



**CITY OF
ORLANDO**

MEMORANDUM

TO: David Billingsley, Chief Procurement Officer

FROM: Roberto Lopez, Chief Information Officer *[Signature]* 1/20/26

DATE: January 20, 2026

RE: Piggyback Procurement with Ondaro for ServiceNow Strategic Portfolio Management module implementation

The Information Technology (IT) Department requests approval to utilize the General Services Administration (GSA) MAS contract 47QTCA21D002F with Ondaro to implement the ServiceNow Strategic Portfolio Management (SPM) module. This module will enhance project visibility, prioritization, and execution while optimizing resource utilization.

As part of our ongoing efforts to expand the Information Technology Service Management (ITSM) platform, the IT Department continues to implement additional ServiceNow modules to deliver improved services and operational efficiency. The next phase of our roadmap focuses on ServiceNow's Project Management solution, which is a critical component of this strategy.

Our previous ServiceNow consulting partner did not meet expectations during the implementation of the base configuration, Change Management, and Incident Management modules. Based on ServiceNow's recommendation, Ondaro has been identified as a preferred consulting partner for future implementations. We propose using the SPM module implementation as a pilot project to establish a strong partnership with Ondaro before proceeding with additional ServiceNow modules.

The Statement of Work includes a firm-fixed-price of \$278,975. Funding for this engagement is available under TMD0003_P Information Technology Enhancements, specifically allocated for the ITSM project. If you have any questions, please contact Amy Kessel, IT Business Operations Manager.