

Notice

Basic Information

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

Details

Location Mesa County, Colorado
Delivery Point Colorado Mesa University Main Campus
 1100 North Avenue Grand Junction, Colorado United States 81501
Description Project Overview
 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

Dates

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

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

Contact Information

Suzanne Ellinwood
 970-248-1417
 sellinwo@coloradomesa.edu

Colorado Mesa University

Pre-Bidding Events

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

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

Pricing

Pricing

Bid Documents List

Electronic Bid Submission
 In attached document
 In attached document

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

Documents

Documents

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	COMPUTER SOFTWARE FOR MICROCOMPUTERS, SYSTEMS, INCLUDING CLOUD-BASED (PREPROGRAMMED)
20800	COMPUTER SOFTWARE FOR MICROCOMPUTERS, SYSTEMS, INCLUDING CLOUD-BASED (PREPROGRAMMED)
920	DATA PROCESSING, COMPUTER, PROGRAMMING, AND SOFTWARE SERVICES
92000	DATA PROCESSING, COMPUTER, PROGRAMMING, AND SOFTWARE SERVICES

This copy of the NIGP Code is the property of the National Institute of Governmental Purchasing, Inc. (NIGP), is displayed and used by BidNet under license from Periscope Holdings, Inc. (the authorized sub-licensor of NIGP), and is protected under the copyright laws of the United States. It may not be copied or used (in whole or part) by any party unless such party is authorized to do so under the terms of a written license agreement entered into with NIGP or its authorized sub-licensors expressly authorizing such party to use the NIGP Code. Unauthorized copying or use is prohibited. Dated: January 2016