

Contract Modification with Carahsoft Technology for ServiceNow Software

Rider Experience & Operations Committee

08/03/23

Why we are here

- Seeking authorization today to exercise five one-year options to extend the contract with Carahsoft Technology Corp for ServiceNow software in the amount of \$5,265,000.

Overview

Proposed Action – Extend Contract 5 Years

- Motion No. M2018-88 authorized a 15-year contract for ServiceNow software with funding for the first five years (2018-2023), plus unfunded options for ten additional years.
- Today's proposed action funds five one-year options (2023-2028) in the amount of \$5,265,000, for a new contract total = \$8,931,721.

ServiceNow Background

First 5 Years: Primarily IT Utilization

- Initial focus implemented end-to-end IT Service Management (ITSM) workflows to efficiently manage IT services, IT projects, and InfoSec risks
- Incrementally extended ServiceNow process automation capabilities to other agency business functions over the past 3 years

ServiceNow Background

Next 5 Years: Broader Agency Utilization

- IT, Procurement & Contracts, Safety, Operations, Finance & Human Resources utilize ServiceNow today
- Annual rate for the option years has increased vs. first 5 years, in alignment with increased functionality and utilization
- This is within current budget and reasonably assumed future budget

Thank you.



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