

# RFP AWARD RECOMMENDATION

CITY OF RIVERSIDE  
Finance Department

DATE SUBMITTED: June 16, 2020

RFP NO.  1832	RFP TITLE  Help Desk Application	DEPARTMENT/DIVISION  Innovation & Technology
		DATE RFP OPENED  02/28/2019
PROPOSALS RECEIVED (4)                      INVITATIONS ISSUED (Online)		

PROPOSERS	CITY	EVALUATION RANKING
Team Dynamix Solutions, LLC	Columbus, OH	<u>1</u>
SysAid Technologies, Inc.	Waltham, MA	2
FlyCast Partners, Inc.	St. Petersburg, FL	3
Sigma Software LLC	Dallas, TX	4

RFP DESCRIPTION: The City of Riverside’s Innovation and Technology Department is seeking a qualified firm to provide a helpdesk application that will allow IT to better manage their IT service requests. The solution should utilize advanced technology that exemplifies the ITIL infrastructure.

RFP Recommended For Award (Includes Sales Tax)     10% Surety Included     Contract  
 10% Surety not required     Purchase Order

Best Ranking Proposer	Amount of Award
Team Dynamix Solutions, LLC	<u>\$173,208.00</u>

**COMMENTS:**

The Innovation and Technology Department has evaluated all proposals received and will be submitting a report requesting that award be made to the best overall solution based on the evaluation process. The Purchasing Division concurs that the action to award is in compliance with Purchasing Resolution 23256.

Submitted by: Jennifer McCoy, Purchasing Manager    Digitally signed by JMcCoy  
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