

## Notice

### Basic Information

<b>Reference Number</b>	0000362336
<b>Issuing Organization</b>	Colorado Mesa University
<b>Owner Organization</b>	Colorado Mesa University
<b>Solicitation Type</b>	RFP - Request for Proposal (Formal)
<b>Solicitation Number</b>	CMU 2817
<b>Title</b>	Campus Service Desk Solution
<b>Source ID</b>	PU.AG.USA.2367.C2680601
<b>Piggyback Solicitation</b>	No

### Details

<b>Location</b>	Mesa County, Colorado
<b>Delivery Point</b>	Colorado Mesa University Main Campus 1100 North AvenueGrand Junction, ColoradoUnited States 81501
<b>Description</b>	<p>Project Overview</p> <p>With this solicitation the University will select a qualified vendor to provide a Campus Service Desk Solution ("Solution") for Colorado Mesa University (CMU) to include software, implementation services, and support. The University currently uses two help desk or service desk applications. Information Technology uses Web Help Desk software by Solar Winds and Facility Services utilizes MaintenanceDirect by Brightly (formerly School Dude). With this solicitation CMU looks to modernize its service desk applications with the implementation of a service desk software-as-a-service (SaaS) application. As part of the Campus Service Desk modernization project, CMU looks to deliver a holistic approach to Information Technology Service Management (ITSM) and Facilities Services computerized maintenance management system (CMMS) with a comprehensive application that is intuitive for end users and with the latest technology such as Artificial Intelligence (AI). It is imperative that the Solution provide the necessary APIs to</p>

### Dates

<b>Publication</b>	09/06/2024 01:45 PM MDT
<b>Question Acceptance Deadline</b>	09/18/2024 11:00 AM MDT
<b>Questions are submitted online</b>	No
<b>Bid Intent</b>	Optional
<b>Bid Intent Deadline</b>	10/01/2024 11:00 AM MDT
<b>Notify Solicitation Owner</b>	Yes (Not shown to suppliers in the abstract)
<b>Closing Date</b>	10/09/2024 11:00 AM MDT

**Prebid Conference** 09/16/2024 10:00 AM MDT

### Contact Information

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970-248-1417  
sellinwo@coloradomesa.edu

Colorado Mesa University

### Pre-Bidding Events

<b>Event Type</b>	Prebid Conference
<b>Attendance</b>	Recommended
<b>Event date</b>	09/16/2024 10:00 AM MDT
<b>Location</b>	<a href="https://coloradomesa.zoom.us/j/96248408295?pwd=pv5NrhSPNGA6BTaA6Fw01nZ8y1bqH4.1">https://coloradomesa.zoom.us/j/96248408295?pwd=pv5NrhSPNGA6BTaA6Fw01nZ8y1bqH4.1</a>

**Event Note**

Topic: CMU 2817 Campus Service Desk Solution Prebid Meeting  
 Time: Sep 16, 2024 10:00 AM Mountain Time (US and Canada)  
 Join Zoom Meeting  
<https://coloradomesa.zoom.us/j/96248408295?pwd=pv5NrhSPNGA6BTaA6Fwo1nZ8y1bqH4.1>  
 Meeting ID: 962 4840 8295  
 Passcode: 472962  
 One tap mobile  
 +17193594580,,96248408295# US  
 +12532050468,,96248408295# US  
 Dial by your location  
 • +1 719 359 4580 US  
 • +1 253 205 0468 US  
 • +1 253 215 8782 US (Tacoma)  
 • +1 346 248 7799 US (Houston)  
 • +1 669 444 9171 US  
 • +1 669 900 6833 US (San Jose)  
 • +1 386 347 5053 US  
 • +1 507 473 4847 US  
 • +1 564 217 2000 US  
 • +1 646 876 9923 US (New York)  
 • +1 646 931 3860 US  
 • +1 689 278 1000 US  
 • +1 301 715 8592 US (Washington DC)  
 • +1 305 224 1968 US  
 • +1 309 205 3325 US  
 • +1 312 626 6799 US (Chicago)  
 • +1 360 209 5623 US  
 Meeting ID: 962 4840 8295  
 Find your local number: <https://coloradomesa.zoom.us/u/arPwaiW0L>

**Bid Submission Process**

**Bid Submission Type**

Electronic Bid Submission

**Pricing**

In attached document

**Pricing**

In attached document

**Bid Documents List**

Item Name	Description	Mandatory	Limited to 1 file
Bid Documents	Documents defining the proposal	Yes	No

## Documents

### Addendum No. 1

Document	Size	Uploaded Date	Language
CMU 2817 Addendum 1 [pdf]	287 Kb	09/20/2024 04:53 PM MDT	English

### Original Solicitation

Document	Size	Uploaded Date	Language
CMU Solicitation Instructions [pdf]	63 Kb	11/03/2022 01:45 PM MDT	English
CMU 2817 Campus Service Desk Solution [pdf]	526 Kb	09/06/2024 01:43 PM MDT	English
CMU Model Contract 2024 [pdf]	583 Kb	09/06/2024 01:43 PM MDT	English

## Categories

### Selected Categories

NIGP Categories (2)	
208	<b>COMPUTER SOFTWARE FOR MICROCOMPUTERS, SYSTEMS, INCLUDING CLOUD-BASED (PREPROGRAMMED)</b>
20800	<b>COMPUTER SOFTWARE FOR MICROCOMPUTERS, SYSTEMS, INCLUDING CLOUD-BASED (PREPROGRAMMED)</b>
920	<b>DATA PROCESSING, COMPUTER, PROGRAMMING, AND SOFTWARE SERVICES</b>
92000	<b>DATA PROCESSING, COMPUTER, PROGRAMMING, AND SOFTWARE SERVICES</b>

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