



**Agenda Action Form Overview**

The Board is requested to authorize the County Manager to: enter into a collaborative agreement and pay Insight Global \$72,800 for the contracted services for a Technical Support Analyst to work with the IS&T Client Services team.

**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 five Technical Support Analyst receive over 1,000 requests for incident repair or services. The need for additional support is being requested because the amount of tickets have increase significantly due to the cyber-attack crisis and COVID-19 pandemic.

This contracted position will assist in several capital improvement projects and will also serve to fill the Technical Support Analyst position that was transitioned to a new role within the IS&T department. The approved funding for this action is in the FY 2019-20 budget. Activities will continue through the 2020-2021 operational budget.

**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 Board authorize the County Manager to extend a contract with Insight Global for up to \$72,800 for the contracted services for a Technical Support Analyst to work.