



City of Denton

City Hall
215 E. McKinney Street
Denton, Texas
www.cityofdenton.com

AGENDA INFORMATION SHEET

DEPARTMENT: Procurement
CFO: Cassey Ogden
DATE: November 15, 2022

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 Group, LLC, through The Interlocal Purchasing System (TIPS) Cooperative Program Contract #21050301, for the acquisition of Freshservice, an Information Technology Service Management (ITSM) solution to centrally track technology assets, licenses, and support service tickets for the Technology Services Department; providing for the expenditure of funds therefor; and providing an effective date (File 8124 –awarded to Presidio Networked Solutions Group, LLC, for three (3) years, with the option for two (2) additional one (1) year extensions, in the total five (5) year not-to-exceed in the amount of \$500,000.00).

INFORMATION/BACKGROUND

This contract will allow the Tech Services Department to utilize the FreshService software system, an Information Technology Service Management (ITSM) solution to track tickets, assets, changes, and problems. The system will also provide a central repository for knowledge documents, vendor information, and licensing. This is the central hub for technology operational action and tracking. This system is cloud-based, has many inherent integrations with other systems we currently use, and includes other modules we want to grow into (i.e. self-service portal, Teams integration).

Tech Services has used the Cherwell ticketing system since 2017. This current tool is database heavy and cumbersome to learn, use and update. In order to meet the strategic goals set forth in our 5-year plan, Tech Services needs an ITSM system that can be adapted quickly, and offer robust functionality yet be flexible and easy to learn and use by all divisions in Tech Services and City departments.

Contract Term	Estimated Annual Spend
Year 1 - FreshService Subscription & Implementation	135,886.00
Year 2 - FreshService Annual Subscription	75,000.00
Year 3 - FreshService Annual Subscription	75,000.00
Year 4 - FreshService Annual Subscription	75,000.00
Year 5 - FreshService Annual Subscription	75,000.00
Contingency	64,114.00
Total:	\$500,000.00

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, 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 acquisition of Freshservice, an Information Technology Service Management (ITSM) solution to centrally track technology assets, licenses, and support service tickets for the Technology Services Department, in a three (3) year, with the option for two (2) additional one (1) year extensions, in the total five (5) year not-to-exceed in the amount of \$500,000.

PRINCIPAL PLACE OF BUSINESS

Presidio Networked Solutions Group, LLC
Irving, TX

ESTIMATED SCHEDULE OF PROJECT

This is an initial three (3) year contract with options to extend the contract for two (2) additional one (1) year periods, with all terms and conditions remaining the same.

This TIPS contract expires on July 30, 2025.

FISCAL INFORMATION

These products and services will be funded through the using department's budget on an as-needed basis. 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: Quotes
Exhibit 3: LLC Members
Exhibit 4: Ordinance

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.