



Legislation Text

File #: 22-1095, Version: 1

STRATEGIC PRIORITY: Government Performance & Financial Management
AGENDA DATE: May 25, 2022
COUNCIL DISTRICT(S): All
DEPARTMENT: Office of Procurement Services
EXECUTIVE: Elizabeth Reich

SUBJECT

Authorize Supplemental Agreement No. 3 to exercise the second of three, one year renewal options to the service contract with GTS Technology Services, Inc. for desktop support services for the Department of Information and Technology Services - Not to exceed \$3,649.371.48 - 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 for the Department of Information and Technology 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 of business operations. Primary services covered by this contract include:

- Help desk (call center) support for end users 24x7x365
- 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 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 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, 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 \$15.21.

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 by Resolution No. 16-0870.

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

FISCAL INFORMATION

Fund	FY 2022	FY 2023	Future Years
Data Services Fund	\$1,013,991.40	\$2,635,380.08	\$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 \$
\$3,649,371.48	Other Services	N/A	100.00%	\$3,649,371.48
• The Business Inclusion and Development Policy does not apply to Other Service contracts, however the prime contractor is a certified M/WBE.				
• GTS Technology Solutions, Inc.- Non-local; Workforce - 0.00% Local				

OWNER

GTS Technology Solutions, Inc.
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Ryan Grant, President