

SUBJECT

Approve license agreement with TeamDynamix Solutions LLC. for cloud Information Technology Service Management (ITSM) and implementation services. (5YR cost: \$ 320,275.31)

DESCRIPTION

Request Board approval for the acquisition of the TeamDynamix Software-as-a-Service (SaaS) solution for IT Service Management (ITSM). This initiative will provide a modern platform to support our transition to an improved engagement between IT and users of the various systems.

The TeamDynamix solution includes professional services and modules for IT incident management, help desk ticketing, asset management, project management, and change management. These services will support the configuration and implementation of a fully integrated ITSM system.

License Pricing – 60 Month Agreement						
Cost Items	Year 1	Year 2	Year 3	Year 4	Year 5	Grand Total
Annual Licensing Cost Universal User – 65 Licenses – Includes Conversational AI for IT Team Member (Time Tracking) – 5,000 Licenses	\$ 57,500.00	\$ 59,225.00	\$ 61,001.75	\$ 62,831.80	\$ 64,716.76	
One-Time Costs:	\$15,000.00					
Annual Cost Totals:	\$ 72,500.00	\$ 59,225.00	\$ 61,001.75	\$ 62,831.80	\$ 64,716.76	\$ 320,275.31

The contract term date is scheduled to commence on December 23, 2025. Implementation services are anticipated to commence in January 2026.

RECOMMENDATION

Request Board approve licensing agreement with TeamDynamix Solutions LLC. for TeamDynamix Software-as-a-Service (SaaS).

FISCAL IMPACT

Funding has been appropriated for the first-year costs within the Fiscal Year 25/26 Information Technology Operating Budget and remaining costs will be budgeted in future fiscal years. Software implementation one-time costs are \$15,000. Ongoing costs for 5 years are The total licensing fee over the 5-year term which includes a 3% annual increase is \$305,275.31.

CONTACT INFORMATION

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CHECKLIST

Purple Sheet and Review – Legal

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Division Fiscal Review

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Risk Review (if appropriate)

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Appropriate Insurance

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Vendor Signature

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Comments/Notes:

Division Director Signature _____ **Date** _____