

**Sioux City Community School District
Executive Summary
2021-22 Call Center Contract
August 9, 2021**

Purpose:

To request Board approval of the contract with Riverside Technologies for \$60,000 for call center services for 10 months.

Explanation:

Contact: John Pritchard (712) 279-6667

In fall 2020, when preparing to support remote learning the Technology Department had to prepare for a significant increase in help desk support due to technology being used from student's homes as a result of COVID. The District engaged with Riverside Technologies and was able to address a significant number of calls over extended hours. This request is to extend that contract for FY22. The RFP was sent to seven organizations and we received two responses. RTI's proposal was a flat rate, at a savings from the previous year, there are no set-up fees and RTI is familiar with the District's need for support.

Focus 2022 Goal Area:

Goal 2: Provide Safe, Healthy, and Supportive Learning Environments

Goal 5: Strengthen School, Family, and Community Engagement

Impact on Student Achievement:

COVID has required the District to offer multiple models that have extended hours to support families learning from home. The Technology Department has a primary objective to reduce technical challenges so students can focus on learning. This request supports that objective.

Funding Source:

ESSER II Fund

Recommendation:

That the Board of Directors approves the contract with Riverside Technologies for \$60,000 for Calling Center services for 10 months of service in FY22.