

2026-RFQ-IT-115

Title: Fresh Works Enhancements

RFP Title: RFP Title:

- 2023 Information Technology Services, Categories 2 and 3
- 2025 RFP for Utility Consulting Services, Scopes 5D and 5E

Issue Date: February 12, 2026

Eligible Prime Proposers:

- Burns & McDonnell
- Ernst & Young
- Tech Valley Talent
- TEK Systems
- TRC Companies
- Raj Technologies, Inc.
- Cogent Infotech Corporation
- Spruce Technology
- Trigyn Technologies
- Unique Comp Inc.
- Advanced Digital Systems
- Leidos Engineering of New York, P.C.
- Donnelly & Moore
- Crossfire Consulting Corp.
- PA Consulting Group Inc.
- Enernex LLC

PROJECT REQUEST FOR QUOTATION

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2025 RFP for Utility Consulting Services, Scopes 5D and 5E
Issue Date: February 12, 2026
Questions: February 17, 2026, Noon time
Answers: February 19, Noon time
Due Date: February 26, 2026, 3PM

In accordance with your firm's contract with the Long Island Power Authority (LIPA or the Authority), your firm is invited to submit a quotation for the above-stated project in accordance with the requirements of the attached Project Request for Qualifications - Scope of Work document.

Please respond to the attached Project Request for Qualifications Requirements - to provide your firm's response.

LIPA's contact person for this project is Maria Gomes, Procurement. The due date and time for receipt of responses to this Project RFQ is indicated above.

Submission:

Long Island Power Authority (LIPA) has implemented a new e-Procurement platform called Bonfire. All RFQ submissions must be uploaded electronically to <https://lipower.bonfirehub.com>. Late proposals will not be accepted, nor will additional time be granted to any individual Contractor.

For a quick tutorial on how to upload a submittal, visit:
[Vendor Registration and Submission](#)

Addenda:

If, at any time, LIPA changes, revises, deletes, clarifies, or otherwise modifies this RFQ, the LIPA will issue a written Addendum to the RFQ which will be uploaded to the Bonfire portal.

Questions shall be submitted in writing using the Bonfire platform no later than the written questions deadline. Questions submitted after the deadline may not be answered. Proposers should rely only on written statements issued through the Bonfire platform.

The list of questions received with answers will be provided to all consulting firms who have been requested via this Project RFQ by the date above.

No work is authorized to commence without written authorization from the responsible LIPA Department Head. The Department Head responsible for the Project RFQ is Sidney Sheldon, Director of IT.

PROJECT REQUEST FOR QUOTATION – STATEMENT OF WORK

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Scope of Work

LIPA is seeking professional services assistance to fully leverage its Information Technology Service Management (ITSM) tool, Freshservice, optimize configurations, and build a strong foundation for service management aligned with Information Technology Infrastructure Library (ITIL) version 4 best practices. The term of the agreement will be for a six (6) month period with an option to renew semi-annually upon mutual agreement between parties for one (1) additional six (6) months, unless otherwise terminated, for a maximum period of one (1) year, as provided by the terms and conditions of the agreement between LIPA and the selected vendor. While the extension may be recommended, it cannot be guaranteed without Board of Commission approval. The selected vendor will provide a scope of work (SOW) and individuals with credentials to select from for executing the awarded contract:

Environmental Optimization

- Review the existing Freshservice configurations and setup.
- Advise on optimal usage of features (e.g., onboarding/offboarding, automation, service catalog, orchestration), being on the highest plan
- Implement workflow improvements where necessary.
- Align workflows with evolving business requirements (e.g., onboarding/offboarding for HR)

Self-Service and AI Adoption

- Analyze existing ticket service data.
- Identify common/request types that could be redirected to self-service or handled by Freddy AI.
- Review and enhance the knowledge base to better support Freddy AI's capabilities.
- Establish a baseline of how many tickets are being resolved via self-service today, and create metrics to track improvements.
- Freddy AI full utilization, including Copilot, AI Agent, and Insights configurations.

Service Portal Redesign

- Assist in redesigning the Fresh service support portal using the no-code and/or code designer.
- Ensure all design and branding changes are made in the sandbox and reviewed/approved before pushing to production.
- Support a phased, low-risk approach to front-end customization.

Advanced Feature Implementation

- Plan and implement orchestration features (e.g., automation with third-party systems).
- Determine which orchestration features provide the highest ROI and implement them in prioritized phases.

Gap Analysis and Recommendations

- Review current implementation against business requirements and ITILv4 best practices.
- Conduct discovery sessions to capture needs, map existing workflows, and identify improvement areas.

- Recommend and implement:
- Platform-native solutions.
- Third-party integrations
- Enhancements to increase efficiency, reduce ticket volume, boost user experience, and align with ITILv4 best practices.

Knowledge Transfer & Support

- Train the internal team on:
 - Best practices for Fresh service.
 - Maintaining workflows and orchestrations post go live.
- Provide dedicated support during the initial phase to troubleshoot any implementation or migration issues.
- Provide comprehensive documentation of configurations, workflows, and processes.
- Record training sessions to ensure future staff have reference material for continuity.

PROJECT REQUEST FOR QUALIFICATIONS (“RFQ”)
PROPOSAL REQUIREMENTS

Qualifications to Perform the Scope of Work (“SOW”):

The following is a listing of the information to be provided in the proposal. A proposal that does not include all the information required below may be deemed non-responsive and subject to rejection.

Proposals must respond to all the items listed below, in the order listed. Proposers are required to limit their proposals to a cover letter and the resumes. Resumes should not be longer than 2 pages.

- Detail personnel project experience related to this RFQ– attach resumes of up to 2 candidates for each position. LIPA will review resumes and conduct interviews.
- Using the table format below, identify proposed personnel titles and their availability to work on the project. **Please use one or multiple titles listed in your firm’s contract.**
- Detail any special instructions or requirements.
- The evaluation criteria will be the same as the one used in the underlying RFPs.
- Estimated length of assignment: The term of the agreement will be for a six (6) month period with an option to renew semi-annually upon mutual agreement between parties for one (1) additional six (6) months, unless otherwise terminated, for a maximum period of one (1) year, as provided by the terms and conditions of the agreement between LIPA and the selected vendor.
- Proposed Personnel:

Proposed Personnel	Title	Level of Expertise	Hourly Rate (*)
Please identify the correct title or titles from your contract with LIPA and respective scopes. Hourly rates for those titles must be equal or lower to the rates specified in the contract.			

Note:(*)- the rates submitted must be the rates from the current contract or lower. LIPA can negotiate.