



**CITY COUNCIL
COMMUNICATION:**

ITEM _____

**OFFICE OF THE CITY MANAGER
CITY OF DES MOINES, IOWA**

98-314

AGENDA:
JULY 27, 1998

SUBJECT:
ACCEPT BID FOR HELP
DESK SOFTWARE: BID
#G98-283

TYPE:
RESOLUTION
ORDINANCE
RECEIVE/FILE

SUBMITTED BY:
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INFORMATION
TECHNOLOGYDIRECTOR

SYNOPSIS —

The software to be acquired will become the center of the Information Technology (IT) Department’ s hardware and software support operation. Its implementation will allow the existing Help Desk to increase “ first-call” problem resolution, will permit development of historical data related to specific hardware and software, will allow automation of some support tasks, and will allow IT to identify computer training needs with greater specificity.

FISCAL IMPACT –

\$43,780 from Index Code 028019, Subobject 4427

RECOMMENDATION –

Acceptance of bid from Bendata Inc. (Vance Brown, President; 1125 Kelly Johnson Boulevard, Colorado Springs, Colorado 80920) based on evaluated score.

BACKGROUND –

The current IT Help Desk operation does not have access to the tools required to provide effective service to computer users who seek assistance and support from IT. The proposed software provides functions that will allow IT to substantially increase the value of the Help Desk to supported computer users.

This procurement was an evaluated bid. Each response was evaluated on 34 technical factors and two cost factors. Each factor was assigned a weight value, with the cost factors weighted to provide 50 percent of the evaluated total. A copy of the evaluation form, showing

all criteria to be evaluated along with the weights assigned to those criteria, was included with the Invitation for Bids. The evaluation procedure, which included on-site demonstrations of competing products, was clearly described in the Invitation for Bids. The bid was to be awarded to the firm with the highest evaluated score.

After the on-site demonstrations were conducted, the four members of the evaluation team independently completed the evaluation forms. Scores from each evaluation form were added to reach the final evaluated score.

The evaluated scores for the bidding firms were:

Bendata Inc.	2413
Network Associates	2398
Doextra Corp.	withdrew during demonstration phase– could not meet requirements.

Although the Network Associates bid price was lower than that of Bendata, the award of this bid should be made on the basis of the evaluation procedure established in the Invitation for Bids.

This type of evaluated procurement is appropriate when acquiring specialized software. Although each product provides similar functions, the implementation of those functions has a substantial bearing on the suitability of those products for the City’ s particular environment. It is anticipated that other types of specialized software will be acquired using evaluated bids or proposals.