

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

731



FROM: Riverside County Information Technology

SUBMITTAL DATE:
January 3, 2005


SUBJECT: SERVICE LEVEL CONTRACTS WITH NON-COUNTY AGENCIES

RECOMMENDED MOTION: That the Board of Supervisors:

1. Approve and execute the attached Service Level Contracts (SLC) between Riverside County Information Technology (RCIT) and non-County agencies for technology service offerings.
2. Direct the Clerk of the Board to file one executed copy and return two (2) original signed copies to Riverside County Information Technology.
3. Authorize signature authority to the Chief Information Officer for execution of any SLC whose total annual amount is less than \$25,000.

BACKGROUND: RCIT currently provides technology services to over one-hundred (100) non-county agencies, and has provided these types of services for over 15 years. Many agencies do not have the need to employ technology personnel on a regular basis and/or find that Riverside County can provide services that are more cost effective than obtaining these same services through technology or networking providers.

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Matthew W. Frymire
Chief Information Officer

FINANCIAL DATA	Current F.Y. Total Cost:	\$ N/A	In Current Year Budget:	NO
	Current F.Y. Net County Cost:	\$ N/A	Budget Adjustment:	NO
	Annual Net County Cost:	\$ N/A	For Fiscal Year:	FY 04/05

SOURCE OF FUNDS: Funds recovered through existing ISF Rates.	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 

COUNTY OF RIVERSIDE
OFFICE EXECUTIVE

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

**ATTACHMENTS FILED
WITH THE CLERK OF THE BOARD**

3.16

Departmental Concurrence

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

**BOARD OF SUPERVISORS
FORM 11: SERVICE LEVEL CONTRACTS WITH NON-COUNTY AGENCIES
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BACKGROUND CONTINUED:

Over the past year, RCIT has initiated Service Level Agreements with County Departments for technology services. Our non-county customers also liked this idea, but required a more formalized contractual document. These SLCs vary in cost depending upon the number and types of service levels. At present, the range is an annual cost of \$24 to \$43,000. RCIT also has SLCs for time and material services.

For efficiency considerations, RCIT is requesting that any SLC with an annual fee that is \$25,000 or less be authorized by the Chief Information Officer. Any SLC that is more than \$25,000 will need to come to the Board for approval.

The Service Level Contract has been reviewed and approved by County Counsel.

Attached Service Level Contracts:

Children & Family Commission - First 5