



COUNTY OF SAN MATEO
Inter-Departmental Correspondence
Information Services



Date: February 11, 2016

Board Meeting Date: April 12, 2016

Special Notice / Hearing: None

Vote Required: Majority

To: Honorable Board of Supervisors

From: Jon Walton, CIO/Director Information Services Department

Subject: Amendment to Resolution 073742 for agreements with eligible vendors for contingency staffing services

RECOMMENDATION:

Adopt a resolution authorizing the amendment of Resolution 073742, which authorizes the Chief Information Officer or his designee to execute agreements with 25 vendors listed in Attachment A, to provide contingency staffing services, extending the term of the Resolution through April 13, 2017, and adding \$4,000,000 for an amended aggregate amount to not to exceed \$16,000,000.

BACKGROUND:

The Information Services Department (ISD) provides many types of Information Technology (IT) support and services to County departments including operational support. ISD has embraced the agile staffing model, hiring permanent staff only when long-term needs have been established. An important element of the agile staffing approach is the careful use of contractual and term staff. ISD augments County staff with contractual staff based on three criteria: 1) surge capacity – ISD has a temporary spike in work that cannot be managed by County staff nor through prioritization, thus requiring the temporary use of contractor workers; 2) Subject Matter Expertise (SME) - if an IT project requires SME the County does not currently possess, ISD may require contract workers with the expertise needed for a project; ISD includes knowledge transfer to ISD staff in the scope of work. The use of contract workers may also be useful when ISD staff is the SME and ISD must backfill for them when they are released to work on a project, and 3) to provide support for legacy systems - if ISD requires additional staff to provide support for a legacy system, ISD brings in contractual workers rather than training County staff on an IT system nearing end of life. In addition, ISD continues to provide contractual staffing resources to other County departments as needed upon request.

In an effort to maximize the pool of potential candidates, in December of 2014, ISD released RFP ISD #1825 to expand the pool of eligible vendors to continue utilize contractual staffing services on an as needed basis. On April 14, 2015, your Board approved Resolution 073742, authorizing the department to execute agreements with an eligible 25 vendors for an aggregate amount not to exceed \$12,000,000 for one year.

DISCUSSION:

Negotiations and execution of the agreements, as well as, the transitioning of the existing consultants under the new agreements took longer than expected. As a result of the delay in negotiations, the department did not begin requesting services under the Resolution until January 2016. To be able to evaluate the benefit of having 25 eligible vendors for contingency staffing, the department is requesting to amend Resolution 073742 by extending the end term by one year and adding \$4,000,000 for a new aggregate amount not to exceed \$16,000,000.

County Counsel has reviewed and approved the resolution as to form.

Approval of this amended Resolution contributes to the Shared Vision 2025 outcome of a Collaborative Community by permitting the use of contractual resources in an expeditious manner, thereby reducing IT project startup time and will help customers meet their goals on-time and on budget. This Resolution will contribute to the performance measure by helping to ensure resources are available to meet project requirements.

PERFORMANCE MEASURE(S):

Measure	FY 2015-16 Actual	FY 2016-17 Projected
Completed projects on time and on budget	72%	78%
Customer satisfaction rating of good or better on projects	72%	78%

FISCAL IMPACT:

The new term of this amended Resolution is from April 14, 2015 through April 13, 2017, with a new aggregate amount not to exceed \$16,000,000. Total expenditures across all agreements will be monitored and managed by ISD fiscal staff. Funding for contractual resources will come from departmental appropriations for services or projects and costs will be charged to the appropriate department through the ISD work authorization process. Countywide projects will be funded through the Measure A, ITSP, and/or Non-departmental project funding sources. There is no obligation on the part of the County to purchase any amount of services as a result of this action.