

Purchase Request #1
Regular Board Meeting August 25, 2020
Consideration of Approval of Additional Funds for
Help Desk Services

ADMINISTRATION RECOMMENDATION/REPORT

The District President recommends the Board of Trustees approves the expenditure of additional funds for the purchase of help desk services from Campus EAI Consortium, a non-profit education association, for the Campus Technology Department.

BACKGROUND

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

A request for proposal RFP Number 3980 was issued to procure help desk services for the Campus Technology Department.

IMPACT OF THIS ACTION

This additional spend request is required due to switching students to Office 365, remote learning, and OneLogin implementation. Approval of this change order will allow for the continued support of students through the addition of 6,000 allowable interactions, which include phone calls, emails, and chats. The technical support and student help desk services provided by CampusEAI support Collin College students on a 24/7/365 basis. These services include chat support, email help, and telephone assistance to students for essential systems, including, CougarWeb, Canvas, Org Sync, and Office365.

BUDGET INFORMATION (INCLUDING ANY STAFFING IMPLICATIONS)

The Board has approved a total spend authorization of \$364,995. This purchasing request is for an additional spend authorization of \$45,000, which is budgeted in the Campus Technology Department's FY20 operating budget and subsequent years' budgets subject to Board approval.

MONITORING AND REPORTING TIMELINE

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

RESOURCE PERSONNEL

Mike Dickson

Chief Innovation Officer

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