

Agenda Report

January 22, 2024

TO: Honorable Mayor and City Council

FROM: Department of Information Technology

SUBJECT: AUTHORIZATION TO ENTER INTO A CONTRACT WITH ADVANCE SOLUTIONS CORPORATION TO IMPLEMENT THE SERVICENOW IT ASSET MANAGEMENT MODULE IN AN AMOUNT NOT TO EXCEED \$192,832

RECOMMENDATION:

It is recommended that the City Council:

1. Find that the proposed contract is exempt from the California Environmental Quality Act ("CEQA") pursuant to State CEQA Guidelines Section 15061 (b)(3), the "common sense" provision that CEQA only applies to projects that may have an effect on the environment; and
2. Authorize the City Manager to enter into a contract, as a result of a competitive selection process, as specified by Section 4.08.047 of the Pasadena Municipal Code, with Advance Solutions Corporation to implement the ServiceNow IT Asset Management module that will capture equipment inventory, allow auditing of inventoried equipment, and support department equipment inventory review as part of the annual budget process for an amount not to exceed \$192,832, which includes the base contract amount and a fifteen percent contingency. Competitive Bidding is not required pursuant to the City Charter Section 1002(F), contracts for professional or unique services.

BACKGROUND:

In 2019, the Department of Information Technology (DoIT) implemented ServiceNow (SN), a cloud-based service management platform to track, manage, and automate over 36,000 annual requests for technology services and incidents from City departments. Beyond its core service request and incident tracking functionality, SN offers additional modules that are included in the software license subscription, such as Asset Management. DoIT currently uses a separate, internally developed asset tracking application to manage the fleet of desktops, laptops, telephones, and radios in the city.

To streamline and enhance operations, DoIT plans to decommission the internal asset tracking application and integrate the underlying data within the SN Asset Management module. This will create a comprehensive enterprise platform for managing all technology assets, including desktops, laptops, radios, mobile devices, network devices, and software applications. The new module will:

- Improve asset assignment, retention, and reporting through a centralized system.
- Enhance cost management by accurately tracking current and past costs, equipment value, and status.
- Optimize asset utilization by providing real-time location and user information.

By consolidating asset tracking into SN, DoIT aims to increase operational efficiency, improve data accuracy, and gain valuable insights into the city's technology assets. Furthermore, contracting with an experienced professional services firm to guide and support the implementation process will ensure a successful implementation of the module.

DoIT prepared and posted a Request for Proposals (RFP) to "Implement ServiceNow – IT Asset Management & ITSM Enhancements" through OpenGov on June 15, 2023 . Following advertising, 43 companies downloaded the RFP opportunity, 3 of which were a local Pasadena business. A total of eight responsive proposals were received by the deadline of August 9, 2023.

A panel consisting of DoIT staff from the Service Center, Applications, and Program Management sections was formed to evaluate each proposal based on the evaluation criteria stated in the RFP:

Criteria	Weight
Proposed Solution	40%
Experience and References	30%
Cost Proposal	20%
Local Pasadena Business	5%
Small or Micro-Business	5%
Total	100%

Using the evaluation procedures and criteria stated in the RFP, the proposals were scored and ranked as follows:

Rank	Proposer	Location	Score (100 max)
1	Advance Solutions Corp.	Alpharetta, GA	77.96
2	V-Soft Consulting Group, Inc.	Louisville, KY	70.34
3	SDI Presence	Chicago, IL	70.22
4	Apex Systems, LLC	Glen Allen, VA	67.52
5	Trinus Corporation	Glendale, CA	60.47
6	AQL Technologies	Park Ridge, IL	53.68
7	Crowe LLP	Chicago, IL	46.54

8	XenTegra-GOV	Huntersville, NC	45.01
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Attachment A contains the scoring summary of each criterion for the proposals.

Based on the scoring above, staff recommends authorization to enter into a contract with Advance Solutions Corporation (ASC) for an amount not to exceed \$192,832. The cost includes professional services including testing and training, as well as a fifteen percent contingency allowance.

The proposed contract would be set up as follows:

Base Implementation Amount	\$167,680
Contingency Allowance (15%)	<u>\$ 25,152</u>
Contract "Not To Exceed" Amount	\$192,832

This project is expected to be completed within 3 to 5 months.

For over a decade, ASC has delivered numerous projects to clients ranging from initial implementations, advisory/guidance, integrations, additional phases, and ongoing managed services support. ASC is extremely comfortable working at the direction of the client to accomplish stated objectives within the guidelines of a well-established technical delivery methodology.

Currently, there are no active contracts with Advance Solutions Corporation.

COUNCIL POLICY CONSIDERATION:

This proposed contract with Advance Solutions Corporation promotes the City Council's strategic goal to improve, maintain and enhance public facilities infrastructure; to provide a high quality of public service, which adds to the quality of life in the City and increases its attractiveness through more efficient management of resources.

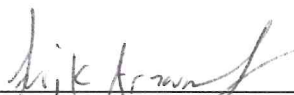
ENVIRONMENTAL ANALYSIS:

The proposed contract is exempt from the CEQA pursuant to State CEQA Guidelines Section 15061(b) (3), the "common sense" provision of CEQA (formerly the general rule), which applies to projects which may have the potential for causing a significant effect on the environment. The proposed action will not result in any new development or physical changes.

FISCAL IMPACT:

The maximum cost of the proposed action will be \$192,832. Funding for this action will be addressed by the utilization of existing budgeted appropriations in Capital Improvement Program Budget account number #71165 (DoIT Equipment Lifecycle Replacement FY 2020 - FY 2024). It is anticipated that the entire cost will be spent during the current fiscal year. There are no indirect or support costs anticipated as a result of this contract award.

Respectfully submitted,


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Attachment A: Summary of Proposal Scoring