



**AGENDA SUMMARY PAGE**  
**City Council**  
**Meeting of: October 16, 2024**

Agenda Item No.:  
**18**

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**DEPARTMENT: Finance**

**CONSENT**

**DIRECTOR: Gayle Lloyd-Leakos, Acting**

**SUBJECT:**

For possible action to approve award of Contract No. 250047-JL, Innovation and Technology Master Services Contract for ServiceNow Consulting - Department of Innovation and Technology - Award recommended to VOLTEO, LLC (Not-to-Exceed \$125,000 Annually/Total Not-to-Exceed Contract Amount \$625,000 - Various Funds) - All Wards

**FISCAL IMPACT:**

Budget Funds Available

Amount: Not-to-Exceed \$125,000 Annually/Total Not-to-Exceed Amount \$625,000

Funding Source: Various

Dept./Division: Innovation and Technology

**PURPOSE/BACKGROUND:**

The City's IT Department adopted the ServiceNow software platform as its core operations system in order to track IT hardware and software lifecycle assets in compliance with IT inventory standards, and in order to provide end users with improved levels of customer service. This contract provides for continuing as-needed professional services for training, customization, support and system use case expansion and enhancements, on a task order basis. The term is for 1 year with four (4) one-year options to renew. This requirement is exempt from competitive bidding pursuant to NRS 332.115.1(b), Professional Services. Volteo, LLC is located in Chandler, Arizona.

**RECOMMENDATION:**

Approve as recommended, with signature authority granted to the Purchasing and Contracts Manager per R-20-2017.

**BACKUP DOCUMENTATION:**

1. Contract No. 250047-JL
2. Certificate - Disclosure of Ownership and Principals