



Office of the City Manager

CONSENT CALENDAR
December 14, 2021

To: Honorable Mayor and Members of the City Council

From: Dee Williams-Ridley, City Manager

Submitted by: LaTanya Bellow, Interim Deputy City Manager, Information Technology

Subject: Contract: Alcor Solutions, Inc. for Managed Services and Upgrade Support of the ServiceNow Application

RECOMMENDATION

Adopt a Resolution authorizing the City Manager to execute a contract and any amendments with Alcor Solutions, Inc. to provide managed support services and upgrade support for the ServiceNow application from July 1, 2022 to June 30, 2024 for an amount not-to-exceed \$300,000.

FISCAL IMPACTS OF RECOMMENDATION

Funding in the amount of \$300,000 for the requested support services is budgeted in the FY 2023 and FY 2024 IT Cost Allocation Fund as itemized below. Spending in future years for this contract is subject to City Council's approval of the proposed citywide budget and annual appropriation ordinances.

FY 2023: Professional Services
\$150,000 Budget Code: 680-35-362-376-0000-000-472-612990-
(IT Cost Allocation, Business Applications, Professional Services)

FY 2024: Professional Services
\$150,000 Budget Code: 680-35-362-376-0000-000-472-612990-
(IT Cost Allocation, Business Applications, Professional Services)

\$300,000 Total FY 2023 and 2024 Software Maintenance

CURRENT SITUATION AND ITS EFFECTS

Alcor Solutions provides critical support, maintenance, and enhancement services for the ServiceNow software platform. Staff currently use ServiceNow's Information Technology Service Management (ITSM) and Business Management (ITBM) tools. The ITSM includes a Helpdesk management suite, service catalog, knowledge base, and a service portal for City Staff. The ITBM includes project portfolio management for new

ideas, demands and projects as well as application portfolio management for managing business applications.

Since launching with the portal in January 2018, Staff have partnered with Alcor Solutions, LLC with initial implementation in addition to adding additional features including reweighted range voting (RRV) process, aging tickets notifications, and confidential service requests.

Phase 2 of implementation is still in progress and once completed will add features such as hardware asset management for tracking computers and servers, application portfolio management for tracking applications and services, and asset tracking for network printers and mobile devices. Phase 2 of implementation is scheduled for completion in Q1 2023.

The proposed associated work with this contract request allows the City to continue their partnership with Alcor Solutions, Inc. in providing regular upgrades, enhancements, and 'bug' support to the ServiceNow tool.

BACKGROUND

The Department of Information Technology (IT Department) was previously using a "home-grown" software application to manage Help Desk service requests since 2001. In 2015, the IT Department began collecting business requirements for a replacement solution that would serve both the daily needs of a service and asset management solution, as well as the longer term needs of managing IT projects and IT resources.

In September 2016, the IT Department issued Request for Proposal (RFP) Specification Number 16-11072-C for an Information Technology Service Management and Asset Management solution. The IT Department received three qualified vendor responses.

In May 2017, a cloud-based software called ServiceNow was chosen. Alcor Solutions, Inc. was chosen for their implementation services. In January 2018, Alcor completed the initial implementation of ServiceNow, and the IT Department was able to "go-live" with ServiceNow's ITSM module.

ENVIRONMENTAL SUSTAINABILITY AND CLIMATE IMPACTS

Alcor Solutions, Inc. conducts the majority of their support remotely. If Alcor must work onsite, they will be working exclusively over multiple days with the IT Department to minimize both travel costs and greenhouse gas emissions related to travel, per Climate Action Plan goals.

Additionally, the ServiceNow tool allows the IT Department to electronically track service requests, projects, and other requests, which supports the IT Department's advancement towards functioning as a zero-waste department.

RATIONALE FOR RECOMMENDATION

Alcor Solutions, Inc. has extensive experience providing implementation and support services for ITSM solutions. Specifically, Alcor Solutions, Inc. is a Gold Services Partner to ServiceNow, Inc. Furthermore, City staff do not have the capacity or specialized knowledge to execute a successful upgrade, apply enhancements, or fix software 'bugs' within the ServiceNow application, without the professional services requested of Alcor.

ALTERNATIVE ACTIONS CONSIDERED

Staff considered not engaging Alcor Solutions, Inc. for upgrade support to the ServiceNow tool, however doing so will need to continue using the previous customized, home-grown IT ticketing system for asset management, as well as manual methods of tracking support tickets, projects, and hardware inventory.

CONTACT PERSON

LaTanya Bellow, Interim Deputy City Manager, (510) 981-7000

Attachments:

1: Resolution

RESOLUTION NO. ##,###-N.S.

NEW CONTRACT: ALCOR SOLUTIONS, INC. FOR MANAGED SERVICES AND
UPGRADE SUPPORT OF THE SERVICENOW APPLICATION

WHEREAS, in 2001, the Department of Information Technology (IT Department) was using a “home-grown” software application to manage Help Desk service; and

WHEREAS, in September 2016, the IT Department issued Request for Proposal (RFP) Specification Number 16-11072-C for an Information Technology Service Management and Asset Management solution, and selected the ServiceNow tool, and Alcor Solutions, Inc. as the implementation partner; and

WHEREAS, Alcor Solutions, Inc. has extensive experience providing implementation and support services for ITSM solutions, and is a Gold Services Partner to ServiceNow, Inc.; and

WHEREAS, City staff do not have the capacity or specialized knowledge to execute a successful upgrade, apply enhancements, or fix software ‘bugs’ within the ServiceNow application, without the professional services requested of Alcor; and

WHEREAS, funding in the amount of \$300,000 for the requested support services is budgeted in the FY 2023 and FY 2024 IT Cost Allocation Fund, and spending in future years for this contract is subject to City Council’s approval of the proposed citywide budget and annual appropriation ordinances.

NOW THEREFORE, BE IT RESOLVED by the Council of the City of Berkeley that the City Manager is authorized to execute a contract and any amendments with Alcor Solutions, Inc. to provide managed support services and upgrade support for the ServiceNow application from July 1, 2022 to June 30, 2024 for an amount not-to-exceed \$300,000.