File #: 22-1536, **Version:** 2

Contract Request Template (Contracts; IGAs; Leases)

Date Submitted: 11-28-2022

Requesting Agency: Technology Services Division:

Subject Matter Expert Name: Desmond Grant
Email Address: desmond.grant@denvergov.org <mailto:desmond.grant@denvergov.org>
Phone Number:

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 Agreement between the City and County of Denver and Carahsoft Technology Corporation for subscription services, including licensing, maintenance and support for the ServiceNow software platform.

Approves a contract with Carahsoft Technology Corporation for $7,000,000 and 5 years for subscription services, including licensing, maintenance and support for the ServiceNow software platform, which automates all applicable technology services within the software suite, citywide (TECHS-202265186). The last regularly scheduled Council meeting within the 30-day review period is on 1-3-2023. The Committee approved filing this item at its meeting on 11-29-2022.

Affected Council District(s) or citywide? Citywide

Contract Control Number: TECHS-202265186-00

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

Type and Scope of services to be performed:

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

Location (if applicable): Citywide

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

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

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

**Was this contractor selected by competitive process or sole source?
Competitive process**

For New contracts
Term of initial contract:
2/1/2023 - 2/1/2028

Options for Renewal: N/A
        How many renewals (i.e. up to 2 renewals)?

Term of any renewals (i.e. 1 year each):

Cost of initial contract term: $7,000,000.00

Cost of any renewals: N/A

Total contract value council is approving if all renewals exercised: $7,000,000.00

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.)