



El Paso County Agenda Item Details

Item Title:	Information Technology Department - Contract No. 2025-0246 HappyFox - HappyFox / Helpdesk, AI Chatbot, Live Chat & Workflows / Quote HFQ6882 / Yr 2025-2026
Submitted By:	Art Nevarez, Director
Department:	Information Technology Department
Department Phone Number:	915-273-3301
Subject:	Approve and authorize the County Judge to sign the agreement between the El Paso County and HappyFox, Inc. Funding is available in GF-ITD-MAINT/REP-SOFTWARE for the total amount of \$41,536.80. (Contract No. 2025-0246)
Background:	<p>The Information Technology Department (ITD) is committed to supporting robust and functional IT solutions. To achieve this goal, ITD dedicates resources focused on understanding and maintaining organizational and technological solutions. ITD strives to consolidate our IT solutions to leverage institutional knowledge, focused training, and more efficient support.</p> <p>ITD handles over 40,000 support requests annually, making it essential to have service call management software to efficiently and accurately track these requests. The system features a dedicated support portal for County employees to easily submit and monitor their requests, alongside a comprehensive knowledge base to enhance self-service and resolution efficiency.</p> <p>El Paso County uses the HappyFox application within the Information Technology Department, specifically the HappyFox Help Desk, to efficiently track and resolve support requests across the County. This software also has AI-powered ChatBot capabilities that seamlessly query the system to deliver instant, helpful responses and troubleshooting guidance for end-users. ITD is requesting the Court's approval to authorize the County Judge to sign this agreement to ensure the continued use, support, and maintenance of this software. This agreement is for 12 months. The agreement has been reviewed and approved by the IT Department, the County Attorney's Office,</p>

and the Purchasing Department. ITD recommends approval.

Contract Number: 2025-0246

Contract Term Start: 4/30/2025

Contract Term End: 4/30/2026

Fiscal Impact:

Funding is available in the following account:

Account: GF-ITD-MAINT/REP-SOFTWARE

COGF-1000-0000000-431-10-11140-0001-00000-600654-

Amount: \$41,536.80

Recommendation:

Approve and authorize the County Judge to sign the agreement between the El Paso County and HappyFox, Inc. Funding is available in GF-ITD-MAINT/REP-SOFTWARE for the total amount of \$41,536.80. (Contract No. 2025-0246)

Prior Action:

On April 15, 2024, Commissioners Court approved Contract No. 2024-0222 for the purchase of HappyFox Helpdesk, Chatbot, Live Chat, and Workflow Subscriptions from HappyFox, Inc.

Strategic Plan:

Goal:

null

Objective:

Strategic Plan Information:

**Estimated Time Needed
For This Item:**