

**SUBMITTAL TO THE BOARD OF SUPERVISORS
COUNTY OF RIVERSIDE, STATE OF CALIFORNIA**

129



FROM: Information Technology Department

SUBMITTAL DATE:
November 10, 2003

SUBJECT: Approval of Contract for Services Agreement: Information Technology providing services to Riverside County Children & Families Commission-First Five Riverside (RCCFC-First Five Riverside).

RECOMMENDED MOTION: That the Board of Supervisors approves the Service Level Contract with RCCFC-First Five Riverside for Information Technology (IT) Services.

BACKGROUND: The contract includes: desktop support, server and local area network support, call center services and software applications consulting services.

IT will be paid monthly at a flat rate of forty-five dollars, (\$45), per month per desktop and, one hundred and forty dollars, (\$140), per month per server unit served. With 30 desktops and 2 file servers, the annual estimated revenue is \$19,560.

Continued on Page 2

Steve Reneker

Steve Reneker
Chief Information Officer

FINANCIAL DATA	Current F.Y. Total Cost:	\$ 0	In Current Year Budget:	N/A
	Current F.Y. Net County Cost:	\$ 0	Budget Adjustment:	N/A
	Annual Net County Cost:	\$ 0	For Fiscal Year:	N/A

SOURCE OF FUNDS:	Positions To Be Deleted Per A-30	<input type="checkbox"/>
	Requires 4/5 Vote	<input type="checkbox"/>

C.E.O. RECOMMENDATION: **APPROVE**

County Executive Office Signature *[Signature]*

- Dep't Recomm.: Consent Policy
- Per Exec. Ofc.: Consent Policy

Prev. Agn. Ref.: | **District:** | **Agenda Number:** **3.33**

FORM APPROVED COUNTY COUNSEL

NOV 13 2003

Departmental Concurrence

[Signature]
Purchasing: Director

Information Technology Department

Approval of Contract for Services Agreement: Information Technology providing services to Riverside County Children & Families Commission-First Five Riverside (RCCFC-First Five Riverside).

Page 2 of 2

BACKGROUND:

IT will be compensated for the Board approved rate of seventy-five dollars, (\$75), per hour, for Software Applications consulting services. IT will provide services as needed, on a Time & Materials basis, invoiced monthly.

IT routinely performs services to County departments and agencies through Service Level Agreements (SLA), and performs services to outside jurisdictions through Service Level Contracts (SLC). RCCFC-First Five Riverside requires service's to be activated through a Service Level Contract. County Counsel has reviewed and concurs with the Contract.

This past year, RCCFC-First Five Riverside has engaged IT on a Service Level Agreement for maintenance of desktop and network support, which also included maintenance of file servers. In an effort to improve the reliability of RCCFC-First Five Riverside's computer equipment, maintain operating system configurations and patches, and standardize the office software, RCCFC-First Five Riverside would like to contract with IT for these services. IT will also make available to RCCFC-First Five Riverside Call Center Services for requested support, along with Software Applications Consulting Services that will be provided on an as needed basis.

Approval of this Form-11 and subsequent signature of the Contract Services Agreement for Information Technology Services will allow these services to be performed with minimal paperwork. Staffing within IT will remain at the same level. Money received will offset service costs.