



Legislation Text

File #: 24-1387, **Version:** 1

STRATEGIC PRIORITY: Workforce, Education & Equity
AGENDA DATE: May 22, 2024
COUNCIL DISTRICT(S): N/A
DEPARTMENT: Department of Information and Technology Services
EXECUTIVE: Donzell Gipson

SUBJECT

Authorize a one-year cooperative purchasing agreement for help desk and desk-side support services for the Department of Information and Technology Services with GTS Technology Solutions, Inc. through The State of Texas Department of Information Resources cooperative agreement - Not to exceed \$2,908,232.40 - Financing: Data Services Fund

BACKGROUND

This cooperative purchasing agreement will provide continuous help desk and desktop support services for City of Dallas employees at all locations, to report Information Technology (IT) incidents to resolution, to request IT services, and to receive full life-cycle management of computer and computer-related equipment. The outsourcing of these services affords the City with the ability to leverage support as needed to address changing technology needs. This renewal includes a minor rate increase and enhanced dedicated support for Dallas Police Department (DPD), Municipal Court-Judiciary (CTJ), Mayor & City Council Office (MCC) & City Manager's Office (CMO).

Key Benefits:

- 24x7x365 IT Help Desk support for the entire City of Dallas staff
- Single point of contact for reporting problems or requesting services
- On-site Desktop Support technicians for installing, moving, changing and repairing computer equipment and software.
- Expanded support for Apple and Android devices.
- Full life-cycle management of computer equipment including procurement, storage, delivery, maintenance, warranty work, and decommissioning.

The contract also provides a mechanism to acquire optional services to address technology support needs for special events and large-scale technology projects.

The State of Texas Department of Information Resources agreement is authorized by Chapter 791 of the Texas Government Code and Subchapter F, Chapter 271, Texas Local Government Code. Section 271.102 of the Texas Local Government Code which authorizes a local government to participate in a Cooperative Purchasing Program with another local government or a local cooperative organization.

PRIOR ACTION/REVIEW (COUNCIL, BOARDS, COMMISSIONS)

On May 25, 2016, the City Council authorized a five-year contract, with three one-year renewal options, for desktop support services with ARC Government Solutions, Inc. f/k/a Austin Ribbon & Computer Supplies, Inc. by Resolution No. 16-0870.

On May 12, 2021, the City Council authorized Supplemental Agreement No. 2 to exercise the first of three, one-year renewal options, to the service contract with GTS Technology Solutions, Inc. for desktop support services for the Department of information and Technology Services by Resolution No. 21-7063.

On May 25, 2022, the City Council authorized Supplemental Agreement No. 3 to exercise the second of three, one-year renewal options, to the service contract with GTS Technology Solutions, Inc. for desktop support services for the Department of information and Technology Services by Resolution No. 22-0814.

On August 9, 2023, the City Council authorized Supplemental Agreement No. 5 to exercise the third of three, one-year renewal options, to the service contract with GTS Technology Solutions, Inc. for desktop support services for the Department of information and Technology Services by Resolution No. 23-1070.

FISCAL INFORMATION

Fund	FY 2024	FY 2025	Future Years
Data Services Fund	\$969,410.80	\$1,938,821.60	N/A

M/WBE INFORMATION

In accordance with the City’s Business Inclusion and Development Policy adopted on September 23, 2020, by Resolution No. 20-1430, as amended, the M/WBE participation on this contract is as follows:

Contract Amount	Procurement Category	M/WBE Goal
\$2,908,232.40	Other Services	N/A
M/WBE Subcontracting %	M/WBE Overall %	M/WBE Overall Participation \$
N/A	100.00%	\$2,908,232.40
<ul style="list-style-type: none">• The Business Inclusion and Development Policy does not apply to Cooperative Purchasing Agreements.• GTS Technology Solutions, Inc. - Non-Local; Workforce - 0.00% Local		

PROCUREMENT INFORMATION

Method of Evaluation for Award Type:

Cooperative Purchasing Agreement	<ul style="list-style-type: none">• Cooperative purchasing agreements enable the City to associate with State agencies, other local governments, or local cooperative organizations comprised of other state and local governments, to leverage market buying power and enable the City to purchase goods or services at lower prices• The cooperative purchasing agreement is an alternative method of meeting the requirements for competitive bidding or competitive sealed proposals, not an exception from that requirement
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OWNER

GTS Technology Solutions, Inc.
9211 Waterford Centre Blvd., Suite 275
Austin, TX, 78758

Kelli Petty, Account Executive