

ORDINANCE/RESOLUTION REQUEST

Please email requests to the Mayor's Legislative Team

at MileHighOrdinance@DenverGov.org by **3:00pm on Monday**. Contact the Mayor's Legislative team with questions

Date of Request: 11/14/2022

Please mark one: ☐ Bill Request or ☒ Resolution Request

1. Type of Request:

- ☒ Contract/Grant Agreement ☐ Intergovernmental Agreement (IGA) ☐ Rezoning/Text Amendment
- ☐ Dedication/Vacation ☐ Appropriation/Supplemental ☐ DRMC Change
- ☐ Other:

2. Title: (Start with *approves*, *amends*, *dedicates*, etc., include name of company or contractor and indicate the type of request: grant acceptance, contract execution, contract amendment, municipal code change, supplemental request, etc.)

Approves a contract with Carahsoft Technology Corporation for \$7,000,000 and for five years for subscription services to the ServiceNow software platform

3. Requesting Agency: Technology Services

4. Contact Person:

Contact person with knowledge of proposed ordinance/resolution	Contact person to present item at Mayor-Council and Council
Name: Desmond Grant	Name: Joe Saporito
Email: desmond.grant@denvergov.org	Email: joseph.saporito@denvergov.org

5. General description or background of proposed request. Attach executive summary if more space needed:

This contract will allow the City to purchase software services through Carahsoft, a ServiceNow Value Add Reseller (VAR), while leveraging the State of Colorado's NASPO cooperative agreement. The City will purchase subscription services for the use of the ServiceNow IT Service Management (ITSM) software platform. Subscription services include the use, support and maintenance of the software.

The ServiceNow application is critical to Technology Services and is used as one platform to automate all services within the suite of applications to include, but not limited to: Demand Management, Incident Management, Test Management, Application Portfolio Management, Resource Management and Financial Management. The table below lists the different types of licensing the City will purchase.

Estimated Qty	Description
1	ServiceNow Performance Analytics - Enterprise Application
1	ServiceNow Additional Non-Production Instance
8,301	ServiceNow Software Asset Management Professional
472	ServiceNow IT Service Management – Fulfiller User
319	ServiceNow IT Business Management Standard – ITBM User
70	ServiceNow Vendor Risk Management - Vendors
15,000	ServiceNow Security Operations Standard – SIR - Devices
16,000	ServiceNow Security Operations Standard – VR – Devices
20	ServiceNow Application Portfolio Management – APM User

To be completed by Mayor's Legislative Team:

Resolution/Bill Number: _____

Date Entered: _____

6. **City Attorney assigned to this request (if applicable):** Andrew Riester
7. **City Council District:** N/A - Citywide
8. ****For all contracts, fill out and submit accompanying Key Contract Terms worksheet****

Key Contract Terms

Type of Contract: (e.g. Professional Services > \$500K; IGA/Grant Agreement, Sale or Lease of Real Property):

Standard Expenditure contract exceeding \$500,000

Vendor/Contractor Name: Carahsoft Technology Corporation

Contract control number: TECHS-202265186-00

Location: Citywide

Is this a new contract? ☒ Yes ☐ No **Is this an Amendment?** ☐ Yes ☒ No **If yes, how many?**

Contract Term/Duration (for amended contracts, include existing term dates and amended dates):

2/1/2023 - 2/1/2028 Duration: 5 years

Contract Amount (indicate existing amount, amended amount and new contract total):

<i>Current Contract Amount</i> (A)	<i>Additional Funds</i> (B)	<i>Total Contract Amount</i> (A+B)
\$7,000,000		

<i>Current Contract Term</i>	<i>Added Time</i>	<i>New Ending Date</i>
2/1/2023 - 2/1/2028		

Scope of work:

Carahsoft will be the VAR providing the subscription services for the City to purchase including software licensing, maintenance and support for the ServiceNow platform.

Was this contractor selected by competitive process? Yes

If not, why not?

Has this contractor provided these services to the City before? ☒ Yes ☐ No

Source of funds: Technology Services Operational Funds

Is this contract subject to: ☐ W/MBE ☐ DBE ☐ SBE ☐ XO101 ☐ ACDBE ☒ N/A

WBE/MBE/DBE commitments (construction, design, Airport concession contracts): N/A

Who are the subcontractors to this contract? N/A

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