

# First Amendment to CarahSoft Agreement for ServiceNow Products

To: Budget and Finance Committee  
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# Amendment Summary

## First Amendment Highlights

- ❑ Extends contract term by four years (new term: Sept 2022 – Aug 2029)
- ❑ Increases not-to-exceed amount from \$9.8M to \$28.3M due to expanded citywide adoption of ServiceNow

## Citywide Agreement Overview

- ❑ Scope: cloud-based platform supporting IT, HR and other business process automation
- ❑ Participating Departments: eight departments are using this agreement to purchase ServiceNow products directly
- ❑ Estimated Annual Spend: ~ \$3.7M



# A Citywide Digital Platform for Service Delivery

**Beyond direct purchases, DT offers ServiceNow as a shared service to other departments**

- ❑ 14 departments have subscribed
- ❑ Supports citywide digital transformation, cross-departmental collaboration, and data-driven public services
- ❑ Examples:
  - ✓ Public Safety & Emergency Management
  - ✓ Citywide Procurement Process Improvement
  - ✓ Fiber to Housing Equipment Requests



# Benefits of the Amendment

## Cost Savings

- ❑ Avoids over \$2.8M in subscription costs over the next four years
- ❑ Secures minimum guaranteed discounts of 24-52% on new purchases

## Efficiency

- ❑ Maintains a single master agreement for all City departments
- ❑ Eliminates duplicative procurement efforts across departments

## Other Benefits

- ❑ Increases transparency in citywide technology spending
- ❑ Enhances vendor oversight and contract management
- ❑ Supports COIT's strategy to improve service delivery through technology



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## ***Any Questions?***