



**COUNTY OF SAN MATEO**  
Inter-Departmental Correspondence  
Information Services



**Date:** February 26, 2017

**Board Meeting Date:** April 11, 2017

**Special Notice / Hearing:** None

**Vote Required:** Majority

**To:** Honorable Board of Supervisors

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

**Subject:** Resolution Amending Resolution 073742 and Resolution 074454 authorizing the CIO or his designee to execute agreements with eligible vendors for contingency staffing services and extend the term to April 13, 2018.

**RECOMMENDATION:**

Adopt a resolution amending Resolutions 073742 and 074454 (Contingency Staffing Resolutions) and authorizing the Chief Information Officer or his designee to execute agreements with the twenty five (25) vendors listed in Attachment A and extend the term of the Resolutions through April 13, 2018.

**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 and hires permanent staff only when long-term needs have been established. An important element of the agile staffing approach is the careful use of vendor provided contingency staffing services and term staff. In December 2014, ISD released RFP #1825 to expand the pool of eligible vendors to continue the utilization of contractual staffing services on an as needed basis. On April 14, 2015, Resolution 073742 was approved to authorize the department to execute agreements with the eligible 25 vendors for an aggregate not to exceed amount of \$12,000,000 for one year. On April 12, 2016, your Board approved Resolution #074454 to extend the term of the Resolution by one year and increased the aggregate not to exceed amount to \$16,000,000.

**DISCUSSION:**

Agreements under the Contingency Staffing Resolutions continue to be utilized based on three criteria: 1) Surge Capacity - when ISD has a temporary spike in work that cannot be managed by County staff nor through prioritization this requires the temporary use of contracted 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 is also utilized when ISD staff is the SME and the department must backfill for ISD staff when they are released to work on a project, and 3) 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 to ISD's own staffing needs, the CIO has delegated authority to certain department heads to enter into agreements for contingency staffing services pursuant to the Contingency Staffing Resolutions. The CIO will continue to do so upon request and consistent with the Contingency Staffing Resolutions.

ISD is requesting your Board to extend the term of the Resolution by one year, through April 13, 2018, to provide for the continuation of contingency staffing services for ISD and other County departments in order to support both the operational and project needs of the County. No additional funding is being requested at this time.

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, 2018. The aggregate not to exceed amount of \$16,000,000 remains unchanged. 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 K**, 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.

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## Attachment A

### Eligible Vendors

1. 314e Corporation
2. AgreeYa Solutions
3. AIXTEX (Eaton)
4. Alcor
5. AppleOne
6. Bara Infoware Inc
7. Compucom
8. Computer Options (Convergent)
9. Estuate Inc
10. Genuent
11. HIMS
12. Infiniti
13. ITH Staffing
14. ITSource Technology
15. Johnson Service Group
16. Lead Staffing Corporation
17. Modis
18. Prospance Inc
19. PSOMAS
20. Razor Shark
21. Sierra-Cedar
22. STG
23. Systems Integration Solutions
24. Triune Infomatics
25. Xterra Solutions