



Office of the City Manager

CONSENT CALENDAR
February 27, 2024

To: Honorable Mayor and Members of the City Council
From: Dee Williams-Ridley, City Manager
Submitted by: Kevin Fong, Director, Information Technology
Subject: Contract No. 31900184 Amendment: Alcor Solutions, Inc. to expand services for intranet services

RECOMMENDATION

Adopt a Resolution authorizing the City Manager to execute an amendment to Contract No. 31900184 with Alcor Solutions, Inc., to expand scope to include intranet services.

FISCAL IMPACTS OF RECOMMENDATION

None

CURRENT SITUATION AND ITS EFFECTS

Currently, Staff are using ServiceNow's Information Technology Service Management (ITSM) tool which includes a Help Desk management suite with service catalog, knowledge base and a service portal for the City staff.

Alcor Solutions, Inc provided reliable implementation services for the initial phases of the ServiceNow project. Since launching with the portal in January 2018, Staff partnered with Alcor Solutions to upgrade to the newest software version of ServiceNow, and add features including employee on-boarding and off-boarding, on-call scheduling, and confidential service requests.

Alcor Solutions, Inc. extensive experience and guidance is needed to implement additional intranet services as the City transitions to other cloud solutions and platforms.

BACKGROUND

The Department of Information Technology (DoIT) was using a custom home-grown software application to manage Help Desk Service Requests since 2001. In 2015, DoIT started looking at replacement solutions that would serve both the daily needs of a service management and asset management solution, as well as the longer term needs of managing IT projects and IT resources. In September 2016, DoIT issued Request for Proposal (RFP) Specification No. 16-11072-C for an Information Technology Service

Contract No. 10545 Amendment: Alcor Solutions, Inc. for Implementation Services Consent CALENDAR

Management and Asset Management solution and receive three qualified vendor responses.

In May 2017, a cloud-based software called ServiceNow was chosen. Alcor Solutions, Incorporated was chosen for their implementation services. In January 2018, Alcor completed initial implementation, and the Department of Information Technology went live with the ServiceNow tool.

RATIONALE FOR RECOMMENDATION

Alcor Solutions, Inc. has extensive experience providing implementation 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 the knowledge to execute a successful implementation of the ServiceNow tool without the professional services requested of Alcor.

ALTERNATIVE ACTIONS CONSIDERED

Staff considered not adding additional modules and taking no further action on this project. By not utilizing the additional functions of the ServiceNow tool, staff will need to continue using the previous customized, home-grown IT ticketing system for asset management, as well as manual methods of tracking contracts, and performance. This is direct contradiction to the goal of the Digital Strategic plan, which is to eliminate custom built software where feasible and choose Commercial off the Shelf (COTS) solutions to provide modern technological solutions that serve the City of Berkeley community.

ENVIRONMENTAL SUSTAINABILITY AND CLIMATE IMPACTS

Alcor Solutions Inc. will conduct most of their work remotely, and when they do come on-site, they will be working exclusively over multiple days with the IT Department to minimize both travel costs and greenhouse gas emissions related to travel.

CONTACT PERSON

Kevin Fong, Director, Information Technology, 510-981-6525

Attachments:

1: Resolution - Alcor Solutions Inc.

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

CONTRACT NO. 31900184 AMENDMENT: ALCOR SOLUTIONS INC. FOR IMPLEMENTATION OF INFORMATION TECHNOLOGY SERVICE MANAGEMENT AND INFORMATION TECHNOLOGY ASSET MANAGEMENT SOLUTION.

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, 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.

WHEREAS, the City council authorized Contract No. 31900184 on December 14, 2021 (Resolution No. 70,158-N.S.) 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.

NOW THEREFORE, BE IT RESOLVED by the Council of the City of Berkeley that the City Manager is authorized to execute an amendment to Contract No. 31900184 with Alcor Solutions, Inc., to expand scope to include intranet services.

