

**Purchase Request #2**  
**Regular Board Meeting August 23, 2016**  
**Consideration of Approval for Contract for Help Desk Services**

**ADMINISTRATION RECOMMENDATION/REPORT**

The District President recommends the Board of Trustees approve a contract to purchase 24/7/365 technology support and student help desk services from Campus EAI Consortium for the Information Technology department.

**BACKGROUND**

The contract will provide technology support and student help desk services for students.

A request for proposal (RFP) Number 3980, was issued to procure help desk services. Three (3) responses were received and evaluated by a team consisting of Information Technology staff who determined the response submitted by CampusEAI Consortium would provide the best value to the College. The response submitted by CampusEAI was determined to be both responsible and responsive to all solicitation requirements.

**IMPACT OF THIS ACTION**

The technology support and student help desk services provide 24/7/365 support for CougarWeb, Canvas and Org Sync systems.

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

The five (5) year estimated expenditure is \$329,995.00. This expenditure is funded by the Information Technology Department's 2016-2017 operating budget and subsequent year's budget, subject to Board approval.

**MONITORING AND REPORTING TIMELINE**

The term of contract will be five (5) years, beginning September 1, 2016 through August 31, 2021.

**ATTACHMENTS**

Attachment 1 – Tabulation

**RESOURCE PERSONNEL**

Kim Davison                      SVP of Organizational Effectiveness                      972-985-3781