COMMISSIONERS COURT COMMUNICATION

COURT ORDER NUMBER 144780

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:

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.

☑ Yes, CDW Government LLC will accept the offer to extend the same contract terms through March 4, 2026. **Please include a current 1295 Form with your response.**

☐ No, CDW Government LLC will NOT accept the offer to extend the same contract terms through March 4, 2026.

Are any other governmental entities currently utilizing this contract? ☐ Yes ☑ No
If yes, please return a listing of the participating entities with this letter.

Please fax or email your signed response.

Sincerely,

Caleb Rojo
Caleb Rojo, Senior Buyer
Tarrant County
817-884-1150

AnupSreedharan, Sr.Manager
Cailee Haynes, Proposals Manager
CDW Government LLC

01/17/2025
Date

Memorandum

To: Carolyn Bogan

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

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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 above-mentioned vendor for the following reason(s).

SIGNATURE: _____ DATE: JAN. 14 2025

Carolyn Bogan

RFP 2023-153 ServiceNow Professional Services

Post BAFO Scores

AWARD

		CDW Government LLC Vernon Hills, IL HUB - No	MOURI Tech LLC Irving, TX HUB - Yes
Evaluation Criteria	Max Points	**Score**	Score
Qualifications and Experience	300	**250.00**	200.00
Proposed Process and Implementation	100	**88.33**	81.67
Rebaseline Proposal, Schedule, and Deliverables	100	**75.00**	83.33
References	150	**140.00**	140.00
Price - Rebaseline	150	**150.00**	69.41
Price - Proposed Hourly Rate	150	**50.58**	150.00
Demonstrations/Presentations	50	**31.00**	43.33
Total Score	1000	**784.91**	767.74

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	50	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	90.00	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.

Project/Regulation Name: RFP No. 2023-153 - Annual Contract for ServiceNow Professional Services - Information Technology - CDW Government LLC - Exercise First Option for Renewal - Same Contract Terms

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.

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I. Stated Purpose

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

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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.

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