



# MEMORANDUM

Council Agenda  
Item No. IX. BD  
7/30/2024

## The City of OKLAHOMA CITY

TO: Mayor and City Council

FROM: Craig Freeman, City Manager

Contract Renewal No. 4 with TeamDynamix Solutions, LLC, Information Technology Service Management system and related services, estimated cost \$109,500.19, August 26, 2024 through August 25, 2025.

**Purpose:**

To renew the contract for the Information Technology Service Management system. This system is used for managing incidents and requests for service for the Information Technology Department and other City departments that provide internal technology services.

**Background:**

On May 26, 2020 (Item No. VII.AP.), the Mayor and City Council approved a contract with TeamDynamix Solutions, LLC to provide the Information Technology Service Management system and related services, with an option to renew for four additional one-year periods. This is the fourth renewal option. The contract meets the City's policy on renewal of agreements for goods and services.

Staff requests Council approve the fourth renewal of the contract with TeamDynamix Solutions, LLC.

**Estimated Cost:**

\$109,500.19

**Source of Funds:**

1331-2501502-52010058

Information Technology > OCITY > Customer Support > IT Licenses/Subscriptions/Agreements

**Review:**

Information Technology Department

**Recommendation:** Contract be renewed.