

## **ADMINISTRATION RECOMMENDATION/REPORT**

The District President recommends the Board of Trustees approves additional funds for the purchase of help desk services from CampusEAI Consortium, a non-profit education association for the Technology Services department.

## **BACKGROUND**

CampusEAI has historically provided the District with help desk support services, aiding in the student's navigation of multiple integral systems. This contract provides technical support and student help desk services for students.

Request For Proposal (RFP) 3980 was issued to track the volume of spend for help desk services.

## **IMPACT OF THIS ACTION**

This additional spend request will allow for students' continued support through additional contracted interactions both by email and by phone. The technical support and student help desk services provided by CampusEAI support Collin College students 24/7/365. As the College has moved more instruction into an online environment, this shift has required more technical support for students. These services include email support and telephone assistance to students for essential systems, including CougarWeb, Canvas, and Org Sync.

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

The Board has approved a total spend authorization of \$409,995. This purchase request is for spend authorization for an additional \$110,000, which is budgeted in the Technology Services Department's FY21 operating budget and subsequent year's budgets subject to Board approval.

## **MONITORING AND REPORTING TIMELINE**

The contract term is September 1, 2016 through August 31, 2021.

## **RESOURCE PERSONNEL**

Mike Dickson, Chief Innovation Officer  
972-758-3832