



# Monterey County

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Salinas, CA 93901  
831.755.5066

## Board Order

### Agreement No.: A-12688

Upon motion of Supervisor Parker, seconded by Supervisor Armenta and carried by those members present, the Board of Supervisors hereby:

- a. Approved and authorized the Contracts/Purchasing Officer to execute, on behalf of Monterey County, a service agreement with ServiceNow, Inc. in the amount of \$266,018, for the period of April 27, 2015 through June 30, 2016, to implement Information Technology Department customer service software;
- b. Approved and authorized the use of the Information Technology Designation account in the amount of \$266,018 for Fiscal Years 2014-15 and 2015-16;
- c. Authorized the Auditor Controller to incorporate approved appropriation and estimated revenue modifications to the FY 2014-15 Budget, and the County Administrative Office to reflect these approved changes in the FY 2015-16 Adopted Budget (4/5ths vote required); and
- d. Authorized the Contracts/Purchasing Officer to sign up to two (2) future one-year renewals to this service agreement, under the same or similar terms, as recommended by the Director of Information Technology.

PASSED AND ADOPTED on this 28th day of April 2015, by the following vote, to wit:

AYES: Supervisors Armenta, Phillips, Salinas, Parker and Potter  
NOES: None  
ABSENT: None

I, Gail T. Borkowski, Clerk of the Board of Supervisors of the County of Monterey, State of California, hereby certify that the foregoing is a true copy of an original order of said Board of Supervisors duly made and entered in the minutes thereof of Minute Book 78 for the meeting on April 28, 2015.

Dated: April 28, 2015  
File ID: A 15-083

Gail T. Borkowski, Clerk of the Board of Supervisors  
County of Monterey, State of California

By Denise Hancock  
Deputy