



# Consent Item

**Date:** November 11, 2024

**Division:** Finance

**Subject:** Renewal of RFP #2677-20 Ticketing System and Other Related Products and Services

## Background Information:

- LISD utilizes a ticketing system for technology support and help desk ticketing. The ticketing system provides a means for students and staff to create technology help tickets to efficiently facilitate support of technology issues.
- The Board of Trustees awarded RFP #2677-20 Ticketing System and Other Related Products and Services on October 19, 2020.
- If approved, this renewal would be the fourth renewal of four possible one-year renewals and would allow the District to be able to continue to provide end-users with an easy and efficient ticketing process that also provides the benefit of reduced overhead management.
- This current ticketing system is a scalable, cloud-based solution that integrates with current District applications and provides customized workflows.
- The Technology Department is currently evaluating alternative ticketing software options. This recommendation is to renew the existing software for approximately six months at a cost of \$35,316 while retaining the option to extend for an additional six months if the Technology Department chooses to continue with the current awarded vendor.

## Administrative Consideration:

- Funds for this purchase come from Technology operating budgets.
- Previous expenditures:
  - 2023-2024: \$71,412
- Estimated expenditures: \$71,200 but will not exceed the approved budgets.
- This procurement complies with Section 44.031 of the Texas Education Code.

## Recommendations:

- That the Lewisville ISD Board of Trustees approves the renewal of RFP #2677-20 Ticketing System and Other Related Products and Services and the estimated expenditures for one year with the listed vendor.

## Timeline/Report:

- Term: November 2024 – November 2025