



**BOARD OF SUPERVISORS
AGENDA LETTER**

Agenda Number:

Clerk of the Board of Supervisors
105 E. Anapamu Street, Suite 407
Santa Barbara, CA 93101
(805) 568-2240

Submitted on:
(COB Stamp)

Department Name: Behavioral Wellness
Department No.: 043
Agenda Date: November 18, 2025
Placement: Administrative Agenda
Estimated Time: N/A
Continued Item: No
If Yes, date from:
Vote Required: Majority

TO: Board of Supervisors
FROM: Department Director: Antonette Navarro, LMFT, Director
Department of Behavioral Wellness
Contact: Ryan Weyman, Branch Chief of Information Technology
Department of Behavioral Wellness
SUBJECT: Second Amendment to the Agreement with Alcor Solutions, Inc. for ServiceNow
Software-As-A-Service Workflow Platform Subscriptions for Fiscal Year 2023–26

^{DS}
AN

County Counsel Concurrence

As to form: Yes

Other Concurrence: Risk Management

As to form: Yes

Other Concurrence: AI Steering Committee

As to form: Yes

Auditor-Controller Concurrence

As to form: Yes

Other Concurrence: Executive IT Council

As to form: Yes

Recommended Actions:

That the Board of Supervisors:

- a) Approve, ratify, and authorize the Chair to execute a Second Amendment to the Agreement for Services of Independent Contractor with Alcor Solutions, Inc. (not a local vendor) (BC No. 23-088) to adjust ServiceNow software-as-a-service subscriptions to add AI/Automation driven functionality and increase the contract amount by \$115,072 for a revised, total maximum contract amount not to exceed \$449,836, inclusive of \$111,612 for each of fiscal year (FY) 2023-24 and 2024-25 and \$226,612 for FY 2025-26, with no change to the contract term of July 1, 2023, through June 30, 2026;
- b) Authorize the Director of the Department of Behavioral Wellness or designee to order additional services under the contract in an amount not to exceed 10% of the contract amount or \$44,984, subject to the Board’s ability to rescind this delegated authority at any time; and

- c) Determine that the above-recommended actions are not a project that is subject to environmental review under the California Environmental Quality Act (CEQA), pursuant to CEQA Guidelines section 15378(b)(4), finding that the actions are governmental funding mechanisms and/or fiscal activities that will not result in direct or indirect physical changes in the environment.

Summary Text:

This item is on the agenda to request that the Board of Supervisors authorize the Chair to execute a Second Amendment to the Software As A Service Agreement with Alcor Solutions, Inc. (Alcor) to adjust the ServiceNow software-as-a-service subscriptions that will enable the automation of manual technology related tasks. Such adjustments will result in an increase in the total maximum contract amount of \$115,072. This revises the total maximum contract amount to \$449,836. This Second Amendment does not change the contract term of July 1, 2023 to June 30, 2026. Approval of this action would delegate authority to the Director of BWell to order additional services in an amount not to exceed 10% of the contract amount, or \$44,984.

Discussion:

BWell seeks to expand the current ServiceNow contract to include AI/Automation driven functionality. This investment will give BWell the ability to automate key IT, financial, and clinical workflows, reduce manual workload, generate cost savings, and enhance both administrative and clinical performance.

Key use cases include automating manual processes such as (i) foster children assessments; (ii) creating real-time laptop, desktop, and phone asset records without manual entry; (iii) pushing ServiceNow asset data directly into Microsoft's Active Directory that provides a central database for managing network resources; ; (iv) automating onboarding and role-based access to reduce delays and security risks; (v) automating invoice validation and manual steps required to process invoices; (vi) utilizing AI to review previous contracts for a given vendor and speed up time to access specific information in a contract; (vii) identifying unused licenses and initiating reclaiming to reduce future purchases and re-use existing licenses; (viii) personalizing self-service experiences by providing relevant knowledge articles, suggesting solutions, and automating tasks like password resets; (ix) and creating, updating, and organizing knowledge base articles, making it easier for staff to find the information they need.

BWell requests authorization for the Director of BWell or their designee to purchase up to 10% of the value of the agreement if additional modules, licenses, or services are necessary to meet the needs of the department,

This amendment was reviewed by the Executive Information Technology Committee and received approval. In addition, the County Information Technology Department AI Steering Committee has reviewed this request and provided approval.

Approval of the recommended actions will allow BWell to adjust their ServiceNow subscriptions by incorporating automation and AI-enabled technology to streamline critical workflows, enhance service delivery, and strengthen overall operational efficiency in alignment with the Department's strategic goals for modernization and service excellence.

Background:

ServiceNow, Inc. is a cloud-based company that provides software-as-a-service for technical management support. The company specializes in IT service management, IT operations

management, and IT business management, allowing users to manage projects, teams and customer interactions via a variety of apps and plugins.

ServiceNow is a digital workflow platform that improves employee and customer workflows. BWell's utilization of the ServiceNow platform includes, but is not limited to:

- A portal to track requests, streamline communication, and share information;
- Access to knowledge articles with training materials and videos;
- Connection to BWell IT staff, Contracts staff, and Quality Care Management staff;
- Management of BWell supported software; and
- Communicate and track the status of requests.

Alcor is a team of experienced consultants who advise leading businesses on cloud platforms, architecture, enterprise service management and integrating IT service delivery, with expertise in the ServiceNow platform. BWell has contracted with Alcor since FY 2016-17, when Alcor implemented BWell's initial ServiceNow instance. Since then, Alcor has continued to provide IT consulting services to BWell and implemented multiple ServiceNow modules, including IT service management, the Contract Management Module, Community-Based Organizations (CBO) Portal, AccessFlow, Knowledge Base, and ServiceNow upgrades.

After ServiceNow, Inc. ceased to provide direct licensing for its platform in December 2021, BWell selected Alcor as an authorized reseller of ServiceNow licenses. Although BWell contracts with Alcor for the license subscriptions to the ServiceNow products, ServiceNow, Inc. still remains the owner and provider of the software. As a result, ServiceNow, Inc. may have access to BWell members' protected health information. To ensure secure storage of sensitive data and compliance with Health Insurance Portability and Accountability Act (HIPAA) regulations, the County and ServiceNow, Inc. entered into a Business Associate Agreement in 2023.

Performance Measures and Outcomes:

The following outcomes are for the period of January 1, 2025 to August 31, 2025:

- Uptime – Contract requirement: 99.8% or higher. Actual for period: 100%.
- Security Posture –
 - Timeliness of Security Upgrades/Patches – Qualitative measure: 10/10
 - Quantity of Breaches – 0
 - Quantity of other security issues – 0
 - Parity with industry standards – Qualitative measure: 10/10
 - ServiceNow is widely acknowledged as the market leader in IT service management.
- Internal Stakeholder Feedback: Qualitative rating from business users or product owners: 10/10
- Number of internal users: Active BWell users – 523
- Number of external users: Community Based Organization members – 935
- Number of hardware assets tracked: 1353
 - Approximately 700 computers and 600 phones
- Number of HR Tasks, monthly average: 184
- Number of Contract Request Forms, annual total: 256
- Number of Incidents (tickets), monthly average: 662

BWell has identified nine initial use cases to automate manual processes, resulting in a projected annual savings of approximately 2,560 staff hours and an estimated return on investment exceeding

\$150,000.00. Additional automation and AI-driven use cases are under development to further enhance BWell’s operational efficiency and optimize the expanded use of the ServiceNow platform.

Fiscal and Facilities Impacts:

Budgeted: Yes

Fiscal Analysis:

Funding for this service will be from Federal and State sources such as Medi-Cal Revenue and Mental Health Services Act allocations.

Funding Source	FY 2023-24	FY 2024-25	FY 2025-26	Total
General Fund				
State	\$55,806	\$55,806	\$113,306	\$224,918
Federal	\$55,806	\$55,806	\$113,306	\$224,918
Fees				
Total	\$111,612	\$111,612	\$226,612	\$449,836

Special Instructions:

Please return one (1) Minute Order and one (1) copy of the executed Amendment to Chris Shorb at cshorb@sbcbswell.org and to the BWell Contracts Branch at bwellcontractsstaff@sbcbswell.org.

Attachments:

Attachment A – Alcor Solutions Inc FY 2023-26 BC23088 AM2

Attachment B – Alcor Solutions Inc FY 2023-26 BC23088 AM1

Attachment C – Alcor Solutions Inc FY 2023-26 BC23088

Contact Information:

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 Contract Analyst
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