County of Monterey

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

Legislation Details

File #:	A 15-083	**Name:**	ServiceNow, Inc. Phase II
Type:	BoS Agreement	**Status:**	Passed
File created:	4/10/2015	**In control:**	Board of Supervisors
On agenda:	4/28/2015	**Final action:**	4/28/2015

Title: a. Approve and authorize 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. Approve and authorize the use of the Information Technology Designation account in the amount of $266,018 for Fiscal Years 2014-15 and 2015-16;
c. Authorize 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. Authorize 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.

Sponsors:

Indexes:

Code sections:

Attachments: 1. Board Report, 2. ServiceNow Scope of Work, 3. ServiceNow Order Form, 4. ITSM ServiceNow Cost Overview, 5. ITD Designation Account Breakdown, 6. Completed Board Order, 7. Fully Executed Agreement between the County of Monterey and ServiceNow Implementation Phase II

Date	Ver.	Action By	Action	Result
4/28/2015	1	Board of Supervisors	approved	

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