



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: July 1, 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
Contact: Ryan Weyman, Branch Chief of Information Technology
Department of Behavioral Wellness
SUBJECT: First Amendment to the Agreement with Alcor Solutions, Inc. for ServiceNow
Software-As-A-Service Workflow Platform Subscriptions for Fiscal Year 2023–26

County Counsel Concurrence

As to form: Yes

Other Concurrence: Risk Management

As to form: Yes

Auditor-Controller Concurrence

As to form: Yes

Other Concurrence: Information Technology

As to form: Yes

Recommended Actions:

That the Board of Supervisors:

- Approve, ratify, and authorize the Chair to execute a First Amendment to the Agreement for Services of Independent Contractor with **Alcor Solutions, Inc.** (not a local vendor) (BC No. 23-088) to adjust certain standard terms and conditions, adjust ServiceNow software-as-a-service subscriptions, and reduce the contract amount by \$72 for a revised, total maximum contract amount not to exceed **\$334,764**, inclusive of \$111,612 for each of fiscal year (FY) 2023-24 and 2024-25 and \$111,540 for FY 2025-26, with no change to the contract term of July 1, 2023, through June 30, 2026;
- 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 \$33,476; and
- 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 adjust certain standard terms and conditions; as well as adjust the ServiceNow software-as-a-service subscriptions to better meet the needs of the Department of Behavioral Wellness (BWell). Such adjustments will result in a reduction in the total maximum contract amount of \$72, for a revised total maximum contract amount of **\$334,764**, with no change to the contract term of July 1, 2023 to June 30, 2026; as well as request authorization for the Director of BWell to order additional services in an amount not to exceed 10% of the contract amount, or \$33,476.

Discussion:

In 2024, Alcor advised BWell that their needs would be better served by switching from the Customer Service Management Standard and AI Search Starter subscriptions to the Information Technology (IT) Service Management Standard and Software Asset Management Professional subscriptions. Customer Service Management Standard and AI Search Starter has a focus on interactions outside of an organization. IT Service Management Standard provides a more comprehensive suite of tools for managing internal IT processes, incident resolution, and service requests, leading to improved efficiency and user satisfaction. The Software Asset Management Professional subscription would allow BWell IT to track software licensing across all of BWell. Benefits to the County include cost reduction through license optimization, improved compliance with licensing agreements, and enhanced visibility into software assets.

BWell would continue to maintain their ServiceNow HR Enterprise Onboarding, IntegrationHub Starter, and AccessFlow subscriptions.

BWell IT has analyzed the service requirements of the current modules they have in ServiceNow. There may be a need for additional modules, licenses, or services to meet the needs of the department. BWell requests authorization for the Director of BWell or their designee to purchase up to 10% of the value of the agreement if necessary.

This amendment was reviewed by the Executive Information Technology Committee and received approval.

Approval of the recommended actions will allow BWell to adjust their ServiceNow subscriptions to better meet the needs of the department. The change in subscriptions would also result in a nominal savings of \$72 in FY 2025-26.

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;
- Manage staff access to 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 Measure and Outcomes:

These outcomes are for the period of July 1, 2024 to May 31, 2025.

- Uptime – Contract requirement: 99.8% or higher. Actual for period: ServiceNow meets the requirement.
- Security Posture –
 - Timeliness of Security Upgrades/Patches – Qualitative measure: 9/10
 - Quantity of Breaches – 0
 - Quantity of other security issues – 0
 - Parity with industry standards – Qualitative measure: 8/10
 - ServiceNow is widely acknowledged as the market leader in IT service management.
- Internal Stakeholder Feedback: Qualitative rating from business users or product owners: 9/10
- Number of internal users: Active BWell users – 523
- Number of external users: Community Based Organization members – 923
- Number of hardware assets tracked: 1293
 - Approximately 700 computers and 600 phones
- Number of HR Tasks, monthly average: 156
- Number of Contract Request Forms, annual total: 256
- Number of Incidents (tickets), monthly average: 690

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 |
|-----------------------|-------------------|-------------------|-------------------|------------------|
| State | \$55,806 | \$55,806 | \$55,770 | \$167,382 |
| Federal | \$55,806 | \$55,806 | \$55,770 | \$167,382 |
| Total | \$111,612 | \$111,612 | \$111,540 | \$334,764 |

Page 4 of 4

Special Instructions:

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

Attachments:

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

Attachment B – Alcor Solutions Inc FY 2023-26 BC23088

Contact Information:

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Contract Analyst
cshorb@sbcbswell.org