

Motion No. M2021-35

Contract Modification with Carahsoft Technology Corp. for the Information Technology Business Management Module

Meeting:	Date:	Type of action:	Staff contact:
Rider Experience and Operations Committee	06/03/2021	Final action	Jason Weiss, Chief Information Officer Michelle Gartrell, IT Manager Collaboration & Productivity Services

Proposed action

Authorizes the chief executive officer to execute a contract modification with ServiceNow and its authorized reseller Carahsoft Technology Corp. for the Information Technology Service Management Tool Platform project in the amount of \$300,000 for a new total authorized contract amount not to exceed \$2,680,721 plus applicable taxes.

Key features summary

- In 2018, the Board authorized this contract through Motion No. M2018-88. The contract provides Sound Transit with an IT Service Management (ITSM) Tool Platform to provide a single system of record for IT service delivery and governance, including:
 - Service requests
 - Service delivery workflows and approvals
 - IT asset management
 - Incident management
 - Configuration management
 - Change management
 - Cohesive knowledge base and repository for other IT documentation
 - Reporting and analytics
 - Security Operations
 - Governance, Risk and Compliance
- The single system was expanded in early 2020 to include the implementation of the Information Technology Business Management (ITBM) module. The ITBM module was determined to be within the original scope of the contract.
- Prior to the implementation of the ITBM module the IT Portfolio and Project Management activities were an ad-hoc, decentralized combination of various programs and platforms, such as Excel Sheets, P6 schedules, MS Project files, SharePoint lists, and PowerPoint Reports. This module enables:
 - The centralization and standardization of managing project portfolios, project costs, resources, and the activities completed within those projects;

- Reporting and dashboards, enabling visibility into costs and resource availability, allocation and capacity; and
- Management of the entire project lifecycle from intake of project ideas/proposals through the processes of review and approval, into project definition.
- This action is required to fund the maintenance costs of the additional services offered by implementation of the ITBM module. It is expected that this will cover all costs for the remainder of the original contract.
- Estimated applicable taxes for this contract modification are \$30,300.

Background

Prior to 2018, Sound Transit's Information Technology (IT) Department lacked a fully integrated platform and single system of record that supported industry best practices for IT service delivery, governance, risk, and compliance activities. The existing IT Service Management (ITSM) technology was an ad-hoc combination of several commercially available off-the-shelf software and customized applications. The absence of a single system of record that supported IT activities and allowed for proper tracking and reporting on the information generated out of these practices severely limited the accuracy and effectiveness of IT service delivery.

In July 2018, Sound Transit executed a Purchase Order contract with authorized ServiceNow reseller, Carahsoft Technology Corp. through Motion No. M2018-88. This procurement helped provide better reporting and auditing of IT service delivery performance. The tool also consolidated review of assets, helping IT make sound business decisions on investment priorities, cost and lifecycle optimization, and risk management.

In 2019-2020 the Sound Transit IT Department implemented the single system of record to support industry best practices for IT service delivery, governance, risk, and compliance activities.

In early 2020 the decision was made to expand the system to include the ITBM module. While it was determined to be within the original scope of the contract, funding authorization by the Board was delayed until a more refined amount could be calculated pending the completion of all previously planned modules.

Procurement information

Prior to issuing the solicitation for Service Manager Software, Sound Transit considered the project scope, the determining factors for contract award, and the need for proposal discussions and revisions, determining that a Request for Proposals procurement method was the most advantageous. Sound Transit advertised Request for Proposals No. RTA/RP 0245-17 on January 24, 2018. Sound Transit received three proposals in response to the solicitation.

On March 20, 2018, Sound Transit requested revised proposals from the top two firms in the competitive range.

Sound Transit's evaluation team determined that the Carahsoft Technology Corp. proposal is the response that best meets the evaluation criteria, offered the best value, and is in the best interest of Sound Transit.

Fiscal information

The proposed contract modification would be funded through the Information Technology department's Services budget. This modification will have no impact on their current 2021 department budget. The

use of this contract modification will be addressed in future department budgets as part of the annual budget development process.

Disadvantaged and small business participation

Sound Transit promotes and encourages small business participation, which also includes Disadvantaged Business Enterprises (DBEs). Small Business and DBE goals are based upon an examination of subcontracting opportunities contained in the work of this contract and the number of Small Businesses/DBEs available to perform such subcontracting work.

Sound Transit determined DBE/ Small Business goals would not established.

Public involvement

Not applicable to this action.

Time constraints

A one-month delay would not significantly affect the delivery of services.

Prior Board/Committee actions

Motion No. M2018-88: Authorized the chief executive officer to execute a five year contract with two five-year options to extend with Carahsoft Technology Corp. to provide an Information Technology Service Management Tool Platform in the amount of \$2,380,721 plus applicable taxes.

Environmental review – KH 5/20/21

Legal review – AJP 5/27/21



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A motion of the Rider Experience and Operations Committee of the Central Puget Sound Regional Transit Authority authorizing the chief executive officer to execute a contract modification with ServiceNow and its authorized reseller Carahsoft Technology Corp. for the Information Technology Service Management Tool Platform project in the amount of \$300,000 for a new total authorized contract amount not to exceed \$2,680,721 plus applicable taxes.

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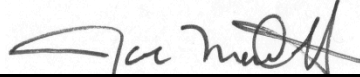
This action is required to fund the maintenance costs of the additional services offered by implementation of the ITBM module. It is expected that this will cover all costs for the remainder of the original contract.

Estimated applicable taxes for this contract modification are \$30,300.

Motion

It is hereby moved by the Rider Experience and Operations Committee of the Central Puget Sound Regional Transit Authority that the chief executive officer is authorized to execute a contract modification with ServiceNow and its authorized reseller Carahsoft Technology Corp. for the Information Technology Service Management Tool Platform project in the amount of \$300,000 for a new total authorized contract amount not to exceed \$2,680,721 plus applicable taxes.

APPROVED by the Rider Experience and Operations Committee of the Central Puget Sound Regional Transit Authority at a regular meeting thereof held on June 3, 2021.



Joe McDermott
Rider Experience and Operations Vice Chair

Attest:



Kathryn Flores
Board Administrator