

**Purchase Request #2**  
**Regular Board Meeting December 12, 2022**  
**Consideration of Approval to Contract for Service Desk Software**

## **ADMINISTRATION RECOMMENDATION/REPORT**

The administration recommends that the Board of Trustees approve a contract with TeamDynamix for a service desk information technology services management (ITSM) solution for the information technology services (ITS), human resource (HRIS/OTD), and the instructional support system departments.

## **BACKGROUND**

The three departments listed above utilize an ITSM solution to deliver services and handle incident requests from a range of parties including prospective students, enrolled students, employees, and alumni. The current ITSM solution is undersized and is not scalable for departmental needs including integration with enterprise systems, automation, and workflow capabilities. State mandated information security requirements also contribute to the need for replacement.

Request for proposals #23-09 was issued on September 13, 2022, to procure a service desk ITSM solution, that complies with competitive procurement requirements in Texas Education Code §44.031(a). Seven responses were received and evaluated by a team comprised of representatives from ITS, HRIS/OTD, and the instructional support department who determined the proposal submitted by TeamDynamix will provide the best value to the College.

## **IMPACT OF THIS ACTION**

The purchase of a more robust ITSM solution is needed to handle the increasing technical support needs of the College. The new system includes a knowledge base which includes self-service articles that can provide first tier support for common issues. The client portal supports dynamic online forms to submit service requests and report incidents which are immediately turned into support tickets and assigned to the appropriate work team. By utilizing workflow capabilities, the teams can work more efficiently. It eliminates the need for customers to wait in a phone queue during peak hours as well as the requirement to manually convert an email request into a service ticket. The client portal also allows customers to view real time information on submitted requests and to communicate directly with the agent assigned to the ticket.

The system allows for multiple service desks to support the current needs of the three departments and is also scalable for any future needs to expand to other departments. The solution integrates with the College's current enterprise systems. It also provides reporting and dashboards to aid in business management decisions. Finally, it has features such as change management, asset management, and project management modules included in the solution which can be phased into current processes. Notably, the solution does not require coding knowledge which will allow the three departments to create workflows and automations that meet their specific needs now and in the future.

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**BUDGET INFORMATION (INCLUDING ANY STAFFING IMPLICATIONS)**

The three-year expenditure is \$160,943. The first-year cost is \$62,420, the second-year cost is \$48,534, and the third-year cost is \$49,990. The purchase will be funded from the information technology services department's 2022-2023 operating budget and subsequent year budgets.

**MONITORING AND REPORTING TIMELINE**

The initial three-year award term will commence on March 1, 2023, with renewal options of two one-year terms.

**ATTACHMENTS**

Attachment 1 - Tabulation

**RESOURCE PERSONNEL**

Suzanne DeBlanc	281-998-6360	Suzanne.DeBlanc@sjcd.edu
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**RFP 23-09 Service Desk Software**

Attachment 1 - Tabulation

<b>Qualifications</b>		
<b>Vendor</b>	<b>Points (Max 30)</b>	<b>Invited for Presentation</b>
TeamDynamix	22.43	Yes
Freshworks Inc.	21.36	Yes
Giva Inc	20.39	Yes
EasyVista	19.75	No
SDI Presence LLC	19.00	No
HaloITSM	18.79	No
Kunz, Leigh & Associates	17.11	No

<b>Presentations</b>	
<b>Vendor</b>	<b>Points (Max 40)</b>
TeamDynamix	31.00
Freshworks Inc.	25.50
Giva Inc	14.25

<b>Price Proposal</b>		
<b>Vendor</b>	<b>Points (Max 30)</b>	<b>Price - 3 Years</b>
TeamDynamix	22.71	\$ 160,943.00
Giva Inc	13.30	\$ 228,261.00
Freshworks Inc.	8.55	\$ 395,125.00

<b>Final Ranking</b>	
<b>Vendor</b>	<b>(Max 100)</b>
TeamDynamix	76.14
Freshworks Inc.	55.41
Giva Inc	47.94