

RESOLUTION NO. 2024-104

AUTHORIZING CONTRACT NO. 2024-190 WITH FRESHWORKS, INC. TO PROVIDE FRESHSERVICE ENTERPRISE SERVICE MANAGEMENT SOLUTIONS FOR A PERIOD OF ONE YEAR IN AN AMOUNT NOT TO EXCEED \$115,980.00 (GENERAL FUND, INFORMATION TECHNOLOGY DEPARTMENT BUDGET)

WHEREAS, the Greater Cleveland Regional Transit Authority ("Authority") utilizes Freshservice Enterprise Service Management Solutions to enhance IT service management and customer support; and

WHEREAS, since 2021, the Authority has been utilizing software from Freshworks, Inc. and seeks to renew the software agreement; and

WHEREAS, the offer of Freshworks, Inc., located at 2950 S. Delaware Street, Suite 201, San Mateo, CA 94403, to renew the contract for Freshservice Enterprise Service Management Solutions to enhance IT service management and customer support was received on October 15, 2024; and

WHEREAS, R.C. 306.43(H)(3) provides that competitive procedures are not required when the expenditure is for a renewal or renegotiation of a lease or license for telecommunications or electronic data processing equipment, services, or systems, or for the upgrade of such equipment, services, or systems, or for the maintenance thereof as supplied by the original source or its successors or assigns; and

WHEREAS, the General Manager, Chief Executive Officer deems the offer of Freshworks, Inc. to be in the best interest of the Authority, price and other factors considered, and recommends acceptance thereof by the Board of Trustees.

NOW, THEREFORE, BE IT RESOLVED by the Board of Trustees of the Greater Cleveland Regional Transit Authority, Cuyahoga County, Ohio:

Section 1. That the offer of Freshworks, Inc. to renew the contract for Freshservice Enterprise Service Management Solutions to enhance IT service management and customer support for a period of one year is hereby accepted.

Section 2. That the General Manager, Chief Executive Officer of the Authority be, and she is hereby authorized to enter into a contract with Freshworks, Inc. to renew Freshservice Enterprise Service Management Solutions to enhance IT service management and customer support for a period of one year.

Section 3. This procurement will be funded through the General Fund, Information Technology Department budget, in an amount not to exceed \$115,980.00 for a period of one year.

Section 4. That said contract shall be binding upon and an obligation of the Authority contingent upon future funding, compliance by the contractor with the specifications and addenda, if any; the Affirmative Action Plan adopted by the Board of Trustees; bonding and insurance requirements and all applicable laws relating to contractual obligations of the Authority.

Section 5. That the Authority's Board of Trustees expects that Freshworks, Inc. will attempt to exceed the 0% minimum DBE goal assigned to this procurement.

Section 6. That this resolution shall become effective immediately upon its adoption.

Adopted: December 17, 2024

  
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President

Attest:   
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Secretary-Treasurer



<b>TITLE/DESCRIPTION:</b> <b>CONTRACT:</b> FRESHSERVICE ENTERPRISE SERVICE MANAGEMENT SOLUTIONS RENEWAL  <b>VENDOR:</b> FRESHWORKS, INC.  <b>AMOUNT:</b> NTE \$115,980.00 FOR A PERIOD OF ONE YEAR	<b>Resolution No.:</b> 2024-104
	<b>Date:</b> December 12, 2024
	<b>Initiator:</b> Information Technology Department
<b>ACTION REQUEST:</b> <input checked="" type="checkbox"/> Approval <input type="checkbox"/> Review/Comment <input type="checkbox"/> Information Only <input type="checkbox"/> Other _____	

- 1.0 **PURPOSE/SCOPE:** This action will allow the Greater Cleveland Regional Transit Authority (“Authority”) to enter into a contract to renew Freshservice, Freshservice Asset Packs, and Freddy Copilot, as part of the Freshservice Enterprise Service Management Solutions to enhance Information Technology (“IT”) service management and customer support, including licenses and subscription fees, for a period of one year.
  
- 2.0 **DESCRIPTION/JUSTIFICATION:** The Authority utilizes Freshservice Enterprise Service Management Solutions, developed by Freshworks, Inc., to enhance IT service management and customer support. Through Freshservice, the IT Department efficiently manages requests, incidents, and workflow by automating routine tasks to improve response times and productivity. Freshservice Asset Packs improve management and monitoring of IT infrastructure, ensuring resources are used effectively, issues are resolved quickly, and compliance is maintained. Freddy Copilot, an AI-powered assistant, helps automate customer interactions across various channels, improving the efficiency and quality of customer service. These solutions support the Authority’s operational goals.
  
- 3.0 **PROCUREMENT BACKGROUND:** This contract is exempt from competition pursuant to R.C. 306.43(H)(3) which provides that competitive procedures are not required when the expenditure is for a renewal or renegotiation of a lease or license for telecommunications or electronic data processing equipment, services, or systems, or for the upgrade of such equipment, services, or systems, or for the maintenance thereof as supplied by the original source or its successors or assigns.  
  
 A cost analysis has been performed, and the Procurement department has determined the negotiated proposal from Freshworks, Inc. in an amount not to exceed \$115,980.00 for a period of one year to be fair and reasonable to the Authority. The total amount is consistent with the estimate and is consistent with published rates.
  
- 4.0 **AFFIRMATIVE ACTION/DBE BACKGROUND:** All Affirmative Action requirements have been met. A 0% DBE goal was established for this procurement due to the lack of certified DBE firms.
  
- 5.0 **POLICY IMPACT:** Does not apply.

- 6.0 ECONOMIC IMPACT: This procurement will be funded through the General Fund, Information Technology Department budget, in an amount not to exceed \$115,980.00 for a period of one year.
- 7.0 ALTERNATIVES: Reject this offer. Rejection of this offer would disrupt the Authority's IT help desk operations, affecting incident response times, asset tracking, and overall IT support.
- 8.0 RECOMMENDATION: It is recommended that the offer from Freshworks, Inc. be accepted and the resolution adopted authorizing the General Manager, Chief Executive Officer, to enter into a contract.
- 9.0 ATTACHMENTS: None

Recommended and certified as appropriate to the availability of funds, legal form and conformance with the Procurement requirements.

  
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General Manager, Chief Executive Officer