

SAN BERNARDINO COMMUNITY COLLEGE DISTRICT

TO: Board of Trustees
FROM: Bruce Baron, Acting Chancellor
REVIEWED BY: Steven Sutorus, Business Manager
PREPARED BY: Steven Sutorus, Business Manager
DATE: May 13, 2010
SUBJECT: Consideration of Approval of Contract with Presidium for District wide Help Desk Solutions

RECOMMENDATION

It is recommended that the Board of Trustees approve the contract with Presidium.

OVERVIEW

The Help Desk is engaged to provide first level technical support to students, faculty, and staff with DCS and CTS personnel delivering second level support for issues the Help Desk cannot resolve. The services of Sungard's Help Desk have been contracted District-wide since July 1, 2006 to provide this first level support. During that time the services provided have been unsatisfactory to most users. The new vendor, Presidium, was selected, in consultation with the DETS User Services Committee, as the vendor with the best capability to serve the needs of the District. The District utilized the Foundation for Community Colleges' CollegeBuys program for negotiated rates and criteria for best price, quality, and service. The first contract period is 13 months at a cost of \$229,803. Contract is renewable on an annual basis but only by written notice and negotiated pricing.

ANALYSIS

This would be a change in service provider for District wide help desk. Through this change, the District would receive better service at a reduced cost.

BOARD IMPERATIVE

III. Resource Management for Efficiency, Effectiveness and Excellence.

FINANCIAL IMPLICATIONS

This cost of \$229,803.00 will be covered through DETS budgeted funds.

Attachment