Legislation Text

Contract Request Template (Contracts; IGAs; Leases)

Date Submitted: 1-13-22

Requesting Agency: Technology Services
        Division:

Subject Matter Expert Name:

Name: Joe Saporito
Email: Joseph.saporito@denvergov.org

Item Title & Description:
(Do not delete the following instructions)
*These appear on the Council meeting agenda. Initially, the requesting agency will enter a 2-3 sentence description. Upon bill filling, the City Attorney's Office should enter the title above the description (the title should be in **bold** font).*

*Both the title and description must be entered between the red "title" and "body" below. Do **not** at any time delete the red "title" or "body" markers from this template.*

A resolution approving a proposed Purchase Order between the City and County of Denver and Carahsoft Technology Corporation for continual use and support of the ServiceNow application.
Approves a purchase order with Carahsoft Technology Corporation for $1,053,504.72 and through 12-31-22 for continual use and support of the ServiceNow application, citywide (PO-00108669). The last regularly scheduled Council meeting within the 30-day review period is on 2-28-22. The Committee approved filing this item at its meeting on 1-25-22.

Affected Council District(s) or citywide? Citywide

Contract Control Number: PO-00108669

Vendor/Contractor Name (including any "DBA"): Carahsoft Technology Corp

Type and Scope of services to be performed:

This is a request for payment to Carahsoft, a ServiceNow Value Added Reseller, for annual payment for the licensing and support and maintenance of the City's ServiceNow Enterprise Software Application.

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 licensing costs are detailed below.

Qty	Description	Unit Price	Ext. Price
1	ServiceNow Performance Analytics - Enterprise Application	$10,495.44	$10,495.44
1	ServiceNow Additional Non-Production Instance	$13,695.96	$13,695.96
8,301	ServiceNow Software Asset management Professional	$32.04	$265,964.04
472	ServiceNow IT Service Management - Fulfiller User v2	$917.64	$433,126.08
319	ServiceNow IT Business Management Standard - ITBM User	$480	$153,120
70	ServiceNow Vendor Risk Management - Vendors	$220.32	$15,422.40
15,000	ServiceNow Security Operations Standard - SIR - Devices	$4.08	$61,200.00
16,000	ServiceNow Security Operations Standard - VR - Devices	$2.28	$36,480
20	ServiceNow Application Portfolio Management - APM User	$3,200.04	$64,000.80

As part of the City's use of the ServiceNow software, the City pays an annual fee for software support and maintenance. Software support and maintenance services include remote troubleshooting and support provided via the telephone and online channels, as well as installation assistance and basic usability assistance. Software support services may also include new product installation services, installation of product updates, migrations for major releases of software and other types of proactive or reactive on-site services, future minor versions or future major releases of software. These support services are employed to ensure the application is functioning at its maximum capacity.

Location (if applicable):

WBE/MBE/DBE goals that were applied, if applicable (construction, design, Airport concession contracts):

Are WBE/MBE/DBE goals met (if applicable)?

Is the contract new/a renewal/extension or amendment?

Was this contractor selected by competitive process or sole source?
Competitive process
For New contracts
Term of initial contract: Through 12/31/2022

Options for Renewal:
　　How many renewals (i.e. up to 2 renewals)?
　　Term of any renewals (i.e. 1 year each):

Cost of initial contract term: $1,053,504.72

Cost of any renewals:

Total contract value council is approving if all renewals exercised:

For Amendments/Renewals Extensions:
Is this a change to cost/pricing; length of term; terms unrelated to time or price (List all that apply)?

If length changing
What was the length of the term of the original contract?

What is the length of the extension/renewal?

What is the revised total term of the contract?

If cost changing
What was the original value of the entire contract prior to this proposed change?

What is the value of the proposed change?

What is the new/revised total value including change?

If terms changing
Describe the change and the reason for it (i.e. compliance with state law, different way of doing business etc.)