



one COUNTY | one FUTURE

Legislation Details

File #: 23-00781 **Version:** 1

Type: Administrative Item **Status:** Agenda Ready

File created: 8/11/2023 **In control:** BOARD OF SUPERVISORS

On agenda: 8/22/2023 **Final action:** 8/22/2023

Title: Consider recommendations regarding an agreement for ServiceNow software as a service workflow platform subscription products and Fiscal Year 2023-2026 agreement for ServiceNow implementation, support, and maintenance services and ServiceNow, Inc. Business Associate Agreement, as follows:

a) Approve, ratify, and authorize the Chair to execute an Agreement with Alcor Solutions, Inc. for ServiceNow software as a service (SaaS) workflow platform subscription products for a total maximum contract amount not to exceed \$334,836.00, inclusive of \$111,612.00 per fiscal year, for the period of July 1, 2023 through June 30, 2026 (SaaS Agreement);

b) Approve, ratify, and authorize the Chair to execute an Agreement for Services of Independent Contractor with Alcor Solutions, Inc. for the provision of ServiceNow platform implementation, support, and maintenance services for a total maximum contract amount not to exceed \$540,000.00, inclusive of \$180,000.00 per fiscal year, for the period of July 1, 2023 through June 30, 2026 (Managed Services Agreement);

c) Delegate to the Director of the Department of Behavioral Wellness or designee the authority to suspend, delay, or interrupt the services under the SaaS and Managed Services Agreements for convenience per Section 20 of the Agreements and make immaterial changes to the Agreements per Section 26, all without altering the maximum contract amounts and without requiring the Board's approval of an amendment of the Agreements, subject to the Board's ability to rescind this delegated authority at any time;

d) Approve, ratify, and delegate to the Director of the Department of Behavioral Wellness or designee the authority to execute a Business Associate Agreement under the Health Insurance Portability and Accountability Act of 1996 (HIPAA) with ServiceNow, Inc., effective August 1, 2023 to allow for the exchange of protected health information between Behavioral Wellness and ServiceNow, Inc. that may occur during Behavioral Wellness' business operations involving usage of ServiceNow SaaS subscription products; and

e) Determine that the above action is a government funding mechanism or other government fiscal activity, which does not involve any commitment to any specific project that may result in a potentially significant physical impact on the environment, and is an organizational or administrative activity of the government that will not result in direct or indirect physical changes in the environment and is therefore not a project under the California Environmental Quality Act (CEQA) pursuant to section 15378(b)(4) and (b)(5) of the CEQA Guidelines.

Sponsors: BEHAVIORAL WELLNESS DEPARTMENT

Indexes:

Code sections:

Attachments: 1. Board Letter, 2. Attachment A Alcor Licensing SaaS FY 23-26 FINAL SIGNED WITH ADDENDUMS, 3. Attachment B Alcor MSP FY 23-26 FINAL SIGNED, 4. Executed Agreement Attach. A, 5. Executed Agreement Attach. B, 6. Minute Order

Date	Ver.	Action By	Action	Result
------	------	-----------	--------	--------

8/22/2023

1

BOARD OF SUPERVISORS

Acted on as follows:

Pass