

Key Contract Terms

Vendor/Contractor Name: ServiceNow Inc.

Contract control number: TECHS-201208650-00

City's contract manager: Alex Stefanacci

Was this contractor selected by competitive process? Yes

Term/Duration of contract/project:

The initial Subscription Term is from December 15, 2012 through Dec 30, 2015.

Renewal terms: Amendment is from Dec 30, 2015 through Dec 30, 2019

Purpose:

- Additional ServiceNow license subscriptions (FTE, contractors, agency contacts and vendors)
- Professional services to augment TS staff with expertise in the following skills: Senior Application Development, Engagement Management, Business Analyst and Training
- ServiceNow professional services will provide assistance for TS to go-live with modules already purchased as well as additional functionality and scope.

Cost/value: Amend contract from original \$573,900.00 to \$5,364,212.51 for additional 5 yrs.

Source of funds:

- **Benefit:** Amendment to existing ServiceNow Inc., contract (TECHS-201208650-00) to purchase additional user licenses, additional functionality, scope, professional services and education and training for IT Service Management.

Termination provision for City and for contractor: 30 Days

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

N/A

Location: City Wide

Affected Council District: N/A