



County of San Mateo

Inter-Departmental Correspondence

Department: INFORMATION SERVICES

File #: 23-37

Board Meeting Date: 1/17/2023

Special Notice / Hearing: None
Vote Required: Majority

To: Honorable Board of Supervisors
From: Michael Wentworth, Chief Information Officer, Information Services Department
Subject: Agreement with Computer Aid, Inc for Operational and Consulting Services for the IT Service Management Platform

RECOMMENDATION:

Adopt a resolution authorizing an agreement with Computer Aid, Inc to provide operational maintenance and consulting services for the County's IT service management platform for the term of January 17, 2023, through January 16, 2026, in an amount not to exceed \$750,000.

BACKGROUND:

The County's IT service management platform (Platform) is used by the Information Services Department (ISD) as the primary platform for all IT requests, incidents, asset management, cost management, and IT procurement. Health, Probation, Sheriff's Office, Office of Sustainability, Human Services Agency, Controllers, Human Resources, Assessor-County Clerk-Recorder, Department of Public Works, and Planning and Building also use this Platform for managing internal services.

ISD supports the Platform for 5,795 employees and 1,540 contractors.

On April 7, 2022, ISD released a Request for Proposals (RFP), RFP# ISD-20221855, seeking proposals for operational maintenance and consulting services for the Platform.

DISCUSSION:

Currently, ISD staff provide Tier 1 and Tier 2 support of the Platform. ISD is seeking operational maintenance and consulting services to enhance the Platform's capabilities to support business centric workflow digital approvals, data collection, and standardize service fulfillment activities. These enhancements will streamline business processes, allow County Departments to improve management of equipment, software licenses, and expand staff access to Platform's self-service portal.

Four RFP proposals were received and reviewed by a committee of ISD staff. Computer Aid, Inc, was selected as the most qualified based on their Platform support and development experience, method,

approach, and costs that best meets the County's business criteria and technical requirements. ISD is seeking approval from your Board to execute an agreement with Computer Aid, Inc for this effort.

The not to exceed amount for the services described by Exhibit A to the Agreement are for services related to operational maintenance and consulting services of the Platform managed by ISD. Other County departments may also utilize the terms and pricing as described in the Agreement, however, those contracts shall be executed by the individual department(s) and executed pursuant to the relevant County contract requirements.

The resolution contains the County's standard provisions allowing amendment of the County's fiscal obligations by a maximum of \$25,000 (in aggregate).

The County Attorney's Office has reviewed and approved the agreement and resolution as to both form and content.

FISCAL IMPACT:

The term of this agreement is from January 17, 2023, through January 16, 2026. The total not to exceed amount of this agreement is \$750,000.

Funding in the amount of \$250,000 will come from annual Core-IT service charges billed to County Departments and multi-year project funds included in ISD's FY 2022-23 Adopted Budget. Funding in the amount of \$500,000 will come from annual Core-IT service charges and project funds in future fiscal years.