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

BACKGROUND
CampusEAI provides student help desk support services for the District, aiding in the students' navigation of multiple integrated systems and providing technical support.

Request for Proposal (RFP) Number 3980 was issued and awarded in August 2016 to procure help desk services.

IMPACT OF THIS ACTION
This additional spend request will allow students' continued support through further contracted interactions both by email and by phone. The technical support and student help desk services provided by CampusEAI support Collin College students on a 24/7/365 basis. Moving more instruction into an online environment has resulted in students needing more technical support. These services include email support and telephone assistance to students for essential systems, including CougarWeb, OneLogin, Canvas, and Org Sync.

BUDGET INFORMATION (INCLUDING ANY STAFFING IMPLICATIONS)
The Board has approved a total spend authorization of $519,995. This purchase request is for spend authorization for an additional $160,000, 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
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