



OFFICE OF THE CITY CLERK COUNCIL SERVICES

CITY HALL
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CAO APPROVAL

The Chief Administrative Officer approved the following recommendation:

Report Number: CAOP 178/2023
Approved: Wednesday, December 20, 2023

THAT the CAO and City Clerk **EXECUTE** a Software Customer Resale Agreement and all relevant documents as required with Ernst & Young LLP., in the amount of \$326,138.04 (excluding HST), for a three (3) year period, for purchase of ServiceNow subscription, licensing, and support services used to manage IT operations & projects portfolio, satisfactory in form to the City Solicitor, in financial content to the City Treasurer, and in technical content to the CIO & Executive Director of Information Technology.

Report Number: CAOP 178/2023
Clerk's File: SI/13938

Anna Ciacelli

Deputy City Clerk / Supervisor of Council Services
December 20, 2023

Department Distribution

Financial Planning Administrator
Purchasing Manager
CIO/Executive Director of Information Technology
City Solicitor
Commissioner of Finance/City Treasurer
Commissioner of Economic Development



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Manager Business Process Modernization
Administrative Assistant
Chief Administrative Officer

External Distribution