



Agenda Action Form Overview

The Board is requested to authorize the County Manager to: enter into a collaborative agreement and pay Robert Half International (RHI) to increase the current contract to \$36,000 for the contracted services for a Technical Support Analyst to work with the IS&T Client Services team and give the County Manager authority to sign subsequent renewals. This contracted position will assist in several capital improvement projects and will also serve to fill as one of the current Technical Support Analyst transitions to a new role within the IS&T department. The approved funding for this action is from the fiscal year 2019-2020 operational budget.

Background/Justification

The IS&T Client Services team is responsible for all first and second level IT support, and responsible for managing capital improvement projects for all Life Cycle Replacement of client systems (desktop, laptops, phones, tablets) and Audio Video equipment. Monthly the IS&T Client Services team of six Technical Support Analyst receive over 1,000 requests for incident repair or services. The team of six Technical Support Analyst currently has a team member that is out on paternity leave, and another team member that is transitioning to another role within the department.

Policy Impact

This contract will not have an impact on policy but will allow Durham County Information Services & Technology to expand and improve technology services supporting business needs and associated processes essential to the efficient and effective operation of the County departments

Procurement Background

This request is to extend a contract originally approved in February of 2019.

Type of purchase

- Goods
- Services
- Construction Work

Did this request for purchase go through a bid process? Yes No

Goods: Bids required if \geq \$30,000, BOCC approval if \geq \$90,000

Services: Bids required if \geq \$30,000, BOCC approval if $>$ \$40,000

Construction/Repair work: Bids required if \geq \$30,000, BOCC approval if \geq \$500,000

If yes, attach a copy of bid tab and the minority and women business enterprise (MWBE) compliance review form provided by the Purchasing Division.

If no, why?



- Sole source exemption
- Cooperative purchasing program exemption
- State and federal contract exemption
- Contract is an amendment to an existing contract
- Other (please explain)

If exempted from bidding, has this request been reviewed and approved by the Purchasing Division in the agenda Legistar system? Yes No

If no, why?

Fiscal Impact

This contract extensions will be funded out of the IS&T 2019-2020 operational budget.

Recommendation

The County Manager recommends that the Board authorize the County Manager to extend a contract with Robert Half International in the amount of \$36,000 for the contracted services for a Technical Support Analyst to work with the IS&T Client Services from the IS&T 2019-2020 Operational Budget.