

**MOTION NO. M2018-88**
**Information Technology Service Management Tool Platform**

<b>MEETING:</b>	<b>DATE:</b>	<b>TYPE OF ACTION:</b>	<b>STAFF CONTACT:</b>
Operations and Administration Committee	07/19/2018	Final Action	Mike Harbour, Deputy CEO <b>Jason Weiss, Chief Information Officer</b>

**PROPOSED ACTION**

Authorizes 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.

**KEY FEATURES SUMMARY**

- This contract will provide 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 tool will be used by IT and Information Security personnel to manage daily and ongoing activities, as well as support service requests and incident reporting from the entire agency.
- The contract with Carahsoft Technology Corp. provides for a subscription to the Service Now Software, which is the ITSM Tool Platform plus the implementation and ongoing support services.
- The contract term is for five years with up to two five-year options to extend. The \$2,380,721 funds the initial five years.
- Applicable taxes are currently estimated to be \$240,453.

**BACKGROUND**

Sound Transit Information Technology (IT) Department currently lacks a fully integrated platform and single system of record that supports industry best practices for IT service delivery, governance, risk, and compliance activities. The current IT Service Management (ITSM) technology is an ad-hoc combination of several commercially available off-the-shelf software such as Microsoft's System Center Service Manager (SCSM), Microsoft System Center Configuration Manager (SCCM), Cisco UCS, Cireson, independent "shadow" systems (e.g. Excel spreadsheets, paper documents, SharePoint, etc.), and customized applications such as Asset Works. The absence of a single system of record that supports IT activities and allows for proper tracking and reporting on the information generated out of these practices severely limits the accuracy and effectiveness of IT service delivery.

In order to better report on and manage IT service delivery, the IT Department submitted a request for proposals to provide an ITSM Tool Platform that would provide a consolidated system of record to replace the current mix of tools and processes. This procurement will help drive IT's 2018 goal of increasing IT service maturity by providing a single data entry and management point which will provide better reporting and auditing of IT service delivery performance.

The tool will also help IT have a consolidated view into its assets, helping IT make sound business decisions on investment priorities, cost and lifecycle optimization, and risk management. Ultimately, the tool will help IT focus on service delivery and value to its customers, providing better support to the agency.

## **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 Carahsoft Technology Corp. contract will receive funding from both capital and operating budgets. The Information Technology Program will provide funding for the current year in the amount of \$156,755 plus applicable taxes and for 2019 in the amount of 293,241 plus applicable taxes. The Finance and Information Technology (FIT) Department will fund the remaining contract amounts for future years. Funding for the additional years of the contract will be included in subsequent annual budgets submitted to the Board.

The authorized project allocation to date for the Information Technology Program is \$35,135,942. Within that amount \$23,189,430 has been allocated to the administrative capital phase. The proposed action would commit \$449,996 plus applicable taxes to this line item and leave a remaining phase budget of \$3,862,689.

**Contract Detail for Carahsoft Corp.**  
(in thousands)

<b>Contract Detail</b>	<b>Board Approvals to Date</b>	<b>Current Approved Contract Status</b>	<b>Proposed Action</b>	<b>Proposed Total for Board Approval</b>
Contract Amounts - Information Technology Program	\$	\$	\$450	\$450
Contract Amounts - Finance and Information Technology Department	\$	\$	\$1,931	\$1,931
Contingency Amount	-	-	-	-
Estimated Tax			\$240	\$240
<b>Total Contract (plus estimated taxes)</b>	<b>\$</b>	<b>\$</b>	<b>\$2,621</b>	<b>\$2,621</b>
Percent Contingency	0%	0%	0%	0%

**Information Technology Program**

<b>Project Phase</b>	<b>2018 Authorized Project Allocation</b>	<b>Board Approvals</b>	<b>This Action</b>	<b>Board Approved Plus Action</b>	<b>Uncommitted / (Shortfall)</b>
Operation+Maintenance	\$315	\$	\$	\$	\$315
Admin Capital	23,189	18,831	495	19,327	3,863
Agency Administration	4,572	1,590		1,590	2,982
Preliminary Engineering	7,059	1,276		1,276	5,783
<b>Total Current Budget</b>	<b>\$35,136</b>	<b>\$21,698</b>	<b>\$495</b>	<b>\$22,193</b>	<b>\$12,942</b>

**Finance and Information Technology Department**

<b>Contract Spending Plan</b>	<b>Proposed Action 2018 Spending</b>	<b>Proposed Action Future Spending</b>
Services	\$	\$2,126

**Notes:**

Amounts are expressed in Year of Expenditure.

Board Approvals = Committed To-Date + Contingency, and includes pending Board actions.

For detailed project information, see page 150 in the Adopted 2018 Transit Improvement Plan (TIP).

**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

**ENVIRONMENTAL REVIEW**

KH 7/12/18

**LEGAL REVIEW**

AJP 7/12/18



**MOTION NO. M2018-88**

A motion of the Operations and Administration Committee of the Central Puget Sound Regional Transit Authority authorizing 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.

**BACKGROUND:**

Sound Transit's Information Technology (IT) Department currently lacks a fully integrated platform and single system of record that supports industry best practices for IT service delivery, governance, risk, and compliance activities. The current IT Service Management (ITSM) technology is an ad-hoc combination of several commercially available off-the-shelf software such as Microsoft's System Center Service Manager, Microsoft System Center Configuration Manager, Cisco UCS, Cireson, independent "shadow" systems (e.g. Excel spreadsheets, paper documents, SharePoint, etc.), and customized applications such as Asset Works. The absence of a single system of record that supports IT activities and allows for proper tracking and reporting on the information generated out of these practices severely limits the accuracy and effectiveness of IT service delivery.

In order to better report on and manage IT service delivery, the IT Department submitted a request for proposals to provide an ITSM Tool Platform that would provide a consolidated system of record to replace the current mix of tools and processes. This procurement will help drive IT's 2018 goal of increasing IT service maturity by providing a single data entry and management point which will provide better reporting and auditing of IT service delivery performance.

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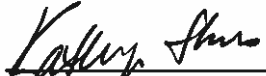
**MOTION:**

It is hereby moved by the Operations and Administration Committee of the Central Puget Sound Regional Transit Authority that the chief executive officer is authorized 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.

APPROVED by the Operations and Administration Committee of the Central Puget Sound Regional Transit Authority at a regular meeting thereof held on July 19, 2018.

  
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Paul Roberts  
Operations and Administration Committee Chair

ATTEST:

  
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Kathryn Flores  
Board Administrator