with the Status Report Dashboard for executive visibility.

1.1.1.2.1 Detail respective bureau involvement dependencies and timelines (Applications, Network, Infrastructure, and Security). CONTRACTOR will collaborate with Application, Network, Infrastructure, and Security teams at each phase (Discovery,

Mapping, Testing). These will be scheduled into sprint planning and tracked via ServiceNow Agile Boards.

1.1.1.3 Sustainability/Scalability Plan: Detail guidance and steps for ongoing maintenance post go-live as infrastructure grows and shrinks. Include resource needs and tasks.

1.1.1.4 Decision Log: Maintain a chronological record of all business decisions, including scope changes and requirement interpretations.

1.1.2 Provide weekly status reports, including:

1.1.2.1 Overall status (Red/Yellow/Green).

1.1.2.2 Accomplishments.

1.1.2.3 Upcoming activities and resource needs.

1.1.2.4 Timeline and milestones.

1.1.2.5 Risks and issues

1.1.3 Document and share meeting minutes for all conducted meetings. All meetings will be documented in ServiceNow Notes or Knowledge Base and shared within 24 hours of meeting conclusion.

1.1.4 Complete all deliverables within the agreed project timeline. All deliverables will be time-bound using the ServiceNow Project app and Agile modules, with dashboards to monitor performance.

1.2 Discovery

1.2.1 Install and configure ServiceNow ITOM Discovery components.

1.2.2 Collaborate with RCIT stakeholders to discover Configuration Items (CIs) and assets using necessary integrations.

1.2.3 Identify and install Mid Servers and probes for optimal discovery.

1.2.4 Aggregate and configure credentials for Windows, Unix/Linux, SNMP, and NMAP to assist in discovery.

1.2.5 Deploy discovery to identify CIs and assets, including:

1.2.5.1 Servers (physical, virtual, blade, rack-mounted, tower).

1.2.5.2 Applications (web servers, application servers, databases, business applications).

1.2.5.3 Networking devices (routers, switches, load balancers, etc.).

- 1.2.5.4 Storage systems (SSDs, HDDs, SAN, NAS).
- 1.2.5.5 Security devices (firewalls, controllers).
- 1.2.5.6 Endpoint computing assets (desktops, laptops, smartphones, printers).
- 1.2.5.7 Cloud environments (Azure, VMware, AWS) (Phase 2).
- 1.2.6 Document a plan for ongoing ingestion and maintenance of CIs and assets.
- 1.2.7 Train staff on:
 - 1.2.7.1 CI Class Manager for identification rules, reconciliation rules, and relationships.
 - 1.2.7.2 Dependency views/maps.
 - 1.2.7.3 Configuration file management for problem management.
- 1.3 Dedicated MID Server for Service Mapping
 - 1.3.1 Install and optimize a dedicated MID Server for Service Mapping.
 - 1.3.2 Configure Service Mapping methods, including top-down (pattern and traffic), tag-based, and machine learning approaches.
- 1.4 Service Mapping
 - 1.4.1 Create 4 comprehensive service maps linking applications to infrastructure and dependent components.

Type	Use Case
Application Service Maps	Business application visibility
Technical Service Maps	Infrastructure-level dependencies
Dynamic Service Maps	Real-time monitoring and incident response
Business Service Maps	High-level view of business services and dependencies

1.4.2 Work with county bureaus, to identify and define county specific services - linking applications to infrastructure and dependent components. V-Soft will initiate a collaborative workshop-based approach with key stakeholders from each county bureau (Applications, Infrastructure, Security, and Network teams) to capture and document business-critical services. This phase will include:

- a) **Service Identification Workshops:** Conduct structured sessions to map out current application landscapes and the business processes they support.

- b) **Stakeholder Interviews:** One-on-one sessions with service owners to define service objectives, SLAs, and expected business outcomes.
- c) **Service Categorization:** Align each service into Business, Application, Technical, or Dynamic types using ServiceNow's Common Service Data Model (CSDM).
- d) **Service Entry Creation:** Establish logical service entries in ServiceNow under `cmdb_ci_service` and `cmdb_ci_appl` tables.
- e) **Documentation:** Maintain detailed service design records including functional overviews, technical specs, and known dependencies for governance and audit readiness.

This will result in a validated and prioritized list of services to be mapped, with dependencies and criticality ratings identified.

1.4.3 Enable automated connection and service suggestions and configure tag-based service mapping. V-Soft will configure ServiceNow's tag-based mapping and pattern discovery mechanisms to automate service suggestions and reduce manual dependency tracking. Our approach includes:

- a) **Enablement of Service Mapping Suggestions:** ServiceNow uses traffic-based and tag-based techniques to suggest potential connections and dependencies between CIs.
- b) **Tag Management:** Define and apply meaningful tags to CIs (e.g., application name, environment, business owner).
- c) **Automation Configuration:** Configure ServiceNow's pattern-based mapping with reusable templates and Enable traffic-based discovery to dynamically detect communication between servers and applications using NetFlow or firewall data when available.
- d) **Machine Learning Insights (if applicable):** Leverage predictive intelligence to suggest relationships based on discovered patterns and CI metadata.

This approach minimizes manual intervention, ensures more accurate and scalable mappings, and supports continuous updates as the environment evolves.

1.4.4 Build application service maps to visualize dependencies. Using ServiceNow's Service Mapping module, we will construct end-to-end visual representations of application services. The steps include:

- a) **Baseline Collection:** From discovery and stakeholder sessions, compile a list of applications with known infrastructure dependencies.
- b) **Map Construction:** Start with the business application layer and drill down through application servers, web tiers, databases, network components, and host servers. Use existing discovery data and ServiceNow pattern libraries to autogenerate the maps.
- c) **CI Relationship Management:** Establish and verify CI relationships (eRuns on, Depends on, Hosted on) using the CI Relationship Editor. Store maps as CI entries within the cmdb table.
- d) **Interactive Dependency Views:** Utilize ServiceNow's Dependency View UI to visualize real-time service status, relationship health, and failure points.

The result is a complete, interactive map that allows IT operations and support teams to trace incidents, perform impact analysis, and manage changes with confidence.

1.4.5 Train on machine learning to manage ongoing connection and application suggestions. V-Soft will provide training on how to interpret, manage, and take action on machine learning-generated suggestions in ServiceNow, including:

- a) **Overview of Predictive Intelligence:** Introduction to how ServiceNow leverages ML models for identifying CI relationships and mapping service dependencies.
- b) **Training Scope:**
 - 1) Navigating the Service Mapping Suggestions dashboard.
 - 2) Reviewing and accepting/rejecting system-suggested mappings.
 - 3) Validating connection reliability and confidence scores generated by the ML engine.
- c) **Change Control Integration:** Implement workflows for proposed changes, where new service relationships must be reviewed by governance leads before being committed.

- d) **Performance Optimization:** Train IT staff on tuning ML thresholds and managing false positives.

We will deliver hands-on training using real-world data and provide cheat sheets and video tutorials to support long-term adoption and ongoing refinement of automated service mapping.

1.5 Integration with Microsoft SCCM and Intune

1.5.1 Configure integration with SCCM to synchronize device and asset data with the CMDB.

1.5.2 Integrate Intune for endpoint compliance and configuration, based on Riverside County's requirements.

1.6 CMDB Enhancements and Governance

1.6.1 Populate and normalize data in the CMDB. CONTRACTOR will use ServiceNow Discovery and integrations (SCCM, Intune) to automatically populate the CMDB. The process includes:

- a) Discovery-based CI ingestion across infrastructure layers (hardware, OS, apps, network, storage).
- b) IntegrationHub ETL to bring in third-party data (SCCM, Intune, JAMF, Azure AD, etc.).
- c) Data normalization using:
 - 1) Identification and Reconciliation Engine (IRE) for conflict resolution.
 - 2) Normalization Data Services (NDS) to clean and standardize vendor, model, and version information.
 - 3) Scheduled Jobs to review and clean orphaned or duplicate CIs.

This ensures the CMDB is comprehensive, accurate, and trustworthy for downstream processes.

1.6.2 Align the CMDB with CSDM standards and provide governance recommendations. CONTRACTOR will align the CMDB structure with ServiceNow's Common Service Data Model (CSDM) 4.x by:

- a) Mapping existing CI classes (Servers, Business Applications, Services, etc.) to the CSDM domains (Foundation, Design, Manage Technical Services, Sell/Consume).

- b) Creating and configuring key CSDM tables:
 - 1) cmdb_ci_service
 - 2) cmdb_ci_business_app
 - 3) cmdb_ci_application_service
 - 4) cmdb_ci_service_offering
- c) Governance Recommendations will include:
 - 1) CI lifecycle policies
 - 2) CI owner/stewardship assignment
 - 3) Change request requirements for CI edits
 - 4) Data certification and review schedules
 - 5) CMDB compliance KPIs and reporting

This establishes a sustainable CMDB framework aligned with industry and platform standards.

1.6.3 Establish policies and roles for CMDB maintenance. To ensure ongoing CMDB integrity, V-Soft will:

- a) Define and assign roles:
 - 1) CI Owners (business accountability)
 - 2) CI Maintainers (technical accuracy)
 - 3) CMDB Admins (governance enforcement)
- b) Implement policies:
 - 1) Regular data certification workflows
 - 2) Change management linkage enforcement
 - 3) Role-based access controls (RBAC) to prevent unauthorized updates
- c) Configure CMDB Health Dashboards to monitor:
 - 1) Completeness (mandatory fields)
 - 2) Correctness (valid values)
 - 3) Compliance (change linkage)
 - 4) Orphaned/duplicate CIs

This enables the County to manage CMDB as a living, high-fidelity asset.

1.7 ITSM Enhancements

1.7.1 Enable CI identification within Incident Management, Change Management, and Project Portfolio Management (PPM). V-Soft will ensure tight integration between CMDB and ITSM processes, allowing users to easily identify and associate

- a) Configuration Items (CIs) with:
 - 1) Incidents (impacted server or app)
 - 2) Change Requests (what infrastructure is being modified)
 - 3) Projects via Project Portfolio Management (PPM) to understand resource alignment and business impact
- b) Features to be enabled:
 - 1) CI auto-population in Incident and Change forms based on user/system input
 - 2) Dependency-based impact analysis before change implementation
 - 3) Real-time CI impact visualization using CMDB relationship maps

1.7.2 Configure workflows to link CIs with incidents, changes, and projects. ServiceNow workflows will be enhanced to enforce CI linkage by:

- a) Mandatory CI fields for certain change types or critical incidents
- b) Dynamic approval routing based on impacted CIs
- c) Project-level CI dashboards in PPM for resource planning
- d) Automation rules to generate proactive incidents or changes when CI performance degrades (if Event Management is used later)

These workflows enable root cause analysis, change traceability, and better project oversight.

1.8 Base Configuration and Alignment with CSDM

1.8.1 Align the existing platform with CSDM standards. CONTRACTOR will audit the current instance and establish CSDM 4.x alignment through:

- a) Review and mapping of all Business Services and Applications into proper CSDM domains.
- b) Cleanup or deprecation of legacy CI classes not aligned with current CSDM structure.
- c) Use of ServiceNow's CSDM Data Foundation Dashboards to measure alignment and coverage.

1.8.2 Validate and configure tables for Business Applications, Application Services, Business Services, Service Offerings, Configuration Items (CIs), and Foundation Data. CONTRACTOR shall validate and configure the following key CSDM tables:

CSDM Component	Table	Action
Business Services	cmdb_ci_service	Map to owning departments
Application Services	cmdb_ci_application_service	Configure relationships and tagging
Business Applications	cmdb_ci_business_app	Clean and map existing entries
Offerings	service_offering	Define SLAs and consumer scope
CIs	cmdb_ci subclasses	Normalize and align to correct model categories
Foundation Data	core_company, cmn_location, etc.	Review and ensure referential integrity

CONTRACTOR shall also implement CSDM tagging and Service Owners fields for governance.

1.8.2.1 CONTRACTOR to assist with establishing the Application Services for the county’s most critical systems. CONTRACTOR shall lead sessions with application owners to:

- a) Identify critical systems (e.g., financial, HR, public safety)
- b) Build Application Service Records in cmdb_ci_application_service
- c) Define technical dependencies (e.g., web servers, databases)
- d) Use Service Mapping patterns to create visualizations
- e) Implement CI relationships and Service Offerings in the CMDB

This will result in clearly mapped, high-value services for monitoring, change tracking, and reporting.

1.8.3 Configure out-of-the-box dashboards and reports for CSDM. CONTRACTOR will enable and customize OOB dashboards for:

- a) CMDB Health: Completeness, Correctness, Compliance
- b) CSDM Maturity: Service Coverage by Domain
- c) Service Portfolio Insights: Health, status, usage

Reports will be tailored to:

- a) CI owners
- b) Change managers
- c) Application teams

Dashboards will be accessible via Service Operations Workspace and the Performance Analytics module.

1.8.4 Provide guidance on defining data for these tables. CONTRACTOR shall provide:

- a) Data dictionary templates for each table (required/optional fields)
- b) Naming conventions and classification standards

c) Field-level examples for:

- 1) Business Application – e.g., “Oracle EBS – Finance”
- 2) Application Service – e.g., “Finance Workflow Engine”
- 3) Service Offering – e.g., “EBS Uptime SLA – 99.99%”

Workshops and documentation will ensure COUNTY teams understand how to populate and maintain these records correctly.

1.9 Dashboard Enhancements

1.9.1 Integrate the following Service Status Widgets into the IT Service Portal and Service Operations Workspace:

- 1.9.1.1 CMDB Dashboard.
- 1.9.1.2 Business Service Widget.
- 1.9.1.3 Current Status Widget
- 1.9.1.4 Planned Maintenance Widget.
- 1.9.1.5 Service History Widget.
- 1.9.1.6 Service Status Legend Widget.
- 1.9.1.7 Service Status Subscription Widget.

CONTRACTOR shall configure and embed ServiceNow’s pre-built and custom widgets into the IT Service Portal and Service Operations Workspace. Each widget will be tailored to meet County stakeholders' needs:

Widget	Functionality
CMDB Dashboard	Tracks completeness, correctness, & compliance of CIs using CMDB Health Scores.
Business Service Widget	Displays real-time status of business services, including criticality and impact.
Current Status Widget	Shows operational status of services based on events, incidents, or integrations.
Planned Maintenance Widget	Displays upcoming change windows and maintenance schedules.
Service History Widget	Visual timeline of past incidents, outages, and changes affecting services.

Service Status Legend Widget	Color-coded key (Red/Amber/Green) to indicate service health.
Service Status Subscription Widget	Allows users to subscribe to service alerts or updates.

Widgets will be dynamically populated using ServiceNow Performance Analytics and CMDB relationships, ensuring live, role-based visibility.

1.9.2 CONTRACTOR recommend dashboards segmented by persona:

- a) Executives: High-level business service status, service uptime SLAs.
- b) IT Operations: CI health, real-time incidents/alerts, service maps.
- c) Change Managers: Upcoming/planned changes, risk/impact visualizations.
- d) End Users: Status of services they use, upcoming outages.

1.9.3 CONTRACTOR shall also provide a dashboard catalog with metrics like:

- a) % of services with mapped dependencies
- b) Mean time to resolution (MTTR) per service
- c) Outage trends over 90 days
- d) CI risk scoring based on historical changes

1.10 Training

1.10.1 Deliver 40 hours of targeted training and documentation, including:

- 1.10.1.1 ITOM administration and maintenance.
- 1.10.1.2 Service Mapping and CI identification.
- 1.10.1.3 Managing Service Portal widgets.
- 1.10.1.4 CMDB governance processes.
- 1.10.1.5 SCCM and Intune integrations.
- 1.10.1.6 Business process changes/updates related to ITOM deployment for existing Incident, Request, Asset, and Change Management.

CONTRACTOR will deliver role-based training (on-site or virtual) broken down by function:

Audience	Topics Covered
ITOM Admins	MID Server management, Discovery patterns, Service Mapping, CI Class Manager.
Developers/Support	Widget management, CMDB structure, API usage.

Change/Incident Managers	Using mapped CIs in workflows, impact analysis, and change tracking.
Governance Team	CSDM framework, CMDB health reports, reconciliation policies.

Training Materials Include:

- a) Step-by-step user guides
- b) Slide decks and live demo recordings
- c) Lab exercises using DEV/TEST environments

1.10.2 Provide expert recommendations and documentation for CI data management best practices. CONTRACTOR will deliver a CI Governance Playbook that includes:

- a) CI lifecycle stages and ownership models
- b) Data quality KPIs
- c) Sample reconciliation rules
- d) Standard operating procedures for onboarding new CIs

This aligns with ServiceNow’s CMDB best practices and ensures long-term sustainability.

1.10.3 Provide ongoing monitoring and health collection including mid-servers.

- a) Set up MID Server Health Monitoring using Event Management (if licensed) and OOB monitors.
- b) Create alerts for:
 - i. MID Server offline
 - ii. Queue backlogs
 - iii. Credential/authentication failures
- c) Train staff on using ServiceNow's MID Server Dashboard for diagnostics and reporting

1.11 Go-Live Support (Support will be provided during business hours with emergency response options available.)

1.11.1 Deliver 40 hours of go-live support, including:

- 1.11.1.1 Break/fix resolution. Real-time troubleshooting of deployment issues (Discovery failures, CI gaps, widget misalignment).
- 1.11.1.2 Implementation of enhancements. Small changes based on immediate user feedback (layout tweaks, service labels).

1.11.1.3 Knowledge transfer to IT staff. Shadowing sessions and walk-throughs for ITOM admins. Final hand-off of CMDB governance toolkit and dashboards.

1.12 Testing and Validation

1.12.1 Conduct functional testing for:

1.12.1.1 Discovery: Validate credential success, scan reach, and CI creation.

1.12.1.2 Service Mapping: Ensure maps render correctly with accurate dependencies.

1.12.1.3 ITSM enhancements: Verify CI linking in Incidents, Changes, and Projects.

1.12.1.4 Portal widgets: Check data integrity, access controls, and rendering per role.

Testing will be done in UAT environment with sign-off gates before PROD release.

1.12.2 Define User Acceptance Test Cases. Create UAT scripts covering:

- a) CI lifecycle actions (create, update, retire)
- b) Service Map validation
- c) CMDB data accuracy checks
- d) Portal navigation and role-based dashboards

Each case will include preconditions, steps, expected results, and postconditions. UAT results will be tracked in a shared testing dashboard.

1.12.3 Validate SCCM and Intune integration:

- a) Asset sync (device types, OS versions, owner details)
- b) Timeliness of updates (test frequency vs sync performance)
- c) CI reconciliation (avoid duplication/conflicts)
- d) Compliance data mapping from Intune

1.12.4 Address gaps identified during testing. All defects and gaps will be:

- a) Logged in the ServiceNow Defect module or equivalent tracker
- b) Assigned severity (Critical, Major, Minor)
- c) Tracked to resolution with target SLAs
- d) Retested before sign-off

A final test closure report will summarize defects, fixes, and validations.

1.13 Post-Implementation Support

1.13.1 Provide a transition plan that includes:

1.13.1.1 Recommendations, documentation, and support for business process improvements affecting ITSM processes due to deployment of ITOM.

- a) Optimized workflows for CI creation, update, and retirement
- b) Revised Incident/Change templates with CI auto-linking
- c) Governance changes (e.g., CI ownership roles in process)

1.13.1.2 Recommendations, documentation, and support for continuous improvement of ITOM processes. Recommendations will cover:

- a) Onboarding new CI sources (e.g., SaaS apps, additional cloud platforms)
- b) CSDM model expansions (Add Service Offerings, Cost Models)
- c) CMDB roadmap (maturity phases: Crawl, Walk, Run)

1.13.1.3 Sustainment/Scalability Plan (Reference 1.1)

1.13.1.3.1 Include process for detecting new and updated Configurable Items (CI).

- a) CI update detection:
 - i. Schedule Discovery every 24 hrs.
 - ii. Use delta scans and integration checks (SCCM change events)
- b) Process Flow:
 - i. Detection → Reconciliation → CI Update → Audit log
- c) Automated workflows to notify CI owners of changes

1.13.2 Provide SLA schedule options post-implementation

1.13.2.1 Include schedule for handling critical issues.

Severity	Response Time	Resolution Time
Critical	1 hour	4 hours
High	4 hours	1 business day
Medium	1 business day	3 business days

Support will be provided via email, ticketing, and optionally via ServiceNow’s Virtual Agent if configured.

1.13.2.2 Support team, post implementation support and point of contact to resolve issues.

- a) Support Team: Includes ITOM Consultant, ServiceNow Architect, and Service Desk Agent.
- b) Point of Contact: A named V-Soft Delivery Manager will be your liaison for escalations and coordination.
- c) A handover document will include all post-implementation contacts, support hours, escalation paths, and change request procedures.

2. Deliverables

2.1 Fully configured ITOM module aligned with CSDM. V-Soft will deliver a fully configured ServiceNow IT Operations Management (ITOM) module, including:

2.1.1 Discovery and Service Mapping activated and operational.

2.1.2 MID Servers deployed and tuned for different network segments and use cases.

2.1.3 All data aligned with the Common Service Data Model (CSDM 4.x), ensuring:

2.1.3.1 Accurate population of Application Services, Business Services, and Service Offerings.

2.1.3.2 Relationships defined in accordance with ServiceNow's guidance (horizontal and vertical mapping).

2.1.4 Compliance validated using the CSDM Data Foundation Dashboard.

2.2 Populated and normalized CMDB. The CMDB will be populated using automated and validated sources, including:

2.2.1 Discovery tools (ServiceNow, SCCM, Intune, and cloud connectors).

2.2.2 Normalized CI data, using:

a) Identification and Reconciliation Engine (IRE)

b) Normalization Data Services (NDS)

2.2.3 Key CI classes: Servers, Network Devices, Applications, Endpoints, Storage, and Cloud Resources

2.2.4 CI lifecycle management and ownership models implemented

2.2.5 CMDB Health Dashboard configured to monitor completeness, correctness, and compliance

2.3 Three service maps with automated service suggestions and application service maps.

- 2.3.1 CONTRACTOR will deliver at least three fully functional service maps, including:
 - a) **Business Service Map** – a high-level view of a mission-critical service (e.g., Finance System).
 - b) **Application Service Map** – detailed mapping of technical dependencies from web front-end to database.
 - c) **Dynamic Service Map** – real-time service model using Discovery and tag-based automation.
- 2.3.2 Each map will include:
 - a) Auto-generated dependency relationships
 - b) Machine-learning-based service suggestions
 - c) Live updates from Discovery and Event Management (if applicable)
- 2.3.3 Service maps will be tested and validated in collaboration with stakeholders.
- 2.4 Integrated SCCM and Intune with the CMDB.
 - 2.4.1 CONTRACTOR will integrate Microsoft SCCM and Microsoft Intune using:
 - a) ServiceNow’s IntegrationHub Spokes and REST/SOAP connectors
 - b) Field mapping and data transformation pipelines for asset inventory, patch compliance, and configuration
 - c) Reconciliation policies to avoid data duplication or overwrite of discovery data
 - d) Integration validation through sync jobs, accuracy checks, and delta testing
 - 2.4.2 The integration will support:
 - a) Endpoint visibility
 - b) Compliance tracking
 - c) CI population and enrichment
- 2.5 Service Status Widgets embedded in the IT Service Portal.
 - 2.5.1 Widgets deployed and embedded into the portal will include:
 - a) Real-time status indicators (Red/Yellow/Green) for Business and Application Services
 - b) Planned maintenance and service outage history
 - c) Widgets from Service Operations Workspace and/or Custom UI Builder
 - d) Subscription functionality for users to receive alerts
 - 2.5.2 All widgets will be tested for data integrity, role-based access, and responsiveness.

- 2.6 Comprehensive training and documentation for IT staff.
- 2.6.1 CONTRACTOR will provide 40 hours of training and comprehensive documentation, including:
- a) Role-based training sessions (Admins, Service Owners, Analysts)
 - b) User guides, video tutorials, SOPs, and quick-reference cards
 - c) CMDB governance documentation
 - d) CI ownership, health check routines, and CMDB change policies
 - e) Onboarding guide for future services and integrations
- 2.6.2 Documentation will be handed off in editable formats (Word, PDF, and ServiceNow Knowledge Base articles).
- 2.7 40 hours of go-live support and post-implementation assistance.
- 2.7.1 Our team will provide real-time support during and after go-live, including:
- a) Rapid response to technical issues and system performance bottlenecks
 - b) Fixes to Discovery issues, MID Server configuration, and data sync problems
 - c) Live guidance and knowledge transfer to internal staff
 - d) Change management and process support
 - e) Monitoring dashboards for post-go-live metrics (e.g., CI ingestion rate, widget usage)
- 2.7.2 Support hours will be scheduled to align with the County's launch schedule, with a designated team for escalation.

3. Assumptions and Constraints

- 3.1 ITOM will follow ITOM's Security Overview protocols and recommendations
- 3.1.1 <https://www.servicenow.com/content/dam/servicenow-assets/public/en-us/doc-type/resource-center/white-paper/wp-itom-visibility-security-overview.pdf>.
- a) CONTRACTOR acknowledges and will fully comply with ServiceNow's ITOM Visibility Security Overview protocols as outlined in the provided white paper (ServiceNow ITOM Security Overview). Specifically, we will:
 - i. Implement least privileged access on MID Servers, ensuring only necessary credentials are used per protocol.
 - ii. Encrypt all data in transit and at rest using TLS 1.2+ and ServiceNow's native encryption mechanisms.

- iii. Avoid persistent credential storage in external systems. Instead, manage credentials within ServiceNow Credential Store, tied to Discovery Schedules and Patterns.
 - iv. Conduct regular security audits and adhere to Riverside County's cybersecurity policies.
 - v. Ensure no sensitive data is exposed during discovery or integrations by utilizing Classless Discovery and Access Control Lists (ACLs).
 - b) CONTRACTOR will also provide the County with a Security Design Document detailing access points, data flow, and encryption practices.
- 3.2 ITOM will be installed and activated in the PROD ITSM environment, with DEV and TEST environments available for initial installation, testing, and training.
- 3.2.1 V-Soft expects the County to provide three separate ServiceNow environments:
- a) DEV (Development): For initial configuration, pattern building, and scripting.
 - b) TEST/UAT: For integration, validation, stakeholder reviews, and user acceptance testing.
 - c) PROD: Final configuration deployment and go-live.
- 3.2.2 Our implementation will follow ServiceNow SDLC best practices, ensuring that:
- a) All configurations are promoted using Update Sets or Application Repository.
 - b) All data and configurations are fully tested and signed off in TEST before deployment to PROD.
 - c) Change Control Boards (CCBs) or stakeholders will authorize all migrations to PROD.
- 3.3 Riverside County IT will provide access to necessary systems, credentials, and resources.
- 3.3.1 To meet timelines and ensure successful delivery, we assume the County will provide:
- a) System access: Firewalls, routers, hypervisors, SCCM, Intune, etc., required for Discovery and integrations.
 - b) Credentials:
 - i. Read-only domain admin for Windows environments
 - ii. SNMP strings for network devices
 - iii. SSH credentials for Linux/Unix

- iv. Cloud API keys (Azure, AWS, VMware vCenter)
 - c) Staff availability: For Discovery validation, CI verification, and workshop participation.
 - d) Network Access:
 - i. Allow-listing of MID Servers
 - ii. Internal DNS resolution
 - iii. Firewall rules for MID-to-target communication on required ports (e.g., 135, 22, 443, 161/162)
- 3.3.2 A credential aggregation worksheet will be provided at project kickoff to facilitate secure and structured access provisioning.
- 3.4 Stakeholders will participate in workshops, approvals, and user acceptance testing (UAT).
- 3.4.1 The success of this project relies heavily on timely participation and decisions from County stakeholders. CONTRACTOR assume:
- a) Design and mapping workshops will include subject matter experts from Application, Infrastructure, Security, and Network teams.
 - b) CMDB governance policies will be reviewed and approved collaboratively.
 - c) UAT scripts will be validated and executed with stakeholder involvement.
 - d) A Product Owner or Project Champion will be assigned to make time-sensitive decisions or escalate as needed.
- 3.4.2 We will provide a RACI chart and meeting cadence to ensure clarity and accountability during the project lifecycle.
- 3.5 The ServiceNow environment will be upgraded every six months, and project activities will work within these constraints.
- 3.5.1 V-Soft acknowledges ServiceNow's twice-yearly upgrade schedule (e.g., Washington, Vancouver releases). Our solution will be:
- a) Fully upgrade-compatible, using:
 - i. Scoped applications
 - ii. Baseline pattern customization best practices
 - iii. Non-intrusive configurations
 - b) Project timelines will be coordinated to avoid environment downtimes due to upgrades.

- c) We will support pre-upgrade testing in TEST/UAT environments before promoting changes to PROD.
- d) If upgrades occur mid-project, we will test all in-progress work against the updated version to ensure continuity.

3.5.2 CONTRACTOR will also provide a post-upgrade validation checklist to the County to ensure long-term supportability of the ITOM module and CMDB enhancements.

4. Success Criteria

4.1 Discovery Frequency: Automated discovery of all infrastructure components every 24 hours.

4.1.1 Success will be measured by the deployment of automated, scheduled Discovery jobs that execute on a 24-hour cycle, covering:

- a) All known subnets and IP ranges (internal and cloud)
- b) Dynamic environments (virtualized/cloud) using patterns and tag-based targeting
- c) Full coverage of servers, endpoints, network devices, storage, and applications

4.1.2 Validation:

- a) Scheduled jobs run logs and status (successful runs with minimal errors)
- b) CI creation timestamps matching daily frequency
- c) Automated alerts for skipped or failed scans

4.2 Data Accuracy: Accurate discovery and classification of at least 95% of critical infrastructure items.

4.2.1 Critical infrastructure components (defined during workshops) will be accurately discovered, identified, and classified with a 95% accuracy rate, validated by:

- a) Alignment to CI class models and naming conventions
- b) Credential-based discovery success logs
- c) Field-level validation (e.g., serial numbers, OS types, relationships)
- d) Review by infrastructure SMEs for accuracy and completeness

4.2.2 CMDB Completeness Scorecard will be used to monitor and report accuracy.

4.3 CMDB Completeness: 99% of critical CIs correctly classified and related.

4.3.1 A complete CMDB is one where:

- a) CIs contain all required fields (owner, location, environment, lifecycle state)
- b) Relationships such as Runs on, depends on, Hosted on are configured

- c) Orphaned or duplicate entries are resolved
- 4.3.2 Target: 99% of critical CIs will be:
- a) Properly typed and linked using CI Relationship Editor
 - b) Visible within Dependency Views and Service Maps
 - c) Validated through stakeholder walk-throughs and data audits
- 4.4 Full alignment of the CMDB with CSDM standards, achieving 100% compliance for required CI Classes.
- 4.4.1 We will measure CSDM compliance using:
- a) ServiceNow CSDM Data Foundation Dashboards
 - b) Manual validation of key tables:
 - i. cmdb_ci_service
 - ii. cmdb_ci_business_app
 - iii. cmdb_ci_application_service
 - iv. cmdb_ci_service_offering
 - c) Relationships between service and technical layers (e.g., Business App → App Service → Infrastructure)
- 4.4.2 100% alignment will be defined as:
- a) All CIs in scope placed in correct CSDM domains
 - b) All required relationships established
 - c) Naming, ownership, lifecycle fields populated
- 4.5 Successful integration of SCCM and Intune, verified through data synchronization tests.
- 4.5.1 CONTRACTOR will configure and validate:
- a) Asset sync schedules and success logs
 - b) Field mapping accuracy (hostname, serial number, OS, compliance status)
 - c) Duplicate detection and reconciliation rules
 - d) Record-level sampling to compare source vs CMDB values
- 4.5.2 Success is defined by:
- a) No duplicate CI creation from SCCM or Intune
 - b) Scheduled syncs running successfully for at least 7 days
 - c) Accurate representation of SCCM/Intune-managed devices in the CMDB

4.6 Fully functional IT Service Portal with embedded ITOM widgets (dashboards and reports), validated by at least 90% of stakeholders.

4.6.1 Success will be validated through:

- a) Stakeholder user testing of the portal experience
- b) Survey or feedback rating $\geq 90\%$ satisfaction with:
 - i. Widget accuracy and usefulness
 - ii. Performance and responsiveness
 - iii. Navigation and clarity
- c) Functional test cases for each widget (status updates, filtering, subscriptions)

4.6.2 All widgets will be implemented with role-based visibility and pull data from live CMDB records and service maps.

4.7 Completion of training and go-live support with no unresolved critical issues.

4.7.1 Training success will be confirmed through:

- a) Attendance logs for all scheduled sessions
- b) Pre/post-training knowledge assessments
- c) Final sign-off by County stakeholders on training deliverables

4.7.2 Go-live success criteria include:

- a) All critical defects closed before go-live
- b) Go-live support period completed with no P1/P2 issues outstanding
- c) IT staff demonstrating proficiency with key admin and governance tasks

4.8 Success criteria for accuracy and completeness metrics recommended:

Metric	Target
MID Server Uptime	$\geq 99\%$ during business hours
Discovery Credential Success Rate	$\geq 90\%$
Mean Time to Detect CI Drift	≤ 24 hours
Number of Validated Service Maps	≥ 3 high-priority services mapped
% of CIs with Owners Assigned	$\geq 95\%$
CMDB Health Compliance Score	$\geq 90\%$ across completeness/correctness
Reduction in Unlinked Incidents to CIs	$\geq 30\%$ improvement within 3 months

These additional KPIs reflect both technical completeness and operational maturity of the implemented solution.

5. Qualifications

5.1 CONTRACTOR’s staff must be certified in ITOM, have multiple implementations and deployment of ServiceNow ITOM for state and local government.

5.1.1 V-Soft Consulting Group Inc. is a ServiceNow Premier Partner with a proven track record of delivering complex ITOM and CMDB implementations, specifically for state and local government agencies, public institutions, and large regulated environments.

a) CONTRACTOR project delivery team includes certified professionals with deep experience in ServiceNow ITOM and ITSM:

Role	Certifications
Lead Solution Architect	Certified Implementation Specialist – ITOM, CSDM, ITSM
ServiceNow Developer	Certified System Administrator, ITOM Discovery & CMDB
CMDB/Data Architect	CSDM Certified, Data Governance Professional
Project Manager (PMP/Agile)	ServiceNow Fundamentals, Agile Scrum Master
Service Mapping Specialist	Service Mapping & MID Server Ce

b) Our delivery team brings decades of combined ServiceNow experience, with focused expertise in:

- i. Discovery and Service Mapping
- ii. SCCM and Intune integrations
- iii. CMDB normalization and governance
- iv. CSDM alignment
- v. Service Portal dashboard and widget development

6. Project Timeline and Milestones

6.1 The project will be structured into two phases, with key milestones and completion expectations outlined below. CONTRACTOR is expected to adhere to these timelines and propose a detailed project plan to meet or accelerate these targets.

6.2 Phase 1: Discovery

6.2.1 Scope: Comprehensive discovery and assessment of the current environment, data sources, integrations, and dependencies to inform the Service Mapping approach.

V-Soft will deliver the ServiceNow ITOM implementation in two structured phases:

- Phase 1 – Discovery and CMDB Foundation

- Phase 2 – Service Mapping and CSDM Alignment

Each phase includes key milestones, deliverables, stakeholder engagement points, and measurable outcomes. This structure ensures controlled scope execution, risk management, and value delivery at each stage.

We will follow an Agile hybrid approach, with iterative configuration and testing, while aligning with the County’s governance and approval requirements.

6.2.2 Completion Deadline: May 21, 2026

a) Scope:

- i. Discovery strategy development
- ii. MID Server installation and tuning
- iii. Credentials aggregation
- iv. CI class targeting (servers, applications, endpoints, cloud)
- v. Initial CMDB population and normalization
- vi. Integration with SCCM and Intune
- vii. Training on Discovery and CI Class Manager

b) Key Milestones:

Milestones	Target Date
Project Kickoff	March 2, 2026
Discovery Design & Workshop Completion	March 17, 2026
MID Server Installation Complete	March 24, 2026
Credentials Secured & Validated	March 31, 2026
Discovery Jobs Live (Initial Targets)	April 9, 2026
SCCM/Intune Integration Complete	April 23, 2026
CMDB Population & Health Dashboard	May 14, 2026
Stakeholder Review & UAT	May 21, 2026
Phase 1 Completion	

6.3 Phase 2: Service Mapping

6.3.1 Scope: Implementation of Service Mapping based on findings from Phase 1, including configuration, testing, and validation with a focus on critical enterprise components first and then non-critical.

- a) Service identification workshops
 - i. Service map creation (at least 3)
 - ii. Application service modeling
 - iii. Tag-based and pattern-based mapping
 - iv. CSDM alignment
 - v. Widget and dashboard integration
 - vi. CMDB governance modeling
 - vii. Final testing, go-live, and training

b) Key Milestones:

Milestones	Target Date
Service Mapping Workshop	June 4, 2026
First Application Service Map Complete	June 17, 2026
Business and Dynamic Service Maps Completed	June 25, 2026
CSDM Model Configured and Validated	July 2, 2026
Widgets Embedded in Service Portal	July 9, 2026
Final Training and Documentation Delivery	July 16, 2026
Go-Live Readiness & Testing	July 21, 2026
Phase 2 & Project Completion	July 23, 2026

**EXHIBIT B
PAYMENT PROVISIONS**

Item	Deliverables	Cost
1	Project Based Cost (Kickoff, Discovery Design, and Workshop completion)	\$12,500
2	Fully completed and accepted project plan	\$12,500
3	Fully completed sustainability/scalability plan	\$12,500
4	Fully configured ITOM module aligned with CSDM.	\$12,500
5	Populated and normalized CMDB.	\$12,500
6	Three service maps with automated service suggestions and application service maps.	\$12,500
7	Integrated SCCM and Intune with the CMDB.	\$12,500
8	Service Status Widgets embedded in the IT Service Portal.	\$12,500
9	Comprehensive training and documentation for IT staff.	\$12,500
10	40 hours of go-live support and post-implementation assistance.	\$12,500
	Grand Total	\$125,000