



COMMISSIONERS COURT
COMMUNICATION

COURT ORDER NUMBER _____
PAGE 1 OF 5
DATE: 11/12/2024

SUBJECT: **RFO NO. F2025018 - PURCHASE OF SERVICENOW SUBSCRIPTIONS
AND USER LICENSES - #DIR-TSO-4288 - INFORMATION TECHNOLOGY
- ALXTEL.INC**

***** CONSENT AGENDA *****

COMMISSIONERS COURT ACTION REQUESTED

It is requested that the Commissioners Court approve RFO No. F2025018, Purchase of ServiceNow Subscriptions and User Licenses, utilizing the State of Texas Department of Information Resources (DIR) Contract #DIR-TSO-4288, for Information Technology, with AlxTEL.Inc for \$360,588.48.

BACKGROUND

Seven hundred fifty-four (754) vendors were contacted and requested to submit written offers for RFO No. F2025018, Purchase of ServiceNow Subscriptions and User Licenses, under cooperative contracts. Three (3) offers were received.

The offers were evaluated by Information Technology and Purchasing representatives. The low offer received from AlxTEL.Inc meets all specifications and is acceptable to Information Technology.

AlxTEL.Inc offers the software through the State of Texas DIR Contract #DIR-TSO-4288.

The term of the contract is twelve (12) months, effective November 1, 2024.

The ServiceNow platform is Information Technology's service management system. The ServiceNow platform offers several advantages for Tarrant County employees, including the ability to initiate work orders, access self-service tools, utilize help articles, track open requests until resolution, and report SAP-related issues. The ServiceNow platform also hosts Facilities Management's work order system, Precinct 2's communication system, and PBSC Human Resources Benefits communication system.

DIR's cooperative contracts program is open for state and local government in accordance with Texas Government Code Title 10, Subtitle B, Chapter 2054, Subchapter A, Section 2054.0565, Use of Contracts by Other Entities, "(a) The department may include terms in a procurement contract entered into by the department, including a contract entered into under Section 2157.068, that allow the contract to be used by another state agency, a political subdivision of this state, a governmental entity of another state, or an assistance organization as defined by Section 2175.001. (b) A political subdivision that purchases an item or service using a contract under this section satisfies any other law requiring the political subdivision to seek competitive bids for that item or service".

SUBMITTED BY	Purchasing	PREPARED BY:	Caleb Rojo
		APPROVED BY:	Christopher Lax, CPSM, CPSD, CPCP

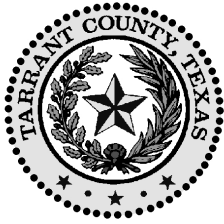


COMMISSIONERS COURT COMMUNICATION

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FISCAL IMPACT

Funding in the amount of \$360,588.48 is available in account 10000-2025 General Fund/1810320000 Service Delivery/578025 Software Maintenance and Licenses.



TAKINGS IMPACT ASSESSMENT CHECKLIST

Complete this form for any county action that involves the adoption of a regulation, policy, guideline, court resolution, or order.

Project/Regulation Name: _____ RFO No. F2025018 - Purchase of ServiceNow
Subscriptions and User Licenses - #DIR-TSO-4288 - Information Technology - Alxtel.Inc

County Department: _____ PURCHASING

Contact Person: _____ Melissa Lee, C.P.M., A.P.P.

Phone Number for Contact Person: _____ (817) 884-3245

Type of TIA Performed: SHORT TIA or FULL TIA. Circle one after answering the questions in Sections II and III below.

I. Stated Purpose

Attach to this checklist an explanation of the purpose of the regulation, policy, guideline, court resolution, or order.

Note: The remainder of this Takings Impact Assessment Checklist should be completed in consultation with the Criminal District Attorney's Office.

II. Potential Effect on Private Real Property

1. Does the county action require a physical invasion, occupation, or dedication of real property?

Yes _____ No √

2. Does the county action limit or restrict a real property right, even partially, or temporarily?

Yes _____ No √

If you answered yes to either question, go to Section III. If you answered no to both, STOP HERE and circle SHORT TIA at the top of the form.

RFO No. F2025018 Purchase of ServiceNow Subscriptions and User Licenses

Award

Item	Description	Qty	Aixtel.Inc Silver Spring, MD HUB - No DIR-TSO-4288		SHI International Austin, TX HUB - Yes DIR-TSO-4288		Unisys Corp Blue Bell, PA HUB - No DIR-TSO-4288	
			Unit Price	Ext Price	Unit Price	Ext Price	Unit Price	Ext Price
1	ServiceNow® Now Platform App Engine Starter - Platform User MFR #PROD11951	300	\$ 71.16	\$ 21,348.00	\$ 74.91	\$ 22,473.00	\$ 76.56	\$ 22,968.00
2	ServiceNow® Agile Team - Module MFR #PROD12492	1	\$ 0.00	\$ 0.00	\$ 0.00	\$ 0.00	\$ 0.00	\$ 0.00
3	ServiceNow® Workplace Service Delivery - Professional - Application User MFR #PROD19255	103	\$ 71.16	\$ 7,329.48	\$ 68.97	\$ 7,103.91	\$ 70.44	\$ 7,255.32
4	ServiceNow® AI Search Starter - Documents MFR #PROD15338	1	\$ 0.00	\$ 0.00	\$ 0.00	\$ 0.00	\$ 0.00	\$ 0.00
5	ServiceNow® Strategic Portfolio Management Standard - SPM User MFR #PROD16951	182	\$ 0.00	\$ 0.00	\$ 0.00	\$ 0.00	\$ 0.00	\$ 0.00
6	ServiceNow® Grandfathered Custom Tables MFR #PROD11655	118	\$ 0.00	\$ 0.00	\$ 0.00	\$ 0.00	\$ 0.00	\$ 0.00
7	ServiceNow® GRC Legacy ITSA, User (Grandfather) (Renewal Only) MFR #PROD13011	82	\$ 0.00	\$ 0.00	\$ 0.00	\$ 0.00	\$ 0.00	\$ 0.00

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			Unit Price	Ext Price	Unit Price	Ext Price	Unit Price	Ext Price
8	IT Service Management Professional - Fulfiller User v3 MFR #PROD22417	225	\$ 1,475.16	\$ 331,911.00	\$ 1,537.14	\$ 345,856.50	\$ 1,570.20	\$ 353,295.00
9	Integration Hub Starter v4 - Transactions MFR #PROD22417	1	\$ 0.00	\$ 0.00	\$ 0.00	\$ 0.00	\$ 0.00	\$ 0.00
10	ServiceNow® Document Intelligence Starter - 5K Document Intelligence Pages MFR #PROD18732	1	\$ 0.00	\$ 0.00	\$ 0.00	\$ 0.00	\$ 0.00	\$ 0.00
Bid Total			\$	360,588.48	\$	375,433.41	\$	383,518.32