



Recommendation for Action

File #: 21-3598, **Agenda Item #:** 37.

12/9/2021

Posting Language

Authorize negotiation and execution of a cooperative contract with Precision Task Group, Inc. to provide licenses, maintenance, and support services for a workflow management software platform, for a term of five years in an amount not to exceed \$8,000,000.

(This procurement was reviewed for subcontracting opportunities in accordance with City Code Chapter 2-9C Minority Owned and Women Owned Business Enterprise Procurement Program. For the services required for this procurement, there were no subcontracting opportunities; therefore, no subcontracting goals were established).

Lead Department

Financial Services Department.

Client Department(s)

Communication and Technology Management.

Fiscal Note

Funding in the amount of \$1,330,209 is available in the Fiscal Year 2021-2022 Operating Budget of Communications and Technology Management. Funding for the remaining contract term is contingent upon available funding in future budgets.

Purchasing Language:

Multiple cooperative purchase programs were reviewed for these services. The Purchasing Office has determined this contractor best meets the needs of the department to provide the services required at the best value for the City.

For More Information:

Inquiries should be directed to Daniel Dellemonache, at 512-974-2981 or Daniel.Dellemonache@austintexas.gov <<mailto:Daniel.Dellemonache@austintexas.gov>>.

Additional Backup Information:

The contract will continue to provide licenses, maintenance, and support services for the ServiceNow software platform for the City. The contract will expand the ServiceNow solution citywide in future years. The solution will continue providing information technology (IT) service management workflow for handling incidents, service requests, problems, and changes. The solution will also add a configuration management database which is a data repository for IT asset management and contains information about IT assets, systems, platforms, software, and other IT related data. The solution will also manage governance, risk, and compliance via the integrated risk management functionality for the Information Security Office.

The State of Texas Department of Information Resources cooperative establishes competitively bid contracts that can be utilized by the State and other government agencies through a cooperative agreement. Cooperative agreements save taxpayer dollars by leveraging the State's volume-buying power to drive down

costs on hundreds of contracts through a streamlined cooperative purchasing program.

Strategic Outcome(s):

Government that Works for All.