



RECOMMENDATION PAPER FOR THE BOARD OF DIRECTORS

**Recommendation to Award a Contract for
Information Technology Service Desk and End-
User Support Services**

May 2012

Discussion

- The Business Administration Committee approved and recommends that Board of Directors award the Information Technology Service Desk and End-User Support Services Contract to Digital Intelligence Systems Corporation (DISYS), a Minority Business Enterprise (MBE) of McLean, VA., effective June 1, 2012.
- The Business Administration Committee reviewed and approved the Request for Proposal (RFP) terms in November 2011 and the RFP was issued in January 2012.

Discussion

- This Contract includes Information Technology Service Desk Support of the following:
 - ERP and non-ERP IT related issues
 - End-User Support (including desktop, laptop, printers and miscellaneous IT equipment)
 - Applications Training

Discussion

- Twelve proposals were received and evaluated; Digital Intelligence Systems Corporation (DISYS) received the highest combined technical and price evaluation score.
- The term of this contract is one year with two one-year options, with an overall contract value of \$4,689,036.
- The Local Disadvantaged Business Enterprise (LDBE) participation requirement is 30 percent.



Conclusion

The Business Administration Committee approved and recommends the Board of Directors award the Information Technology Service Desk and End-User Support Services Contract to Digital Intelligence Systems Corporation (DISYS) for one year, with two one-year options, at a year one base cost of \$1,563,012, and an overall contract value of \$4,689,036.

Proposed Resolution

Selection of a Firm to Provide IT Service Desk and End-User Support Services

WHEREAS, With the concurrence of the Business Administration Committee at its November 2011 meeting, the staff has developed a new approach to IT desk services, including training support;

WHEREAS, The staff has completed a competitive selection process for these services, and has recommended the award of a contract to Digital Intelligence Systems Corporation, of McLean, Virginia; and

WHEREAS, The Business Administration Committee is satisfied with the results of the competitive procurement process, as presented at its April 18, 2012 meeting; now, therefore, be it

RESOLVED, That the President and Chief Executive Officer is authorized and directed to enter into a one-year contract, with two one-year extension options, with Digital Intelligence Systems Corporation, consistent with the terms presented to the Business Administration Committee at its April 18, 2012 meeting.

*Recommended by the Business Administration Committee on April 18, 2012
For consideration by the Board of Directors on May 16, 2012*