



**Contra
Costa
County**

To: Board of Supervisors
From: Marla Stuart, Employment and Human Services Director
Date: January 10, 2023

Subject: License Purchase and Implementation for an Information Technology Service Management System

RECOMMENDATION(S):

APPROVE and AUTHORIZE the Employment and Human Services Director, or designee, to execute a contract with General Datatech, LP., in an amount not to exceed \$293,315 to purchase services and licenses for the cloud-based Information Technology Service Management System (ITSM) to replace a system purchased in 2014, for the period January 1, 2023 through December 31, 2023.

FISCAL IMPACT:

Approval of this contract will result in expenditures of \$293,314.87, all of which has been budgeted in FY 22-23. County (6%); State (35%); Federal (59%).

BACKGROUND:

Employment and Human Services (EHSD) utilizes an Information Technology (IT) help desk ticketing system to log, distribute, track and complete service requests from EHSD staff and social workers.

☒ APPROVE

☐ OTHER

☒ RECOMMENDATION OF CNTY ADMINISTRATOR

☐ RECOMMENDATION OF BOARD COMMITTEE

Action of Board On: **01/10/2023** ☒ 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
Ken Carlson, 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: January 10, 2023

Monica Nino, County Administrator and Clerk of the Board of Supervisors

By: Laura Cassell, Deputy

Contact: L. Pacheco (925)
608-4963

cc:

BACKGROUND: (CONT'D)

It was purchased in 2014. These requests include repairing computer equipment, adding software and correcting errors in data records. Its functionality, capacity and support have deteriorated over time and will not support the anticipated increase in number and complexity of ticket requests driven by the implementation of the new Statewide Automated Welfare System (CalSAWS) in February 2023.

The purpose of this contract is to provide professional services and licenses to replace the existing antiquated system with ServiceNow's cloud based IT Service Management (ITSM) system. This implementation will provide state of the art help desk functionality necessary to support the expected increase in IT help ticket request volume starting in 2023. ServiceNow is considered best in class and is in use by government agencies like the Department of Defense and Department of Justice. ServiceNow is also the help desk provider for CalSAWS. EHSD does not have the expertise to design and implement ServiceNow and needs assistance to do so.

The expected outcome of this contract is to have a fully functioning, high capacity and high-speed system that will meet the demand CalSAWS is expected to place on EHSD's help desk.

Three systems and software combinations were evaluated to upgrade the ITSM. The on premise solution was rejected due to the high cost of storage and large amount of support time EHSD IT would need to provide. Two ServiceNow/Implementation vendor combinations were evaluated. While the ServiceNow license quotes were almost the same, the implementation vendors' statements of work were different. Network Consulting Services Inc. (NCSI) statement of work did not adequately cover the expected work needed to implement a turnkey ITSM. General Datatech's statement of work addressed the expected work needed to implement a turnkey ITSM. General Datatech is the selected vendor.

CONSEQUENCE OF NEGATIVE ACTION:

EHSD will not be able to support the expected volume of ticket requests, which will inhibit staff and worker's ability to provide services to the clients and support for business functions for EHSD.