

ADMINISTRATION RECOMMENDATION/REPORT

The District President recommends that the Board of Trustees approves the expenditure of additional funds for the purchase of help desk services from BlackBeltHelp for the Technology Services Department.

BACKGROUND

BlackBeltHelp provides supplemental student help desk support services for the District by aiding in over 53,318 interactions in fiscal year 2023, assisting students in navigating multiple integrated systems, and providing technical support. This represents an increase of 43,318 student interactions resulting in additional expenses that will deplete the current spend authorization. To reduce costs with the vendor, a hybrid model will be initiated with the vendor providing support from 6:00 pm to 8:00 am and Collin College staff and student employees providing help desk support from 8:00 am to 6:00 pm.

Request For Proposal Number 4403 was issued and awarded in May 2021 to procure help desk services for the District.

IMPACT OF THIS ACTION

This additional spend request will provide students with continued support through further contracted interactions via email and phone. These services include email support and telephone assistance to students for essential systems, including Workday, OneLogin, Canvas, and Org Sync.

BUDGET INFORMATION (INCLUDING ANY STAFFING IMPLICATIONS)

The Board has approved a total spend authorization of \$1,030,000. This purchasing request is for an additional spend authorization of \$440,000, which is budgeted in the Technology Services Department's FY24 operating budget and subsequent years' budgets, subject to Board approval. Current contract spend is \$992,335.

MONITORING AND REPORTING TIMELINE

The contract term is September 1, 2021 through August 31, 2026.

RESOURCE PERSONNEL

Dr. Abe Johnson, SVP Campus Operations
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