



COMMISSIONERS COURT COMMUNICATION

REFERENCE NUMBER _____

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DATE: 11/21/2023

**SUBJECT: APPROVAL OF PURCHASE OF SERVICENOW SUBSCRIPTIONS
AND USER LICENSES - #DIR-TSO-4288 - INFORMATION
TECHNOLOGY - CARAHSOFT TECHNOLOGY CORPORATION**

***** CONSENT AGENDA *****

COMMISSIONERS COURT ACTION REQUESTED

It is requested that the Commissioners Court approve purchase of ServiceNow Subscriptions and User Licenses, utilizing the State of Texas Department of Information Resources (DIR) Contract #DIR-TSO-4288, for Information Technology, with Carahsoft Technology Corporation for \$356,007.00.

BACKGROUND

Carahsoft Technology Corporation was contacted and requested to submit pricing for ServiceNow Subscriptions and User Licenses through DIR Contract #DIR-TSO-4288. The offer received from Carahsoft Technology Corporation meets all requirements and is acceptable to Information Technology.

ServiceNow is a software tool specifically designed to automate enterprise IT operations. It allows Information Technology to create a single system of record for issues, requests, changes, configuration, projects, workload measures, and effectiveness metrics, which lowers operation costs and enhances efficiency. Additionally, its extensive platform allows Information Technology to build custom applications for automating activities unique to County business requirements and service expectations.

DIR's cooperative contracts program is open for state and local government in accordance with Government Code Title 10, Subtitle B, Chapter 2054, Subchapter A, Section 2054.0565, Use of Contracts by Other Entities, "(a) The department may include terms in a procurement contract entered into by the department, including a contract entered into under Section 2157.068, that allow the contract to be used by another state agency, a political subdivision of this state, a governmental entity of another state, or an assistance organization as defined by Section 2175.001. (b) A political subdivision that purchases an item or service using a contract under this section satisfies any other law requiring the political subdivision to seek competitive bids for that item or service".

The term of the contract is twelve (12) months, effective November 1, 2023.

FISCAL IMPACT

Funding in the amount of \$356,007.00 is available in 578025/10000-2024/1810320000.

SUBMITTED BY:	Purchasing	PREPARED BY: APPROVED BY:	Caleb Rojo Chris Lax, CPSM, CPSD, CPCP
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