EL PASO COUNTY
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AGENDA ITEM SUMMARY

Date:	Tuesday, September 29, 2026	Item No. 5.I.2.
To:	Board of County Commissioners	
From:	Cory Miller, Division Manager - Contracts and Procurement	
Agenda Wording:	Approval of a Five-Year Service Agreement and Purchase Order to Carahsoft Technology Corporation for FreshService ITSM Platform for the Digital, Strategy and Technology Department at a not-to-exceed amount of $625,878.80 (Omnia R240303).	

SUMMARY (including information on budgeted matters)

This item is to request the approval of a Five-Year Service Agreement and Purchase Order to Carahsoft Technology Corporation for FreshService ITSM Platform for the Digital, Strategy and Technology Department at a not-to-exceed amount of $625,878.80 (Omnia R240303).

BACKGROUND (including information on budgeted matters)

Digital, Strategy and Technology (DST) seeks to improve IT service delivery, reliability, and transparency across County departments through the purchase of a new Information Technology Service Management (ITSM) platform, FreshService. Replacing the County's current ServiceNow solution, this platform provides expanded automation and asset management functionality and requires less staff time to implement and maintain. The proposed agreement for FreshService covers five (5) years of service at a fixed annual cost of $125,175.76, comparable to the $129,269.00 paid for ITSM services in 2025, and will provide licenses, implementation services, and ongoing support.

The agreement is offered through the competitively solicited contract R240303 made available to EPC by the cooperative contracting organization Omnia Partners.

Carahsoft Technology Corporation is located in Reston, VA.

Backup information for this item is available for review in the Contracts & Procurement Division.

Revenue/Funding Sources:	DST General Fund 1
Revenue/Funding Amount:	$625,878.80
Net Cost to El Paso County:	$625,878.80
Total Project Cost:	$625,878.80

ESTIMATED TIME FOR PRESENTATION

5 minutes

FINANCIAL IMPLICATIONS

ATTACHMENTS