



County of San Mateo

Inter-Departmental Correspondence

Department: INFORMATION SERVICES

File #: 24-573

Board Meeting Date: 6/25/2024

Special Notice / Hearing: None
Vote Required: Majority

To: Honorable Board of Supervisors
From: Michael Wentworth, Director/Chief Information Officer, Information Services Department
Subject: Agreements with Information Technology Professional Staffing Service Providers

RECOMMENDATION:

Adopt a resolution authorizing agreements for contingency staffing services with: Accenture LLC; Elegant Enterprise-Wide Solutions, Inc.; Tryfacta, Inc.; Global Solutions Group, Inc.; Infojini, Inc.; and vTech Solutions, Inc. for the term of June 25, 2024, through June 24, 2027, each in an amount of \$300,000 to \$1,000,000, for a total aggregate amount of \$3,900,000.

BACKGROUND:

The Information Services Department (ISD) provides technology services to County departments and external agencies. These services include support of the enterprise infrastructure which delivers network, cybersecurity, data center, public safety radio, servers, and end-user applications services. These services are performed by regular ISD staff; however, certain technology projects require temporary specialized skillsets which are challenging to obtain through the recruitment of limited-term positions. Additionally, ISD has identified a need for information technology (IT) staffing services when vacancies occur and temporary staff augmentation is required due to increased work requirements, unavailability of key staff members due to emergency, illness, jury duty, or any other obligation that may dictate the need for contingency staffing services.

On March 14, 2023, ISD released a Request for Proposals (RFP), RFP# ISD-20231858, seeking proposals for IT professional services. After evaluating ten proposals, three vendors, Accenture LLC, Elegant Enterprise-Wide Solutions, Inc., and Tryfacta, Inc., were selected as the most qualified based on method, approach, and organizational capacity that best meets the County's business criteria and requirements.

Subsequently on September 22, 2023, ISD released a separate Request for Proposals (RFP), RFP# ISD-20241883, seeking proposals for network and cybersecurity contingency staffing services. Three vendors, Global Solutions Group, Inc., Infojini, Inc, and vTech Solution, Inc., were selected as the most qualified based on method, approach, and organizational capacity that best meets the County's business criteria and requirements.

DISCUSSION:

ISD is seeking approval from your Board to execute separate agreements with providers of temporary specialized and skilled contingency staffing services. These agreements will allow ISD the ability to obtain temporary project management, business analysis, and cybersecurity contingency staffing resources as necessary to complete projects of specified durations which require specialized skillsets. Additionally, these temporary contingency staffing agreements will be used when regular or limited-term positions are unavailable or vacant for long durations. These agreements are for a term of three (3) years and will be used on an as-needed basis only. The contingency staffing service agreements are for maximum aggregate amounts ranging from \$300,000 to \$1,000,000 per agreement.

The resolution contains the County's standard provisions allowing amendments to each agreement of the County's fiscal obligations by a maximum of \$25,000 (in aggregate).
County Attorney's Office has reviewed and approved the agreements and Resolution as to form.

Approval of these agreements will contribute to the performance measure by ensuring ISD has resources available to support demand and requirements for technology services from County departments and external agencies.

PERFORMANCE MEASURE:

Measure	FY 2022-23 Actual	FY 2023-24 Projected
Projects completed with a customer satisfaction rating of good or better	90%	95%

FISCAL IMPACT:

The term of these agreements is from June 25, 2024 through June 24, 2027. The total not to exceed aggregate amount for all agreements is \$3,900,000. Funding for these agreements will come from hourly service charges billed to County department and external agencies requesting technology project support. There is no obligation on the part of the County to purchase any amount of services as a result of this action.