

**AUTHORIZE A NEW SOFTWARE LICENSE AGREEMENT WITH CARAHSOFT TECHNOLOGY CORPORATION FOR THE PURCHASE OF SERVICENOW LICENSING**

**THE SUPERINTENDENT/CHIEF EXECUTIVE OFFICER REPORTS THE FOLLOWING DECISION:**

Authorize a new agreement with Carahsoft Technology Corporation for the purchase of ServiceNow licenses for the Department of Information & Technology Services at an estimated annual cost set forth in the Financial Section of this report. Vendor was selected on a competitive basis pursuant to Board Rule 7-4(e).

Request For Proposal/Invitation for Bid #24-03 was issued by Education Service Center - Region 4 as the Lead Public Agency with the assistance of Omnia Partners. Subsequently, Vendor entered into a Software Products and Services Agreement with Omnia Partners. The Board desires to purchase ServiceNow licenses based upon the aforementioned vendor contract pursuant to Board Rule 7-4(e), which authorizes the Board to purchase non-biddable and biddable items through government purchasing cooperative contracts.

A written agreement for this purchase is currently being negotiated. No goods may be ordered or received and no payment shall be made to Vendor prior to the execution of their written agreement. The authority granted herein shall automatically rescind in the event a written agreement is not executed within 90 days of the date of this Board Report. Information pertinent to this agreement is stated below.

Specification Number : 24-03  
Contract Administrator : Munoz, Rigoberto / 773-553-2280

**VENDOR:**

- 1) Vendor # 15138  
CARAHSOFT TECHNOLOGY CORPORATION  
11493 SUNSET HILLS RD SUITE 100  
RESTON, VA 20190  
Kristina Smith  
703 871-8503  
Ownership: Craig P. Abod 100%

**USER INFORMATION :**

Project 12510 - Information & Technology Services  
Manager: 42 West Madison Street  
Chicago, IL 60602  
Fitzer, Ryan  
773-553-1300

**TERM:**The term of this agreement shall commence on June 1, 2026 and shall end on May 31, 2029. This agreement shall have two (2) options to renew for periods of one (1) year each.

**USE OF SOFTWARE:**The District utilizes the ServiceNow platform as its centralized application for managing IT services, tracking and governing organizational assets, overseeing projects and portfolios, and monitoring risk and compliance. The platform provides a single environment where service requests, approvals, and operational workflows are routed and fulfilled automatically. It also serves as the foundation for infrastructure visibility, application portfolio oversight, and cross-departmental process coordination.

**OUTCOMES:**The platform delivers a unified operational environment that replaces fragmented tools and manual processes with consistent, automated workflows across the organization. Leadership gains reliable, enterprise-wide reporting to support informed decision-making, budget predictability, and audit

readiness. The organization reduces redundancy, strengthens compliance, and improves the speed and consistency of service delivery across all departments.

**AUTHORIZATION:** Authorize the General Counsel to include other relevant terms and conditions in the written license agreement. Authorize the President and Secretary to execute the license agreement. Authorize the Chief Information Officer to execute all ancillary documents required to administer or effectuate this license agreement.

**BUSINESS ENTERPRISE PARTICIPATION:** Pursuant to the Remedial Policy for Minority-Owned Business Enterprise (MBE) and Women-Owned Business Enterprise (WBE) participation in Goods and Services contracts. The MBE and WBE Policy, the contract is an excluded transaction pursuant to the Goods and Services Policy, for the aspirational goals of 30% MBE and 7% WBE. The MBE and WBE Policy for this contract is an excluded transaction as this agreement is for proprietary Information Technology Software license and/or patented Proprietary equipment.

**LSC REVIEW:** Local School Council approval is not applicable to this report.

**FINANCIAL:** Various Funds, Unit 12510 - Information & Technology Services,

FY27 - \$4,000,000

FY28 - \$4,000,000

FY29 - \$4,000,000

Not to exceed \$12,000,000 for the three (3) year term. Future year funding is contingent upon budget appropriation and approval.

Approved Categories for this Board Report  
920.31000: IT - Hardware/Software Installation  
920.45000: IT - Hardware/Software Maintenance and Support  
920.07000: Software - ITS Applications  
208.00000: Software - Miscellaneous  
209.00000: Software - Operational and Productivity

Category Codes may be modified by the Chief Procurement Officer as needed to support the Scope of Services.

**GENERAL CONDITIONS:** The agreement shall contain general conditions including but not limited to the following: Inspector General provision, in accordance with 105 ILCS 5/34-13.1; Conflicts provision, in accordance with 105 ILCS 5/34-21.3; Indebtedness provision, in accordance with the Board's Indebtedness Policy Section 404.2; Ethics provision, in accordance with the Board's Ethics Code as amended, and a Contingent Liability provision.

Approved for Consideration:



PATRICIA HERNANDEZ  
Chief Procurement Officer

Approved:



MACQUILINE KING, Ed.D  
Superintendent/Chief Executive Officer

Approved: 



ELIZABETH K. BARTON  
General Counsel