



# County of Monterey

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

## Board Report

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**File #:** A 19-419, **Version:** 1

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- a. Authorize the Director of the Information Technology Department to execute an Agreement with Carahsoft Technology Corporation, incorporating the terms of Carahsoft's existing State of Utah's Agreement No. AR2472, via California Participating Addendum No. 7-17-70-40-05, to purchase ServiceNow licenses and renewal existing subscriptions for digital cloud workflow, for the period of December 20, 2019 through December 19, 2022, for a total contract amount of \$594,324.72;
- b. Authorize the Director of the Information Technology Department to execute order forms and such documents as are necessary to implement the agreement with Carahsoft for purchase of ServiceNow licenses and subscription renewals;
- c. Accept non-standard contract provisions as recommended by the Director of Information Technology; and
- d. Authorize the Director of Information Technology to sign, subject to prior County Counsel review, four (4) additional future order forms, extending the term of the agreement for one (1) additional year per order form, provided they do not change non-standard terms approved by the Board and provided any increases in cost do not exceed ten percent of the original contract amount (\$59,433 total maximum cost increase).

### RECOMMENDATION:

It is recommended that the Board of Supervisors:

- a. Authorize the Director of the Information Technology Department to execute an Agreement with Carahsoft Technology Corporation, incorporating the terms of Carahsoft's existing State of Utah's Agreement No. AR2472, via California Participating Addendum No. 7-17-70-40-05, to purchase ServiceNow licenses and renewal existing subscriptions for digital cloud workflow, for the period of December 20, 2019 through December 19, 2022, for a total contract amount of \$594,324.72;
- b. Authorize the Director of the Information Technology Department to execute order forms and such documents as are necessary to implement the agreement with Carahsoft for purchase of ServiceNow licenses and subscription renewals;
- c. Accept non-standard contract provisions as recommended by the Director of Information Technology; and
- c. Authorize the Director of Information Technology to sign, subject to prior County Counsel review, four (4) additional future order forms, extending the term of the agreement for one (1) additional year per order form, provided they do not change non-standard terms approved by the Board and provided any increases in cost do not exceed ten percent of the original contract amount (\$59,433 total maximum cost increase).

### SUMMARY:

ServiceNow provides a cloud-based service management platform. This service management software allows for detailed documentation of services provided by the Information Technology Department (ITD) to County departments, optimizing ITD staff workloads, improving resource analysis and forecasting, providing a comprehensive view of county-wide projects, improving asset tracking, and streamlining Incident and Change Management. The proposed Agreement will renew the County ServiceNow subscription which includes domain separation and an additional 200 user licenses.

### DISCUSSION:

On December 17, 2013, the Board of Supervisors approved a Master Ordering Agreement with ServiceNow for the provision of software subscription, software maintenance/support, and implementation services. In doing so, the Board also authorized renewals to the Master Ordering Agreement, under the same or similar terms as recommended by the Director of Information of Technology. ITD exercised that authority and extended the

ServiceNow agreement through December 2019.

On March 17, 2017, the Board of Supervisors authorized amendment No., 1 to the Agreement to purchase the Domain Separation Plugin. The Domain Separation Plugin allows several County departments to manage incidents, staff workload, projects and portfolios, assets and change management at the Department-level. Separate domains allow departments the ability to manage their own internal incidents, establish data segregation, and customize business process definitions and user interfaces for their own processes and reporting.

The Domain Separation license is currently deployed to the Department of Social Services (DSS), the Assessor-County Clerk Recorder department, and the Probation department. In addition, ITD is prepared to deploy Domain Separation to other departments which will include service management and project management tracking, and address reporting needs as well.

The Information Technology Department plans to purchase ServiceNow using the State of California's adoption of the master agreement negotiated between Carahsoft Technology Corporation (Carahsoft) and the State of Utah. Carahsoft was chosen by the State of Utah as a technology vendor through competitive bidding.

In the master agreement, Carahsoft is a third-party retailer that agrees to provide government entities with discounted prices for various technologies, including ServiceNow, on terms which are non-standard to the County, but which are more favorable to government entities than many technology agreements. To purchase ServiceNow renewals and new licenses on the best terms and the best pricing available, the Director of Technology recommends that the Board approve County use of the Carahsoft master agreement and associated exhibits for this purchase.

OTHER AGENCY INVOLVEMENT:

County Counsel does not approve the following, non-standard provisions of the Carahsoft master agreement and associated exhibits: non-standard payment provisions, non-standard termination provisions, non-standard indemnification provisions; limits on the type of damages and the amount of damages available to the County in the event of vendor liability; non-standard insurance provisions; disclaimer of warranty; force majeure provisions; and mandatory, binding dispute resolution.

FINANCING:

The funds for this service in the amount of \$198,108.24 have been included in the FY19-20 Approved Budget for the Information Technology Department, ITD 1930, Unit 8439, Appropriations Unit INF002. Transactions relating to future fiscal years will be included in each respective Recommended Budget based upon the anticipated utilization of services.

BOARD OF SUPERVISORS STRATEGIC INITIATIVES:

The Board's approval of this agreement will enable the County to renew our ServiceNow subscription and purchase additional licenses.

- Economic Development
- Administration
- Health & Human Services
- Infrastructure
- Public Safety

Prepared by: Sandra Shaffer, Management Analyst III, 759-56957

Approved by:

Date: \_\_\_\_\_

Eric A. Chatham, Director of Information Technology, 759-6923

Attachments on file with Clerk of the Board: Cooperative Master Contract; Participating Addendum;  
ServiceNow Quote