

**AMENDMENT # 1**  
**Invitation for Bid**  
**ServiceNow Subscription Renewal**  
**BPM051606**  
**June 30, 2025**

This Amendment is being issued to amend and clarify certain information contained in the above named IFB. All information contained herein is binding on all bidders who respond to this IFB. Specific parts of the IFB have been amended. The following changes/additions are listed below.

The following amendment is being made to the **SOLICITATION NO: BPM051606**

**1) Key Information Summary Sheet and Section 4.1.2 Amended to reflect the following:**

**Closing Date and Time: 11:00 AM Eastern Standard Time (EST) on 07/14/2025**

Bidders must submit their bids and all required attachments in pdf format to eMMA.  
Bidders must submit with their Bid the required minimum qualification documentation (see Section 3), and any required bid submissions (see Section 4.2.4) with one document clearly labeled as “Bid, ServiceNow Subscription Renewal # BPM051606” in time to be received by **11:00 AM, Eastern Standard Time, July 14, 2025.**

**2) Section 2.2 Requirements Amended to reflect the following:**

Subscriptions	Type	Quantity	Contract Term
IT Service Management Pro	Fulfiller	15 (Fifteen)	12 months
Business Stakeholder	Stakeholder	10 (Ten)	12 months
Government Data Center	Environment	2 (Two)	12 months
Guided Support	NA	1 (One)	12 months

**3) Section 2.3 Scope of Maintenance & Support Amended to reflect the following:**

As part of this renewal subscription, MHBE shall receive Guided Support directly from ServiceNow for the duration of the agreement.

**4) Attachment D – Bid Form Amended to reflect the following:**

Product Description	Quantity	Unit Price	Total Price
IT Service Management Pro, <b>Fulfiller</b>  Start Date: 7/29/2025 End Date: 7/28/2026	15 (Fifteen)	\$	\$

Business Stakeholder, <b>Stakeholder</b>  Start Date: 7/29/2025 End Date: 7/28/2026	10 (Ten)	\$	\$
Government Data Center, <b>Environment</b>  Start Date: 7/29/2025 End Date: 7/28/2026	2 (Two)	\$	\$
Guided Support Start Date: 7/29/2025 End Date: 7/28/2026	1 (One)	\$	\$
<b>Total Price for 2025 – 2026</b>			\$

Please acknowledge this Amendment when submitting your bid.

\_\_\_\_\_

Name

\_\_\_\_\_

Date

\_\_\_\_\_

Company's Name