



**Contra
Costa
County**

To: Board of Supervisors
From: Marc Shorr, Chief Information Officer
Date: September 22, 2020

Subject: APPROVE and AUTHORIZE the Chief Information Officer, or designee, to execute a Software and Services Agreement with BMC Software, Inc.

RECOMMENDATION(S):

APPROVE and AUTHORIZE the Chief Information Officer, or designee, to execute an Order Form and Cloud Services Master Agreement with BMC Software, Inc., including County indemnification, in an amount not to exceed \$340,000 for a vendor hosted information technology ticketing software system for the Department of Information Technology's (DoIT) and Employment and Human Services Department help desks for the period of September 30, 2020 through September 29, 2023.

FISCAL IMPACT:

The cost for this software purchase will be split equally over the three (3) year period and a portion of the cost will be shared with the Employment and Human Services Department and recovered through the department's billing system. DoIT's portion of the first-year payment of is budgeted in the FY 20-21 approved budget.

☒ APPROVE

☐ OTHER

☒ RECOMMENDATION OF CNTY ADMINISTRATOR

☐ RECOMMENDATION OF BOARD COMMITTEE

Action of Board On: **09/22/2020** ☒ APPROVED AS RECOMMENDED ☐ OTHER

Clerks Notes:

VOTE OF SUPERVISORS

AYE: John Gioia, District I Supervisor
Candace Andersen, District II Supervisor
Diane Burgis, District III Supervisor
Karen Mitchoff, District IV Supervisor
Federal D. Glover, District V Supervisor

I hereby certify that this is a true and correct copy of an action taken and entered on the minutes of the Board of Supervisors on the date shown.

ATTESTED: September 22, 2020

David Twa, County Administrator and Clerk of the Board of Supervisors

By: Laura Cassell, Deputy

Contact: Marc Shorr, 925
608-4071

cc:

BACKGROUND:

The purchase of Remedyforce software will significantly enhance DoIT and EHSD's Help Desk's ability to assist customers. The current ticketing system requires extensive manual effort to sort and triage tickets and is very labor intensive. Remedyforce software is a cloud-based system that provides comprehensive IT service management, including incident, problem, change, self-service, configuration and asset management. The best practice pre-built templates and out of the box content offers short time to value and fast Return on Investment (ROI).

The County may only terminate the agreement during the initial three year term if BMC breaches its obligations, or the County fails to appropriate funds to make payments under the contract in the fiscal year.

The Cloud Services Master Agreement obligates the County to indemnify BMC for third party claims arising out of County data in the hosted system and County's violation of the terms of the agreement. BMC's liability under the contract is capped at the amount the County pays under the contract, except for infringement claims, bodily injury, and gross negligence.

CONSEQUENCE OF NEGATIVE ACTION:

If this Software and Services Agreement is not approved, both departments will continue to use outdated systems to track and assist customers with Helpdesk requests.