



Legislation Text

File #: 21-0106, **Version:** 1

Item:

Approval to Amend The Current Contract with Insight Global's IS&T Help Desk using existing funds in The IST Operational Budget to increase the Contract amount by \$72,800 for a total amount of \$145,600

Date of BOCC Meeting: March 8, 2021

Request for Board Action:

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. This contractor 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.

The loss of this contractor would impact effective service levels. Extending this contract will allow IS&T documentation 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.

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

Resource Persons: Aaron W Stone, Assistant Director IS&T; David Nicolaysen, Deputy CIO; Greg Marrow, CIO.

County Manager's 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 contractor.

County Manager: _____