**Request for Resume (RFR)**

**IT CONSULTING AND TECHNICAL SERVICES IDIQ**

**All Master Contract Provisions Apply**

**MD78SeniorServiceNowArchitectRFR100324**

|  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| **ATTACHMENT 1**  **RFR RESUME FORM – Architect, ServiceNow (Senior)**  **MD78SeniorServiceNowArchitectRFR100324**   |  |  | | --- | --- | | Instructions: Enter resume information in the fields below; do not submit other resume formats. Submit only one resume per the Labor Category described in Section 1 of the RFR. | | | Labor Category: Architect, ServiceNow (Senior) |  | | Candidate Legal Name: |  | | Master Contractor: |  | | **Are any relatives or family members working at MHBE (Yes/No)?**  **If yes, who and what is the relationship?** |  |  1. **Education / Training**  |  |  |  |  | | --- | --- | --- | --- | | Institution Name / City / State | Degree / Certification | Year Completed | Field Of Study | |  |  |  |  | |  |  |  |  | | <add lines as needed> |  |  |  |  1. **Relevant Work Experience**   Describe work experience relevant to the Duties / Responsibilities and Minimum Experience / Knowledge / Skill described in Section 3 of the RFR. Start with the most recent experience first; do not include non-relevant experience.   |  |  | | --- | --- | | [Organization]  [Title / Role]  [Period of Employment / Work]  [Location]  [Contact Person (Optional if current employer)] | Description of Work… | | [Organization]  [Title / Role]  [Period of Employment / Work] [Location]  [Contact Person] | Description of Work… | | <add lines as needed> |  |  1. **Employment History** List employment history, starting with the most recent employment first  |  |  |  |  | | --- | --- | --- | --- | | Start and End Dates | Job Title or Position | Organization Name | Reason for Leaving | | <add lines as needed> |  |  |  |  1. **References** List persons the State may contact as employment references  |  |  |  |  | | --- | --- | --- | --- | | Reference Name | Job Title or Position | Organization Name | Telephone / Email | | <add lines as needed> |  |  |  |   **Labor Category Personnel Resume Summary**  **(Attachment 1 Continued)**  \*“Candidate Relevant Education” and “Candidate Relevant Experience” sections must be filled out. Do not enter “see resume” as a response.   |  |  | | --- | --- | | **Proposed Individual’s Name/Company:** | **How does the proposed individual meet each requirement?** | | **LABOR CATEGORY TITLE – Architect, ServiceNow (Senior)** | | | **Qualification** | **Candidate Relevant Education \*** | | **Education**  Bachelor’s degree from an accredited college or university in Engineering, Computer Science, Information Systems, Business, or other related disciplines, or equivalent. |  | | **Minimum Qualifications** | **Candidate Relevant Experience \*** | | A minimum of five (5) years of experience in an enterprise IT environment supporting computer hardware, software, and/or enterprise applications at an expert level |  | | A minimum of five (5) years of proven experience as a ServiceNow architect, administrator, or similar role |  | | A minimum of five (5) years of experience designing and creating incident, problem, and change management modules in ServiceNow, developing and maintaining the Service Catalog |  | | A minimum of two (2) years of demonstrated success in configuring and customizing the ServiceNow platform, including knowledge of tables, fields, forms, and workflows |  | | A minimum of two (2) years of experience managing user accounts, roles, and groups, enforcing access controls and permissions |  | | Familiarity with integrating ServiceNow with other systems and applications |  | | Ability to create and customize reports and dashboards within ServiceNow |  | | Strong understanding of IT Service Management (ITSM) processes and implementation (CMDB) |  | | **Preferred Qualifications** | **Candidate Relevant Experience \*** | | A minimum of eight (8) years of experience architecting the ServiceNow platform |  | | A minimum of five (5) years of experience with ServiceNow development, including creating custom applications and modules |  | | A minimum of five (5) years of experience in performance tuning and optimizing the ServiceNow platform for scalability and responsiveness |  | | Experience with planning and executing ServiceNow platform upgrades and migrations |  | | Proficiency in advanced scripting languages within the ServiceNow platform, such as GlideScript (JavaScript) or AngularJS |  | | ServiceNow Certified Implementation Specialist certifications in specific modules, such as IT Service Management (ITSM), Service Catalog, or other relevant areas |  | | ServiceNow Certified System Administrator (CSA) certification |  | | ITIL (Information Technology Infrastructure Library) certification. |  |   The information provided on this form for this labor category is true and correct to the best of my knowledge:  **Master Contractor Representative:**  \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_  Print Name Signature Date  **Proposed Candidate:**  \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_  Print Name Signature Date  Instruction: Sign each form. |