

Title: Use of General Services Administration Contract with Ondaro for ServiceNow Consulting Services, C26-0240 (OBFS)

Meeting Date: February 9, 2026

Section: Business and Financial Services

Contact: David Billingsley, Lindsey Hladik

District: ALL

Fiscal Impact: Fiscal Impact Statement Attached

Summary: The Information Technology Department and the Procurement and Contracts Division are requesting approval to utilize GSA Contract #47QTCA21D002F with Ondaro, of San Diego, CA, for consulting services to implement the ServiceNow Strategic Portfolio Management (SPM) module in the estimated amount of \$278,975.00. The project is estimated to be completed by July 2026.

ServiceNow Strategic Portfolio Management is a cloud-based platform that centralizes demand, projects, and portfolio management. This module will enhance project visibility, prioritization, and execution, while optimizing resource utilization to deliver improved services and operational efficiency.

Recommended Action: Authorize the Chief Procurement Officer to utilize the GSA Contract with Ondaro, as indicated, in the estimated amount of \$278,975.00, subject to review and approval by the City Attorney's Office.