



**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: June 23, 2026
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

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Contact: Ryan Weyman, Branch Chief of IT
Department of Behavioral Wellness

SUBJECT: Services Agreement for ServiceNow Software as a Service Licenses with Alcor Solutions, Inc. for FY 2026-29; and Services Agreement for ServiceNow Managed Services with Alcor Solutions, Inc. for FY 2026-29

County Counsel Concurrence

As to form: Yes

Other Concurrence: Risk

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 and authorize the Chair to execute an Agreement for Services of Independent Contractor with Alcor Solutions, Inc. (not a local vendor) to provide software as a service (SaaS) workflow platform subscription products for a total maximum contract amount not to exceed \$1,005,498, inclusive of \$324,961 in fiscal year (FY) 2026-27, \$335,061 in FY 2027-28, \$345,476 in FY 2028-29, and contract term from July 1, 2026 through June 30, 2029;
- b) Approve and authorize the Chair to execute an Agreement for Services of Independent Contractor with Alcor Solutions, Inc. (not a local vendor) to provide ServiceNow platform support, implementation, and maintenance services (Managed Services) for a total maximum contract amount not to exceed \$540,000, inclusive of \$180,000 per fiscal year (FY) from 2026-27 through FY 2028-29, and contract term from July 1, 2026 through June 30, 2029;
- c) Delegate authority under the SaaS and Managed Services Agreements to the Director of the Department of Behavioral Wellness or designee to make immaterial changes to the Agreements pursuant to Section 25; suspend, delay, or interrupt services for convenience per Exhibit AA; in the Managed Services Agreement, approve time and materials costs per Exhibit B-1; all without altering the total maximum contract amount and without requiring the Board

of Supervisors' approval of an amendment of the Agreements, subject to the Board of Supervisors' ability to rescind this delegated authority at any time; and

- d) 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 the Board of Supervisors to approve and authorize the Chair to execute two agreements with Alcor Solutions, Inc. (Alcor). One agreement is for various online ServiceNow products sold on a subscription or software as a service (SaaS) basis. ServiceNow tools support multiple IT functions. The other agreement is for Managed Services, including support, implementation, or maintenance services sold on an as-needed basis. The total maximum contract amount for both agreements is \$1,545,498 and each agreement has a term from July 1, 2026 through June 30, 2029.

Discussion:

The SaaS products are from ServiceNow and include tools to support IT functions such as HR onboarding, IT service management, software asset management, and an AI Steering Committee-approved tool that allows the use of AI in assisting IT support staff in resolving customer issues.

The Managed Services agreement provides funding to engage Alcor on an as-needed basis for IT consulting services. See former projects Alcor has assisted on in the Background section, below.

Approval of the recommended actions will enable BWell's IT department to continue delivering efficient and effective resolution of internal customer issues while advancing proactive improvement of the user experience when engaging with workplace technology. In addition, leveraging automation and AI-driven tools will streamline and automate manual workflows, reducing processing times and enabling more timely, accurate handling of information. All products are renewals.

Background:

ServiceNow is a digital workflow platform that improves employee and customer workflows. ServiceNow, Inc. is a cloud-based company that provides software as a service for technical management support. The company specializes in Information Technology (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.

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;
- Help desk support with AI assistance, approved by the AI Steering Committee;
- Connection to BWell IT staff, Contracts staff, and Quality Care Management staff;
- HR Onboarding to manage staff access to BWell supported software; and
- Communicate and track the status of requests.

Alcor provides 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.

When ServiceNow, Inc. ceased to provide direct licensing for its platform in December 2021, BWell selected Alcor, an authorized reseller of ServiceNow licenses, to provide this service. 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 clients' 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. will continue with their separate Business Associate Agreement.

Performance Measure:

ServiceNow SaaS Products:

The ServiceNow licenses provided by Alcor will be measured through the following metrics:

- Uptime
- Security posture
- Internal stakeholder feedback
- Metrics such as number of users, number of requests, number of HR tasks, number of assets tracked.

Managed Services:

Alcor's performance will be measured through the following metrics contained in the agreement:

- Upgrades: Successful completion of up to one (1) major ServiceNow environment upgrade.
- Reporting: Alcor will report on hours consumption monthly. These hours will be reported to BWell stakeholders by the Alcor Engagement Manager to ensure future work and enhancements are triaged and scheduled in a manner which matches BWell's desired budget and timelines.
- Human Resources (HR) Module Enhancements: Alcor will complete and resolve a target of 2 Medium or 6 Small enhancement requests monthly as part of development of the HR Module.
- Quarterly Business Review: Alcor and BWell may elect to conduct a formal Quarterly Business Review to assess the quality and quantity of service delivery, mutually exchange feedback, discuss key milestones or project goals, and determine whether adjustments are needed to the scope of work or hours allocation.

Software as a Service Products 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

Contract Renewals:

BWell is renewing the managed services contract with Alcor to ensure BWell’s support model continues to align with evolving business needs and the platform’s expanding capabilities. As use of ServiceNow grows, it is essential that BWell IT maintains the appropriate level of expertise, responsiveness, and value to effectively support ongoing operations and strategic initiatives. This renewal also enables BWell to pursue continued enhancements, optimize system configurations, and leverage new features, including automation and AI-driven capabilities. This will improve performance, streamline workflows, and maximize our overall investment in the platform.

Fiscal Analysis:

The proposed Software and IT Consulting will be funded by Federal (Medi-Cal) and State (Behavioral Health Services Act) sources. The software provides operational efficiencies that are needed for a large-sized department like Behavioral Wellness with its own IT Division.

Sufficient appropriations were included in the FY 2026-27 Recommended budget. Future budget appropriations will be included in the department’s recommended budget.

There is no impact to General Fund monies.

Funding Source	FY 2026-27	FY 2027-28	FY 2028-29	Total
Medi-Cal (Federal)	\$ 252,480.50	\$ 257,530.50	\$ 262,738	\$772,749
BHSA (State)	\$ 252,480.50	\$ 257,530.50	\$ 262,738	\$772,749
Total	\$ 504,961	\$ 515,061	\$ 525,476	\$1,545,498

Special Instructions:

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

Attachments:

Attachment A – Alcor Solutions Inc SaaS FY 2026-29 (Signature Required)

Attachment B – Alcor Solutions Inc Managed Services FY 2026-29 (Signature Required)

Contact Information:

Chris Shorb
 Contract Analyst
cshorb@sbcbswell.org