



Recommendation for Action

File #: 22-3375, Agenda Item #: 23.

11/15/2022

Posting Language

Authorize an amendment to a cooperative contract with Carahsoft Technology Corp. for continued ServiceNow products, services, and software, including maintenance and support, to increase the amount by \$477,040 and to extend the term by four months, for a revised total contract amount not to exceed \$7,632,090.

[Note: This contract 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 contract, there were no subcontracting opportunities; therefore, no subcontracting goals were established].

Lead Department

Financial Services Department.

Client Department(s)

Austin Energy.

Fiscal Note

Funding in the amount of \$477,040 is available in the Fiscal Year 2022-2023 Operating Budget of Austin Energy.

Purchasing Language:

Contract Amendment.

Prior Council Action:

June 22, 2017 - Council approved the original contract, item 27, on a 10-0 vote with Council Member Troxclair absent.

For More Information:

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Council Committee, Boards and Commission Action:

November 14, 2022 - To be reviewed by the Electric Utility Commission.

Additional Backup Information:

The proposed amendment is for continued purchase of ServiceNow products and services, including maintenance and support for Austin Energy. ServiceNow software allows Austin Energy to automate and manage enterprise information technology (IT) operations and provide a forms-based workflow to create a single system of record for all IT processes. This system allows Austin Energy IT to bring together strategy, design, and operations on a simple cloud platform.

Austin Energy IT has used ServiceNow as the IT service management tool for the management of thousands of Austin Energy technology requests each year. The tool applies a subscription model for the ongoing use of the tool.

This proposed amendment addresses an on-going requirement for a subscription to the ServiceNow tool and allows for time needed to complete the procurement process currently underway to establish a new contract.

Contract Detail:

Contract Term	Length of Term	Current Contract Authorization	Requested Additional Authorization	Revised Total Authorization
Initial Term	3 yrs.	\$4,387,556		\$4,387,556
Extension Option 1	1 yr.	\$1,314,747		\$1,314,747
Extension Option 2	1 yr.	\$1,380,747		\$1,380,747
Contract Amendment	1 month	\$ 72,000		\$ 72,000
Proposed Amendment	4 months		\$477,040	\$ 477,040
TOTAL	5 yrs./5 mos.	\$7,155,050	\$477,040	\$7,632,090

Note: Contract Authorization amounts are based on the City's estimated annual usage.

Strategic Outcome(s):

Government that Works for All.