



Legislation Text

File #: 20-556, **Version:** 1

Approve a new contract with GlideFast Consulting for \$150,000, for total contract amount not to exceed \$150,000, to provide managed services support through August 11, 2021 to provide technical services and support to the County's ServiceNow system; and Authorize the Chief Information Officer to execute the agreement and any amendments within 10% of the contract amount

Published Notice Required? Yes ☐ No ☒
Public Hearing Required? Yes ☐ No ☒

DEPARTMENTAL RECOMMENDATION:

The Department of Information Technology recommends that the Board of Supervisors:

1. Approve a new contract with GlideFast Consulting. for \$150,000, for total amount not to exceed \$150,000, to ensure managed services support through August 11, 2021 to provide technical services and support to the County's ServiceNow system; and
2. Authorize the Chief Information Officer to execute the agreement and any amendments within 10% of the contract amount.

SUMMARY/DISCUSSION:

The Department of Information Technology contracted with GlideFast Consulting for a six-month term on February 24, 2020, for \$74,500, to provide ongoing support for the ServiceNow system. This limited term contract was a probationary engagement that allowed DOIT to evaluate the quality of managed service provider before committing to a long-term investment. Over the term, the vendor has demonstrated its value by providing high-quality managed services in required application and infrastructure technology domains. The department is recommending that the Board approve a new managed services support contract through August 11, 2021 to provide technical services and support ServiceNow.

The ServiceNow System has been in use by IT since January 2019 and recently released to the County as "Solano Connect" a single source IT Service Portal for accessing all IT services and information. The ServiceNow system also consolidated and replaced three disparate legacy ticketing systems, certifies compliance with critical IT controls, serves as a trusted data source/monitoring for network enabled devices/infrastructure, and measures IT service delivery performance. The solutions functionality is updated consistently by ServiceNow and the County team also aligns functionality based upon new business demands/needs such as automating new employee onboarding, password resets, audio/visual services, etc. These activities are above and beyond the normal maintenance for the application.

The County has contracted with GlideFast for six months, since February 2020 to provide technical and support services during the integration, automation and implementation of core IT Operations Management, IT Service Management, and IT Business Management functionality components. The proposed contract with GlideFast provides application support through a managed services contract including functional, technical, upgrade and infrastructure support as needed.

FINANCIAL IMPACT:

The contract total is \$150,000 with a 12-month contract term or through August 11, 2021. There are sufficient budget appropriations for this contract in the Department of Information Technology's FY2020/21 Preliminary Budget and it is already included in budgeted allocations to departments. The costs associated with preparing this agenda item are nominal and absorbed by the department's FY2020/21 Preliminary Budget.

ALTERNATIVES:

The Board could choose to not approve this amendment, but this is not recommended, as the contract ensures critical technical and infrastructure support for the ServiceNow applications.

OTHER AGENCY INVOLVEMENT:

County Counsel, County Administrator's Office, and the Department of Information Technology were involved in the development and review of the contract with GlideFast Consulting and concur with the recommendation to approve this amendment.

CAO RECOMMENDATION:

APPROVE DEPARTMENTAL RECOMMENDATION