



Metropolitan Water Reclamation District of Greater Chicago

100 East Erie Street
Chicago, IL 60611

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Title: Issue purchase order and enter into an agreement for Contract 16-RFP-17 Information Technology Service Management (ITSM) Solution, with Samanage USA, Inc. in an amount not to exceed \$25,993.50, Account 101-27000-612820, Requisition 1423959

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Date	Ver.	Action By	Action	Result
9/15/2016	1	Board of Commissioners	Approved	Pass
9/15/2016	1	Committee of the Whole	Recommended	Pass

TRANSMITTAL LETTER FOR BOARD MEETING OF SEPTEMBER 15, 2016

COMMITTEE ON PROCUREMENT

Mr. David St. Pierre, Executive Director

Issue purchase order and enter into an agreement for Contract 16-RFP-17 Information Technology Service Management (ITSM) Solution, with Samanage USA, Inc. in an amount not to exceed \$25,993.50, Account 101-27000-612820, Requisition 1423959

Dear Sir:

Authorization is requested to issue a purchase order and enter into an agreement with Samanage USA, Inc. for Information Technology Service Management (ITSM) Solution.

The purpose of this request for proposal (RFP) is to obtain an Information Technology Service Management Cloud-Based SaaS Platform.

On May 18, 2016, the request for proposal 16-RFP-17 Information Technology Service Management (ITSM) Solution was advertised. The District received three proposals June 3, 2016 from the following vendors: Samanage USA, Inc., Bourntec Solutions, and Monitor 24-7 Inc.

Four District employees, three members of the Information Technology Department and one member of the Procurement and Materials Management Department reviewed each proposal. Proposals were evaluated based on criteria such as: understanding of the project, approach to work, experience completing projects of similar scope, technical competence, and cost.

Based on the initial evaluation, the three Proposers were scheduled to do a presentation and respond to questions from the District's evaluation team. The Proposers were then afforded the opportunity to submit an unqualified Best and Final Offer to the Director of Procurement and Materials Management.

Samanage USA, Inc. has the only true multi-tenant, unified cloud service desk and asset management platform.

The duration of this contract is for one year.

Inasmuch as the firm of Samanage USA, Inc. possesses a high degree of professional skill, it is recommended that the Director of Procurement and Materials Management be authorized to issue a purchase order and enter into an agreement per Section 11.4 of the Purchasing Act, in an amount not to exceed \$25,993.50.

Funds are available in Account 101-27000-612820.

Requested, John Sudduth, Director of Information Technology, JS:ky

Recommended, Darlene A. LoCascio, Director of Procurement and Materials Management

Respectfully Submitted, Barbara J. McGowan, Chairman Committee on Procurement

Disposition of this agenda item will be documented in the official Regular Board Meeting Minutes of the Board of Commissioners for September 15, 2016