

**TO:** MAYOR & COUNCILLORS  
**FROM:** DEPUTY GENERAL MANAGER FINANCE  
**RESPONSIBLE DEPARTMENT(S):** INFORMATION TECHNOLOGY  
**SUBJECT:** **CA - IT TICKETING SOFTWARE LICENSES**  
**PURPOSE:** To obtain Council approval for a Contract Award (CA) for IT Ticketing Software Licenses.

## **RECOMMENDATION**

**THAT** a contract award to ServiceNow, Inc. for an estimated cost of \$580,985 including taxes, from March 16, 2026 to March 15, 2029, as outlined in the report titled "CA – IT Ticketing Software Licenses" dated March 10, 2026, be approved; and

**THAT** final payment will be based on the actual quantity of goods and services delivered and hourly rates submitted.

## **EXECUTIVE SUMMARY**

This recommendation is to approve a contract award in the amount of \$580,985 including taxes.

The scope of work of this contract is for the supply of licensing to support the City's IT ticketing system.

### **1.0 POLICY SECTION**

The City's Procurement Policy requires that contracts for goods, services, and construction with values over \$500,000 be approved by Council following a competitive procurement process.

### **2.0 BACKGROUND**

On December 1, 2022, the City awarded a contract to Deloitte Inc. for \$695,686 CAD including taxes in the amount of \$47,048. The scope of work included implementing the ServiceNow IT ticketing system to consolidate all City tickets into a single platform. The ServiceNow IT ticketing system gives City staff a single, easy way to submit and follow up on IT requests. It helps requests reach the teams more quickly and reduces the amount of manual work required, saving time for staff and IT teams.

The ServiceNow system was selected to replace the previous IT ticketing system. The work of the contract included software licenses, professional services to implement the solution, training services and support services and was awarded to Deloitte Inc.

Since the original contract award to Deloitte Inc., there is an opportunity to leverage better pricing for licenses only directly with the software provider, ServiceNow, Inc. This allows the City to take advantage of new capabilities within the existing system.

### **3.0 GENERAL INFORMATION**

This contract award is required to renew the ServiceNow software licenses for the period of March 16, 2026 to March 15, 2029.

The estimated total contract value is \$580,985 including taxes.

### **4.0 COMMUNICATION AND COMMUNITY ENGAGEMENT**

Notice of Intent #31-01-26 IT Service Management Software was publicly advertised. Upon closing, the City received no objections.

### **5.0 FINANCIAL CONSIDERATIONS**

Funding for this work is included in the 2026 – 2030 Financial Plan under Information Technology operating accounts.

Respectfully submitted,

Ratan Grewal, Deputy General Manager Finance

### **ATTACHMENTS**

Not applicable.

### **REPORT CONTRIBUTORS**

This report was prepared by Scott Lovas, Assistant Manager, Procurement Services and Bhavan Mahal, Senior Manager, IT Systems and Knowledge and reviewed by Sophan Lum, Senior Manager, Procurement Services – Capital.