



## Legislation Text

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**File #:** 21-713, **Version:** 1

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**STRATEGIC PRIORITY:** Government Performance and Financial Management  
**AGENDA DATE:** May 12, 2021  
**COUNCIL DISTRICT(S):** All  
**DEPARTMENT:** Office of Procurement Services  
**EXECUTIVE:** Elizabeth Reich

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### **SUBJECT**

Authorize 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 - Not to exceed \$3,324,940.95 - Financing: Data Services Fund (subject to annual appropriations)

### **BACKGROUND**

This action does not encumber funds; the purpose of a service contract is to establish firm pricing for services, for a specific term, which are ordered on an as needed basis.

This Supplemental Agreement will provide for continued desktop support services throughout the City. The City has outsourced its technology help desk services since 2006. Services within the contract gives the City the ability to leverage support when needed to address the ever-changing technology needs of City departments in their fulfillment business operations. Primary services covered by this contract include:

- 24x7x365 help desk (call center) support for end users
- A single point of contact for reporting problems or requesting services
- Managing trouble calls and service requests from initiation through resolution
- Support end users over the phone and onsite
- Provide onsite deskside technicians to respond to priority items
- Installing, moving, changing, and repairing computer equipment and software
- Provide first level response and triage for software applications

Along with the core services listed above, this service contract also provides for enhancements of existing support levels, which includes unlimited call volumes, expanded support for Apple and Android devices, and service level requirements with penalties. This service contract also provides a mechanism to acquire optional services. These optional services will provide the Department of Information and Technology Services the flexibility to more readily address changes in the scope or level of technology support for special events or large-scale technology projects.

On November 10, 2015, the City Council authorized a living wage policy that requires contractors to pay their employees a “living wage” rate as established annually by the Massachusetts Institute of Technology Living Wage Calculator for Dallas County by Resolution No. 15-2141. This contract renewal option includes the most current living wage of \$12.38.

**PRIOR ACTION/REVIEW (COUNCIL, BOARDS, COMMISSIONS)**

On May 25, 2016, City Council authorized a five-year service 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.

**FISCAL INFORMATION**

Fund	FY 2021	FY 2022	Future Years
Data Services Fund	\$901,991.40	\$2,422,949.55	\$0.00

**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	M/WBE %	M/WBE \$
\$3,324,940.95	Other Services	23.80%*	100.00%	\$3,324,940.95
• *This item reflects previous Business Inclusion and Development Policy M/WBE goal.				
• This contract exceeds the M/WBE goal.				
• Supplemental Agreement No. 3 - 100.00% Overall M/WBE Participation				
• GTS Technology Solutions, Inc. - Non-local; Workforce - 6.67% Local				

**OWNER**

**GTS Technology Solutions, Inc.**  
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Ryan Grant, President