



County of San Mateo

Inter-Departmental Correspondence

Department: CONTROLLER

File #: 20-708

Board Meeting Date: 9/29/2020

Special Notice / Hearing: None
Vote Required: Majority

To: Honorable Board of Supervisors
From: Juan Raigoza, Controller
Subject: Agreement with Insight Public Sector, Inc.

RECOMMENDATION:

Adopt a resolution authorizing an agreement with Insight Public Sector, Inc. (Insight) to provide IBM iSeries cloud hosting services for the term of July 1, 2020 through June 30, 2023, with two one-year options to extend the agreement for a total not to exceed amount of \$1,791,988.23.

BACKGROUND:

The Controller's Office property tax system resides on IBM iSeries (AS/400) servers in a cloud hosted environment with a disaster recovery site at a separate geographically located datacenter. Insight was selected from a Request for Proposal (RFP) process that was issued on October 4, 2013. The County received two proposals on January 8, 2014 and, based on the evaluation of the two proposals, Insight's (formerly PCMG, Inc) services provided the best overall value to the County. The contract was approved by this Board nearly a year later after Controller's Office collaborated with Insight to define the detailed service level agreement to be provided by the vendor and finalize the system requirement specifications, a highly complex and laborious process. The term of the County's current agreement with Insight for cloud hosting services is February 24, 2015 to June 30, 2020.

DISCUSSION:

The effort to establish network and infrastructure between the County and vendor is complex and a significant effort. It required approximately five weeks of Controller's and Information Services Department's (ISD) staff time to establish the network connectivity and infrastructure at the production and disaster recovery cloud hosting sites and to then also verify that the cutover process to the disaster recovery site was established and functioning as expected.

The web-based server is stable and working effectively in the current environment, and the disaster recovery location and procedures are well established. Therefore, particularly given the County's investment in developing the infrastructure for this service, the Controller's Office is requesting that this Board waive the Request for Proposals (RFP) process to enable continuity with the current

vendor, Insight. It is in the best interest of the County to renew its agreement with Insight.

The term of the recommended agreement is from July 1, 2020, to June 30, 2023, with two one-year options to extend the agreement at the County's election through June 30, 2025. The finalization of this agreement was delayed due to extended negotiations during the COVID-19 pandemic.

In addition to the adoption of the resolution and agreement, the Controller's Office requests the Board authorize the Controller or designee to execute subsequent amendments to the Agreement which do not exceed an aggregate of \$25,000.

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

ISD has reviewed and approved Insight's compliance with County IT standards.

PERFORMANCE MEASURE:

Measure	FY 2019-20 Actual	FY 2020-21 Projected
Percent of customer survey respondents rating property tax services good or excellent	100%	90%

FISCAL IMPACT:

The total cost for the Agreement is \$1,791,988.23. \$567,598.23 will be funded by the Controller's Office FY 2020-21 Adopted Budget and \$1,224,390 will be funded by the Non-Departmental Services FY 2020-21 Adopted Budget.