
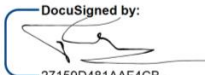







EXECUTIVE DECISION DOCUMENT

GENERAL MANAGER APPROVAL:  DocuSigned by: Michael Jones 47000790F2D7463...		GENERAL MANAGER ACTION REQ'D: N/A		
DATE: 10/21/2024 11/26/2024		BOARD INITIATED ITEM: No		
Originator/Prepared by: Angie West Dept: OCIO  DocuSigned by: 27159D481AAF4CB... Signature/Date: 11/26/2024	General Counsel  DocuSigned by: Amelia Sandoval 2528C067C44147D... 11/26/2024 []	Controller/Treasurer  DocuSigned by: Shelly Gan EE11C8CEEEA04FD... 11/26/2024 []	District Secretary []	BARC  DocuSigned by: Pamela Herhold 3BB24D65B8724F5... 11/26/2024 []

Service Desk Annual Maintenance

PURPOSE:

To request Board authorization for the General Manager to purchase a one-year BMC Remedyforce Software as a Service subscription (SaaS) for a cloud-based IT service management solution from a reseller named RightStar, in an amount not to exceed \$114,828.01.

DISCUSSION:

BMC Remedyforce (Remedy Force) is a cloud-based IT service management (ITSM) solution, used by BART's Office of the Chief Information Officer (OCIO) and Human Resources (HR) departments, that helps BART manage its IT services and support operations. The solution provides tools to manage and track technical support issues, requests, on-boarding and off-boarding tasks. Three requests for quotes were sent out for a one-year renewal. RightStar, the current vendor, was the only supplier to respond.

Pursuant to the District's Non-Federal Small Business Program, the District conducted an analysis and determined that there are no certified Small Businesses certified by the California Department of General Services available for proposing this Agreement. Therefore, no Small Business Prime Preference was set for this Agreement.

Pursuant to the District's Non-Discrimination Program for Subcontracting, the Availability

Percentages for this Agreement are 5.5% for Minority Business Enterprises (MBEs) and 2.8% for Women Business Enterprises (WBEs). RightStar, will not be subcontracting any portion of the Work and therefore, the provisions of the District's Non-Discrimination Program for Subcontracting do not apply.

A Purchase Order that is acceptable to Procurement shall be reviewed for compliance with the District's procurement standards and the Office of General Counsel shall approve as to legal form prior to execution.

FISCAL IMPACT:

The subject EDD proposes a one-year term at a total cost not-to-exceed \$114,828.01 from December 17, 2024, through December 16, 2025. Funds are included in the OCIO FY25 Adopted Budget (Department 0504463, Account 681355). The cost for an additional year is higher by approximately 27%, which will create a negative budget variance in the second half of FY25, when the agreement is effective. The increase will be included in the Preliminary FY26 Operating Budget.

ALTERNATIVES:

Do not authorize execution of this order, which would impact the District's ability to manage its IT services and support operations.

RECOMMENDATION:

Approve the following motion.

MOTION:

The General Manager is authorized to purchase a one-year BMC Remedyforce Software as a Service subscription for a cloud-based IT management solution from RightStar, in an amount not to exceed \$114,828.01.

