

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

271



**FROM:** Riverside County Regional Medical Center

**SUBMITTAL DATE:**  
June 2, 2015

**SUBJECT:** Ratify and Approve the 1st Amendment to the Agreement with TEK Systems for on site IT Help Desk support for an additional term of Five years. [\$1,113,600] Enterprise Funds

**RECOMMENDED MOTION:** That the Board of Supervisors:

1. Ratify and Approve the 1st Amendment to the Agreement with TEK Systems for onsite IT Help Desk support services for 5 years to increase the contract from \$1,500,000 to \$2,313,600 effective 7/1/15 to June 30, 2020; and,
2. Authorize the Purchasing Agent, in accordance with Ordinance No. 459, based on the availability of fiscal funding, and to sign amendments that do not change the substantive terms of the agreement, including amendments to the compensation provision that do not exceed the annual CPI rates, as approved by County Counsel.

**BACKGROUND:**

Summary

Riverside County Regional Medical Center's existing hospital IT Help Desk Support is currently supported by TEK Systems

  
Steve Reneker  
Chief Information Officer

  
Zareh H. Sarrafian, Hospital CEO

FINANCIAL DATA	Current Fiscal Year:	Next Fiscal Year:	Total Cost:	Ongoing Cost:	POLICY/CONSENT (per Exec. Office)
COST	\$ n/a	\$ 1,62,720	\$ 1,113,600	\$ -	Consent <input type="checkbox"/> Policy <input type="checkbox"/>
NET COUNTY COST	\$	\$	\$	\$	

**SOURCE OF FUNDS:** Hospital Enterprise Fund 40050  
**Budget Adjustment:** No  
**For Fiscal Year:** 14/15-19/20

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

**APPROVE**  
  
 BY: Christopher M. Hans

County Executive Office Signature

**MINUTES OF THE BOARD OF SUPERVISORS**

FORM APPROVED COUNTY COUNSEL  
BY: GREGORY P. PRIAMOS DATE: 6/4/15

PURCHASING & FLEET SERVICES  
Lisa Brandl, Director

- A-30
- 4/5 Vote
- Positions Added
- Change Order

Prev. Agn. Ref.: 09/23/14; 3-58

District:

Agenda Number:

**3-49**

**BACKGROUND:**

**Summary (continued)**

RCRMC desires on-site staff augmentation, when necessary, to maintain service levels for Help Desk Support Services for the County of Riverside's RCRMC Information Technology (IT) Service Department.

Riverside County Information Technology (RCIT) has integrated hospital Help Desk and Technical Staff into the larger Information Technology (IT) support plan, however, RCIT is not fully capable to handle this at the present time and utilized contracted technicians until such time as RCIT Help Desk and Support Technician Teams could combine with RCRMC staff to provide the support needs of the hospital.

TEK Systems has maintained their position as the number one leading technical staffing and services company in North America according to Staffing Industry Analysts annual survey. Within the Inland Empire they have successfully established over 500 technical professionals within the local market analytics to their customer base.

**Impact on Residents and Businesses**

No impact.

**Contract History and Price Reasonableness**

On behalf of RCRMC, County Purchasing released a Request for Proposal (RFP #MCARC-231), to secure for help desk support staffing services. Solicitations were sent to twenty-five (25) prospective vendors specializing in these services and advertised on the County's Internet/Website.

Six (6) proposals were received and evaluated by three administrative staff familiar with the service component. The evaluation team reviewed and scored each proposal based on the evaluation criteria as specified in the RFP, which includes the bidder's overall responsiveness to the RFP requirements, their experience with other comparable size hospital facilities, their references as it pertains to the scope of work of the RFP, their technical capability and the overall cost to the County. The final scores ranged from 64.27 (lowest score) to 88.17 (highest score); with TEK Systems receiving the highest score of 88.17. TEK Systems met/exceeded all requirements of the Request for Proposal (RFP).

Proposed total costs were analyzed – ranging from \$26.00 per hour to \$41.25 per hour for user technical support staff. TEK Systems proposed the lowest cost at \$26.00 per hour/per technician. The evaluation team highly recommended TEK Systems proposal best met the needs of RCRMC and Riverside County Information Technology (RCIT) department and had determined TEK Systems as the most responsible/responsive bid.

TEK Systems has agreed to supply one (1) Project Manager and one (1) Systems Administrator at a cost of \$65.00 per hour/per position. This rate is reasonable compared to the County's other IT consultant contracts ranging from \$95.00 per hour to \$175.00 per hour.

COUNTY OF RIVERSIDE  
 AMENDMENT NO. 1 TO THE AGREEMENT  
 WITH  
 TEK SYSTEMS, INC.

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CONTRACTOR: TEK Systems, Inc.  
 Contract Term: July 1, 2015 through June 30, 2020  
 Effective Date of Amendment: July 1, 2015  
 Annual Maximum Contract Amount: \$462,720.00  
 Contract ID: MCARC-91829-006-09/15

The Agreement between Riverside County, herein referred to as COUNTY and TEK Systems, Inc., herein referred to as CONTRACTOR, is amended as follows:

1. On Page 2 of the Agreement, amend Section 2 the "Period of Performance": To amend all reference to the Period of Performance from expiration of June 30, 2015 to a Period of Performance of July 1, 2015 through June 30, 2020, unless terminated as specified in Section 9 TERMINATION. All other terms of the Period of Performance in the Agreement shall apply.
2. On page 3 of the Agreement, amend Section 3 the "Compensation": The COUNTY agrees to pay CONTRACTOR for services performed annually in the amount not to exceed four hundred sixty two thousand, seven hundred and twenty dollars (\$462,720.00), including all expenses, based on the availability of fiscal funding.
3. On page 14 of the Agreement, amend Section 20 the "General": Add subsection 22.13: CONTRACTOR shall make a good faith effort to ensure the highest level of retention of CONTRACTOR staff provided to COUNTY to perform services under this Agreement.
4. On page 15 of the Agreement, amend Section II of the Exhibit A "Scope of Work"; Add Windows 7 Deployment services to the scope of services authorized under this Agreement.
5. On page 17 of the Agreement, Amend Exhibit B the "Payment Provision": to amend the reimbursement table to reflect the following:

Description of Services	Flat Rate Per Hour
Technician (Support Staff)	\$26.00
SCCCM Administrator	\$65.00
Project Manager	\$65.00

6. All other terms and conditions of the Agreement are to remain **unchanged**.

**IN WITNESS WHEREOF**, the Parties hereto have caused their duly authorized representatives to execute this Amendment.

**County**

County of Riverside Board of Supervisors  
County Administration Center  
4080 Lemons Street, 4th fl.  
Riverside, CA 92501

**Contractor**

TEK Systems, Inc.  
4200 Concours Street  
Suite 300  
Ontario, CA 91764

By: \_\_\_\_\_

Name: Marion Ashley

Title: Chairman of the Board of Supervisors

Date: \_\_\_\_\_

By: 

Name: Patrick Conway

Title: Account Manager

Date: 6/2/15

FORM APPROVED COUNTY COUNSEL

BY:   
NEAL R. KIPNIS

DATE

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BY:  \_\_\_\_\_  
NEAL R. KIPNIS

DATE: 6/4/15