

**Purchase Request #9**  
**Regular Board Meeting June 23, 2020**  
**Consideration of Approval of Additional Funds for**  
**Help Desk Services**

**ADMINISTRATION RECOMMENDATION/REPORT**

The District President recommends the Board of Trustees approve the expenditure of additional funds for the purchase of help desk services from Campus EAI Consortium, a non-profit education association, for the Campus Technology department.

**BACKGROUND**

CampusEAI has historically provided the District with help desk support services, aiding in the student navigation of multiple integral systems. This contract provides technical support and student help desk services for these students.

A request for proposal RFP Number 3980 was issued to procure help desk services for the Campus Technology department.

**IMPACT OF THIS ACTION**

CampusEAI included a provision to charge a 7% price increase in their original proposal submittal, which was not included in the original contract approval request. The technical support and student help desk services provided by CampusEAI support Collin College students on a 24/7/365 basis. These services include student support for essential systems, including CougarWeb, Canvas, and Org Sync. Approval of this change order will allow the continued support of our students through the remainder of the contract.

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

The Board approved the original contract in August 2016 for a total amount of \$329,995. This purchasing request is for spend authorization for an additional \$35,000, which is budgeted in the Campus Technology department's FY20 operating budget and subsequent year's budgets subject to Board approval.

**MONITORING AND REPORTING TIMELINE**

The term of the contract is September 1, 2016, through August 31, 2021.

**RESOURCE PERSONNEL**

Mike Dickson

Chief Innovation Officer

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