TO: Board of Contracts and Awards

FROM: Jack Kelanic, Director of Information Technology ⁓ℐℂ
Kipling Morris, Manager, Information Technology Department

COPY: City Council, City Manager, City Clerk, SBE Coordinator, LEAP Coordinator, and Chuck Blankenship, Finance/Purchasing

SUBJECT: IT Service Management Software and Services, GSA GS-35F-0119Y - Requesting City Council Date of December 15, 2015.

DATE: December 2, 2015

SUMMARY:

The Information Technology Department (ITD) recommends authorization of a three-year contract with Carahsoft Tehcnology Corp., Reston, VA for use of ServiceNow IT Service Management (ITSM) software and professional services required for implementation, at a total not-to-exceed cost of $445,863, plus applicable sales tax.

STRATEGIC POLICY PRIORITY:

- Encourage and promote an efficient and effective government, which is fiscally sustainable and guided by engaged residents.

Through this contract, the City of Tacoma will acquire and implement software which will increase the efficiency with which ITD manages incidents, changes, requests and service delivery.

BACKGROUND:

As part of the continuing effort to provide superior customer service, ITD utilizes ITSM as a method for aligning IT services with business needs. ITD has gained increased visibility into business processes as well as improved tracking of service delivery as part of this program.

ISSUE: The current ITSM software does not adequately address the evolved needs of ITD customers. While the current system provided an appropriate entry point for the City to formalize ITSM practices and to measure performance, additional requirements for a more robust system have been identified.

ALTERNATIVES: An alternative action is to discontinue ITSM improvement efforts and utilize the current software exclusively as a ticket management system. However, this alterative does not support ITD's continuous improvement and customer service principles.

COMPETITIVE SOLICITATION: Carahsoft is ServiceNow's GSA Schedule holder: GS-35F-0119Y effective December 20, 2011 – December 19, 2016. This GSA contract is available for use by state and local governments.

CONTRACT HISTORY: This is a new contract.

SUSTAINABILITY: ITSM focuses on efficient delivery services, optimization of resources and consistent process improvement. Carahsoft has an active sustainability plan which includes efforts to reduce energy consumption and minimize greenhouse gas emissions. Carahsoft also promotes carpooling, recycling and the use of timer and motion-sensitive lighting controls.

SBE/LEAP COMPLIANCE: Not applicable

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RECOMMENDATION:

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FISCAL IMPACT:

EXPENDITURES:

FUND NUMBER & FUND NAME *	COST OBJECT (CC/WBS/ORDER)	COST ELEMENT	TOTAL AMOUNT
Information Services Fund 5800	595800	5310100	$100,000.00
Information Services Fund 5800	595800	5340100	$25,000.00
Information Services Fund 5800	596000	5412170	$161,422.12
TOTAL			$286,422.12

REVENUES:

FUNDING SOURCE	COST OBJECT (CC/WBS/ORDER)	COST ELEMENT	TOTAL AMOUNT
Information Services Fund 5800	596000	5950289	$286,422.12
TOTAL			$286,422.12

FISCAL IMPACT TO CURRENT BIENNIAL BUDGET: There is no fiscal impact to the current biennial budget. Current biennial need of $286,422.12 is available and appropriated within Fund 5800. The revenues are planned and budgeted within the above cost centers and elements.

ARE THE EXPENDITURES AND REVENUES PLANNED AND BUDGETED? Current biennial need of $286,422.12 is available and appropriated within Fund 5800. The remaining balance of $183,294.24 will be planned for in the 2017/2018 biennial budget and are contingent upon budget approval.

FINANCE PURCHASING

DEC 3 2015 15:11:47

Revised: 04/27/2015