



# City of Denton

City Hall  
215 E. McKinney Street  
Denton, Texas  
[www.cityofdenton.com](http://www.cityofdenton.com)

## AGENDA INFORMATION SHEET

**DEPARTMENT:** Procurement  
**ACM:** Christine Taylor  
**DATE:** June 17, 2025

### **SUBJECT**

Consider adoption of an ordinance of the City of Denton, a Texas home-rule municipal corporation, authorizing the City Manager to execute a contract with Presidio Networked Solutions LLC, through The Interlocal Purchasing System (TIPS) Cooperative Program Contract No. 240503 for the FreshService Information Technology Service Management (ITSM) system for the Technology Services Department; providing for the expenditure of funds therefor; and providing an effective date (File 8839 – awarded to Presidio Networked Solutions LLC, for one (1) year, with the option for four (4) additional one (1) year extensions, in the total five (5) year not-to-exceed amount of \$1,390,000.00).

### **STRATEGIC ALIGNMENT**

This action supports Key Focus Area: Pursue Organizational Excellence and Collaborative and Respectful Leadership.

### **INFORMATION/BACKGROUND**

Technology Services uses FreshService, an Information Technology Service Management application, as its central repository for all operational activity. Since initial contract approval and implementation, additional departments are now using FreshService, expanding the licensing and transforming the software into a true enterprise service management resource. The departments that are using the software, in addition to Tech Services, are Facilities Management, Denton Municipal Electric, Human Resources, Public Works, Facilities, and Police. These departments' use of the software adds \$16,400 to the annual cost. As such, the prior spending authority is almost met. To be able to continue the use of FreshService, a new not-to-exceed spending authority is needed. Approving this new spending authority contract will cover the existing system and include the option for future growth. Below are the estimated expenditures:

<b>FreshService ITSM</b>	<b>Estimated 5-Year Expenditure</b>
Year 1	\$187,831.06
Year 2	199,292.23
Year 3	212,874.28
Year 4	226,725.48
Year 5	241,546.26
Contingency for additional support hours	321,730.69
<b>Total</b>	<b>\$1,390,000.00</b>

Pricing obtained through The Interlocal Purchasing System has been competitively bid and meets the statutory requirements of Texas Local Government Code 271.102.

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

On May 17, 2011, City Council approved the interlocal agreement with The Interlocal Purchasing System (Ordinance 2011-082).

### **RECOMMENDATION**

Award a contract with Presidio Networked Solutions Group LLC, for the FreshService Information Technology Service Management (ITSM) system for the Technology Services Department, in a one (1) year, with the option for four (4) additional one (1) year extensions, in the total five (5) year not-to-exceed amount of \$1,390,000.

### **PRINCIPAL PLACE OF BUSINESS**

Presidio Networked Solutions Group, LLC  
Irving, TX

### **ESTIMATED SCHEDULE OF PROJECT**

This is an initial one (1) year contract with options to extend the contract for four (4) additional one (1) year periods, with all terms and conditions remaining the same. This TIPS contract expires on July 31, 2027.

### **FISCAL INFORMATION**

These services will be funded from Technology Services operating account 830400.7803. Requisitions will be entered on an as-needed basis. The budgeted amount for this item is \$1,390,000. The City will only pay for services rendered and is not obligated to pay the full contract amount unless needed.

### **EXHIBITS**

Exhibit 1: Agenda Information Sheet  
Exhibit 2: Ordinance and Contract

Respectfully submitted:  
Lori Hewell, 940-349-7100  
Purchasing Manager

For information concerning this acquisition, contact: Leisha Meine, 940-349-7823.

Legal point of contact: Marcella Lunn at 940-349-8333.