

**RESOLUTION NO. 282-2024**

**A RESOLUTION OF THE CITY COUNCIL OF THE CITY OF ABILENE, TEXAS TO ACQUIRE THE IMPLEMENTATION AND ANNUAL SUBSCRIPTION SUPPORT SERVICES FROM SATRDE FOR THE ZENDESK SERVICE SYSTEM**

**WHEREAS**, the City Council of the City of Abilene recognizes the need for services from Satrde as implementation and subscription support services for Zendesk service system, a proprietary product of Zendesk, are required for the term from December 6, 2024 through December 5, 2027; and

**WHEREAS**, these subscription services support the Water Department and Communications & Marketing Department and available from Satdre through the Texas DIR-CPO-5337 contract; and

**WHEREAS**, these support services are subscription services only available directly from Zendesk as a proprietary solution meeting these City Departments' current needs; and

**WHEREAS**, the proposed services for 24 users of the Water Department has an implementation fee of \$7,125, subscription services of \$28,152, and one time discount of \$4,830 in fiscal year 2025, while the subscription services in fiscal years 2026 and 2027 will be \$28,152 annually thereafter; and

**WHEREAS**, the proposed services for 16 users of the Communications & Marketing Department has an implementation fee of \$7,125, subscription services of \$18,768, and one time discount of \$1,288 in fiscal year 2025, while the subscription services in fiscal years 2026 and 2027 will be \$18,768 annually thereafter; and

**WHEREAS**, these subscriptions are available as a three-year contract with a annual services discount of 15% off the list price with a total value of \$148,892.00 with year two and three, fiscal year 2026 and 2027, subject to appropriation and available funding, and the Water Department and Communications & Marketing Department funding for these subscription support services is budgeted and available in fiscal year 2025; and

**WHEREAS**, it is the staff's recommendation that the City Council endorses the Information Technology Department's acquisition of services from Zendesk through Satrde; and

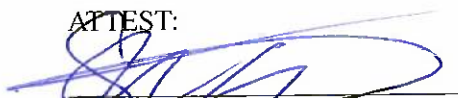
**NOW THEREFORE, BE IT RESOLVED BY THE CITY COUNCIL OF THE CITY OF ABILENE, TEXAS:**

Part 1: That the City Council approves the acquisition of the three-year subscription support services from Zendesk via Satrde through the Texas DIR-CPO-5337 Contract for a not to exceed amount of \$148,892.00 with fiscal year 2026 and 2027 subject to appropriate and available funds.

Part 2: That this Resolution shall take effect immediately from and after passage.


**ADOPTED** this 5<sup>th</sup> day of December, 2024.

ATTEST:

  
Shawna Atkinson, City Secretary

  
Weldon Hurt, Mayor

APPROVED:

  
Stanley Smith, City Attorney