



MEMORANDUM

Council Agenda
Item No. IX. BV
8/16/2022

The City of OKLAHOMA CITY

TO: Mayor and City Council

FROM: Craig Freeman, City Manager

Contract Renewal with TeamDynamix Solutions, LLC to provide the Information Technology Service Management system and related services, estimated cost \$73,123.35, August 26, 2022 through August 25, 2023.

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.

Background:

On May 26, 2020 (Item No. VII.AP.), after completion of a request for proposal (RFP) process, the Mayor and City Council approved the 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. On June 8, 2021 (Item No. VII.CO.), the contract was renewed for the period ending August 25, 2022. This is the second renewal option.

The contract meets the City's policy on renewal of agreements for goods and services. Staff requests Council approve the renewal of the contract with TeamDynamix Solutions, LLC.

Estimated Cost:

\$73,123.35

Source of Funds:

Information Technology – Customer Support – IT Systems/Licenses/Agreements/SaaS (250-0460-2501502-52010058)

Review:

Information Technology Department

Recommendation: Contract be renewed.