File #: 23-1016, **Agenda Item #:** 8. 2/9/2023

Posting Language

Authorize negotiation and execution of a contract for ServiceNow products, services, and software including maintenance and support for Austin Energy, with Fujitsu America Inc. for a term of five years in an amount not to exceed $14,000,000.

[Note: This solicitation was reviewed for subcontracting opportunities in accordance with City Code Chapter 2-9C (Minority Owned and Women Owned Business Enterprise Procurement Program). For the goods and services required for this solicitation, there were insufficient subcontracting opportunities; therefore, no subcontracting goals were established. However, the recommended contractor identified subcontracting opportunities].

Lead Department

Financial Services Department.

Client Department(s)

Austin Energy.

Fiscal Note

Funding in the amount of $1,600,000 is available in the Fiscal Year 2022-2023 Operating Budget of Austin Energy. Funding for the remaining contract term is contingent upon available funding in future budgets.

Purchasing Language:

The Financial Services Department issued a Request for Proposals (RFP) 1100 JMF3018 for these services. The solicitation was issued on June 17, 2022 and closed on July 19, 2022. Of the five offers received, the recommended contractor submitted the best evaluated, responsive offer. A complete solicitation package, including a log of offers received, is available for viewing on the City's Financial Services website, Austin Finance Online. Link: Solicitation Documents <https://financeonline.austintexas.gov/afo/account_services/solicitation/solicitation_details.cfm?sid=136982>.

For More Information:

Respondents to this solicitation, and their representatives, shall continue to direct inquiries to the solicitation's Authorized Contact Persons: Julia Finn at 512-974-2835 or Julia.Finn@austintexas.gov <mailto:Julia.Finn@austintexas.gov> or Michelle Rocha, at 512-974-2261 or Michelle.Rocha@austintexas.gov <mailto:Michelle.Rocha@austintexas.gov>.

Council Committee, Boards and Commission Action:

January 9, 2023 - Recommended by the Electric Utility Commission on a 7-0 vote with Commissioners Hopkins and Bowen absent and two vacancies.

Additional Backup Information:

The contract will provide ServiceNow subscriptions, products, and services including maintenance and support

for Austin Energy. This contract will also facilitate the upgrade, renewal, and consolidation of Austin Energy's ServiceNow software portfolio including related maintenance, support services, and the purchase of new technology products on an as-needed basis.

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 to bring together strategy, design, and operations on a simple cloud platform. The platform also allows Austin Energy business experts to automate repetitive processes through workflow application development.

An evaluation team with expertise in this area evaluated the offers and scored Fujitsu America Inc. as the best to provide these services based on methodology, documented experience, value added services, manufacturer relationship, price, local preference, and service-disabled veteran business enterprise.

Strategic Outcome(s):

Government that Works for All.

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