



# Board Agenda Item 66

DATE: December 9, 2025

TO: Board of Supervisors

SUBMITTED BY: Mike Kerr, Director of Information Technology/Chief Information Officer

SUBJECT: Amendment to Agreement with Carahsoft Technology Corp.

RECOMMENDED ACTION(S):

- 1. Approve and authorize the Chairman to execute First Amendment to Agreement No. A-24-513 with Carahsoft Technology Corp. for ServiceNow software, effective December 9, 2025, with no change to the term of October 1, 2024, through September 30, 2028, increasing the maximum compensation by \$517,005 to a total of \$3,409,005; and**
- 2. Approve and authorize the Director of Information Technology/Chief Information Officer, or their designee, to add and remove products and services as needed to support the County's use of the ServiceNow software, not to exceed \$93,477 during the term of the Agreement and no increase to the maximum compensation.**

There is no increase in Net County Cost associated with the recommended actions. Approval of the first recommended action will amend Agreement No. A-24-513 (Agreement) with Carahsoft Technology Corp. (Carahsoft) to increase the maximum compensation by \$517,005, which will allow the County to upgrade the ServiceNow software, increase license quantities, and add additional products to support the County's use of the software.

Approval of the second recommended action will authorize the Director of Information Technology/Chief Information Officer (Director), or their designee, to upgrade the ServiceNow software and add and remove software products as needed and pursuant to the scope of the Agreement, not to exceed \$93,477 of the total maximum compensation. This item is countywide.

ALTERNATIVE ACTION(S):

Should your Board not approve the first recommended action, ITSD would be unable to upgrade the ServiceNow software, which would lead to limited functionality and ITSD would be unable to accommodate requests from user departments for additional licenses and products. Your Board can choose not to approve the second recommended action, requiring ITSD to return to your Board to further amend the Agreement each time a user department requests to be added to the platform or make any significant changes to their existing platform.

FISCAL IMPACT:

There is no increase in Net County Cost associated with the recommended actions. The recommended Amendment will increase the total maximum compensation payable by \$517,005, from \$2,892,000 to \$3,409,005. Costs associated with the recommended Amendment are recovered through chargebacks to user departments. Sufficient appropriations and estimated revenues are included in the ITSD Org 8905 FY

2025-26 Adopted Budget and will be included in future ITSD Recommended Budget requests for the duration of the Agreement term.

DISCUSSION:

On September 24, 2024, the Board approved the Agreement with Carahsoft, effective October 1, 2024, with a two-year base and two optional one-year extensions and a maximum compensation of \$2,892,000. Carahsoft provides ServiceNow software (also referred to as the County's REACH system), a service management platform to manage IT-related service requests.

Due to increased interest in using ServiceNow and the need for a system upgrade, ITSD is seeking to amend the Agreement. The proposed upgrade will enable ITSD to customize platform features to meet the needs of newly added user departments and incorporate enhanced tools, including advanced reporting capabilities, vendor management features, and an internal artificial intelligence assistant to improve task management and follow through. Several County departments have expressed an interest in using ServiceNow to manage their own project-based tasks. The first recommended action authorizes the amendment of the Agreement to accommodate these requests and complete the system upgrade.

The second recommended action authorizes the Director to upgrade ServiceNow software and add and remove software products as needed to support user department interest in the platform and will not exceed the \$93,477 total included specifically to fund any future requests. This will ensure that the future needs of user departments that fit within the scope of the Agreement can be addressed expeditiously.

REFERENCE MATERIAL:

BAI #33, September 24, 2024

ATTACHMENTS INCLUDED AND/OR ON FILE:

On file with Clerk - Amendment I to Agreement No. A-24-513 with Carahsoft

CAO ANALYST:

Amy Ryals