



November 7, 2023

Board of Supervisors
County of Ventura
800 South Victoria Avenue
Ventura, California 93009

SUBJECT:

Authorization for the Purchasing Agent to Revise the Annual Service Agreement Amounts Approved by Your Board on June 20, 2023, for Service Now, Incorporated to Zero Dollars and SHI International Corporation to \$900,000; Ratification of General Services Agency - Procurement's Authorization to Establish a Contract with SHI International Corporation in the Amount of \$626,235.66.

RECOMMENDATIONS:

1. Authorize the Purchasing Agent to reduce the Service Now, Incorporated (Service Now) Approval Amount from \$400,000 to zero dollars and Increase SHI International Corporation (SHI) from \$500,000 to \$900,000.
2. Ratify General Services Agency - Procurement's ("GSA") authorization to contract with SHI in the amount of \$626,235.66 from September 30, 2023 through September 29, 2024.

REASON FOR RATIFICATION:

The amount approved for Service Now should have been included in the original SHI International funding because the County does not contract directly with Service Now.

FISCAL/MANDATES IMPACTS:

There is no fiscal impact for this item. Approving the Master Service Agreements does not generate actual expenditures.

DISCUSSION:

On June 20, 2023, your Board approved the Annual Service Agreements for various vendors. Service Now was approved for \$400,000 and SHI for \$500,000. Service Now is unable to contract directly with Public Sector Entities, so purchases must be made

through resellers. Service Now is the platform utilized by the County to manage multiple help desks and for tracking requests and incidents. The County has been contracting with SHI to provide Service Now licenses, support, and upgrades. The total contract amount for SHI exceeds the amount authorized for fiscal year 2023-24, due to the funding being placed directly with Service Now.

Authorization is requested to revise the annual service agreement amounts for Service Now from \$400,000 to zero and SHI from \$500,000 to \$900,000 and to ratify GSA's authorization to contract with SHI in the amount of \$626,235.66 from September 30, 2023 through September 29, 2024.

This item has been reviewed by the County Executive Office, County Counsel, General Services Agency – Procurement, and the Auditor-Controller's Office. If you have any questions, please contact me at (805) 654-2744.

Sincerely,



TERRENCE THEOBALD
Chief Information Officer
Information Technology Services

TT/TY: dc

Attachments: Exhibit 1 – SHI International Contract