



Request for City Council Committee Action from the Department of Information Technology

Date: June 15, 2015

To: The Honorable John Quincy, Chair, Ways and Means Committee

Referral To: Committee of the Whole

Subject: OneNeck, Contract C-39200

Recommendation: Authorize proper City officials to amend contract C-39200 with OneNeck IT Solutions to include professional services to implement the ServiceNow service desk functions.

Previous Directives: February 13, 2015 - Authorized proper City officers to execute a contract with OneNeck IT Solutions LLC for IT managed services in an amount not-to-exceed \$22,025,000 with an initial term of five years with three one-year options to renew; to increase contract C-37373 with Pillsbury Winthrop Shaw Pittman by \$642,000 for a dedicated transition resource; and to execute all necessary documents for transferring assets from Unisys to the City.

Department Information:

Prepared by: Robert Arko, Director of Vendor Management and IT Contract Services
 Submitted by: Otto Doll, Chief Information Officer
 Approved by: Spencer Cronk, City Coordinator
 Presenter(s) in Committee: Otto Doll, CIO 612-673-3633

Reviews	Approval	Date	Not Applicable
Permanent Review Committee (PRC):	<input checked="" type="checkbox"/>	Pending	<input type="checkbox"/>
Civil Rights Approval:	<input type="checkbox"/>		<input checked="" type="checkbox"/>
Policy Review Group (PRG):	<input type="checkbox"/>		<input checked="" type="checkbox"/>

Financial Impact

Yes. The cost for this contract is currently funded through Information Technology's (IT) operations budget.

Supporting Information

As part of Information Technology's plan to insource certain key functions, ServiceNow was selected as the application the City's IT Service Desk and Deskside Services staff will utilize to perform their jobs.

Funding was allocated in IT's approved project budget for a third party to help IT implement and configure ServiceNow to meet IT's needs. IT engaged OneNeck in discussions on their ability to implement this application.

OneNeck's sub-contractor, Aeritae, is an approved ServiceNow implementer. IT engaged OneNeck/Aeritae in a pilot program to test their methodology on how to implement ServiceNow using best practices. The results of the pilot are positive and IT would like to enhance the pilot to configure, implement, test, and train staff on the ServiceNow modules that focus on the Service Desk functions. The cost of this service is \$70,000.

IT is seeking approval to amend contract C-39200 with OneNeck IT Solutions to include professional services to configure, implement, test and train staff on these ServiceNow modules. No increase to the contract is necessary, nor is additional funding needed.