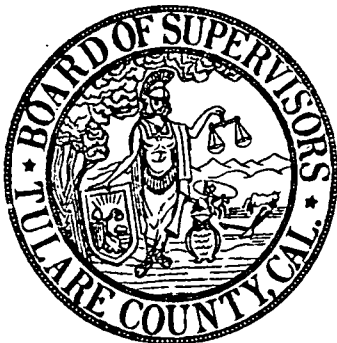


**BEFORE THE BOARD OF SUPERVISORS
COUNTY OF TULARE, STATE OF CALIFORNIA**

IN THE MATTER OF RATIFY AND)
APPROVE AN AGREEMENT RENEWAL) Resolution No. 2018-0603
WITH SERVICENOW, INC.) Agreement No. 28747

UPON MOTION OF SUPERVISOR SHUKLIAN, SECONDED BY SUPERVISOR ENNIS, THE FOLLOWING WAS ADOPTED BY THE BOARD OF SUPERVISORS, AT AN OFFICIAL MEETING HELD JULY 17, 2018, BY THE FOLLOWING VOTE:

AYES: SUPERVISORS CROCKER, VANDER POEL, SHUKLIAN, WORTHLEY, AND ENNIS
NOES: NONE
ABSTAIN: NONE
ABSENT: NONE



ATTEST: MICHAEL C. SPATA
COUNTY ADMINISTRATIVE OFFICER/
CLERK, BOARD OF SUPERVISORS

BY: Wilany Ronello
Deputy Clerk

1. Ratified and approved an agreement renewal with ServiceNow in the amount of \$605,700 for providing incident and problem management, change management, asset management, and other maintenance services, retroactive to July 11, 2018. It was impractical for the Board to take action before July 11, 2018, due to the vendor negotiations and time it took to review the Order Form and Agreement.
2. Found that the Board had authority to enter into the proposed agreement as of July 11, 2018 and that it was in the County's best interest to enter into the agreement on that date.
3. Ratified the Chairman's signature on the agreement renewal.

TCICT

HAR
07/17/2018



**Information &
Communications
Technology
COUNTY OF TULARE
AGENDA ITEM**

BOARD OF SUPERVISORS

KUYLER CROCKER
District One

PETE VANDER POEL
District Two

AMY SHUKLIAN
District Three

J. STEVEN WORTHLEY
District Four

MIKE ENNIS
District Five

AGENDA DATE: July 17, 2018

Public Hearing Required	Yes	<input type="checkbox"/>	N/A	<input checked="" type="checkbox"/>
Scheduled Public Hearing w/Clerk	Yes	<input type="checkbox"/>	N/A	<input checked="" type="checkbox"/>
Published Notice Required	Yes	<input type="checkbox"/>	N/A	<input checked="" type="checkbox"/>
Advertised Published Notice	Yes	<input type="checkbox"/>	N/A	<input checked="" type="checkbox"/>
County Counsel Sign-Off	Yes	<input checked="" type="checkbox"/>	N/A	<input type="checkbox"/>
Meet & Confer Required	Yes	<input type="checkbox"/>	N/A	<input checked="" type="checkbox"/>
Electronic file(s) has been sent	Yes	<input checked="" type="checkbox"/>	N/A	<input type="checkbox"/>
Budget Transfer (Aud 308) attached	Yes	<input type="checkbox"/>	N/A	<input checked="" type="checkbox"/>
Personnel Resolution attached	Yes	<input type="checkbox"/>	N/A	<input checked="" type="checkbox"/>
Agreements are attached and signature line for Chairman is marked with tab(s)/flag(s)	Yes	<input type="checkbox"/>	N/A	<input checked="" type="checkbox"/>

CONTACT PERSON: Yolanda Saldana PHONE: 636-4763

SUBJECT: Ratify and approve an agreement renewal with ServiceNow

REQUEST(S):

That the Board of Supervisors:

1. Ratify and approve an agreement renewal with ServiceNow in the amount of \$605,700 for providing incident and problem management, change management, asset management, and other maintenance services, retroactive to July 11, 2018. It was impractical for the Board to take action before July 11, 2018, due to the vendor negotiations and time it took to review the Order Form and Agreement.
2. Find that the Board had authority to enter into the proposed agreement as of July 11, 2018 and that it was in the County's best interest to enter into the agreement on that date.
3. Ratify the Chairman's signature on the agreement renewal.

SUMMARY:

The Information & Communications Technology (ICT) Department is responsible for purchasing and maintaining the hardware and software contracts for the Information & Communications Technology assets of Tulare County, including but not limited to the mainframe computer, the data center servers, network infrastructure components and Storage Area Network (SAN).

For the past three years ServiceNow is the program used in Tulare County for

SUBJECT: Ratify and approve an agreement renewal with ServiceNow

DATE: July 17, 2018

incident and problem management, change management, asset management and self-service.

In 2008, your Board signed and approved an Agreement with ServiceNow and has renewals have been approved every three years. The most recent renewal was approved on June 16, 2015.

This agreement will provide a total of 180 user licenses and maintenance services for the period of July 11, 2018 to July 10, 2021 and ensure that the County continues to provide state-of the art technology and infrastructure and support stellar service delivery.

The Board's retroactive approval of the agreement will allow the county to save at least \$250,000 annually based on a preapproved cost structure from 2008.

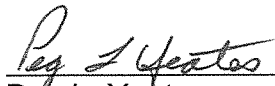
FISCAL IMPACT/FINANCING:

The total cost of the three-year term agreement is \$605,700. There will be three annual payments of \$201,900 each. The first annual cost is included in the FY 18/19 budget of which \$33,650 will be paid from account number 071-090-2900-7021 and the balance of \$168,250 will be paid from account number 071-090-2900-7043. No additional Net County Cost.

LINKAGE TO THE COUNTY OF TULARE STRATEGIC BUSINESS PLAN:

The County's five-year strategic plan includes the Organizational Performance Initiative to continuously improve organizational effectiveness and fiscal stability. The extended renewal of Service-now.com helps fulfill this initiative by ensuring a cost savings for the County and providing state-of-the-art technology and infrastructure to support better service delivery

ADMINISTRATIVE SIGN-OFF:



Peg L. Yeates

Information & Communications Technology Director

cc: Auditor-Controller
County Counsel
County Administrative Office (2)

Attachment(s) Signed Order Form

Order Form



ServiceNow, Inc.
2225 Lawson Lane
Santa Clara, CA 95054

Order Number
ORD0782016-3

Pricing Expiration: 10 Jul 2018

SNC Account Exec	Shane Grenon
Phone	+18584808717
E-mail	shane.grenon@servicenow.com

Customer Invoice Address	Customer Ship To Address
--------------------------	--------------------------

Company Name	County of Tulare	Company Name	County of Tulare
Address	Visalia Transit	Address	Visalia Transit
Suite	221 S Mooney Boulevard	Suite	221 S Mooney Boulevard
City	Visalia	City	Visalia
State/Province	CA - California	State/Province	CA - California
Zip/Postal Code	93291-4582	Zip/Postal Code	93291-4582
Country	United States	Country	United States
Website	http://www.co.tulare.ca.us	Website	http://www.co.tulare.ca.us
AP Contact Name		Business Contact	
Title		Title	
Phone		Phone	
E-mail		E-mail	
Account #	ACCT0004941		

Reference Contract #(s)	05015SB	PO #	
		Tax exempt?	No
		Payment Terms	Net due in 30 days
Currency	USD		

Product Code	Subscription Product Name	Type	Units	Term (mos)	Term Start Date	Term End Date	Net Price (Monthly)	Net Price (Annual)	Net Price (Total)
PROD01275	ServiceNow® Service Management Suite v2	Fulfiller User	5	36 Months	11 Jul 2018	10 Jul 2021	\$ 53.00	\$ 3,180.00	\$ 9,540.00
PROD01164	ServiceNow® ITSA Unlimited (Including Platform Runtime)	Fulfiller User	180	36 Months	11 Jul 2018	10 Jul 2021	\$ 92.00	\$ 198,720.00	\$ 596,160.00

Subscription Product SubTotal \$ 201,900.00 \$ 605,700.00

Education, Knowledge and Professional Services Subtotal \$ 0.00
 Pre-tax Total \$ 605,700.00
 Estimated Taxes TBD
 Estimated Grand Total \$ 605,700.00

Invoice Schedule	Invoice Date	Amount	Est Taxes	Grand Total
Annual Subscription Fee	Upon Signature	\$ 201,900.00	TBD	\$ 201,900.00
Annual Subscription Fee	June 10, 2019	\$ 201,900.00	TBD	\$ 201,900.00

Invoice Schedule	Invoice Date	Amount	Est Taxes	Grand Total
Annual Subscription Fee	June 10, 2020	\$ 201,900.00	TBD	\$ 201,900.00
		\$ 605,700.00	TBD	\$ 605,700.00

Hosting Details	
ServiceNow# of Instances:	1 Production 4TB Storage Limit, 2 Non Production 4TB Storage Limit
Instance Names:	tulare, tularedev, testulare
Customer ServiceNow Admin:	
Email:	
Data Center Region:	United States

Terms and Conditions

Customer's use rights to the subscription products ("Subscription Service") set forth herein for the term beginning on the term start date, ending on the term end date (the "Subscription Term"), are governed by the signed definitive agreement(s) with the contract reference number set forth above ("Agreement") as supplemented and modified by this Order Form, ServiceNow's subscription service guide ("Subscription Service Guide") and the service descriptions for the purchased packaged professional services ("Service Description") published as of the effective date of this Order Form. The Subscription Service Guide and Service Description are as set forth on www.servicenow.com/schedules.html and ARE EXPRESSLY DEEMED INCORPORATED HEREIN BY THIS REFERENCE. Customer may request printed copies of the documents incorporated herein by reference by emailing us at legal.request@servicenow.com.

The parties hereby agree to the following terms and conditions with respect to the subject matter of this Order Form:

1. Agreement is not subject to acceptance;
2. Customer shall limit the types and number of subscription products, Customer developed applications, Users and their permitted roles, and other use restrictions to those specified in this Order Form;
3. The Subscription Service includes a service level agreement with target service level availability of 99.8 percent in each month and associated service credits for non-compliance at customer request, as provided in the Subscription Service Guide; and
4. Support, upgrades, data security and data processing provisions applicable to the Subscription Service are set forth in the Subscription Service Guide. Customer and ServiceNow hereby expressly agree that the provisions of this Order Form, Subscription Service Guide, and Service Descriptions shall control over any conflicting provisions in the Agreement and any prior agreements concerning the subject matter thereof that may exist between parties are hereby superseded and replaced in their entirety.

Payment Terms

If Customer issues a purchase order, any additional or conflicting terms appearing in a purchase order shall not amend the Order Form or the Agreement. Upon request, ServiceNow shall reference the purchase order number on its invoices (solely for administrative convenience) so long as Customer provides the purchase order at least fifteen (15) business days prior to the date of the invoice.

Please submit a PO for the amount set forth above to accountsreceivable@servicenow.com or fax to 877-824-0673 or ServiceNow, Inc., Attention: Accounts Receivable, 4810 Eastgate Mall, San Diego, CA 92121

PRICES ARE FINAL. THIS ORDER IS NON-CANCELLABLE AND, EXCEPT AS OTHERWISE PROVIDED IN THE AGREEMENT, NON-REFUNDABLE. The order is for the entire subscription term and is undividable. Payments are due as per the invoice schedule. All remaining fees are due immediately if ServiceNow terminates for non-payment.

Prices are stated exclusive of taxes, duties and similar assessments on Customer's use, which Customer agrees to pay, excluding taxes on ServiceNow's net income. Taxes shall not be deducted from the payments to ServiceNow, except as required by law, in which case Customer shall increase the amount payable as necessary so that after making all required deductions and withholdings, ServiceNow receives and retains (free from any tax liability) an amount equal to the amount it would have received had no such deductions or withholdings been made.

When applicable, Customer must provide its VAT or GST identification number(s) on this Order Form for (i) the country where Customer has established its business and/or (ii) any other country where Customer has a fixed establishment. Customer shall use the ordered Subscription Service and Professional Services for Customer's business use in the foregoing location(s).

Product Overview

The ServiceNow Product Overview containing descriptions of the ServiceNow applications and platform services included in the Subscription Products as described in the attached ServiceNow Order Form Product and Use Definitions are posted on www.servicenow.com/schedules.html

ServiceNow® Order Form - Product and Use Definitions

USER TYPE DEFINITIONS

"User" means any employee or contractor of Customer or Customer Affiliate that is assigned a unique username and password and has a user profile in the Subscription Service designated as "active". Only Users may be given access to the subscription service by Customer. A use right may not be shared or transferred. Customer shall not use the subscription service in a manner that circumvents usage restrictions.

"Approver User" is any User performing any of the functions set forth in the table below for an Approver User. An Approver User may only perform the functions set forth in the table below for an Approver User.

"Requester User" is any User that performs only the functions set forth in the table below for a Requester User.

"End User" has the same use rights as "Requester User."

"Fulfiller User" is any User other than an Approver User or Requester User. Without limitation, a Fulfiller User is any User that performs any function other than an Approver User function or Requester User function, including those set forth in the table below for a Fulfiller User.

"Process User" has the same use rights as "Fulfiller User."

FUNCTION / USE RIGHTS AUTHORIZED	USER TYPES		
	REQUESTER	APPROVER	FULLFILLER
Create its own request	included	included	included
View its own request	included	included	included
Modify its own request	included	included	included
Search the Service Catalog	included	included	included
Search the Knowledge Base	included	included	included
Access public pages	included	included	included
Take surveys	included	included	included
Set its own notification preferences	included	included	included
View assets assigned to user	included	included	included
Access and post to Live Feed	included	included	included
Initiate Chat sessions	included	included	included
Participate in a Watch List	included	included	included
View a report published to them	included	included	included
Approve requests by email that are routed to user	-	included	included
Approve requests routed to user via system	-	included	included
Create any record	-	-	included
Delete any record	-	-	included
Modify any record	-	-	included
Drill through any report	-	-	included
Create any report	-	-	included
Delete any report	-	-	included
Modify any report	-	-	included
Perform development activities	-	-	included (see below)
Perform administrative activities	-	-	included

CONFIGURATION AND DEVELOPMENT

Use of the Subscription Service for application configuration allows Customer to, with respect to the Subscription Products for which Customer has purchased usage, change the values of pre-defined fields, add new fields to existing tables, add new tables that provide additional attributes around the process, build workflow for the process, modify the UI and form layouts, create business rules, integrate with external data sources, and tailor the process through custom scripting. Application configuration is restricted to configuring the processes included in the purchased Subscription Product to meet the customers specific needs without materially altering the purpose of the Subscription Product or the type of business processes that it seeks to automate. If Customer intends to alter the purpose of the Subscription Product or the types of business processes that it seeks to automate, then Customer may develop that new application in a non-production instance and purchase a Custom Applications use right from ServiceNow to deploy that application on a production instance. Customer shall not access the Subscription Service to develop or use a competing product or service.

SUBSCRIPTION PRODUCTS


Subscription Product Code/Name Included ServiceNow Applications and Use Rights

Subscription Product Code/Name	Included ServiceNow Applications and Use Rights
PROD01275 ServiceNow® Service Management Suite v2 - Fulfiller User	Service Management Suite v2. Incident Management; Problem Management; Change Management; Release Management; Asset Management; Request Management; Cost Management; Facilities Service Management; Field Service Management; Finance Service Management; Legal Service Management; and Marketing Service Management. Customer is granted the rights for Fulfiller User as defined in the User Type Definitions Section.
PROD01164 ServiceNow® ITSA Unlimited (Including Platform Runtime) - Fulfiller User	Incident Management; Problem Management; Change Management; Release Management; Asset Management; Request Management; Cost Management; Field Service Management (Work Management); Project Portfolio Management; Resource Management; Demand Management; Agile Development (Software Development Lifecycle); Test Management; Policy and Compliance Management and Audit Management (Governance, Risk and Compliance); Vendor Performance Management; Risk Management; and Platform Runtime (CreateNow Development Suite). Customer is granted the rights for Fulfiller User as defined in the User Type Definitions Section. The following application(s) became available according to the release indicated below. Field Service Management – Calgary Vendor Performance Management, Resource Management – Dublin Demand – Eureka Test Management – Fuji Risk Management, Platform Runtime - Geneva Agile Development, Policy and Compliance Management, Audit Management - Helsinki


ACKNOWLEDGED AND AGREED:

End Customer: County of Tulare

ServiceNow, Inc.

Signature:	
Name:	J. STEVEN WORTHLEY
Title:	CHAIRMAN, BOARD OF SUPERVISORS
Date:	June 29, 2018

Signature:	
Name:	
Title:	
Date:	

APPROVED AS TO FORM:
COUNTY COUNSEL
By  20181058
6/29/18
Deputy