

### **ADMINISTRATION RECOMMENDATION/REPORT**

The District President recommends the Board of Trustees approves a contract to purchase student help desk services from BlackBeltHelp for the District.

### **BACKGROUND**

This contract will provide technical support and help desk services to students in navigating multiple integral systems, such as Ellucian Banner, Canvas, Onelogin, Office 365, and other current and future student-facing applications.

Request for Proposal (RFP) Number 4403 was issued to procure student help desk services. Five responses were received and evaluated by a team consisting of Technology Services staff. The proposal submitted by BlackBeltHelp is recommended as the best value to the District, based upon evaluation scores.

### **IMPACT OF THIS ACTION**

Outsourcing these services will provide support for students on a 24/7/365 basis and allow Technology Services staff to focus on supporting faculty and staff and ensure students receive timely assistance. These services include email support, telephone assistance, and automated chatbot support for students to access essential systems.

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

This purchasing request is for spend authorization of \$900,000 for five years, which is budgeted in the Technology Services Department's FY22 operating budget and subsequent years' budgets subject to Board approval.

### **MONITORING AND REPORTING TIMELINE**

The contract term will be five years beginning September 1, 2021 through August 31, 2026.

### **RESOURCE PERSONNEL**

Mike Dickson, Chief Innovation Officer  
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