



# County of San Mateo

## Inter-Departmental Correspondence

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**Department:** INFORMATION SERVICES

**File #:** 18-474

Board Meeting Date: 6/19/2018

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**Special Notice / Hearing:** None  
**Vote Required:** Majority

**To:** Honorable Board of Supervisors  
**From:** Jon Walton, Chief Information Officer/Director of Information Services Department  
**Subject:** Resolution authorizing the Chief Information Officer/Director or his designee to execute agreements with eligible vendors for contingency staffing services

### **RECOMMENDATION:**

Adopt a resolution authorizing the Chief Information Officer/Director of Information Services Department or his designee to execute agreements with the 28 vendors listed in Attachment A, to provide contingency staffing services, for the term of July 1, 2018 through June 30, 2021, for an aggregate amount not to exceed \$27,000,000 between all agreements.

### **BACKGROUND:**

ISD provides many types of Information Technology (IT) support and services to County departments including both operational and project 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. Since 2006, ISD has regularly conducted Requests for Proposals (RFP) to establish multi-year agreements for as needed technology-based contingency staffing services. In its early years, the program would include the selection of only one or two vendors. The inclusion of a small vendor pool became problematic as ISD's increased needs for highly specialized skillsets could not be met in a timely fashion. In 2014, ISD released an RFP which resulted in a three-year contract with 25 eligible vendors. Due to the expanded vendor pool, ISD saw better vendor response times and expanded service offerings. In April of 2018, ISD released RFP No. ISD-20181835 to establish a new pool of eligible vendors for a new three-year term.

### **DISCUSSION:**

The agreements under the new Resolution will be utilized based on three criteria: 1) Surge Capacity: A temporary spike in work that cannot be managed by County staff nor through prioritization; 2) Subject Matter Expertise (SME): If an IT project requires SME and the County does not currently possess the skillset in existing staff. ISD includes knowledge transfer to ISD staff in the scope of work with the staffing. The use of contractual staff is also utilized when ISD staff is the SME and the department must backfill for current staff when they are assigned 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 staff rather than train County staff on an IT system nearing end of life.

In addition to ISD's own staffing needs, the Chief Information Officer (CIO) may delegate his authority to certain departments to enter into agreements with the eligible vendors for contingency staffing services. This authorization has been granted in ISD's past contingency staffing Resolutions and has served its customers well by saving them the time and effort it would take to complete their own RFP for the same types of services.

ISD also requests that the Resolution authorizes the CIO and his designees to execute all agreements and amendments with the eligible 28 vendors, including those over \$100,000, so long as all agreements and amendments do not exceed the total not to exceed amount of \$27,000,000, in aggregate.

County Counsel has reviewed and approved the agreements and Resolution as to form.

Approval of these agreements 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 helping customers meet their goals on-time and on budget. The agreements will contribute to the performance measure by helping to ensure resources are available to meet project requirements.

**PERFORMANCE MEASURE:**

Measure	FY 2017-18 Anticipated	FY 2018-19 Projected
Medium and Large projects completed on time and on budget with a customer satisfaction rating of good or better	100%	85%

**FISCAL IMPACT:**

The total not to exceed amount of the agreements is \$27,000,000, in aggregate. This amount includes an allocation of \$18,000,000 to the designees from Health IT and Probation. The term of these agreements is from July 1, 2018 through June 30, 2021. 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 or project through the ISD work authorization process. Countywide projects will be funded through the **Measure K** 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. A list of the 28 vendors and RFP matrix is included in Attachment A and B.