



City Council Memorandum

City of Arts & Innovation

TO: HONORABLE MAYOR AND CITY COUNCIL DATE: JUNE 16, 2020

FROM: INNOVATION AND TECHNOLOGY DEPARTMENT WARDS: ALL

SUBJECT: MEASURE Z - PROFESSIONAL SERVICES AND LICENSE AGREEMENT WITH TEAM DYNAMIX SOLUTIONS, LLC IN RESPONSE TO REQUEST FOR PROPOSAL NO. 1832 FOR A NEW HELP DESK APPLICATION IN AN AMOUNT NOT TO EXCEED \$173,208 FOR A FIVE-YEAR TERM

ISSUE:

Approve a Professional Services Agreement and License Agreement with Team Dynamix Solutions, LLC, of Columbus, Ohio, in response to Request for Proposal No. 1832 for a new Help Desk Application in an amount not to exceed \$173,208, for a five-year term.

RECOMMENDATIONS:

That the City Council:

1. Approve a Professional Services Agreement and License Agreement with Team Dynamix Solutions, LLC, of Columbus, Ohio, in response to Request for Proposal No. 1832 for a new Help Desk Application in an amount not to exceed \$173,208, for a five-year term; and
2. Authorize the City Manager, or designee, to execute the agreement and any additional documentation to effectuate this agreement, in an amount not to exceed \$173,208 for a five-year term, and the ability to make minor non-substantial changes

BACKGROUND:

The Innovation and Technology Department's current ticketing system is an eleven-year-old in-house developed system. This system has limited workflow functionality to log and assign tickets to appropriate staff with no automatic escalation, no inventory management and limited reporting features. In addition, due to this being a custom developed system, it is a labor and skill intensive task to keep the system updated. The Innovation and Technology Department (IT) is seeking a modern system that supports IT service management best practice standards to help build operational efficiencies, save costs, and improve the customer service experience for City users spread across the multiple facilities, including field crew and remote users. The new system will also address previous audit findings regarding the lack of a technology inventory and asset tracking system.

DISCUSSION:

On February 5, 2019, the Purchasing Division posted Request for Proposal No. 1832 for a Help Desk Application. The bid closed on February 28, 2019. The City received a total of four (4) submittals. All four (4) submittals were reviewed and scored by the evaluation committee. Based upon those evaluations, all four (4) vendors were invited to present and demonstrate their products to the evaluation committee. Team Dynamix was deemed the most responsive and responsible submitter to provide the scope of services outlined in the RFP.

Below are the features Team Dynamix offers:

- 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.
- Easy to use, own, and operate. There is no coding or scripting involved to modify the user interface nor is there a need for software developers or a fully dedicated 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.
- Out of the box analytics and custom reporting.

The Purchasing Manager concurs that the recommended action to approve the agreement is in compliance with Purchasing Resolution 23256.

FISCAL IMPACT:

Over a five-year term, the total fiscal impact of this purchase is \$173,208 to be funded proportionally as listed in the following table, in approximation. The software will be paid annually by way of Purchase Order. Detailed pricing is deemed a business trade secret and will be contained in Confidential Pricing Sheet and will be separately maintained by the parties.

Fund	% Funding Share
Measure Z	<67%
Electric	18%
Water	6%
Central Stores	<1%
Central Garage	2%
Airport	<1%
Refuse	2%
Sewer	5%
Total	100%

Certified as to

availability of funds: Edward Enriquez, Chief Financial Officer/Treasurer

Approved by: Lea Deesing, Assistant City Manager

Approved as to form: Gary G. Geuss, City Attorney

Attachments:

1. Professional Services and License Agreements
2. Bid Award Recommendation for Bid No. 1832