



Consent Item

Date: October 20, 2025

Division: Finance

Subject: Ticketing System and Other Related Products and Services – Cooperative Contract(s)

Background Information:

- Lewisville ISD uses a cloud-based ticketing system to manage technology support and help desk requests. This system allows students and staff to submit technology-related issues efficiently, ensuring timely and effective support. The platform is scalable, integrates seamlessly with existing District applications, and supports customized workflows to meet the specific needs of Lewisville ISD.
- This recommendation is to utilize the awarded vendor(s) using cooperative contract(s) for Ticketing System and Other Related Products and Services.
- Products and services purchased under this recommendation, utilizing Lewisville ISD-eligible cooperative contracts, will help provide end-users with an easy and efficient ticketing process that also provides the benefit of reduced overhead management.
- Subscribing to this ticketing platform will improve Lewisville ISD's operational efficiency and reduce long-term costs. A two-year subscription is recommended, which would result in a cost savings of \$7,354.
- Best value involves considering several factors, which may include but are not limited to price, quality, availability, delivery timing, support, and other relevant factors.
- Awarded vendors under cooperative contracts have undergone a competitive procurement process that complies with local and state procurement laws.
- New district-wide initiatives or refreshes are not included in this recommendation.

Administrative Consideration:

- Funds for this purchase come from the Technology operating budget and the District's iFee budget.
- Previous expenditures:
 - 2024–2025: \$71,218
- Estimated expenditures: \$139,721 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 use of Lewisville ISD-eligible cooperative contract(s) for Ticketing System and Other Related Products and Services, the associated awarded vendor(s), and the estimated annual expenditures for two years.

Timeline/Report:

- Term: November 2025 – November 2027