



# County of Monterey

Board of Supervisors  
Chambers  
168 W. Alisal St., 1st Floor  
Salinas, CA 93901

## Legislation Details

<b>File #:</b>	13-1313	<b>Name:</b>	RFP 10441
<b>Type:</b>	General Agenda Item	<b>Status:</b>	Passed
<b>File created:</b>	12/9/2013	<b>In control:</b>	Board of Supervisors
<b>On agenda:</b>	12/17/2013	<b>Final action:</b>	12/17/2013

**Title:**

- a. Approve and authorize the Contracts/Purchasing Officer to execute on behalf of County of Monterey a Master Ordering Agreement with ServiceNow, Inc. in the amount of \$566,382 for the period of December 17, 2013 through December 16, 2016 for the provision of software subscription, software maintenance/support, and implementation services;
- b. Approve and authorize the use of the Information Technology Designation account in the amount of \$290,381 for Fiscal Year 2013-14 ;
- c. Authorize the Auditor Controller to increase appropriations in the amount of \$290,381 for Fiscal Year 2013-14; and
- d. Authorize the Contracts/Purchasing Officer to sign future renewals to the Service Agreement under the same or similar terms as recommended by the Director of Information Technology.

**Sponsors:**

**Indexes:**

**Code sections:**

**Attachments:** 1. 1.ServiceNow Master Order Agreement, 2. 2.ServiceNow\_Order Form, 3. 3.ServiceNow\_SOW, 4. 4.Exhibit A\_SOW Implementation Methodology, 5. 5.ITSM\_ServiceNow Cost Overview, 6. 6. ITD Designation Account Breakdown, 7. Completed Board Order, 8. Fully Executed Agreement between the County of Monterey and ServiceNow, 9. Order Form / Service Now

Date	Ver.	Action By	Action	Result
12/17/2013	1	Board of Supervisors	approved	