



Office of the City Manager

CONSENT CALENDAR  
December 2, 2025

To: Honorable Mayor and Members of the City Council

From: Paul Buddenhagen, City Manager

Submitted by: Kevin Fong, Director, Information Technology

Subject: Contract No. 31900184 Amendment: Alcor Solutions, Inc. for Professional Services for ServiceNow and Intranet

RECOMMENDATION

Adopt a Resolution authorizing the City Manager to execute an amendment to Contract No. 31900184 with Alcor Solutions, Inc. for professional services for ServiceNow and the City's Intranet increasing the amount by \$155,000 for an amended total not to exceed amount of \$990,564 from February 14, 2017 to June 30, 2026.

FISCAL IMPACTS OF RECOMMENDATION

Funding in the amount of \$155,000 for the requested support services is budgeted in the FY 2026 IT Cost Allocation Fund. Spending in future years for this contract is subject to City Council's approval of the proposed citywide budget and annual appropriation ordinances.

CURRENT SITUATION AND ITS EFFECTS

Alcor Solutions, Inc. provides critical support, maintenance, and enhancement services for the City's ServiceNow platform. Staff currently utilize ServiceNow's Information Technology Service Management (ITSM) and Information Technology Business Management (ITBM) tools. The ITSM suite includes helpdesk management, a service catalog, knowledge base, and a service portal for City staff. The ITBM tools provide project portfolio management for new ideas, demands, and projects, as well as application portfolio management for business applications.

This contract amendment will allow the City to continue its partnership with Alcor Solutions, Inc. to provide regular upgrades, enhancements, and bug support for the ServiceNow platform. In addition, the City is preparing to implement ServiceNow's software and hardware inventory management tools. These tools will strengthen the City's ability to track and manage technology assets across the organization.

This work directly supports the City of Berkeley's strategic goal to "provide state-of-the-art, well-maintained infrastructure, amenities, and facilities".

## BACKGROUND

From 2001 to 2017, the Department of Information Technology (IT Department) relied on a home-grown software application to manage Help Desk service requests. While this system met basic needs, it lacked the scalability, flexibility, and advanced functionality required to support the City's growing technological demands. In 2015, the IT Department initiated a process to identify a modern replacement solution that could support both daily service and asset management needs, as well as the longer-term requirements of managing projects and resources.

In September 2016, the IT Department issued Request for Proposal (RFP) Specification Number 16-11072-C for an Information Technology Service Management and Asset Management solution. The City received three qualified vendor responses, and in May 2017 selected ServiceNow, a leading cloud-based platform, with Alcor Solutions, Inc. chosen to provide implementation services. By January 2018, the initial implementation of ServiceNow's IT Service Management (ITSM) module was completed, allowing the City to "go live" with a modernized service portal.

Since its launch, City staff have partnered with Alcor Solutions to expand ServiceNow's capabilities, adding features such as reweighted range voting (RRV) integration, automated ticket aging notifications, and confidential service request handling. Alcor has continued to support the City with major upgrades, bug fixes, and enhancements to ensure the platform remains reliable and secure.

In 2024, Alcor further assisted the City with the successful rollout of Microsoft Teams and SharePoint technologies. These tools have been essential in supporting collaboration in a hybrid work environment, enabling staff to share documents securely, manage projects more effectively, and maintain seamless communication across departments.

## ENVIRONMENTAL SUSTAINABILITY AND CLIMATE IMPACTS

Alcor Solutions, Inc. conducts the majority of their support remotely. If Alcor must work onsite, they will be working exclusively over multiple days with the IT Department to minimize both travel costs and greenhouse gas emissions related to travel, per Climate Action Plan goals.

## RATIONALE FOR RECOMMENDATION

Alcor Solutions, Inc. has extensive experience providing implementation and support services for ITSM solutions. Specifically, Alcor Solutions, Inc. is a Gold Services Partner to ServiceNow, Inc.

## ALTERNATIVE ACTIONS CONSIDERED

City staff considered not engaging Alcor Solutions, Inc. for ongoing support of the ServiceNow platform. However, staff do not have the capacity or the specialized expertise required to successfully perform system upgrades, implement enhancements, or resolve

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software issues within ServiceNow. Without this support, the reliability, functionality, and security of the platform could be compromised.

CONTACT PERSON

Kevin Fong, Director, Information Technology 510-981-6541

Attachments:

1: Resolution

RESOLUTION NO. ##,###-N.S.

CONTRACT NO. 31900184 AMENDMENT: ALCOR SOLUTIONS, INC. FOR PROFESSIONAL SERVICES FOR SERVICENOW AND INTRANET

WHEREAS, in 2001, the Department of Information Technology (IT Department) was using a “home-grown” software application to manage Help Desk service; and

WHEREAS, in September 2016, the IT Department issued Request for Proposal (RFP) Specification Number 16-11072-C for an Information Technology Service Management and Asset Management solution, and selected the ServiceNow tool, and Alcor Solutions, Inc. as the implementation partner; and

WHEREAS, City staff do not have the capacity or the specialized expertise required to perform system upgrades, implement enhancements, or resolve software issues within ServiceNow; and

WHEREAS, Alcor Solutions, Inc. has extensive experience providing implementation and support services for ITSM solutions, and is a Gold Services Partner to ServiceNow, Inc.; and

WHEREAS, funding in the amount of \$155,000 for the requested support services is budgeted in the FY 2026 IT Cost Allocation Fund, and spending in future years for this contract is subject to City Council’s approval of the proposed citywide budget and annual appropriation ordinances.

NOW THEREFORE, BE IT RESOLVED by the Council of the City of Berkeley that the City Manager or delegate is authorized to execute an amendment to Contract No. 31900184 with Alcor Solutions, Inc. to provide professional services for ServiceNow and the City’s Intranet from February 14, 2017 to June 30, 2026 for an amount not-to-exceed \$990,564.