



City of Denton

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

AGENDA INFORMATION SHEET

DEPARTMENT: Materials Management

ACM: Mario Canizares

DATE: June 6, 2017

SUBJECT

Consider adoption of an ordinance accepting competitive proposals and awarding a contract for Cherwell Service Desk Management Software; providing for the expenditure of funds therefor; and providing an effective date (RFP 6321-awarded to Flycast Partners, Inc. in the three (3) year not-to-exceed amount of \$139,827.60).

FILE INFORMATION

The City of Denton's Technology Service Department utilizes a service desk software system to track technology requests made by city employees. A service desk software system is a tool that allows Technology Services staff to provide timely resolutions with a high quality of service through team work and communication. The current service desk system has been in place for over ten (10) years, and has not kept up with industry trends, reducing its usefulness and efficiency over the last few years.

Beginning in May 2016, Technology Services staff went through a selection process that identified software alternatives to the current help desk software solution. During the selection process, five possible software candidates were identified. Through the evaluation of the software, the top three were selected for demonstration. Each candidate demonstrated how their software could be utilized by the City to meet the goals of providing the help desk customers with high quality results. Additionally, the software will provide the tools to reduce the time to resolution and to promote staff efficiency. After viewing the demonstrations, conducting reference calls, and reviewing the total cost of ownership, the Cherwell Service Manager was selected as the software solution. Staff moved forward with the preparation of a Request for Proposal.

In order to implement a long term contract, Request for Proposal (RFP) 6321 was issued to solicit the marketplace for the Cherwell Service Desk Management Software, training, and implementation services. Request for Proposals were sent to 625 prospective suppliers. In addition, specifications were placed on the Materials Management website for prospective suppliers to download and placed in the local newspaper. Three (3) responsive proposals were received. Proposals were evaluated based upon published criteria, including price, delivery, compliance with specifications, and probable performance by the supplier. An evaluation team comprised of Technology Services staff from various divisions evaluated the three (3) proposals based on the evaluation criteria.

Reference checks and phone interviews were conducted with the vendor's previous customers. Based on the scope of service and enhancements that were discussed during the interviews, the top ranking finalists were asked to submit their Best and Final Offer (BAFO). Additionally, numerous clarifications were requested from the lowest priced respondent, Sigma Software, who has been a Cherwell implementation

EXHIBIT 1

partner for less than one year. In their response, Sigma Software noted several times that the implementation will be “out of the box”, which indicates there will be no allowances for changes if needed. They, however, indicated that during the design phase, any changes or customization will require extra time that was not a part of their proposal. One of the reference checks did not recommend Sigma Software for implementation due to the extended amount of time and additional costs required to complete the project. Staff made numerous attempts to obtain the complete scope of work, schedule, and pricing that fully reflects the specified requirements of the RFP from Sigma Software to ensure a complete solution was evaluated; however a complete solution was never obtained. Based on the final ranking and scoring by the committee, Flycast Partners, Inc. was ranked the highest and determined to be the best value for the City (Exhibit 1).

Flycast Partners, Inc. is a Desoto, Texas based company that is certified as a preferred partner by Cherwell. Additionally, Flycast Partners, Inc. was rated high on performance, project approach, understanding of industry best practices and business processes by other users responding to the reference check. As indicated in Flycast Partners, Inc.’s statement of work, this company is the only respondent who can meet all of the City’s stated requirements of the RFP.

RECOMMENDATION

Technology Services staff recommends awarding to Flycast Partners, Inc. for software and implementation services in the three (3) year not-to-exceed amount of \$139,827.60. This amount includes a 10% contingency for additional licenses that may be needed during the contract term.

PRINCIPAL PLACE OF BUSINESS

Flycast Partners, Inc.
DeSoto, TX

ESTIMATED SCHEDULE OF PROJECT

This is an initial one (1) year contract with options to extend the contract for two (2) additional one (1) year periods, with all terms and conditions remaining the same. The implementation portion of the contract is scheduled for July 17, 2017 through September 31, 2017.

FISCAL INFORMATION

Funding is budgeted in Technology Services operating account number 830500.6504 for the 2016-2017 fiscal year for the annual subscription costs. The implementation cost will be funded from Technology Services project account 840061744.1365.30100.

STRATEGIC PLAN RELATIONSHIP

The City of Denton’s Strategic Plan is an action-oriented road map that will help the City achieve its vision. The foundation for the plan is the five long-term Key Focus Areas (KFA): Organizational Excellence; Public Infrastructure; Economic Development; Safe, Livable, and Family-Friendly Community; and Sustainability and Environmental Stewardship. While individual items may support multiple KFAs, this specific City Council agenda item contributes most directly to the following KFA and goal:

Related Key Focus Area: **Organizational Excellence**

Related Goal: **1.5 Utilize technology to enhance efficiency and productivity**

EXHIBIT 1

EXHIBITS

Exhibit 1: Agenda Information Sheet

Exhibit 2: Evaluation and Ranking Sheet

Exhibit 3: Ordinance

Exhibit 4: Contract

Respectfully submitted:
Galen Gillum, 349-7656
Director of Capital Projects

For information concerning this acquisition, contact: Melissa Kraft at 349-7823.