

**Purchase Request #5**  
**Regular Board Meeting June 27, 2017**  
**Consideration of Approval to Purchase Help Desk**  
**Software and Software Maintenance and Support**

**ADMINISTRATION RECOMMENDATION/REPORT**

The District President recommends the Board of Trustees approve the purchase of licenses, maintenance and support from HEAT Software USA Inc. for the Academic Technology and Networking Services department.

**BACKGROUND**

HEAT is the District's electronic help desk ticketing system used for all information technology support requests. Help Desk staff initiates the electronic tickets in HEAT and then routes them electronically to the appropriate technician for resolution. The District has used the HEAT Software since 2012, but until now the annual spend has remained under the threshold requiring Board approval.

Reference number (REF) 2695 was issued to track the volume of spend for software maintenance and support. Tracking of spend volume is accomplished through the Purchasing Department's eProcurement system. The system is set to automatically notify the contract owner when 85% of the approved expenditure is reached, which triggers the contract owner to analyze current and future spend.

Heat Software USA, Inc. is a sole source provider of HEAT software and is exempt from competitive bidding per Section 44.031(j) of the Texas Education Code.

**IMPACT OF THIS ACTION**

The purchase of licenses, maintenance, and support for 40 seats of HEAT Software is required for the outsourced student help desk staff to create help tickets directly in our HEAT system regarding student technology issues and for Academic Technology and Network Services to deploy staff for resolution of District faculty and staff technology issues.

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

Current fiscal year spend is at \$37,643.50 with an additional request of \$22,234.85 pending Board approval. This purchasing request is for spend authorization up to \$60,000.00 which is budgeted in the Academic Technology and Networking Services' 2016-2017 operating budget.

**RESOURCE PERSONNEL**

Kim Davison

SVP Organizational Effectiveness

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