

RESOLUTION NO. .

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

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RESOLUTION AUTHORIZING AN AGREEMENT WITH COMPUTER AID, INC TO PROVIDE OPERATIONAL MAINTENANCE AND CONSULTING SERVICES FOR THE COUNTY'S IT SERVICE MANAGEMENT PLATFORM FOR THE TERM OF JANUARY 17, 2023, THROUGH JANUARY 16, 2026, IN AN AMOUNT NOT TO EXCEED \$750,000

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

WHEREAS, the County's IT service management platform (Platform) is used by the Information Services Department (ISD) as the primary platform for all IT requests, incidents, asset management, cost management, and IT procurement. San Mateo County Health, Probation, Sheriff's Office, Office of Sustainability, Human Services Agency, Controller's Office, Human Resources. Assessor-County Clerk-Recorder. Department of Public Works and Planning and Building also use this Platform for managing internal services; and

WHEREAS, ISD supports the Platform for 5,795 employees and 1,540 contractors; and

WHEREAS, ISD released a Request for Proposals (RFP), RFP# ISD-20221855, seeking proposals for operational maintenance and consulting services for the Platform; and

WHEREAS, the parties wish to execute an Agreement between the County and Computer Aid, Inc for operational maintenance and consulting services for the term of January 17, 2023, through January 16, 2026, and for an amount not to exceed amount of \$750,000; and

WHEREAS, the parties agree that other County departments may engage the services of Contractor and Contractor has agreed to extend the same terms described by the Agreement and its exhibits to all County departments; ISD is contracting for operational maintenance and consulting services of the ServiceNow platform; and

WHEREAS, this Board has been presented with the Agreement and has examined and approved it as to both form and content and desires to enter into the Agreement.

NOW THEREFORE, IT IS HEREBY DETERMINED AND ORDERED that the President of the Board of Supervisors is hereby authorized and directed to execute said agreement for and on behalf of the County of San Mateo, and the Clerk of the Board shall attest to the President's signature thereto.

BE IT FURTHER RESOLVED that the Chief Information Officer (CIO) or CIO's designee is authorized to execute contract amendments which modify the County's maximum fiscal obligation by no more than \$25,000 (in aggregate), and/or modify the contract term and/or services so long as the modified term of services is/are within the current or revised fiscal provisions.

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