

**OFFICE OF THE CITY MANAGER  
LITTLE ROCK, ARKANSAS**

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**BOARD OF DIRECTORS COMMUNICATION  
MARCH 17, 2026 AGENDA**

<b>Subject:</b>	<b>Action Required:</b>	<b>Approved By:</b>
<p>Authorization of a SAAS contract with TeamDynamix Solutions, LLC, for the purchase of the TeamDynamix I.T. Help Desk Service Management Software Platform.</p> <p><b>Submitted By:</b></p> <p>Information Technology Department</p>	<p>Ordinance √ <b>Resolution</b></p>	<p>Delphone Hubbard City Manager</p>
<b>SYNOPSIS</b>	<p>A resolution to authorize the City Manager to enter into a Software as a Service (SAAS) contract with TeamDynamix Solutions, LLC, to purchase the TeamDynamix IT Help Desk Service Management Software Platform for a period of five (5) years.</p>	
<b>FISCAL IMPACT</b>	<p>The amount is not to exceed \$499,287.99, plus applicable taxes and fees. Funds for this purchase are allocation in I.T. Operations Account No. 103050-61350.</p>	
<b>RECOMMENDATION</b>	<p>Approval of the resolution.</p>	
<b>BACKGROUND</b>	<p>I.T. currently uses the KACE management system to manage service requests and I.T. devices. The KACE framework is outdated and nearing the end of support, limiting IT's ability to standardize support.</p> <p>Vendor selection of TeamDynamix Solutions, LLC was made via Omnia Partners Co-op Contract No. 159701. This TeamDynamix software platform purchase will centralize operations for technical support and service delivery, project management, and asset tracking by integrating with our existing supported Microsoft environment, to enable IT to standardize service delivery, prioritize projects and initiatives, account for and manage devices efficiently within a single platform.</p>	