



# County of San Mateo

## Inter-Departmental Correspondence

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**Department:** HUMAN SERVICES AGENCY

**File #:** 20-978

Board Meeting Date: 12/8/2020

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

**To:** Honorable Board of Supervisors  
**From:** Ken Cole, Director, Human Services Agency  
**Subject:** Agreements with Information Technology Contingency Staffing Providers

**RECOMMENDATION:**

Adopt a resolution authorizing agreements with three (3) providers for Information Technology contingency staffing: (1) AgreeYa Solutions, Inc.; (2) Genuent Global, LLC; and (3) Intratek Computer, Inc., for the term of January 1, 2021 through December 31, 2023, for a combined aggregate amount not to exceed \$1,600,000.

**BACKGROUND:**

The Human Services Agency's (HSA) Business Systems Group (BSG) provides Information Technology (IT) services to HSA branches. The services include, but are not limited to, third-party application support, state system support (such as CalWIN), application development, client-facing systems support, reporting and data analytics, business intelligence systems support, internal business process support, and help desk services. HSA has identified a need for IT contingency staff when vacancies occur and temporary staff augmentation is required due to increased work requirements, unavailability of key staff members due to family responsibilities, accident, emergency, illness, jury services, or any other obligation that may dictate the need for contingency staffing services on a short term basis while recruitments are conducted. There are many types of IT specialty positions required to support daily operations and maintain the critical operational needs of HSA.

On August 1, 2020, HSA issued a Request for Proposals (RFP) to providers of IT contingency staffing professionals on an as needed basis. After conducting an evaluation, HSA selected three providers to award based on their level of experience; their ability to provide various types of IT positions; their proposed method and approach; and competitiveness of price. The three vendors selected are AgreeYa Solutions, Inc., Genuent Global, LLC., and Intratek Computer, Inc

**DISCUSSION:**

HSA requests to enter into agreements with (1) AgreeYa Solutions, Inc., (2) Genuent Global, LLC, and (3) Intratek Computer, Inc. which would allow HSA to temporarily fill critical specialized

positions that would otherwise adversely impact HSA operations. These agreements will allow HSA to secure IT staff to complete short term projects where current staff either do not have the expertise, or where pulling staff for such projects would result in a negative impact to HSA operations.

These agreements are for a term of three years and will be used on an as needed basis only. Contingency staffing will be provided pursuant to the agreements with each of the three providers and will not exceed a total aggregate amount of \$1,600,000.

All contingency staff requests are approved through the County Human Resources Department and represented Unions prior to the use of contingency staffing agreements to assure that the temporary hires are the most effective and cost-effective way to temporarily fill the needs of HSA in addition to complying with applicable County policies and Union agreements.

The agreements and resolution have been reviewed and approved by County Counsel as to form.

The resolution contains the County’s standard provisions allowing amendment of the County’s fiscal obligations by a maximum of \$25,000.

It is anticipated for Fiscal Year 2020-21 that 90% of the requests for staffing will be responded to within 72 hours, and that 85% of customer service issues will be responded to within 4 hours. These measures are anticipated to increase to 95% and 90% in FY 2021-22 and 99% and 95% in FY 2022-23 respectively.

**PERFORMANCE MEASURE:**

<b>Measure</b>	<b>FY 2020-21 Anticipated</b>	<b>FY 2021-22 Anticipated</b>	<b>FY 2022-23 Anticipated</b>
Percent of requests for staffing responded to within 72 hours or sooner.	90%	95%	99%
Percent of customer service issues responded to within 4 hours.	85%	90%	95%

**FISCAL IMPACT:**

The term of these agreements is January 1, 2021 to December 31, 2023. The combined aggregate amount is not to exceed \$1,600,000. The fiscal obligation under these agreements will be cost applied out to HSA. Funding is estimated to be 70% state and federal and 30% General Fund Net County Cost. Budgetary appropriation for these agreements is included in the FY 2020-21 Adopted Budget and will be included in subsequent budgets.

# Request for Proposals - Matrix

1	Where was the RFP advertised?	Public Purchase
2	In addition to any advertisement, list others to whom the RFP announcement was sent:	N/A
3	State the total number of RFP's sent to prospective proposers.	N/A
4	How many proposals did you receive?	71
5	List in alphabetical order the names of the proposers (or finalists, if applicable) and the location:	AgreeYa Solutions, Inc. - Folsom, CA Ana, CA Intratek Computer, Inc. - I