

Edward Marquez, Chief Financial Officer

SUBJECT: REQUEST FOR AUTHORIZATION TO ISSUE A REQUEST FOR PROPOSALS (RFP) NO. 108-DD10 FOR HELP DESK SOFTWARE AND APPROVE THE SELECTION COMMITTEE

COMMITTEE: BUSINESS AND FINANCIAL SERVICES

Help desk, or call center software has changed dramatically over the years from simple first generation systems which facilitate the queuing, logging, and routing of user support requests to today's complex systems, which support multiple call centers, routing patterns, and which serve as vast knowledge bases providing information not only on the technology but on the users as well. Currently, Information Technology Services (ITS) is implementing a first generation call center solution, which has become ineffective for the Help Desk, Field Services, and Asset Management departments which rely on it.

This Request for Proposals (RFP) solicits proposals from qualified vendors for help desk software. The system will serve as the platform which will enable ITS to operate a state of the art help desk and which will allow individual departments within ITS to meet the needs of present and future technologies and processes. Platform-independent, web-based access to help desk software will allow District users to initiate support requests, including equipment repair and relocation, and to access a knowledge base providing information and solutions users may themselves implement to address commonly experienced technical problems. Modern help desk software will also dramatically improve the gathering and reporting of metrics. The system will also be capable of supporting other departments within Miami-Dade County Public Schools that may benefit from its use.

A selection committee will be reviewing the proposals submitted in order to make recommendations to the Superintendent for subsequent submission to the School Board.

The selection committee will consist of the following:

- Two administrators from Support Services;
- Two administrators from Network Expansion Services;
- One administrator from Network Services;
- One administrator from Attendance Services;
- One administrator from Instructional Technology;
- Two administrators from Systems and Programming;
- One administrator from Computer and Facilities Operations;
- One administrator from Facilities Operations – Maintenance;

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- One administrator from Data Security;
- One administrator from Business Operations Services;
- One administrator from Program Management/Process Engineering;
- One Access Center Director for Business;
- One representative from the Division of Business Development and Assistance; and
- One administrator from Procurement Management Services (non-voting).

The estimated time line for implementation is as follows:

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| • Procurement Contract Review Committee | June 10, 2004 |
| • Authorization to Issue Proposal | June 16, 2004 |
| • Mailing of Proposals | June 21, 2004 |
| • Opening of Proposals | August 10, 2004 |
| • Evaluation Committee Meeting | September 8, 2004 |
| • Product Demonstration/Presentation | September 20, 2004 |
| • Proof Of Concept | October 4, 2004 |
| • Award Recommendation | November 17, 2004 |

A copy of the RFP will be distributed to School Board Members under separate cover and will be placed on file in the Office of Board Recording Secretary and Citizen Information Center.

Costs for this effort are estimated between one and two million dollars depending upon the package selected and implementation requirements. The recommendation of the evaluation committee will be forwarded to the District Technology Steering Committee for prioritization. Funds for this project are being recommended for inclusion in the 2004-2005 Tentative Budget as an enhancement in the Budget Balancing Plan.

If the cost of the proposal(s) selected by the evaluation committee exceeds what the District considers appropriate for the project's outcome(s), the District is under no obligation to purchase.

RECOMMENDED: That The School Board of Miami-Dade County, Florida:

1. authorize the Superintendent to issue a request for proposals No. 108-DD10 for help desk software; and
2. approve the selection committee that will review the proposals and make recommendations to the Superintendent for subsequent submission to the School Board for approval.

Funds for this project are being recommended for inclusion in the 2004-2005 Tentative Budget as an enhancement in the Budget Balancing Plan.