

**RESOLUTION NO. .**

**BOARD OF SUPERVISORS, COUNTY OF SAN MATEO, STATE OF CALIFORNIA**

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**RESOLUTION AUTHORIZING THE COUNTY PURCHASING AGENT TO CONTINUE TO ISSUE PURCHASE ORDERS TO SERVICENOW, INC. FOR PROVIDING ADDITIONAL PROPRIETARY SOFTWARE LICENSES AND SUPPORT MAINTENANCE, INCREASING THE AMOUNT BY \$92,249.79 FOR AN AMENDED TOTAL AMOUNT NOT TO EXCEED \$1,001,939.19 WITH NO CHANGE TO THE TERM**

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**RESOLVED**, by the Board of Supervisors of the County of San Mateo, State of California, that

**WHEREAS**, On December 20, 2013, the County released RFP#ISD1827 Information Technology Service Management System (ITSM) to review and select an ITSM application and implementation services based on industry best practices inclusive of Information Technology Infrastructure Library (ITIL) principles.

**WHEREAS**, On August 18, 2014, the County purchased a 3-year subscription to ServiceNow through its implementation vendor. The ITSM project was completed in January 2017 and the licensing subscription expired August 17, 2017.

**WHEREAS**, On September 26, 2017, a Resolution was executed waiving the Request for Proposal and authorizing the County Purchasing Agent to issue purchase orders to ServiceNow, Inc. in an amount not to exceed \$909,689.40 to provide proprietary software licenses and support maintenance for the term of August 18, 2017 through August 17, 2020; and

**WHEREAS**, There has been presented to this Board of Supervisors for its consideration and approval a request for the continued authorization of the County

Purchasing Agent to issue purchase orders to ServiceNow, Inc., increasing the not to exceed amount by \$92,249.79 for an amended amount not to exceed \$1,001,939.19 in order to provide seventy (70) additional proprietary software licenses and support maintenance for the term August 18, 2017 through August 17, 2020; and

**WHEREAS**, this Board has been presented with a form of the Resolution, said Board has examined and approved same as to both form and content and desires to enter into same;

**NOW THEREFORE, IT IS HEREBY DETERMINED AND ORDERED** that the Board of Supervisors authorizes the County Purchasing Agent to continue to issue purchase orders to ServiceNow, Inc. and waiving the Request for Proposals process for and on behalf of the County of San Mateo.

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