

RESOLUTION NO. .

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

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RESOLUTION AUTHORIZING THE COUNTY PURCHASING AGENT TO ISSUE PURCHASE ORDERS TO SERVICENOW, INC. FOR PROVIDING PROPRIETARY SOFTWARE LICENSES AND SUPPORT MAINTENANCE FOR THE TERM OF AUGUST 18, 2017 THROUGH AUGUST 17, 2020, WITH A TOTAL COMBINED FISCAL OBLIGATION BETWEEN ALL PURCHASE ORDERS NOT TO EXCEED \$909,689.40

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, there has been presented to this Board of Supervisors for its consideration and approval a request to authorize 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, this Board has authorized waiving the Request for Proposal as it has been determined in the best interest of the County; 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 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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