



City Council Memorandum

City of Arts & Innovation

TO: HONORABLE MAYOR AND CITY COUNCIL DATE: AUGUST 15, 2023

FROM: INNOVATION AND TECHNOLOGY DEPARTMENT WARDS: ALL

SUBJECT: MEASURE Z – SECOND AMENDMENT TO AGREEMENT WITH TEAMDYNAMIX SOLUTIONS, LLC, OF COLUMBUS, OHIO TO ADD INTEGRATION PLATFORM SERVICES IN THE AMOUNT OF \$40,600 AND ADDITIONAL LICENSES IN THE AMOUNT OF \$7,680 FOR A TOTAL CONTRACT AMOUNT OF \$242,719, PLUS 15% CHANGE ORDER AUTHORITY FOR SERVICES THROUGH JUNE 30, 2025

ISSUE:

Approve the Second Amendment to the Agreement with TeamDynamix Solutions, LLC, of Columbus, Ohio, to add integration platform services in the amount of \$48,280 for a total contract amount of \$242,719, plus 15% change order authority for services through June 30, 2025.

RECOMMENDATIONS:

That the City Council:

1. Approve the Second Amendment to the Agreement with TeamDynamix Solutions, LLC, of Columbus, Ohio, to add integration platform services in the amount of \$48,280, for a total agreement amount of \$242,719; and
2. Approve additional change order authority of up to 15% of the amended total contract amount; and
3. Authorize the City Manager, or designee, to execute all documents necessary to effectuate this purchase, including making minor and non-substantive changes.

BACKGROUND:

On February 5, 2019, the Purchasing Division posted Request for Proposal No. 1832 for an Innovation and Technology Department (IT) Help Desk Application we brand as TechHub. The bid closed on February 28, 2019. The City received a total of four submittals and determined that TeamDynamix (TDX) was the most responsive and responsible submitter to provide the scope of services outlined in the RFP. The original agreement for a total of \$173,208 for a five-year term. The software included the following features:

- A full incident managed system based on Information Technology Service Management (ITSM) best practices standards;
- A single self-service platform for IT service management, project portfolio management, and asset management that reduces turnaround time and workload for the IT staff;
- Supports custom workflow creation, automated request routing and escalation, and alerts;
- Supports staff time tracking and reporting for all work activities specifically project, ticket, maintenance, and operational work;
- Includes asset tracking, availability management, change management, and configuration management to improve IT operational efficiency and create cost savings; and
- Provides out of the box analytics and custom reporting.

In 2022, the TeamDynamix system was expanded to the City’s Marketing team to help them process citywide requests for services such as graphic design, video project and marketing campaigns. Additional user licenses were required to accommodate this request and on April 12, 2022, the City Council approved a First Amendment to the Agreement for an additional \$26,231 and a revised total amount of \$ 194,439 for a five-year term.

DISCUSSION:

The Innovation and Technology department is seeking authorization to purchase an additional module for the existing Team Dynamix system, known as an Integrated Platform as a Service (iPaaS), to automate transaction volume processing. iPaaS is a codeless platform that connects different systems, technologies, and applications both on-premises or within the cloud allowing users to move and transform data, create automations and workflows, and more. Implementation of iPaaS will help automate business workflows, promote paperless processes, and is expected to drastically reduce waiting time on process next steps. The proposed cost for adding iPaaS is \$40,600 through June 30, 2025.

iPaas System		
FY 2023/24	FY 2024/25	Total
\$20,000	\$20,600	\$40,600

Additionally, the City’s Finance Department reached out to IT seeking advice on simplifying the intake process for procurement requests. IT proposed using the Team Dynamix system for the additional license cost of \$7,680 through June 30th, 2025.

Additional Licenses for Finance		
FY 2023/24	FY 2024/25	Total
\$3,780	\$3,900	\$7,680

Purchasing Resolution No. 23914 Section 602 Exceptions states in part “Competitive Procurement through the Informal Procurement and Formal Procurement process shall not be required in any of the following circumstances: ... (q) When the Procurement is for the renewal of, maintenance, license(s), support, or a similar need for existing technology systems, including hardware, and the items procured are from the owner/developer of the software/hardware or from a sole source provider, and the Manager is satisfied that the best price, terms and conditions have been negotiated”.

The Purchasing Manager concurs that the recommendations to authorize the purchases are in compliance with Purchasing Resolution 23914, Section 602(q).

STRATEGIC PLAN ALIGNMENT:

This item contributes to **Strategic Priority 5 - High Performing Government** and **Goal 5.2 - Utilize technology, data, and process improvement strategies to increase efficiencies, guide decision making, and ensure services are accessible and distributed equitably throughout all geographic areas of the City.**

The item aligns with each of the five cross-cutting threads as follows:

1. **Community Trust** – The Team Dynamix System will help the Procurement Division create and track procurement requests and resource time, will bring transparency in delivering quality services to the community and internal departments, and will improve the speed and quality of service delivery.
2. **Equity** – The new internal one-stop site, TechHub, will be used by all departments to request finance procurement services in addition to existing IT and marketing services. The integration platform will improve the speed and quality of service delivery for citywide requesters.
3. **Fiscal Responsibility** – This purchase is being made utilizing a publicly bid contract.
4. **Innovation** – This application provides out-of-the-box analytics providing insights into the volume of services provided along with staff time per project and cost allocations. The integration platform is an innovative solution that will automate response to day-to-day routine and repetitive high-volume but low-value service requests improving the speed and quality of service delivery.
5. **Sustainability & Resiliency** – This application supports custom workflow creation and includes additional modules, such as Project Management, allowing the system to support current needs as well as future organizational needs. The application is also scalable if future needs arise to create additional service desks.

FISCAL IMPACT:

The total fiscal impact of this action is \$48,280 over the two-year renewal. Funding for the current fiscal year (2023/24) is budgeted and available in the accounts and amount as listed in the table below. Appropriations for future fiscal years will be included in the next budget cycle that will be presented to the City Council for approval.

Fund	Program	Account	Amount
<i>FY 2023/24 TeamDynamix Licenses</i>			
General Fund	Finance-Software Licenses	2315000-425700	\$3,780
<i>FY 2023/24 iPaas</i>			
Measure Z	IT-Admin-Technology Replacement	8003301-462310	\$13,260
General Fund	IT-Applications-Software Maintenance	2415000-424310	\$6,740
Total Cost for FY 2023/24:			\$23,780

Prepared by: George Khalil, Chief Innovation Officer
 Certified as to availability of funds: Kristie Thomas, Finance Director/Assistant Chief Financial Officer
 Approved by: Edward Enriquez, Assistant City Manager/Chief Financial Officer/City Treasurer
 Approved as to form: Phaedra Norton, City Attorney

- Attachment:
1. 2023 Proposed Second Amendment
 2. 2022 First Amendment
 3. 2020 Agreement