



# County of San Mateo

## Inter-Departmental Correspondence

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**Department:** HUMAN SERVICES AGENCY

**File #:** 26-010

Board Meeting Date: 1/6/2026

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

**To:** Honorable Board of Supervisors  
**From:** Claire Cunningham, Director, Human Services Agency  
**Subject:** Information Technology (IT) Contingent Staffing Services

### **RECOMMENDATION:**

Adopt a resolution authorizing agreements with the following three (3) providers of Information Technology (IT) contingency staffing services, for the term of January 1, 2026 through December 31, 2030, in a combined aggregate amount not to exceed \$2,000,000:

- A) V Group; and
- B) Elegant Enterprise-Wide Solutions, Inc.; and
- C) INSPYR Solutions, LLC.

### **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 CalSAWS), application development, client-facing systems support, reporting and data analytics, business intelligence systems support, internal business process support, and help desk services.

HSA has a need for ongoing IT contingent staff as 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.

In April 2025, HSA released a Request for Proposals (RFP) to identify providers of IT contingency staffing services on an as needed basis. After conducting an evaluation, HSA selected the three highest scoring proposers based on evaluation criteria such as experience, quality assurance, recruitment process, and competitiveness of price. The three proposers are V Group, Elegant

Enterprise-Wide Solutions, Inc., and INSPYR Solutions, LLC.

**DISCUSSION:**

HSA is requesting the County enter into an agreement with each of the providers for IT contingent staffing services for the term of January 1, 2026 through December 31, 2030 and a combined aggregate amount not to exceed \$2,000,000. These agreements will allow HSA to temporarily fill critical specialized positions that would otherwise adversely impact HSA operations.

On an as needed basis, HSA will 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. Contingency staffing will be provided pursuant to the agreements with each of the three providers and will not exceed a total aggregate amount of \$2,000,000.

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

The County Attorney has reviewed and approved the resolution and the amendment to the agreement as to form.

**PERFORMANCE MEASURE:**

Measure	FY2025-26 Target	FY 2026-27 Target	FY2027-28 Target
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.	95%	97%	99%

**COMMUNITY IMPACT:**

In establishing a comprehensive list of approved providers for IT staffing services, our objective is to implement a selection process that is inclusive, transparent, and equitable. This effort supports the County’s broader commitment to delivering high-quality public services while advancing our core values of diversity, equity, and opportunity. By proactively engaging a diverse range of qualified IT staffing firms, we aim to cultivate a more dynamic and representative technology workforce-one that is equipped to meet the evolving needs of our departments and constituents. This approach not only strengthens the County’s capacity to deliver effective and efficient IT solutions but also ensures that our contracting practices reflect our institutional commitment to fairness, equal opportunity, and community inclusion. Through this initiative, we are taking meaningful steps to align our procurement strategies with the County’s mission, while promoting a more inclusive and equitable economic landscape across our vendor community.

**FISCAL IMPACT:**

The term of the agreement is from January 1, 2026 through December 31, 2030. The combined aggregate amount of these agreements shall not exceed \$2,000,000 for the five-year term. The cost will be applied across benefitting programs within Human Services Agency. Budgetary appropriation for these agreements is included in the FY 2025-26 Adopted Budget and will be included in future budgets. There is no Net County Cost.