



**TO:** Board of Contracts and Awards  
**FROM:** Daniel Key, Director of Information Technology  
Kipling Morris, Manager, Information Technology Department  
**COPY:** City Council, City Manager, City Clerk, SBE Coordinator, LEAP Coordinator, and Alex Clark, Finance/Purchasing  
**SUBJECT:** ServiceNow IT Service Management (ITSM) software renewal and upgrade, GSA GS-35F-0119Y, Contract No. 4600011306 – October 9, 2018  
**DATE:** September 20, 2018

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**RECOMMENDATION SUMMARY:**

The Information Technology Department (ITD) requests approval to increase Contract No. 4600011306 with Carahsoft Technology Corp., Reston, VA, by \$1,080,267.56 plus applicable tax for the continued operation of the ServiceNow ITSM software through February 28, 2022. This request also seeks to add and implement asset management, discovery, and performance analytics modules to ServiceNow. This increase will bring Contract No. 4600011306 to a cumulative total of \$1,590,749.90 plus applicable taxes.

**STRATEGIC POLICY PRIORITY:**

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

This contract assures the Information Technology Department continues to deliver support for the growing demand of ITD services and service requests.

**BACKGROUND:**

The Information Technology Department oversees the City’s ITSM software. Resolution No. 39342 provided for the initial purchase of ServiceNow in 2015. The software was purchased using GSA contract number, GS-35F-0119Y.

**ISSUE:** Since the implementation of ServiceNow, demand has continued to grow for additional licenses and services throughout the City. This request is for additional licenses, the renewal of a three-year maintenance support agreement and the procurement and implementation of the asset management, discovery, and performance analytics modules. Adding these licenses and modules will support the growing demand for ITD services and provide tools to monitor and increase operational efficiencies.

**ALTERNATIVES:** Maintain existing service levels and not increase licenses or meet demand for technology growth of the ServiceNow tool. This would limit the availability of IT services offered from the customer self-service portal as well as decrease efficiency in managing and tracking IT requests for services and management of IT issues. This alternative does not support ITD’s continuous improvement and customer service principles.



**COMPETITIVE SOLICITATION:**

GSA contract number GS-35F-0119Y, under Schedule 70, is for general purpose commercial information technology equipment, software and services, was awarded to Carahsoft Technology Corporation. The contract period is December 20, 2011 through December 19, 2021 and is available for use by state and local governments. This meets City of Tacoma competitive solicitation requirements.

**SUSTAINABILITY:** 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.

**FISCAL IMPACT:**

**EXPENDITURES:**

FUND NUMBER & FUND NAME *	COST OBJECT (CC/WBS/ORDER)	COST ELEMENT	TOTAL AMOUNT
5800 – Information Systems	595800	5412170	\$789,159.13
5800 – Information Systems	595800	5310100	\$291,108.43
<b>TOTAL</b>			<b>\$1,080,267.56</b>

\* General Fund: Include Department

**REVENUES:**

FUNDING SOURCE	COST OBJECT (CC/WBS/ORDER)	COST ELEMENT	TOTAL AMOUNT
5800 – Information Systems	595800	5412170	\$789,159.13
5800 – Information Systems	595800	5310100	\$291,108.43
<b>TOTAL</b>			<b>\$1,080,267.56</b>

**FISCAL IMPACT TO CURRENT BIENNIAL BUDGET:** \$33,003.85

**ARE THE EXPENDITURES AND REVENUES PLANNED AND BUDGETED?** Yes