



Lake County Illinois

Legislation Details (With Text)

File #: 24-0724 **Version:** 1 **Name:** Resolution authorizing a contract with CDW-G of Vernon Hills, Illinois in the amount of \$113,160 for IT Service Management software licensing and support.

Type: resolution **Status:** Passed

File created: 5/24/2024 **In control:** Financial & Administrative Committee

On agenda: **Final action:** 6/11/2024

Title: Resolution authorizing a contract with CDW-G of Vernon Hills, Illinois in the amount of \$113,160 for Information Technology Service Management (ITSM) software licensing and support.

Sponsors:

Indexes:

Code sections:

Attachments: 1. 24-0724 - FreshWorks QUO, 2. 24-0724 FreshWorks VDS, 3. 24-0724 FreshWorks SOW2

Date	Ver.	Action By	Action	Result
6/11/2024	1	Lake County Board		
6/6/2024	1	Financial & Administrative Committee	recommended for adoption to the consent agenda	Pass

Resolution authorizing a contract with CDW-G of Vernon Hills, Illinois in the amount of \$113,160 for Information Technology Service Management (ITSM) software licensing and support.

- ITSM software streamlines Information Technology (IT) service delivery by managing essential functions such as helpdesk ticketing, asset tracking, and changes to infrastructure and applications.
- This project is included in the 2024 Capital Improvement Program as part of the Technology Improvement Plan - Application Modernization Initiatives.
- This contract authorizes an agreement with CDW-G for the duration of two years with an initial term cost of \$113,160, which includes \$31,320, for professional installation and \$81,840 for software licensing and support. The subsequent annual cost will be \$81,840.
- In accordance with Section 33.115 of the Lake County Purchasing Ordinance, a cooperative purchasing contract with CDW-G has been identified through Omnia Partners (23-6692-02) to procure needed goods, services, construction, or professional services that have been competitively solicited and awarded.

RESOLUTION

WHEREAS, Information Technology Service Management (ITSM) software streamlines Information Technology (IT) service delivery by managing essential functions such as helpdesk ticketing, asset tracking, and changes to infrastructure and applications; and

WHEREAS, this project is included in the 2024 Capital Improvement Program as part of the

Technology Improvement Plan - Application Modernization Initiatives; and

WHEREAS, this contract authorizes an agreement with CDW-G for the duration of two years with an initial term cost of \$113,160, which includes \$31,320, for professional installation and \$81,840 for software licensing and support. The subsequent annual cost will be \$81,840; and

WHEREAS, in accordance with Section 33.115 of the Lake County Purchasing Ordinance, a cooperative purchasing contract with CDW-G has been identified through Omnia Partners (23-6692-02) to procure needed goods, services, construction, or professional services that have been competitively solicited and awarded.

NOW, THEREFORE, IT BE RESOLVED, by this Lake County Board, that the Purchasing Agent is authorized to enter into a contract with CDW-G in the amount of \$113,160 for ITSM software licensing and support.

DATED, at Waukegan, Illinois on June 11, 2024.