

RESOLUTION NO. RES-21-0010

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3 A RESOLUTION OF THE CITY COUNCIL OF THE
4 CITY OF LONG BEACH AUTHORIZING THE CITY
5 MANAGER TO EXECUTE A CONTRACT, AND ANY
6 AMENDMENTS THERETO, WITH CARAHSOFT
7 TECHNOLOGY CORP., WITHOUT ADVERTISING FOR
8 BIDS, TO PROVIDE ANNUAL LICENSING AND
9 MAINTENANCE OF THE CITY'S SERVICE MANAGEMENT
10 APPLICATION, SERVICENOW, IN AN ANNUAL AMOUNT
11 OF \$110,565 FOR A PERIOD OF THREE YEARS
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13 WHEREAS, on January 10, 2017, City Council awarded a contract to
14 Carahsoft Technology Corp. (Carahsoft Agreement) for a one-time implementation and
15 ongoing annual licensing and maintenance of Service Now, a technology service
16 management application; and

17 WHEREAS, on June 11, 2019, City Council authorized an increase of the
18 annual contract amount for the purchase of additional ServiceNow licenses to
19 accommodate growth in system usage following go-live of the Tyler Munis Enterprise
20 Resource Planning System; and

21 WHEREAS, as the City's current technology service management
22 application, ServiceNow allows City employees and elected officials to submit technology
23 service and equipment requests to the Technology and Innovation Department (TI),
24 receive real-time request updates, and search knowledge bases to resolve issues
25 quickly; and

26 WHEREAS, ServiceNow is the backbone of TI operations as the system of
27 record for service and equipment requests as well as technology asset inventory system;
28 and

1 WHEREAS, all extensions to the Carahsoft Agreement have been
2 exhausted and the Agreement will terminate on March 30, 2021; and

3 WHEREAS, Carahsoft Technology Corporation is the sole authorized
4 vendor for ServiceNow contracts with public entities nationwide, as a result, no useful
5 purpose would be served by advertising for bids and to do so would constitute an idle and
6 useless act and an unnecessary expenditure of public funds;

7 NOW, THEREFORE, the City Council of the City of Long Beach resolves as
8 follows:

9 Section 1. The above recitals are true and correct and are incorporated
10 herein.

11 Section 2. The City Manager is hereby authorized to enter a contract,
12 and any amendments thereto, with Carahsoft Technology Corp., to provide annual
13 licensing and maintenance of the City's service management application, ServiceNow, in
14 an annual amount of One Hundred Ten Thousand Five Hundred Sixty-Five Dollars
15 (\$110,565), with a twenty percent (20%) contingency of Twenty-Two Thousand One
16 Hundred Thirteen Dollars (\$22,113), for a total annual contract amount not to exceed
17 One Hundred Thirty-Two Thousand Six Hundred Seventy-Eight Dollars (\$132,678), for a
18 period of three (3) years, with the option to renew for two (2) additional one-year periods,
19 at the discretion of the City Manager.

20 Section 3. This resolution shall take effect immediately upon its adoption
21 by the City Council, and the City Clerk shall certify the vote adopting this resolution.

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OFFICE OF THE CITY ATTORNEY
CHARLES PARKIN, City Attorney
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Long Beach, CA 90802

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I hereby certify that the foregoing resolution was adopted by the City Council of the City of Long Beach at its meeting of February 9, 2021 by the following vote:

Ayes: Councilmembers: Zendejas, Allen, Price, Supernaw,
Mungo, Saro, Uranga, Austin,
Richardson.

Noes: Councilmembers: None.

Absent: Councilmembers: None.

Recusal(s): Councilmembers: None.



City Clerk