

COURT ORDER NUMBER 144780

PAGE 1 OF 10

DATE: 2/19/2025

SUBJECT: RFP NO. 2023-153 - ANNUAL CONTRACT FOR SERVICENOW PROFESSIONAL SERVICES - INFORMATION TECHNOLOGY - CDW GOVERNMENT LLC - EXERCISE FIRST OPTION FOR RENEWAL - SAME CONTRACT TERMS

*** CONSENT AGENDA ***

COMMISSIONERS COURT ACTION REQUESTED

It is requested that the Commissioners Court approve renewal of RFP No. 2023-153, Annual Contract for ServiceNow Professional Services, for the first optional twelve (12) month period at the same contract terms.

BACKGROUND

On March 5, 2024, the Commissioners Court, through Court Order #142764, awarded RFP No. 2023-153, Annual Contract for ServiceNow Professional Services, for Information Technology, to CDW Government LLC.

The award was based upon evaluation criteria set forth in the RFP specifications and contained options to renew for three (3) additional twelve (12) month periods.

This contract enhances IT service operations and customer experience by utilizing the latest capabilities offered by future ServiceNow releases. It includes on-demand engagement requests with the vendor, enabling the organization to quickly expand and tailor the platform as new needs or opportunities arise. This approach ensures the IT department can continuously optimize services for Tarrant County.

The vendor notified Purchasing in writing that they will extend the same contract terms through March 4, 2026. Information Technology notified Purchasing in writing that they are pleased with the vendor and want to renew.

Therefore, it is the joint recommendation of Information Technology and Purchasing that the Commissioners Court approve renewal of RFP No. 2023-153, Annual Contract for ServiceNow Professional Services, for another twelve (12) month period.

FISCAL IMPACT

Expenses for last year were approximately \$148,070.90. This contract will be used for multiple engagements and professional services. Costs will be determined at the contractual hourly rates.

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



TARRANT COUNTY PURCHASING DEPARTMENT

100 E. Weatherford St. #303 • Fort Worth, TX 76196 • (817) 884-1414 • (817) 884-2629 (Fax)

Melissa Lee, C.P.M., A.P.P. Purchasing Agent Chris Lax, CPSM, CPSD, CPCP Assistant Purchasing Agent

January 14, 2025

Anup Sreedharan Senior Manager CDW Government LLC 230 N. Milwaukee Ave Vernon Hills, IL 60061

Re: RFP No. 2023-153 - Annual Contract for ServiceNow Professional Services

Dear Mr. Sreedharan:

817-884-1150

Referenced bid was for twelve (12) months with three (3) options to renew for additional twelve (12) months each. The original contract was for the period of March 5, 2024, through March 4, 2025. The effective dates for the first renewal option will run from March 5, 2025, through March 4, 2026.

Tarrant County Purchasing Department hereby extends an invitation to CDW Government LLC to accept the first option for an additional one (1) year period as the primary vendor for this bid as awarded on March 5, 2024. CDW Government LLC acknowledges formal renewal of the option and any contract is contingent upon review and approval by the Tarrant County Commissioner's Court at a later date. Please mark the appropriate response below and provide your signature above your printed name. All prices must remain firm for the optional renewal period through March 4, 2026.

V	will accept the offer to extend the same contrant 1295 Form with your response.	ct terms through March 4,	
No, CDW Government LLC w 4, 2026.	ill NOT accept the offer to extend the same con	tract terms through March	
	tities currently utilizing this contract? Yes ✓	No	
Please fax or email your signed response.			
Sincerely,			
Caleb Rojo	AnupSreedharan, Sr.Manager	01/17/2025	
Caleb Rojo, Senior Buyer Tarrant County	Cailee Haynes, Proposals Manager CDW Government LLC	Date	

Memorandum

Carolyn Bogan

To:

Dept: Information Technology From: Caleb Rojo, Sr. Buyer, Purchasing Department Date: 12/19/2024 Re: Renewal of RFP 2023-153, Annual Contract for ServiceNow **Professional Services** The above referenced contract will expire on March 4, 2025. This contract included three (3) options to renew with the vendor for additional twelve (12) month terms. The first renewal term would commence March 5, 2025, and would expire March 4, 2026. If you wish to exercise this option to renew and continue this contract with the vendor listed below for twelve more months, please check the appropriate item and email or fax this form back to me at CRojo@tarrantcountytx.gov. **CDW Government LLC** Yes, I wish to continue the current contract with the above mentioned vendor for the first renewal term of the contract. Funds to support this contract will be provided by the following accounts: Fund code: 45100-2025 Cost Center: 1810320000 No. I do not wish to continue the current contract with the abovementioned vendor for the following reason(s). DATE: JAN. 14-2025 SIGNATURE: Carolyn Bogan

RFP 2023-153 ServiceNow Professional Services Post BAFO Scores

MOURI Tech LLC Irving, TX HUB - Yes 140.00 150.00 767.74 200.00 69.41 43.33 Score 83.33 81.67 CDW Government LLC Vernon Hills, IL HUB - No AWARD 150.00 250.00 140.00 784.91 Score 88.33 75.00 50.58 31.00 Max Points 1000 150 300 100 100 150 150 20 Rebaseline Proposal, Schedule, and Demonstrations/Presentations Qualifications and Experience Price - Proposed Hourly Rate Proposed Process and Price - Rebaseline Evaluation Criteria Implementation Deliverables References Total Score

RFP 2023-153 ServiceNow Professional Services Post Demonstration Scores

		CDW Government LLC Vernon Hills, IL HUB - No	MOURI Tech LLC Irving, TX HUB - Yes	Sbase Technologies, Inc. Irving, TX HUB - No
Evaluation Criteria	Max Points	Score	Score	Score
Qualifications and Experience	300	250.00	200.00	270.00
Proposed Process and Implementation	100	88.33	81.67	93.33
Rebaseline Proposal, Schedule, and Deliverables	100	75.00	83.33	88.33
References	150	140.00	140.00	90.00
Price - Rebaseline	150	130.08	42.85	28.72
Price - Proposed Hourly Rate	150	61.00	150.00	67.41
Demonstrations/Presentations	50	31.00	43.33	46.67
Total Score	1000	775.41	741.18	684.46

RFP 2023-153 ServiceNow Professional Services Post Demonstration Scores

		Perficient, Inc. St. Louis, MO HUB - No	Windward Consulting Group Inc. Herndon, VA HUB - No
Evaluation Criteria	Max Points	Score	Score
Qualifications and Experience	300	175.00	115.00
Proposed Process and Implementation	100	50.00	28.33
Rebaseline Proposal, Schedule, and Deliverables	100	55.00	43.33
References	150	100.00	40.00
Price - Rebaseline	150	32.64	150.00
Price - Proposed Hourly Rate	150	72.76	103.29
Demonstrations/Presentations	20	26.67	11.00
Total Score	1000	512.07	490.95

RFP 2023-153 ServiceNow Professional Services Initial Proposals

		CDW Government LLC Vernon Hills, IL HUB - No	MOURI Tech LLC Irving, TX HUB - Yes	Windward Consulting Group Inc. Herndon, VA HUB - No
Evaluation Criteria	Max Points	Score	Score	Score
Qualifications and Experience	300	240.00	230.00	235.00
Proposed Process and Implementation	100	86.67	80.00	81.67
Rebaseline Proposal, Schedule, and Deliverables	100	81.67	81.67	68.33
References	150	140.00	140.00	40.00
Price - Rebaseline	150	130.08	42.85	150.00
Price - Proposed Hourly Rate	150	61.00	150.00	103.29
Demonstrations/Presentations	50	48.00	30.00	25.33
Total Score	1000	787.42	754.52	703.62

RFP 2023-153 ServiceNow Professional Services Initial Proposals

		Sbase Technologies, Inc. Irving, TX HUB - No	Perficient, Inc. St. Louis, MO HUB - No	Computer Aid, Inc. Allentown, PA HUB - No
Evaluation Criteria	Max Points	Score	Score	Score
Qualifications and Experience	300	260.00	220.00	280.00
Proposed Process and Implementation	100	93.33	90.06	83.33
Rebaseline Proposal, Schedule, and Deliverables	100	88.33	90.00	75.00
References	150	90.00	100.00	50.00
Price - Rebaseline	150	28.72	32.64	26.73
Price - Proposed Hourly Rate	150	67.41	72.76	78.79
Demonstrations/Presentations	50	46.67	43.33	41.33
Total Score	1000	674.46	648.73	635.18

RFP 2023-153 ServiceNow Professional Services Initial Proposals

		SHI Government Solutions Austin, TX HUB - Yes	AQL Technologies Park Ridge, IL HUB - No
Evaluation Criteria	Max Points	Score	Score
Qualifications and Experience	300	275.00	240.00
Proposed Process and Implementation	100	85.00	75.00
Rebaseline Proposal, Schedule, and Deliverables	100	90.00	81.67
References	150	50.00	0.00
Price - Rebaseline	150	40.97	104.70
Price - Proposed Hourly Rate	150	50.56	83.85
Demonstrations/Presentations	50	34.67	38.00
Total Score	1000	626.20	623.22



TAKINGS IMPACT ASSESSMENT CHECKLIST

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

Servic	es - Ir		. 2023-153 - Annual Contract for ServiceNow Professional CDW Government LLC - Exercise First Option for Renewal
County	y Dep	artment:PURCH	ASING
Conta	ct Per	son:	Melissa Lee, C.P.M., A.P.P.
Phone	Num	ber for Contact Person:	(817) 884-3245
		Performed: (SHORT TI	A or FULL TIA. Circle one after answering the questions in
****** .		**************************************	*****************************
		ch to this checklist an ex resolution, or order.	planation of the purpose of the regulation, policy, guideline,
****		: The remainder of th	**************************************
II.	Pote	ntial Effect on Private	Real Property
	1.	Does the county action property?	require a physical invasion, occupation, or dedication of real
		YesNo	
	2.	Does the county action temporarily?	on limit or restrict a real property right, even partially, or
		YesNo	
****		answered yes to either E and circle SHORT TIA	