



Legislation Text

File #: 20-0174, **Version:** 1

Item:

Enter Contract with Insight Global

Date of BOCC Meeting: May 26, 2020

Request for Board Action:

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 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 the Technical Support Analyst position that was transitioned to a new role within the IS&T department. The approved funding for this action is from the fiscal year 2020-2021 operational budget.

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.

Alignment With Strategic Plan: This item aligns with Strategic Goal 5 - Accountable, efficient, and visionary government

Resource Persons: Bertrand White; Greg Marrow

County Manager's Recommendation: The County Manager recommends that 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 with the IS&T Client Services from the IS&T 2020-2021 Operational Budget.

County Manager: _____