



COUNTY OF SAN MATEO
Inter-Departmental Correspondence
Information Services



Date: December 12, 2016
Board Meeting Date: January 24, 2017
Special Notice / Hearing: None
Vote Required: Majority

To: Honorable Board of Supervisors

From: Jon Walton, CIO/Director, Information Services Department

Subject: Master Services Agreements Resolution

RECOMMENDATION:

Adopt a resolution authorizing the amendment of Master Services Agreements (MSA) Resolution #070310, to add additional vendors to the eligible vendor pool and to extend the resolution end term to February 10, 2019.

BACKGROUND:

On October 31, 2013, the Information Services Department (ISD) released Request for Proposals (RFP) #ISD1825 to pre-qualify a variety of select technology vendors for a broad spectrum of IT project-based needs. On February 11, 2014, the Board approved Resolution# 070310 to authorize the Chief Information Officer, or his designee, to execute all agreements with the 38 vendors who confirmed compliance with the County's Equal Benefits and Jury Compliance ordinances for an aggregate not to exceed amount of up to \$25,000,000. During the approved Resolution term, MSA vendors were encouraged to submit quotes per occurrence, on any project opportunity. Currently, vendors receive requests based on the specific IT services needed by the department, and the technologies that the vendors indicated interest in within their RFP proposal.

DISCUSSION:

As of December 2016, ISD has issued 75 requests for services resulting in 47 contracts spread across 13 vendors. These contracts have a combined cumulative value of approximately \$14,000,000 in support of previously approved IT projects across the County such as WiFi, Fiber, Data Center, and many more. The feedback from staff, customers, and vendors about the MSA IT contract process has been positive due to the fact that it has effectively shortened the duration from request issuance to contract award to 3 months, from the typical 8 months of a traditional RFP process. This enables IT projects to be delivered in a more timely fashion. All projects awarded through this process are discussed between ISD, County Counsel, and Human Resources to ensure the procurement practices of the County are followed.

Due to the success of this program, several vendors have expressed an interest to be added to the list of approved MSA vendors. To achieve this, ISD issued RFP #ISD1834

on July 15, 2016 to enable more vendors the opportunity to apply and be part of the MSA vendor pool. Through this RFP process, 63 vendors expressed an interest in being added to the MSA vendor pool and 47 are being recommended for addition to the vendor pool. Quality of work, subject matter expertise, available labor support, proven large and small project experience, and experience with providing services to government agencies were some of the criteria used in the evaluation process.

The attached list highlights the 38 original vendors and the 47 additional vendors being recommended to be added. The Resolution not to exceed aggregate amount of \$25,000,000 will remain unchanged and the Chief Information Officer, or his designee, will continue to be authorized to execute all agreements and amendments, including agreements over \$100,000. Additionally, due to feedback from the current MSA vendors, ISD will no longer group vendors and service requests based on technology, rather, all vendors will receive all service requests. This will allow vendors more opportunities to provide services as they grow as an organization.

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

Approval of this resolution contributes to the Shared Vision 2025 outcome of a Collaborative Community by permitting the use of IT services in an expeditious manner and will help ISD ensure that project timelines meet their goals on-time and on budget performance goals. 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:

There is no fiscal impact or fiscal obligation for this action. The amended term of the Resolution is February 11, 2014 to February 10, 2019. The total obligation for the previously approved Resolution is unchanged, an aggregate not to exceed amount of \$25,000,000. Total expenditures across all agreements will be monitored and managed by ISD fiscal staff. Funding for IT services will come from departmental appropriations for projects and costs will be charged to the appropriate department through the ISD work authorization process. Countywide projects will be funded through the **Measure K**, ITSP and/or Non-departmental project funding sources. There is no obligation on the part of the County to procure any amount of services as a result of this action.

Request for Proposals – Matrix

1	Where was the RFP advertised?	www.PublicPurchase.com and San Mateo County Times
2	In addition to any advertisement, list others to whom the RFP announcement was sent:	Posted on www.PublicPurchase.com
3	State the total number of RFP's sent to prospective proposers:	Posted on www.PublicPurchase.com
4	How many proposals did you receive?	63
5	List in alphabetical order the names of the proposers (or finalists, if applicable) and the location:	See attached list, Attachment #A

Attachment #A New and existing eligible MSA vendor pool	
<i>New Eligible Vendors</i>	
1	AgreeYa Solutions- Folsom, CA
2	Ardent Technologies- Dayton, OH
3	Astreya Partners- Santa Clara, CA
4	Bara Infoware Inc- Danville, CA
5	Chapter Three- San Francisco, CA
6	CNC Consulting, Inc.- Englewood, NJ
7	Coolsoft LLC- Louisville, KY
8	Cushman Computer Consulting, Inc.- Petaluma, CA
9	Customer Service Advantage, Inc.- Escondido, CA
10	Delia and Associates- San Francisco, CA
11	DiLytics Inc.- San Mateo, CA
12	Direct Technology- Roseville, CA
13	E-3 Systems, Union City, CA
14	Elegant Enterprise-Wide Solutions, Inc.- Chantilly, VA
15	Feastech- Sacramento, CA
16	Forrest Telecom Engineering, Inc.- Pleasanton, CA
17	Genuent USA, LLC- Roseville, CA
18	Guidepost Solutions LLC- Oakland, CA
19	Hines EDM, Inc.- Roseville, CA
20	ITSourceTeck- San Rafael, CA
21	Kloves Inc.- Santa Clara, CA
22	Kovarus, Inc.- San Ramon, CA
23	Leckey Consulting, Inc.- Santa Rosa, CA
24	Lynbrook- San Jose, CA
25	Matson & Isom Technology Consulting- Chico, CA
26	MGO Strategic Staffing, Newport Beach, CA
27	Mission Critical Partners, Inc.- Southlake, TX
28	On Target- San Jose, CA
29	Prosance, Inc.- Fremont, CA
30	Public Consulting Group, Inc.- Sacramento, CA
31	RADgov, Inc.- Ft. Lauderdale, FL
32	RS Computer Associates, LLC- Pleasanton, CA
33	Ruxed LLC- Olympia, WA
34	Sacramento Technology Group LLC- Folsom, CA
35	SmartWave Technologies LLC- Suwanee, GA
36	SSP Data, Inc.- Richmond, CA
37	Strategic Solutions Group, LLC- Needham, MA
38	SyTech Solutions, Inc.- Elk Grove, CA
39	TechTu Business Solutions Inc.- Pleasanton, CA
40	Telesoft Corp- Phoenix, AZ
41	Top Tier Consulting- Woodland Hills, CA
42	Triune Infomatics Inc.- Fremont, CA
43	Vestra Resources, Inc.- Redding, CA

44	Wave Technology Solutions Group- Irvine, CA
45	West Advanced Technologies, Inc.- Manhattan Beach, CA
46	Xterra Solutions Inc.- San Francisco, CA
47	Zco Consulting LLC- Denver, CO
<i>Existing Eligible Vendors</i>	
1	21Tech- San Francisco, CA
2	314e Corporation- Fremont, CA
3	Access Data Group, LLC.- Lindon, UT
4	Alcor- Anaheim Hills, CA
5	Athena Advanced Networks- Medford, OR
6	Aurora Systems Consulting, Inc.- Torrance, CA
7	Avasant- El Segundo, CA
8	Axsium Group- Toronto, ON
9	BCS Systems- Houston, TX
10	CDW Government LLC- Vernon Hills, IL
11	Communications Strategies- Foster City, CA
12	Convergent Computing- Walnut Creek, CA
13	Dell Secureworks- Atlanta, GA
14	DG Consulting- Danville, CA
15	Eaton & Associates- San Francisco, CA
16	Environmental Systems Research Institute, Inc.- Redlands, CA
17	Estuate, Inc.- Sunnyvale, CA
18	Extrateam- Pleasanton, CA
19	Farallon Geographics- San Francisco, CA
20	HLN Consulting- Palm Desert, CA
21	Infoguard- San Luis Obispo, CA
22	ITRF Consulting- Pleasant Hill, CA
23	Jimenez Consulting Solutions- Scottsdale, AZ
24	L.R. Kimball (CDI)- Ebensburg, PA
25	Michael Baker Jr (RBF)- Oakland, CA
26	NEC- Irving, TX
27	Neumeric Technologies Corporation- Southfield, MI
28	Nexus (Dimension Data)- Pleasanton, CA
29	Novacoast, Inc.- Santa Barbara, CA
30	Planet Technologies- Germantown, MD
31	Presidio Networked Solutions, Inc.- San Francisco, CA
32	Protec- San Jose, CA
33	Psomas- Riverside, CA
34	Sierra Systems (Sierra-Cedar)- El Segundo, CA
35	Signature Technology Group- Phoenix, AZ
36	Solutions3- Wyckoff, NJ
37	Tigerspike, Inc.- San Francisco, CA
38	VOX Network Solutions- South San Francisco, CA