



Pinellas County

Staff Report

File #: 18-1399A, **Version:** 1

Subject:

Change Order No. 1 to add to the contract with Ticomix, Inc. dba Aprtris, as requested by Business Technology Services, for the ServiceNow IT service support management subscription, access to as-needed and on-going Service Now Training offerings using Learning Credits.

Recommended Action:

Approval of Change Order No. 1 to the contract with Ticomix, Inc. dba Aprtris, as requested by Business Technology Services (BTS), for the ServiceNow IT service support management subscription

Contract no. 167-0323-B(RG); Change Order 1 in amount of \$240,000 for a revised contract amount of \$1,427,916.64; effective through July 20, 2022.

Strategic Plan:

- 5.1 Deliver First Class Services to the Public and Our Customers
- 5.2 Be responsible stewards of the public's resources
- 5.3 Ensure effective and efficient delivery of county services and support
- 5.4 Strive to exceed customer expectations.

Summary:

The intent of Change Order No. 1 is to add learning credits to the current contract in order to provide for the purchase of ServiceNow training courses on as needed basis. Training was included in the original scope, but was the amount needed was underestimated as compared to what is now know by the BTS staff.

Background Information:

This contract was originally sourced through a competitive bid process and approved by the County Administrator on July 21, 2017, providing for the annual subscription of ServiceNow, a cloud based information technology service management (ITSM) solution used to automate enterprise information technology (IT) operations. ServiceNow will replace current CA Service Desk and Project Management suite of products and dovetails with IT Service (ITIL). The addition of Learning Credits to this agreement will provide BTS a flexible method to purchase as-needed and on-going Service Now training for support staff. Service Now Learning credits can be applied to Service Now offered training courses via a variety of methods such as online self-paced, online instructor lead, and onsite instructor lead courses.

Fiscal Impact:

Change Order 1 is requesting an increase in amount of \$240,000 to provide for the requirements of training throughout the term of the contract. Annual training requirements are not to exceed \$60,000. The learning credits are valid for up to one (1) year from the purchase date.

Original approved sixty (60) month expenditure not to exceed	\$1,187,916.64
Increase in funds not to exceed	<u>\$ 240,000.00</u>
Revised sixty (60) month expenditure not to exceed	\$1,427,916.64

Funding to support this request has been included in the FY19 Tentative Budget in the BTS Fund.

Staff Member Responsible:

Jeff Rohrs, Interim Chief Information Officer, BTS
Joe Lauro, Director, Purchasing.

Partners:

N/A

Attachments:

ServiceNow Learning Credits quote