

## Request for Committee Action

**To:** Ways & Means  
**Date:** 2/22/2016  
**From:** Information Technology  
**Prepared by:** Barb Malinski  
**Presented by:** Otto Doll, Chief Information Officer  
**File type:** Action  
**Subcategory:** Contracts & Agreements

---

**Subject:**

IT Contracts with Aeritae, Cloud Sherpas, and Integrhythm for ServiceNow application expansion

**Description:**

Authorizing contracts with Aeritae, Cloud Sherpas, and Integrhythm for three (3) years through Feb.28, 2019, for professional services to expand the ServiceNow applications currently in place. The total compensation paid under this Master Contract shall not exceed the total value of the work orders provided by the City for a not-to-exceed amount of \$950,000.

**Previous Actions:**

None

**Ward/Neighborhood/Address:**

Not Applicable

**Background/Analysis:**

The City issued a Request for Proposal (RFP) in November 2015 for consulting and implementation services for Information Technology's (IT) expanding ServiceNow environment. This system is currently being used to increase efficiencies and improve worker productivity while delivering a better level of service to City departments.

This software application is the primary tool to provide incident, problem, change and configuration management and allows City departments to make service requests of IT. IT requests professional services to expand the ServiceNow applications currently in place to include more functionality of the system, such as facilities, human resources, and project management that may be reviewed in the future to serve as an enterprise service management tool.

The total compensation paid under this Master Contract shall not exceed the total value of the Work Orders provided by the City for a not-to-exceed amount of exceed \$950,000 through February 28, 2019.

**Financial Review:**

**No additional appropriation required, amount included in current budget.**