



Agenda Action Form Overview

The Board is requested to authorize the County Manager to amend the existing contract with Insight Global—a staffing agency—to retain the services of the current IS&T Help Desk technician in order to supplement the services provided by the help desk staff. This amendment would extend the original contract term to April 11, 2022 increasing the cost by \$72,800 for a total amount of \$145,600. In addition, this request is to give the County Manager authority subsequent renewals in the event the services of the help desk contractor is still needed in support of County IT-services. The approved funding for this action is from the current fiscal year 2020-2021 operational budget.

This contracted position is a current member of the IS&T's Technical Support Analyst team and is integral to supporting the productivity of County employees as they telework during the COVID-19 pandemic. The loss of this contractor would impact effective service levels.

This contract position along with another temporary employee allows the service desk to be open daily from 8 a.m. to 5 p.m. Following the ransomware attack, the service desk hours were reduced to 9 a.m. – noon and without this position, we will have to return to the limited hours due to personnel capacity.

Background/Justification

The IS&T Client Services team is responsible for all first and second level IT support¹, and accountable 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 four Technical Support Analyst receive over 1,000 requests for incident repair or services.

Extending this contract will allow IS&T Service Desk to continue to provide services at the current service level. This contract position along with another temporary employee allows the service desk to be open daily from 8 a.m. to 5 p.m. Following the ransomware attack, the service desk hours were reduced to 9 a.m. – noon and without this position, we will have to return to the limited hours due to personnel capacity.

This contracted position is a current member of the IS&T's Technical Support Analyst team and is integral to supporting the productivity of County employees as they telework during the COVID-19 pandemic. This contractor focuses on providing Level 1 support and answers phone calls from employees, creates service tickets, resolves issues, and helps ensure that new, existing, and departing employees have appropriate access to County information networks.

¹ Industry definitions: Level 1 support – Filters Help Desk calls and provides basic support and troubleshooting, such as password resets, printer, Hardware configurations, etc... Level 2 generally handles configuration issues, troubleshooting, software installations, hardware repair (including in-house repair or coordinating depot services) *Bayt.com*, [website](#)



Policy Impact

This contract will not have an impact on policy but will allow Durham County Information Services & Technology to provide support to employees involved with the enablement of business processes essential to the efficient and effective operation of the County departments.

Procurement Background

This request is to extend a contract originally approved in October of 2020

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 extension will be funded out of the IS&T 2020-2021 operational budget.



Recommendation

The County Manager recommends the Board authorize the use of IS&T's current fiscal year operating funds in the amount of \$72,800 to increase the contract for Insight Global for a total amount of \$145,600 to retain the services of the IS&T help desk

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Below to be used by IST Business Office

AAF Business Case and verbiage approved by:

GREG MARROW
CIO

Date