



**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 \$28,200 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 a vacancy during the time of scheduled paternity leave. 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?

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**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 for up to \$- 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.