

AGENDA ITEM 10.G.

RE: Renewal of Agreement with TeamDynamix for IT Management Services

STAFF RECOMMENDATION: That the Board approves the renewal of TeamDynamix IT Service Management service for an additional 5 years in the amount of \$130,460.84. The subscription service for this renewal will be procured directly through the vendor TeamDynamix using OMNIA Partners contract #01-121.

BACKGROUND: The IT department has been using the TeamDynamix IT service management solution for the past 3 years. The solution allows the department to track service requests from students and employees. As part of this renewal, the initial three (3) year contract will be extended by five (5) years. The new contract will also include 20 consulting hours each year to assist the IT department with implementing additional functionality and to provide information technology service management (ITSM) best practices and guidance. Below is the cost breakdown for the five (5) year agreement.

Term	Cost
Year 4	\$24,165.80 (licensing & services)
Year 5	\$24,732.02 (licensing & services)
Year 6	\$25,913.74 (licensing & services)
Year 7	\$27,161.06 (licensing & services)
Year 8	\$28,483.22 (licensing & services)
Total Cost:	\$130,460.84

BUDGETARY CONSIDERATIONS: The cost of the software subscription services due April 21, 2025, is \$24,165.00 and will be paid using funds currently allocated in the FY 2025 budget.

Technology Support – 305021-72024

CONTACT PERSONS:

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