

MINUTES OF THE BOARD OF SUPERVISORS  
COUNTY OF RIVERSIDE, STATE OF CALIFORNIA



3-20

On motion of Supervisor Tavaglione, seconded by Supervisor Perez and duly carried, IT WAS ORDERED that the recommendation from Economic Development Agency (EDA) / Workforce Development Division regarding Ratify and Approve Award of Agreement with Jaguar Computer Systems Inc. to Provide Information Technology Services at the Workforce Development Centers, Program Year 2017/2018, All Districts, [\$1,244,893] 100% Title I Workforce Innovation and Opportunity Act Workforce Development Adult and Dislocated Worker Funds, is deleted.

Roll Call:

Ayes: Jeffries, Tavaglione, Perez and Ashley  
Nays: None  
Absent: Washington

I hereby certify that the foregoing is a full true, and correct copy of an order made and entered on December 12, 2017 of Supervisors Minutes.

WITNESS my hand and the seal of the Board of Supervisors  
Dated: December 12, 2017  
Kecia Harper-Ihem, Clerk of the Board of Supervisors, in  
and for the County of Riverside, State of California.

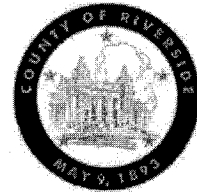
(seal)

By: [Signature] Deputy

AGENDA NO.  
3-20

xc: EDA

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



ITEM  
3.20  
(ID # 4178)

**MEETING DATE:**

Tuesday, December 12, 2017

**FROM :** ECONOMIC DEVELOPMENT AGENCY (EDA) / WORKFORCE DEVELOPMENT  
DEPARTMENT:

**SUBJECT:** ECONOMIC DEVELOPMENT AGENCY (EDA) / WORKFORCE DEVELOPMENT

**DIVISION:** Ratify and Approve Award of Agreement with Jaguar Computer Systems Inc. to Provide Information Technology Services at the Workforce Development Centers, Program Year 2017/2018, All Districts, [\$1,244,893] 100% Title I Workforce Innovation and Opportunity Act Workforce Development Adult and Dislocated Worker Funds (3.17 11/14/2017) (Department requested Item be deleted)

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

1. Ratify and approve award of an agreement with vendor Jaguar Computer Systems Inc. to provide Information Technology (IT) Services to the Economic Development Agency/Workforce Development Division's (EDAWDD), Workforce Development Center's (WDC) beginning December 12, 2017, through June 30, 2020, in a total amount not to exceed \$1,244,893.
2. Authorize the Chairman of the Board of Supervisors to execute the agreement with Jaguar Computer Systems, Inc.
3. Authorize the Assistant County Executive Officer/EDA to sign amendments that do not exceed the funding provided by the State and the department approved budget, and do not alter the substantive terms of the agreement, and as approved as to form by County Counsel.

**ACTION: Policy**

Robert Field, Assistant County Executive Officer/EDA 9/5/2017

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**MINUTES OF THE BOARD OF SUPERVISORS**

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

<b>FINANCIAL DATA</b>	<b>Current Fiscal Year:</b>	<b>Next Fiscal Year:</b>	<b>Total Cost:</b>	<b>Ongoing Cost</b>
<b>COST</b>	\$ 456,822	\$ 389,836	\$ 846,220	\$ 398,235
<b>NET COUNTY COST</b>	\$ 0	\$ 0	\$ 0	\$ 0
<b>SOURCE OF FUNDS:</b> Title I Workforce Innovation and Opportunity Act (WIOA) Adult and Dislocated Worker Funds 100%			<b>Budget Adjustment:</b>	No
			<b>For Fiscal Year:</b>	17/18

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

**BACKGROUND:**

**Summary**

Over the past 3 years, the EDAWDD has experienced significant budgetary challenges due to reductions in funding of 3% to 5% annually, the minimum percentage of WIOA Adult and Dislocated Worker Funding allocation which is required for training increased by 10% annually and the cost of staffing increased rapidly by approximately 30% over past three years.

In response to these challenges, EDAWDD staff implemented several cost saving measures including the closure of Murrieta Workforce Development Center (WDC), re-negotiating leases in Indio WDC, Hemet WDC and Riverside WDC, renegotiating vendor service contracts for copiers and other technology related service contracts, reducing the number of fleet cars for staff use, reducing staff travel budget, re-negotiating subleases with Workforce Partner Agencies, cancelling non-essential memberships and services and a reduction in force of 17 staff.

While these cost saving measures have allowed the department to balance its Program Year 2017/18 budget, further reductions in funding are expected under the current administration and additional funding is needed to assist job seekers and businesses with their employment and employee needs. In December 2016, the Riverside County Workforce Development Board (WDB) directed staff to reduce Information Technology costs from approximately \$1.2 million to levels comparable to other Workforce Areas of similar size and structure. Staff's survey of other Workforce Areas ranged from \$300,000 to \$500,000.

In support of the Riverside County Workforce Development Board's (WDB) desire to improve efficiency and reduce costs associated with the operations of the WDC's, on March 8, 2017, a Request for Proposal was released soliciting bidders to provide Information Technology (IT) Services for Program Year 2017/18. The intent is to create a new IT infrastructure for public computer networks and staff networks in each of the three WDCs locations. The current infrastructure will be assessed and a new infrastructure implemented in coordination with the Riverside County Information Technology (RCIT) Department. The IT infrastructure shall include all necessary servers, switches, firewalls, etc. necessary for effective operations and proper security.

On May 8, 2017, the Workforce Development Division received one proposal. Based upon the review of this proposal, the Director of Workforce Development found this vendor is responsive

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

and responsible and capable of providing the services proposed. On June 26, 2017, the Workforce Development Board Executive Committee approved the recommendation to move forward with Jaguar Computer Systems Inc., commencing on December 12, 2017, through June 30, 2020. The solicitation is valid for three years through June 30, 2020, based on continued funding for WIOA and vendor performance.

Anticipated implementation of Phase I "Public" is January 2018 and Phase II "AJCC/WDC Staff Network" is February 2018. RCIT costs to EDA/WDD would cease once Phase II has been implemented. EDA/WDD will also implement a new Voice Over Internet Protocol (VOIP) phone system and if possible, will sync the new email service with the County global address book monthly.

**Impact on Residents and Businesses**

Selection of this vendor provides necessary Information Technology Services to businesses, job seekers and WDC staff. A cost savings will allow the EDA/WDD to continue current operations and job training services.

**SUPPLEMENTAL:**

**Additional Fiscal Information**

EDA/WDD is awarding vendor Jaguar Computer Systems Inc. a three-year agreement, to provide services as proposed.

**Contract History and Price Reasonableness**

Jaguar Computer Systems Inc. has proposed to provide Information Technology Services to meet the operational needs of the WDC's at a competitive cost and demonstrates a professional and proven track record providing information technology services to other governmental, education and/or private-non-profit entities. By selecting this vendor EDA/WDD will realize an annual cost savings.

**ATTACHMENT:**

- Service Agreement

RF:JWW:HM:CH:LS:RS:HR

  
Nehini Dasika, Principal Management Analyst 9/18/2017

  
Gregory P. Priaplos, Director County Counsel 9/12/2017

MINUTES OF THE BOARD OF SUPERVISORS  
COUNTY OF RIVERSIDE, STATE OF CALIFORNIA



3-17

On motion of Supervisor Jeffries, seconded by Supervisor Ashley and duly carried by unanimous vote, IT WAS ORDERED that the recommendation from Economic Development Agency (EDA) / Workforce Development Division regarding the Ratify and Approve Award of Agreement with Jaguar Computer Systems Inc. to Provide Information Technology Services at the Workforce Development Centers, Program Year 2017/2018, All Districts, [\$550,000] 100% Title I Workforce Innovation and Opportunity Act Workforce Development Adult and Dislocated Worker Funds is continued to Tuesday, December 12, 2017 at 9:30 a.m. or as soon as possible thereafter.

Roll Call:

Ayes: Jeffries, Tavaglione, Washington, Perez and Ashley  
Nays: None  
Absent: None

I hereby certify that the foregoing is a full true, and correct copy of an order made and entered on November 14, 2017 of Supervisors Minutes.

WITNESS my hand and the seal of the Board of Supervisors  
Dated: November 14, 2017  
Kecia Harper-Ihem, Clerk of the Board of Supervisors, in  
and for the County of Riverside, State of California.

(seal)

By: *Kecia Harper-Ihem* Deputy

AGENDA NO.

~~3-17~~

xc: EDA, CØB

3.20

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



**ITEM**  
3.17  
(ID # 4178)

**MEETING DATE:**

Tuesday, November 14, 2017

**FROM :** ECONOMIC DEVELOPMENT AGENCY (EDA) / WORKFORCE DEVELOPMENT DEPARTMENT:

**SUBJECT:** ECONOMIC DEVELOPMENT AGENCY (EDA) / WORKFORCE DEVELOPMENT DIVISION: Ratify and Approve Award of Agreement with Jaguar Computer Systems Inc. to Provide Information Technology Services at the Workforce Development Centers, Program Year 2017/2018, All Districts, [\$550,000] 100% Title I Workforce Innovation and Opportunity Act Workforce Development Adult and Dislocated Worker Funds (3.8 of 10/24/2017) (Continued to December 12, 2017)

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

1. Ratify and approve award of an agreement with vendor Jaguar Computer Systems Inc. to provide Information Technology (IT) Services to the Economic Development Agency/Workforce Development Division's (EDAWDD), Workforce Development Center's (WDC) beginning September 1, 2017, through June 30, 2018, in a total amount not to exceed \$550,000, with the option to renew through June 30, 2020 based upon the availability of funding.
2. Authorize the Chairman of the Board of Supervisors to execute the agreement with Jaguar Computer Systems, Inc.
3. Authorize the Assistant County Executive Officer/EDA to sign amendments to extend the term of the agreement through June 30, 2020, that do not exceed the funding provided by the State and the department approved budget, and do not alter the substantive terms of the agreement, and as approved as to form by County Counsel.

**ACTION:** Policy

A handwritten signature in black ink, appearing to read "Robert Field".

Robert Field, Assistant County Executive Officer/EDA 9/5/2017

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**MINUTES OF THE BOARD OF SUPERVISORS**

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

<b>FINANCIAL DATA</b>	<b>Current Fiscal Year:</b>	<b>Next Fiscal Year:</b>	<b>Total Cost:</b>	<b>Ongoing Cost</b>
<b>COST</b>	\$ 550,000	\$ 0	\$ 550,000	\$ 0
<b>NET COUNTY COST</b>	\$ 0	\$ 0	\$ 0	\$ 0
<b>SOURCE OF FUNDS:</b> Title I Workforce Innovation and Opportunity Act (WIOA) Adult and Dislocated Worker Funds 100%			<b>Budget Adjustment:</b>	No
			<b>For Fiscal Year:</b>	17/18

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

**BACKGROUND:**

**Summary**

In support of the Riverside County Workforce Development Board's (WDB) desire to improve efficiency and reduce costs associated with the operations of the WDC's, on March 8, 2017, a Request for Proposal was released soliciting bidders to provide Information Technology (IT) Services for Program Year 2017/18. The intent is to create a new IT infrastructure for public computer networks and staff networks in each of the three WDCs locations. The current infrastructure will be assessed and a new infrastructure implemented in coordination with the Riverside County Information Technology (RCIT) Department. The IT infrastructure shall include all necessary servers, switches, firewalls, etc. necessary for effective operations and proper security.

On May 8, 2017, the Workforce Development Division received one proposal. Based upon the review of this proposal, the Director of Workforce Development found this vendor is responsive and responsible and capable of providing the services proposed. On June 26, 2017, the Workforce Development Board Executive Committee approved the recommendation to move forward with Jaguar Computer Systems Inc., commencing on September 1, 2017, through June 30, 2018. The solicitation is valid for three years with subsequent one-year approvals through June 30, 2020, based on continued funding for WIOA and vendor performance. Subsequent annual renewals are expected to be approximately \$350,000.

Anticipated implementation of Phase I "Public" is September 2017 and Phase II "AJCC/WDC Staff Network" is October 2017. RCIT costs to EDA/WDD would cease once Phase II has been implemented. EDA/WDD will continue utilizing the RCIT Voice Over Internet Protocol (VOIP) phone system and will sync the new email service with the County global address book monthly.

**Impact on Residents and Businesses**

Selection of this vendor provides necessary Information Technology Services to businesses, job seekers and WDC staff. A cost savings will allow the EDA/WDD to continue current operations and job training services.

**SUPPLEMENTAL:**

**Additional Fiscal Information**

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

EDAWDD is awarding vendor Jaguar Computer Systems Inc. a one-year agreement, to provide services as proposed.

**Contract History and Price Reasonableness**

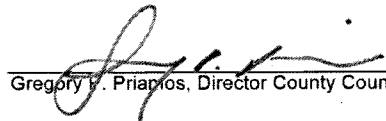
Jaguar Computer Systems Inc. has proposed to provide Information Technology Services to meet the operational needs of the WDC's at a competitive cost and demonstrates a professional and proven track record providing information technology services to other governmental, education and/or private-non-profit entities. By selecting this vendor EDAWDD will realize an annual cost savings.

**ATTACHMENT:**

- Service Agreement

RF:JWW:HM:CH:LS:RS:HR

  
Rohini Dasika, Principal Management Analyst 9/18/2017

  
Gregory P. Priaplos, Director County Counsel 9/12/2017



MINUTES OF THE BOARD OF SUPERVISORS  
COUNTY OF RIVERSIDE, STATE OF CALIFORNIA



3-8

On motion of Supervisor Ashley, seconded by Supervisor Washington and duly carried by unanimous vote, IT WAS ORDERED that the recommendation from Economic Development Agency (EDA) / Workforce Development Division regarding the Ratify and Approve Award of Agreement with Jaguar Computer Systems Inc. to Provide Information Technology Services at the Workforce Development Centers, Program Year 2017/2018, All Districts, [\$550,000] 100% Title I Workforce Innovation and Opportunity Act Workforce Development Adult and Dislocated Worker Funds is continued to Tuesday, November 14, 2017 at 9:00 a.m. or as soon as possible thereafter.

Roll Call:

Ayes: Jeffries, Tavaglione, Washington, Perez and Ashley  
Nays: None  
Absent: None

I hereby certify that the foregoing is a full true, and correct copy of an order made and entered on October 24, 2017 of Supervisors Minutes.

WITNESS my hand and the seal of the Board of Supervisors  
Dated: October 24, 2017  
Kecia Harper-Ihem, Clerk of the Board of Supervisors, in  
and for the County of Riverside, State of California.

(seal)

By [Signature] Deputy

AGENDA NO.

~~3-8~~

xc: EDA, CQB

3.17

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



**ITEM**  
3.8  
(ID # 4178)

**MEETING DATE:**

Tuesday, October 24, 2017

**FROM :** ECONOMIC DEVELOPMENT AGENCY (EDA) / WORKFORCE DEVELOPMENT DEPARTMENT:

**SUBJECT:** ECONOMIC DEVELOPMENT AGENCY (EDA) / WORKFORCE DEVELOPMENT DIVISION: Ratify and Approve Award of Agreement with Jaguar Computer Systems Inc. to Provide Information Technology Services at the Workforce Development Centers, Program Year 2017/2018, All Districts, [\$550,000] 100% Title I Workforce Innovation and Opportunity Act Workforce Development Adult and Dislocated Worker Funds (3.14 of 09/26/2017) (Continued to November 14, 2017)

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

1. Ratify and approve award of an agreement with vendor Jaguar Computer Systems Inc. to provide Information Technology (IT) Services to the Economic Development Agency/Workforce Development Division's (EDAWDD), Workforce Development Center's (WDC) beginning September 1, 2017, through June 30, 2018, in a total amount not to exceed \$550,000, with the option to renew through June 30, 2020 based upon the availability of funding.
2. Authorize the Chairman of the Board of Supervisors to execute the agreement with Jaguar Computer Systems, Inc.
3. Authorize the Assistant County Executive Officer/EDA to sign amendments to extend the term of the agreement through June 30, 2020, that do not exceed the funding provided by the State and the department approved budget, and do not alter the substantive terms of the agreement, and as approved as to form by County Counsel.

**ACTION:** Policy

A handwritten signature in black ink, appearing to read "Robert Field".

Robert Field, Assistant County Executive Officer/EDA 9/5/2017

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**MINUTES OF THE BOARD OF SUPERVISORS**

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

<b>FINANCIAL DATA</b>	<b>Current Fiscal Year:</b>	<b>Next Fiscal Year:</b>	<b>Total Cost:</b>	<b>Ongoing Cost</b>
<b>COST</b>	\$ 550,000	\$ 0	\$ 550,000	\$ 0
<b>NET COUNTY COST</b>	\$ 0	\$ 0	\$ 0	\$ 0
			<b>Budget Adjustment:</b>	No
			<b>For Fiscal Year:</b>	17/18

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

**BACKGROUND:**

**Summary**

In support of the Riverside County Workforce Development Board's (WDB) desire to improve efficiency and reduce costs associated with the operations of the WDC's, on March 8, 2017, a Request for Proposal was released soliciting bidders to provide Information Technology (IT) Services for Program Year 2017/18. The intent is to create a new IT infrastructure for public computer networks and staff networks in each of the three WDCs locations. The current infrastructure will be assessed and a new infrastructure implemented in coordination with the Riverside County Information Technology (RCIT) Department. The IT infrastructure shall include all necessary servers, switches, firewalls, etc. necessary for effective operations and proper security.

On May 8, 2017, the Workforce Development Division received one proposal. Based upon the review of this proposal, the Director of Workforce Development found this vendor is responsive and responsible and capable of providing the services proposed. On June 26, 2017, the Workforce Development Board Executive Committee approved the recommendation to move forward with Jaguar Computer Systems Inc., commencing on September 1, 2017, through June 30, 2018. The solicitation is valid for three years with subsequent one-year approvals through June 30, 2020, based on continued funding for WIOA and vendor performance. Subsequent annual renewals are expected to be approximately \$350,000.

Anticipated implementation of Phase I "Public" is September 2017 and Phase II "AJCC/WDC Staff Network" is October 2017. RCIT costs to EDAWDD would cease once Phase II has been implemented. EDAWDD will continue utilizing the RCIT Voice Over Internet Protocol (VOIP) phone system and will sync the new email service with the County global address book monthly.

**Impact on Residents and Businesses**

Selection of this vendor provides necessary Information Technology Services to businesses, job seekers and WDC staff. A cost savings will allow the EDAWDD to continue current operations and job training services.

**SUPPLEMENTAL:**

**Additional Fiscal Information**

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

EDAWDD is awarding vendor Jaguar Computer Systems Inc. a one-year agreement, to provide services as proposed.

**Contract History and Price Reasonableness**

Jaguar Computer Systems Inc. has proposed to provide Information Technology Services to meet the operational needs of the WDC's at a competitive cost and demonstrates a professional and proven track record providing information technology services to other governmental, education and/or private-non-profit entities. By selecting this vendor EDAWDD will realize an annual cost savings.

**ATTACHMENT:**

- Service Agreement

RF:JWW:HM:CH:LS:RS:HR

  
Rohini Laund, Principal Management Analyst 9/18/2017

  
Gregory V. Priantos, Director County Counsel 9/12/2017

MINUTES OF THE BOARD OF SUPERVISORS  
COUNTY OF RIVERSIDE, STATE OF CALIFORNIA



**3-14**

On motion of Supervisor Jeffries, seconded by Supervisor Washington and duly carried by unanimous vote, IT WAS ORDERED that the recommendation from Economic Development Agency (EDA) / Workforce Development Division regarding America's Job Center of CaliforniaSM/Workforce Development Centers (AJCC/WDC's) Information Technology Services, Program Year 2017/2018, All Districts, [\$550,000] 100% Title I Workforce Innovation and Opportunity Act Workforce Development Adult and Dislocated Worker funds is continued to Tuesday, October 24, 2017 at 9:00 a.m. or as soon as possible thereafter.

Roll Call:

Ayes: Jeffries, Tavaglione, Washington, Perez and Ashley  
Nays: None  
Absent: None

I hereby certify that the foregoing is a full true, and correct copy of an order made and entered on September 26, 2017 of Supervisors Minutes.

WITNESS my hand and the seal of the Board of Supervisors  
Dated: September 26, 2017  
Kecia Harper-Ihem, Clerk of the Board of Supervisors, in  
and for the County of Riverside, State of California.

(seal)

By:  Deputy

AGENDA NO.  
3-14

xc: EDA, CØB

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



**ITEM**  
3.14  
(ID # 4178)

**MEETING DATE:**

Tuesday, September 26, 2017

**FROM :** ECONOMIC DEVELOPMENT AGENCY (EDA) / WORKFORCE DEVELOPMENT  
DEPARTMENT:

**SUBJECT:** ECONOMIC DEVELOPMENT AGENCY (EDA) / WORKFORCE DEVELOPMENT  
DIVISION: America's Job Center of California/Workforce Development  
Centers (AJCC/WDC's) Information Technology Services, Program Year  
2017/2018, All Districts, [\$550,000] 100% Title I Workforce Innovation and  
Opportunity Act Workforce Development Adult and Dislocated Worker funds

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

1. Ratify and approve award of an agreement with vendor Jaguar Computer Systems Inc. to provide Information Technology (IT) Services to the Economic Development Agency/Workforce Development Division's (EDA/WDD), Workforce Development Center's (WDC) beginning September 1, 2017, through June 30, 2018, in a total amount not to exceed \$550,000, with the option to renew through June 30, 2020 based upon the availability of funding.
2. Authorize the Chairman of the Board of Supervisors to execute the agreement with Jaguar Computer Systems, Inc.
3. Authorize the Assistant County Executive Officer/EDA to sign amendments to extend the term of the agreement through June 30, 2020, that do not exceed the funding provided by the State and the department approved budget, and do not alter the substantive terms of the agreement, and as approved as to form by County Counsel.

**ACTION:** Policy

Robert Field, Assistant County Executive Officer/EDA 9/5/2017

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**MINUTES OF THE BOARD OF SUPERVISORS**

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

<b>FINANCIAL DATA</b>	<b>Current Fiscal Year:</b>	<b>Next Fiscal Year:</b>	<b>Total Cost:</b>	<b>Ongoing Cost</b>
<b>COST</b>	\$ 550,000	\$ 0	\$ 550,000	\$ 0
<b>NET COUNTY COST</b>	\$ 0	\$ 0	\$ 0	\$ 0
			<b>Budget Adjustment:</b>	No
			<b>For Fiscal Year:</b>	17/18

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

**BACKGROUND:**

**Summary**

In support of the Riverside County Workforce Development Board's (WDB) desire to improve efficiency and reduce costs associated with the operations of the WDC's, on March 8, 2017, a Request for Proposal was released soliciting bidders to provide Information Technology (IT) Services for Program Year 2017/18. The intent is to create a new IT infrastructure for public computer networks and staff networks in each of the three WDCs locations. The current infrastructure will be assessed and a new infrastructure implemented in coordination with the Riverside County Information Technology (RCIT) Department. The IT infrastructure shall include all necessary servers, switches, firewalls, etc. necessary for effective operations and proper security.

On May 8, 2017, the Workforce Development Division received one proposal. Based upon the review of this proposal, the Director of Workforce Development found this vendor is responsive and responsible and capable of providing the services proposed. On June 26, 2017, the Workforce Development Board Executive Committee approved the recommendation to move forward with Jaguar Computer Systems Inc., commencing on September 1, 2017, through June 30, 2018. The solicitation is valid for three years with subsequent one-year approvals through June 30, 2020, based on continued funding for WIOA and vendor performance. Subsequent annual renewals are expected to be approximately \$350,000.

Anticipated implementation of Phase I "Public" is September 2017 and Phase II "AJCC/WDC Staff Network" is October 2017. RCIT costs to EDAAWDD would cease once Phase II has been implemented. EDAAWDD will continue utilizing the RCIT Voice Over Internet Protocol (VOIP) phone system and will sync the new email service with the County global address book monthly.

**Impact on Residents and Businesses**

Selection of this vendor provides necessary Information Technology Services to businesses, job seekers and WDC staff. A cost savings will allow the EDAAWDD to continue current operations and job training services.

**SUPPLEMENTAL:**

**Additional Fiscal Information**

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

EDAWDD is awarding vendor Jaguar Computer Systems Inc. a one-year agreement, to provide services as proposed.

**Contract History and Price Reasonableness**

Jaguar Computer Systems Inc. has proposed to provide Information Technology Services to meet the operational needs of the WDC's at a competitive cost and demonstrates a professional and proven track record providing information technology services to other governmental, education and/or private-non-profit entities. By selecting this vendor EDAWDD will realize an annual cost savings.

**ATTACHMENT:**

- Service Agreement

RF:JWW:HM:CH:LS:RS:HR

  
Nehini Dasika, Principal Management Analyst

9/18/2017



Gregory V. Priaplos, Director County Counsel

9/12/2017





# MEMORANDUM

RIVERSIDE COUNTY COUNSEL

CONFIDENTIAL  
ATTORNEY-CLIENT PRIVILEGE


DATE: September 12, 2017  
TO: April Boydd, Assistant  
Clerk of the Board  
FROM: Marsha L. Victor, Chief Deputy  
MT ITEM: 4178  
AGENDA: September 26, 2017  
SUBMITTING DEPT: EDA/Workforce Development – Holly Reeves

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Attached please find the following original document(s) for the above-referenced Minute Traq item:

1. America's Job Center of California/Workforce Development Centers  
Jaquar Computer Systems Service Agreements

A copy of the form approved documents was uploaded to MT. If there should be any issues, please contact one of the above named individuals from County Counsel or the submitting department.

  
MLV  
Attachment

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**SERVICE AGREEMENT**

**For**

**America's Job Center of California/Workforce Development Centers Information  
Technology Services (AJCCWDCITS)**

**Between**

**COUNTY OF RIVERSIDE**

**And**

**Jaguar Computer Systems Inc. (JCS)**



**Agreement Number:** PY2017/2018-201-501-AJCCWDCITS-JCS

1 This Service Agreement for America's Job Center of California/Workforce  
2 Development Centers Information Technology Services ("Agreement"), made and entered  
3 into this 1st day of September 2017, by and between Jaguar Computer Systems Inc., a  
4 California Corporation, (herein referred to as the: "VENDOR") and the County of Riverside, a  
5 political subdivision of the State of California, by and through its Economic Development  
6 Agency (EDA), Workforce Development Division (WDD), (herein referred to as the  
7 "COUNTY").

8 **RECITALS**

9 WHEREAS, the COUNTY has entered into a grant agreement with the State of  
10 California, hereinafter referred to as the "Grantor," pursuant to the Workforce Innovation and  
11 Opportunity Act of 2014 (WIOA);

12 WHEREAS, WIOA gives responsibility for administering the program to state and local  
13 workforce agencies such as the COUNTY, and state staff directly provide workforce services.  
14 WIOA funds are used to pay for Information Technology services in support of the America's  
15 Job Center of California/Workforce Development Centers;

16 WHEREAS, the intent is to employ improved infrastructure to more effectively support  
17 the programs offered through the AJCC/WDC locations. In order to meet that goal, the  
18 technology infrastructure needs to be sound, stable and well maintained. The technology  
19 infrastructure shall include hardware, software and other equipment and/or wiring that would  
20 be a part of the recommended plan for the AJCC/WDC's;

21 WHEREAS, in connection with the operations of the AJCC/WDC's, the COUNTY  
22 issued a Request for Proposal (RFP), for the America's Job Center of California/Workforce  
23 Development Centers (AJCC/WDCs) Information Technology Services, for Program Years  
24 2017-2020 on March 8, 2017 to solicit VENDOR'S to work with the AJCC/WDCs to provide  
25 Information Technology services.

26 WHEREAS, VENDOR responded to the RFP and based on VENDOR'S prior  
27 experience with Information Technology services, COUNTY awarded VENDOR with an  
28 allocation of WIOA funds to provide Information Technology Services to meet the operational

1 needs of the AJCC/WDCs at a competitive cost and provide professional and responsive  
2 services; and

3 WHEREAS, County desires to contract with the VENDOR based on VENDOR'S  
4 expertise, special skills, knowledge and experience in Information Technology services, as  
5 more specifically set forth in the Agreement below.

6 NOW THEREFORE, based upon the foregoing Recitals and for good and valuable  
7 consideration, the receipt and sufficiency of which is acknowledged by all Parties, the  
8 COUNTY and VENDOR hereby agree as follows:

9 **1. Description of Services**

10 1.1 The VENDOR shall provide Information Technology services as outlined and  
11 specified in the SCOPE of SERVICE, attached hereto as Exhibit "A" and incorporated by this  
12 reference at the not to exceed fee stated in Paragraph 3.1. The VENDOR's response to the  
13 RFP is included in Exhibit A. The VENDOR shall comply with all requirements stated in the  
14 Agreement."

15 1.2 The VENDOR represents that it has the experience, personnel, equipment, and  
16 facilities necessary to fully and adequately perform under this Agreement and the COUNTY relies  
17 upon this representation. The VENDOR shall perform to the satisfaction of the COUNTY and in  
18 conformance to and consistent with the highest standards of professional VENDOR'S in the same  
19 discipline in the State of California.

20 1.3 The VENDOR affirms that it is fully apprised of all of the work to be performed under  
21 this Agreement; and the VENDOR agrees it can properly perform this work at the fee stated in  
22 Paragraph 3.1. The VENDOR is not to perform services or provide products outside of the  
23 Agreement, unless by written request by the COUNTY.

24 1.4 Acceptance by the COUNTY of VENDOR'S performance under this  
25 Agreement does not operate as a release of the VENDOR'S responsibility for full compliance  
26 with the terms of this Agreement.

27 **2. Period of Performance**

28

1           **2.1**     The VENDOR shall perform the scope of services for the COUNTY in a timely  
2 manner and to COUNTY'S satisfaction, as more specifically set forth in Exhibit A, SCOPE OF  
3 SERVICE, and the payment schedule attached hereto as Exhibit "B". This Agreement shall  
4 commence on September 1, 2017 and expire on June 30, 2018, this agreement may be  
5 extended up to three (3) consecutive one-year periods upon agreement of the Parties  
6 pursuant to a written amendment.

7           **3.     Compensation**

8           **3.1**     The COUNTY shall pay VENDOR for services performed, products provided  
9 and expenses incurred for the SCOPE OF SERVICE defined in Exhibit "A" pursuant to the  
10 Payment Schedule set forth in Exhibit "B". Maximum payment by COUNTY to VENDOR shall  
11 not exceed Four Hundred Sixty-Six Thousand Three-Hundred Eighty Dollars (\$466,380),  
12 including all expenses. The COUNTY is not responsible for any fees or costs incurred above  
13 or beyond the contracted amount and shall have no obligation to purchase any specified  
14 amount of services or products, unless agreed to by COUNTY in writing in advance.

15           **3.2**     The VENDOR shall be paid only in accordance with an invoice submitted to the  
16 COUNTY by VENDOR conforming to Exhibit "C" attached hereto and incorporated herein by  
17 this reference, and COUNTY shall pay the invoice within thirty (30) working days from the date of  
18 receipt of the invoice. Payment shall be made to VENDOR only after services have been rendered  
19 or delivery of materials or products, and acceptance has been made by COUNTY.

20                   a)     Each invoice shall contain a minimum of the following information:  
21 invoice number and date; remittance address; itemization of the description of the work (hourly  
22 rate and extensions, if applicable); and an invoice total and shall conform to the Invoice Form  
23 attached hereto as Exhibit "C".

24                   b)     In accordance with California Government VENDOR Section 926.10,  
25 COUNTY is not allowed to pay excess interest and late charges.

26           **3.3**     The COUNTY obligation for payment of this Agreement beyond the current  
27 fiscal year end is contingent upon and limited by the availability of the COUNTY funding from  
28 which payment can be made. No legal liability on the part of the COUNTY shall arise for

1 payment beyond June 30 of each calendar year unless funds are made available for such  
2 payment. In the event that such funds are not forthcoming for any reason, the COUNTY shall  
3 immediately notify the VENDOR in writing; and this Agreement shall be deemed terminated  
4 and have no further force and effect.

5 **4. Alteration or Changes to the Agreement**

6       **4.1** The Board of Supervisors and the Assistant County Executive  
7 Officer/Economic Development Agency are the only authorized COUNTY representatives  
8 who may at any time, by written order, make alterations to this Agreement.

9 **5. Termination**

10       **5.1** The COUNTY may terminate this Agreement without cause upon 30 days  
11 written notice served upon the VENDOR stating the extent and effective date of termination.

12       **5.2** The COUNTY may, upon five (5) days written notice, terminate this Agreement  
13 for the VENDOR'S default, if the VENDOR refuses or fails to comply with the terms of this  
14 Agreement or fails to make progress so as to endanger performance and does not  
15 immediately cure such failure. In the event of such termination, the COUNTY may proceed  
16 with the work in any manner deemed proper by the COUNTY.

17       **5.3** After receipt of the notice of termination, the VENDOR shall:

18               (a) Stop all work under this Agreement on the date specified in the notice  
19 of termination; and

20               (b) Transfer to the COUNTY and deliver in the manner as directed by the  
21 COUNTY any materials, reports or other products which, if the Agreement had been  
22 completed or continued, would have been required to be furnished to the COUNTY.

23       **5.4** After termination, the COUNTY shall make payment only for the VENDOR'S  
24 performance up to the date of termination in accordance with this Agreement.

25       **5.5** The VENDOR'S rights under this Agreement shall terminate (except for fees  
26 accrued prior to the date of termination) upon dishonesty or a willful or material breach of this  
27 Agreement by the VENDOR; or in the event of the VENDOR'S unwillingness or inability for  
28

1 any reason whatsoever to perform the terms of this Agreement. In such event, the VENDOR  
2 shall not be entitled to any further compensation under this Agreement.

3       **5.6** The rights and remedies of the COUNTY provided in this section shall not be  
4 exclusive and are in addition to any other rights and remedies provided by law or this  
5 Agreement.

6 **6. Ownership/Use of Contract Materials and Products**

7 The VENDOR agrees that all materials, reports or products in any form, including  
8 electronic, created by the VENDOR for which the VENDOR has been compensated by the  
9 COUNTY pursuant to this Agreement shall be the sole property of the COUNTY; and may be  
10 used by the COUNTY for any purpose the COUNTY deems to be appropriate, including, but  
11 not limited to, duplication and/or distribution within the COUNTY or to third parties. The  
12 VENDOR agrees not to release or circulate in whole or part such materials, reports or products  
13 without prior written authorization of the COUNTY.

14 **7. Conduct of the VENDOR**

15       **7.1** The VENDOR covenants that it presently has no interest, including, but not  
16 limited to, other projects or contracts, and shall not acquire any such interest, direct or indirect,  
17 which would conflict in any manner or degree with the VENDOR'S performance under this  
18 Agreement. The VENDOR further covenants that no person or subcontractor having any such  
19 interest shall be employed or retained by VENDOR under this Agreement. The VENDOR  
20 agrees to inform the COUNTY of all VENDOR'S interests, if any, which are or may be  
21 perceived as incompatible with the COUNTY'S interests.

22       **7.2** The VENDOR shall not, under circumstances which could be interpreted as an  
23 attempt to influence the recipient in the conduct of his/her duties, accept any gratuity or special  
24 favor from individuals or firms with whom the VENDOR is doing business or proposing to do  
25 business, in accomplishing the work under this Agreement.

26       **7.3** The VENDOR or its employees shall not offer gifts, gratuity, favors, and  
27 entertainment directly or indirectly to COUNTY employees.

28 **8. Inspection of Services**

1           **8.1** All performance shall be subject to inspection by the COUNTY. The VENDOR  
2 shall provide adequate cooperation to the COUNTY representative to permit him/her to  
3 determine the VENDOR'S conformity with the terms of this Agreement. If any services  
4 performed or products provided by the VENDOR are not in conformance with the terms of this  
5 Agreement, the COUNTY shall have the right to require the VENDOR to perform the services  
6 or provide the products in conformance with the terms of the Agreement at no additional cost  
7 to the COUNTY. When the services to be performed or the products to be provided are of  
8 such nature that the difference cannot be corrected, the COUNTY shall have the right to: (1)  
9 require the VENDOR immediately to take all necessary steps to ensure future performance in  
10 conformity with the terms of the Agreement; and/or (2) reduce the Agreement price to reflect  
11 the reduced value of the services performed or products provided. The COUNTY may also  
12 terminate this Agreement for default and charge to the VENDOR any costs incurred by the  
13 COUNTY because of the VENDOR'S failure to perform.

14           **8.2** The VENDOR shall establish adequate procedures for self-monitoring to  
15 ensure proper performance under this Agreement; and shall permit a COUNTY representative  
16 to monitor, assess or evaluate the VENDOR'S performance under this Agreement at any time  
17 upon reasonable notice to the VENDOR.

18           **9.     Independent Contractor**

19           The VENDOR is, for purposes relating to this Agreement, an independent contractor  
20 and shall not be deemed an employee of the COUNTY. It is expressly understood and agreed  
21 that the VENDOR (including its employees, agents and subcontractor's) shall in no event be  
22 entitled to any benefits to which the COUNTY employees are entitled, including but not limited  
23 to overtime, any retirement benefits, worker's compensation benefits, and injury leave or other  
24 leave benefits. There shall be no employer-employee relationship between the parties; and  
25 the VENDOR shall hold the COUNTY harmless from any and all claims that may be made  
26 against the COUNTY based upon any contention by a third party that an employer-employee  
27 relationship exists by reason of this Agreement. It is further understood and agreed by the  
28 parties that the VENDOR in the performance of this Agreement is subject to the control or



1 direction of the COUNTY merely as to the results to be accomplished and not as to the means  
2 and methods for accomplishing the results.

3 **10. Subcontract for Work or Services**

4 No contract shall be made by the VENDOR with any other party for furnishing any of  
5 the work or services under this Agreement without the prior written approval of the COUNTY;  
6 but this provision shall not require the approval of contracts of employment between the  
7 VENDOR and personnel assigned under this Agreement, or for parties named in the proposal  
8 and agreed to under this Agreement.

9 **11. Disputes**

10 **11.1** The parties shall attempt to resolve any disputes amicably at the working level.  
11 If that is not successful, the dispute shall be referred to the senior management of the parties.  
12 Any dispute relating to this Agreement which is not resolved by the parties shall be decided  
13 by the COUNTY'S Compliance Contract Officer who shall furnish the decision in writing. The  
14 decision of the COUNTY'S Compliance Contract Officer shall be final and conclusive unless  
15 determined by a court of competent jurisdiction to have been fraudulent, capricious, arbitrary,  
16 or so grossly erroneous as necessarily to imply bad faith. The VENDOR shall proceed  
17 diligently with the performance of this Agreement pending the resolution of a dispute.

18 **11.2** Prior to the filing of any legal action related to this Agreement, the parties shall  
19 be obligated to attend a mediation session in Riverside County before a neutral third party  
20 mediator. A second mediation session shall be required if the first session is not successful.  
21 The parties shall share the cost of the mediations. The parties shall jointly select a mediator  
22 acceptable to the VENDOR and COUNTY. The mediation shall take place in Riverside  
23 County. Each party shall be responsible for its own legal fees and other expenses incident to  
24 the preparation for mediation. If the dispute cannot be resolved by mediation, neither  
25 COUNTY nor VENDOR waives their rights to bring the appropriate legal action in a court of  
26 competent jurisdiction within the County of Riverside.

27 **12. Licensing and Permits**

28 The VENDOR shall comply with all State or other licensing requirements, including but

1 not limited to the provisions of Chapter 9 of Division 3 of the Business and Professions  
2 VENDOR. All licensing requirements shall be met at the time proposals are submitted to the  
3 COUNTY. The VENDOR warrants that it has all necessary permits, approvals, certificates,  
4 waivers and exemptions necessary for performance of this Agreement as required by the laws  
5 and regulations of the United States, the State of California, the County of Riverside and all  
6 other governmental agencies with jurisdiction, and shall maintain these throughout the term  
7 of this Agreement relative to the Scope of Services to be performed under Exhibit A, and that  
8 service(s) will be performed by properly trained and licensed staff.

9 **13. Non-Discrimination**

10 The VENDOR shall not be discriminate in the provision of services, allocation of  
11 benefits, accommodation in facilities, or employment of personnel on the basis of ethnic group  
12 identification, race, religious creed, color, national origin, ancestry, physical handicap, medical  
13 condition, sexual orientation, marital status or sex in the performance of this Agreement; and,  
14 to the extent they shall be found to be applicable hereto, shall comply with the provisions of  
15 the California Fair Employment Practices Act (commencing with Section 1410 of the Labor  
16 Consultant), the Federal Civil Rights Act of 1964 (P.L. 88-352), the Americans with Disabilities  
17 Act of 1990 (42 U.S.C. §1210 et seq.) and all other applicable laws or regulations.

18 The VENDOR agrees to comply with the Americans with Disabilities Act (ADA) of 1990  
19 (42 U.S.C. 12101 et seq.), which prohibits discrimination on the basis of disability, and all  
20 applicable federal and state laws and regulations, guidelines, and interpretations issued  
21 hereto in the execution of the duties and responsibilities under the Agreement.

22 **14. Record Retention and Documents**

23 The VENDOR agrees to retain all records pertaining to this Agreement under  
24 Workforce Innovation and Opportunity Act (WIOA) programs for a period of seven (7) years  
25 after termination of this Agreement. If, at the end of seven (7) years, there is an ongoing  
26 litigation or an audit involving those records, the VENDOR shall retain the records until the  
27 resolution of such litigation or audit is completed. The Department of Labor, the Grantee, and  
28 the COUNTY reserve the right to monitor and visit, announced or unannounced, the

1 VENDOR'S facilities at any time during normal business hours. The monitoring shall be  
2 conducted in accordance with the COUNTY WIOA Monitoring Guide and WIOA State  
3 Directives.

4 **15. Confidentiality**

5 **15.1** The VENDOR shall not use for personal gain or make other improper use of  
6 privileged or confidential information which is acquired in connection with this Agreement. The  
7 term "privileged or confidential information" includes but is not limited to: unpublished or  
8 sensitive technological or scientific information; medical, personnel, or security records;  
9 anticipated material requirements or pricing/purchasing actions; the COUNTY information or  
10 data which is not subject to public disclosure; COUNTY operational procedures; and  
11 knowledge of selection of contractors, subcontractors or suppliers in advance of official  
12 announcement.

13 **15.2** The VENDOR shall protect from unauthorized disclosure names and other  
14 identifying information concerning persons receiving services pursuant to this Agreement,  
15 except for general statistical information not identifying any person. The VENDOR shall not  
16 use such information for any purpose other than carrying out the VENDOR'S obligations under  
17 this Agreement. The VENDOR shall promptly transmit to the COUNTY all third party requests  
18 for disclosure of such information. The VENDOR shall not disclose, except as otherwise  
19 specifically permitted by this Agreement or authorized in advance in writing by the COUNTY,  
20 any such information to anyone other than the COUNTY. For purposes of this paragraph,  
21 identity shall include, but not be limited to, name, identifying number, symbol, or other  
22 identifying particular assigned to the individual, such as finger or voice print or a photograph.

23 **16. Administration/Contract Liaison**

24 The Assistant County Executive Officer of the Economic Development  
25 Agency/Workforce Development Division, or designee, shall administer this Agreement on  
26 behalf of the COUNTY.

27

28

1 **17. Force Majeure**

2 If either party is unable to comply with any provision of this Agreement due to causes  
3 beyond its reasonable control, and which could not have been reasonably anticipated, such  
4 as acts of God, acts of war, civil disorders, or other similar acts, such party shall not be held  
5 liable for such failure to comply, provided the other party receives written notice of such force  
6 majeure event.

7 **18. EDD Reporting Requirements**

8 In order to comply with child support enforcement requirements of the State of  
9 California, the COUNTY may be required to submit a Report of Independent VENDOR (s)  
10 form DE 542 to the Employment Development Department ("EDD"). The VENDOR agrees to  
11 furnish the required data and certifications to the COUNTY within 10 days of notification of  
12 award of Agreement when required by the EDD. This data will be transmitted to governmental  
13 agencies charged with the establishment and enforcement of child support orders. Failure of  
14 the VENDOR to timely submit the data and/or certificates required may result in the contract  
15 being awarded to another VENDOR. In the event a contract has been issued, failure of the  
16 VENDOR to comply with all federal and state reporting requirements for child support  
17 enforcement or to comply with all lawfully served Wage and Earnings Assignments Orders  
18 and Notice of Assignment shall constitute a material breach of Agreement. If the VENDOR  
19 has any questions concerning this reporting requirement, please call (916) 657-0529. The  
20 VENDOR should also contact the local Employment Tax Customer Service Office listed in the  
21 telephone directory in the State Government section under "Employment Development  
22 Department" or access their Internet site at [www.edd.ca.gov](http://www.edd.ca.gov).

23 **19. Hold Harmless/Indemnification**

24 **19.1** VENDOR agrees to indemnify and hold harmless the COUNTY, its departments,  
25 agencies and districts, including their officers, employees and agents (collectively "County  
26 Indemnitees"), from any liability, damage, claim or action based upon or related to any  
27 services or work of the VENDOR (including its officers, employees, agents, subcontractors or  
28 suppliers) arising out of or in any way relating to this Agreement, including but not limited to

1 property damage, bodily injury or death. VENDOR shall, at its sole expense and cost  
2 (including but not limited to attorney fees, cost of investigation, defense and settlements or  
3 awards), defend County Indemnitees in any such claim or action. VENDOR shall, at its sole  
4 cost, have the right to use counsel of their choice, subject to the approval of COUNTY which  
5 shall not be unreasonably withheld; and shall have the right to adjust, settle, or compromise  
6 any such claim or action so long as that does not compromise VENDOR's indemnification  
7 obligation. The insurance requirements stated in this Agreement shall in no way limit or  
8 circumscribe VENDOR's obligations to indemnify and hold harmless COUNTY."

9 **20. Insurance**

10 Without limiting or diminishing the VENDOR'S obligation to indemnify or hold the  
11 COUNTY harmless, the VENDOR shall procure and maintain or cause to be maintained, at  
12 its sole cost and expense, the following insurance coverages during the term of this  
13 Agreement:

14 **20.1 Workers' Compensation**

15 If the VENDOR has employees as defined by the State of California, the VENDOR  
16 shall maintain statutory Workers' Compensation Insurance (Coverage A) as prescribed by the  
17 laws of the State of California. The Policy shall include Employers' Liability (Coverage B)  
18 including Occupational Disease with limits not less than **\$1,000,000** per person per accident.  
19 The policy shall be endorsed to waive subrogation in favor of the County of Riverside, and, if  
20 applicable, to provide a Borrowed Servant/Alternate Employer Endorsement.

21 **20.2 Commercial General Liability**

22 Commercial General Liability insurance coverage, including but not limited to,  
23 premises liability, contractual liability, products and completed operations liability, personal  
24 and advertising injury covering claims which may arise from or out of the VENDOR'S  
25 performance of its obligations hereunder. The Policy shall name all Agencies, VENDORS,  
26 Special VENDORS, and Departments of the County of Riverside, their respective directors,  
27 officers, Board of Supervisors, employees, elected or appointed officials, agents or  
28 representatives as Additional Insureds. The Policy's limit of liability shall not be less than

1 **\$1,000,000** per occurrence combined single limit. If such insurance contains a general  
2 aggregate limit, it shall apply separately to this agreement or be no less than two (2) times the  
3 occurrence limit.

4 **20.3 Vehicle Liability**

5 If the VENDOR'S vehicles or mobile equipment are used in the performance of the  
6 obligations under this Agreement, then the VENDOR shall maintain liability insurance for all  
7 owned, non-owned or hired vehicles so used in an amount not less than **\$1,000,000** per  
8 occurrence combined single limit. If such insurance contains a general aggregate limit, it shall  
9 apply separately to this agreement or be no less than two (2) times the occurrence limit. Policy  
10 shall name all Agencies, VENDORS, Special VENDORS, and Departments of the County of  
11 Riverside, their respective directors, officers, Board of Supervisors, employees, elected or  
12 appointed officials, agents or representatives as Additional Insureds.

13 **20.4 General Insurance Provisions - All lines**

14 a) Any insurance carrier providing insurance coverage hereunder shall be  
15 admitted to the State of California and have an A M BEST rating of not less than A: VIII (A:8)  
16 unless such requirements are waived, in writing, by the COUNTY Risk Manager. If the  
17 COUNTY'S Risk Manager waives a requirement for a particular insurer such waiver is only  
18 valid for that specific insurer and only for one policy term.

19 b) The VENDOR'S insurance carrier(s) must declare its insurance deductibles or  
20 self-insured retentions. If such deductibles or self-insured retentions exceed \$500,000 per  
21 occurrence such deductibles and/or retentions shall have the prior written consent of the  
22 COUNTY Risk Manager before the commencement of operations under this Agreement.  
23 Upon notification of deductibles or self-insured retention's unacceptable to the COUNTY, and  
24 at the election of the COUNTY'S Risk Manager, the VENDOR'S carriers shall either; 1) reduce  
25 or eliminate such deductibles or self-insured retention's as respects this Agreement with the  
26 COUNTY, or 2) procure a bond which guarantees payment of losses and related  
27 investigations, claims administration, and defense costs and expenses.

28

1           c)     The VENDOR shall cause the VENDOR'S insurance carrier(s) to furnish the  
2 County of Riverside with either 1) a properly executed original Certificate(s) of Insurance and  
3 certified original copies of Endorsements effecting coverage as required herein, or 2) if  
4 requested to do so orally or in writing by the COUNTY Risk Manager, provide original Certified  
5 copies of policies including all Endorsements and all attachments thereto, showing such  
6 insurance is in full force and effect. Further, said Certificate(s) and policies of insurance shall  
7 contain the covenant of the insurance carrier(s) that thirty (30) days written notice shall be  
8 given to the County of Riverside prior to any material modification, cancellation, expiration or  
9 reduction in coverage of such insurance. In the event of a material modification, cancellation,  
10 expiration, or reduction in coverage, this Agreement shall terminate forthwith, unless the  
11 County of Riverside receives, prior to such effective date, another properly executed original  
12 Certificate of Insurance and original copies of endorsements or certified original policies,  
13 including all endorsements and attachments thereto evidencing coverage's set forth herein  
14 and the insurance required herein is in full force and effect. The VENDOR ***shall not***  
15 ***commence operations until the COUNTY has been furnished original Certificate (s) of***  
16 ***Insurance and certified original copies of endorsements or policies of insurance***  
17 ***including all endorsements and any and all other attachments as required in this***  
18 ***Section. An individual authorized by the insurance carrier to do so on its behalf shall***  
19 ***sign the original endorsements for each policy and the Certificate of Insurance.***

20           d)     It is understood and agreed to by the parties hereto and the insurance  
21 company(s), that the Certificate(s) of Insurance and policies shall so covenant and shall be  
22 construed as primary insurance, and the COUNTY'S insurance and/or deductibles and/or self-  
23 insured retention's or self-insured programs shall not be construed as contributory.

24           e)     The COUNTY'S Reserved Rights--Insurance. If, during the term of this  
25 Agreement or any extension thereof, there is a material change in the scope of services; or,  
26 there is a material change in the equipment to be used in the performance of the scope of  
27 work (such as the use of aircraft or watercraft) the COUNTY reserves the right to adjust the  
28 types of insurance required under this Agreement and the monetary limits of liability for the

1 insurance coverage's currently required herein, if; in the COUNTY Risk Manager's reasonable  
2 judgment, the amount or type of insurance carried by VENDOR has become inadequate.

3 f) The VENDOR shall pass down the insurance obligations contained herein to  
4 all tiers of subcontractors working under this Agreement.

5 g) The insurance requirements contained in this Agreement may be met with a  
6 program(s) of self-insurance acceptable to the COUNTY.

7 **21. General**

8 **21.1** The VENDOR shall not delegate or assign any interest in this Agreement,  
9 whether by operation of law or otherwise, without the prior written consent of COUNTY. Any  
10 assignment or purported assignment of this Agreement by VENDOR without the prior written  
11 consent of COUNTY will be deemed void and of no force or effect.

12 **21.2** Any waiver by the COUNTY of any breach of any one or more of the terms of  
13 this Agreement shall not be construed to be a waiver of any subsequent or other breach of  
14 the same or of any other term of this Agreement. Failure on the part of the COUNTY to require  
15 exact, full and complete compliance with any terms of this Agreement shall not be construed  
16 as in any manner changing the terms or preventing the COUNTY from enforcement of the  
17 terms of this Agreement.

18 **21.3** In the event the VENDOR receives payment under this Agreement which is  
19 later disallowed by the COUNTY for nonconformance with the terms of the Agreement, the  
20 VENDOR shall promptly refund the disallowed amount to the COUNTY on request; or at its  
21 option the COUNTY may offset the amount disallowed from any payment due to the VENDOR.

22 **21.4** The VENDOR shall not provide partial delivery or shipment of services or  
23 products unless specifically stated in the Agreement.

24 **21.5** The VENDOR shall comply with all applicable Federal, State and local laws and  
25 regulations. The VENDOR will comply with all applicable COUNTY policies and procedures.  
26 In the event that there is a conflict between the various laws or regulations that may apply,  
27 the VENDOR shall comply with the more restrictive law or regulation.

28



1           **21.6** The VENDOR shall comply with all requirements of the Occupational Safety  
2 and Health Administration (OSHA) standards and VENDOR as set forth by the U.S.  
3 Department of Labor and the State of California (Cal/OSHA).

4           **21.7** This Agreement shall be governed by the laws of the State of California. Any  
5 legal action related to the performance or interpretation of this Agreement shall be filed only  
6 in the Superior Court of the State of California located in Riverside, California, and the parties  
7 waive any provision of law providing for a change of venue to another location. In the event  
8 any provision in this Agreement is held by a court of competent jurisdiction to be invalid, void,  
9 or unenforceable, the remaining provisions will nevertheless continue in full force without  
10 being impaired or invalidated in any way.

11           **21.8** This Agreement, including any attachments or exhibits, constitutes the entire  
12 Agreement of the parties with respect to its subject matter and supersedes all prior and  
13 contemporaneous representations, proposals, discussions and communications, whether oral  
14 or in writing. This Agreement may be changed or modified only by a written amendment  
15 signed by authorized representatives of both parties. No oral understanding or agreement not  
16 incorporated herein shall be binding on any of the parties hereto.

17           **21.9** If any project produces patentable items, patent rights, processes or inventions  
18 in the course of work under a Department of Labor (DOL) grant or agreement, the VENDOR  
19 shall report the fact promptly and fully to the COUNTY. The COUNTY shall report the fact to  
20 the Grant Officer at DOL. Unless there is a prior agreement between the COUNTY and the  
21 DOL or its representative on these matters, DOL shall determine whether to seek protection  
22 on the invention or discovery. DOL or its representative shall determine how the rights in the  
23 invention or discovery, including rights under any patent issued thereon, will be allocated and  
24 administered in order to protect the public interest consistent with the following Patent Policy  
25 found at 29 CFR 95.36 and 29 CFR 97.34.

26           **21.10** Unless otherwise provided in terms of the Grant or the Agreement, when  
27 copyrighted material is developed in the course of or under this Agreement, the author and  
28 the COUNTY which developed the work are free to copyright material or to permit others to

1 do so. The COUNTY and the Workforce Development Board shall have a royalty-free, non-  
2 exclusive and irrevocable license to produce, publish, and use and to authorize other to use  
3 all copyrighted material.

4 **21.11** Any waiver by COUNTY of any breach of any one or more of the terms of this  
5 Agreement shall not be construed to be a waiver of any subsequent or other breach of the  
6 same or of any other term thereof. Failure on the part of the COUNTY to require exact, full  
7 and complete compliance with any terms of this Agreement shall not be construed as in any  
8 manner changing the terms hereof or stopping COUNTY from enforcement hereof.

9 **21.12** Executive Order 12549, Debarment and Suspension, 34 CFR Part 85, Section  
10 85.510 (Lower Tier). The VENDOR certifies that neither it nor its principals are presently  
11 debarred, suspended, proposed for debarment, declared ineligible, or voluntarily excluded  
12 from participation in this transaction by any Federal department or agency. Where the  
13 VENDOR is unable to certify to any of the statements in this certification, VENDOR shall attach  
14 an explanation to this Agreement.

15 **21.13** The VENDOR shall assure that funds provided by this Agreement must be  
16 used exclusively for activities that are authorized under WIOA. Co-mingling and/or diverting  
17 of funds to support the activities of other programs are not authorized. Documentation  
18 supporting expenditures will be kept on file at the VENDOR'S office and made available at all  
19 times for audit and monitoring purposes for a period of no less than seven (7) years after the  
20 COUNTY makes final payment and all pending matters are closed

21 **21.14** The VENDOR will comply with controls, recordkeeping and accounting  
22 procedure requirements of WIOA, federal and state regulations and directives to ensure the  
23 proper accounting for funds paid under this Agreement. At such times and in such form, the  
24 COUNTY may require statements, records, reports, data and information pertaining to this  
25 Agreement be maintained on file for purpose of an audit or examination. Retention of all  
26 records for seven (7) years after the County makes final payment and all other pending  
27 matters are closed, is required.

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1           **21.15** The VENDOR shall establish and implement appropriate internal management  
2 procedures to prevent fraud, abuse and criminal activity. Further, the VENDOR shall establish  
3 a reporting process to ensure that the COUNTY is notified immediately of any allegation of  
4 WIOA-related fraud, abuse or criminal activity or any suspected or proven fraud, abuse or  
5 criminal acts committed by staff or participants. If the allegation is of any emergency and/or  
6 fiscal nature, it shall be reported to the COUNTY'S Administration Unit at (951) 955-3100, and  
7 immediately thereafter, a written report shall be submitted. Proof of such report will be  
8 maintained in the VENDOR'S file.

9           **21.16** VENDOR represents and warrants that VENDOR is registered to do business  
10 in the State of California with the California Secretary of State.

11           **21.17** All correspondence and notices required or contemplated by this Agreement  
12 shall be delivered to the respective parties at the addresses set forth below and are deemed  
13 submitted one (1) day after their deposit in the United States Mail, postage prepaid.

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County of Riverside Economic Development Agency/Workforce Development Division 1325 Spruce Street, Suite 400 Riverside, CA 92507 Attention: Heidi Marshall, Director of Workforce Development	VENDOR; Jaguar Computer Systems Inc. 4135 Indus Way Riverside, CA 92503 Attention: George Hoanzl, Vice President
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[Remainder of Page Intentionally Blank]

[Signatures on Following Page]

**Agreement Number:** PY2017/2018-201-501-AJCCWDCITS-JCS

1 IN WITNESS WHEREOF, the Parties hereto have caused their duly authorized  
2 representatives to execute this Agreement as of the dates set forth below.

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**COUNTY:**  
COUNTY OF RIVERSIDE, Board of  
Supervisors

**VENDOR:**  
Jaguar Computer Systems Inc. a  
California Corporation

By: \_\_\_\_\_  
John F. Tavaglione, Chairman of the Board of  
Supervisors


By:   
George Moanz, Vice President

Dated: \_\_\_\_\_

Dated: 9/11/2017

ATTEST:  
Keshia Harper-Ihem  
Clerk of the Board  
By: \_\_\_\_\_  
Deputy

APPROVED AS TO FORM:  
Gregory P. Priamos  
County Counsel

By:  9/11/17  
Marsha L. Victor  
Chief Deputy

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**EXHIBIT A**  
**SCOPE OF SERVICE**

**1. Purpose:**

During the term of the Service Agreement for Information Technology Services entered into between Jaguar Computer Systems Inc. (VENDOR) and the County of Riverside (COUNTY), VENDOR shall provide services and deliverables as outlined in this Agreement.

**Reference: RFP – America’s Job Center of California / Workforce Development Center Information Technology Services**

Jaguar Computer Systems (Jaguar) has in excess of three decades of IT Managed Services experience as the County of Riverside Full Services IT Award vendor and business partner. Jaguar will leverage our Riverside County IT skills, knowledge and experience by the implementation of hundreds of successful technology projects, best practices supporting the referenced America’s Job Center of California / Workforce Development Center Information Technology Services by Jaguar’s Managed Technology Networking Services provide services and deliverables as outlined in this Agreement

Jaguar has successfully demonstrated commitment by providing customer driven information technology consulting and IT Network Managed Services, with a spectrum of IT professional services at cost effective.

Jaguar will leverage our County departmental and RCIT experience combined with our knowledgeable and experienced team to insure the successful implementation and support of referenced project. Our IT Managed Services Team experience spans in excess of hundreds of IT projects, to insure successful implementation of referenced project by providing comprehensive IT Network Managed Services to EDA’s AJCC/WDC business units.

**2. Technical Proposal Overview**

Scope of Services - Provide Information Technology (IT) Services for the American Centers of California/Workforce Development Centers (AJCC/WDC) under the EDA division.

Item	<u>AJCC/WDC :locations - PUBLIC/STAFF</u>	Quantity
1	<u>Riverside WDC</u> - 1325 Spruce Street, Riverside, CA Re-Image computers and redeploy	58
2	<u>Hemet WDC</u> - 749 N. State Street, Hemet, CA Re-image computers and redeploy	9
3	<u>Indio WDC</u> - 44-199 Monroe St, Suite B, Indio, CA Re-image computers and redeploy	66
4	AJCC/WDC :locations - STAFF Computers	114
5	AJCC/WDC :locations - STAFF VoIP Phones	114

**A. Scope of Services PHASE I** – Provide IT Managed Services and Help Desk Services for AJCC/WDC **Public Network** supporting:

- 134 desktops
- Hardware platforms
- Microsoft Operating systems and Office Suite
- Applications
- Peripherals
- Firewall - Network Appliance
- Switches
- Internet connectivity
  
- HelpDesk and maintenance services

**B. Scope of Services PHASE II** - IT Managed Services and Help Desk Services for **AJCC/WDC Network AJCC/WDC Staff**. WAN Network will require the creation and support of following:

- NEW File Print Services
- Domain Supporting 114 Desktops
- Peripherals
- File Servers
- Networking Services
- Network Switches
- User - VPN Secure Transmission
- Internet Connectivity
- A new Exchange 365 messaging new email domain, if existing County EDAWDC is not used
  
- HelpDesk and maintenance services

1 **C. Requirement of Phase III – AJCC/WDC / STAFF requires RCIT CORNET network**  
2 **management of VoIP switches and CORNET connectivity:**

- 3 • Staff's 114 VoIP IP phones
- 4 • Use of Micro phone numbers
- 5 • Managed by RCIT through the Cisco Call Manager platform

6 **3. Technical Narratives**

7 **A. Public AJCC/WDC Narrative of PHASE I – Implementation of AJCC/WDC Public**  
8 **Isolated Network.** To provide comprehensive IT Managed services supporting 134  
9 desktops, prerequisites to hardware platform, Microsoft Windows 10 Operating systems  
10 and Office Suite 2016, applications, peripherals, Network Appliance/Firewall, network  
11 switches, Help Desk, and Internet connectivity.

12 **Included in IT Managed Service:**

- 13 • Conduct an AJCC/WDC LAN/WAN Public Network assessment and analysis with  
14 focus on equipment inventory, applications, recommended upgrades, providing  
15 stability, scalability, reliable and fault tolerant infrastructure.
- 16 • Provide a managed AJCC/WDC Public network with a stable, secure and  
17 separate infrastructure from EDA's CORNET core WAN/LAN Network.
- 18 • Implement enhanced WAN/LAN/Internet infrastructure providing connectivity in  
19 support of the Public AJCC/WDC network architecture and required desktop  
20 software.
- 21 • AJCC/WDC Public has identified the following sites with a total of 134  
22 workstations:
  - 23 1. 1325 Spruce Street with 58 desktops (Riverside WDC)
  - 24 2. 749 N. State Street with 9 desktops (Hemet WDC)
  - 25 3. 44-199 Monroe Street Suite with 56 desktops (Indio WDC)

26 1. AJCC/WDC Public sites will benefit from the inclusive IT Managed Services:

27 a. Enhanced management of network infrastructure with implementation  
28 of network appliance/firewall and hardware platforms at each site,  
programmed, configured and tested to support following LAN/WAN  
managed services:

- Firewall services
- URL Web filtering and Proxy services
- Network Address Translation (NAT)
- Static and DHCP IP addresses
- Domain Name Services (DNS)
- Storage of workstation images

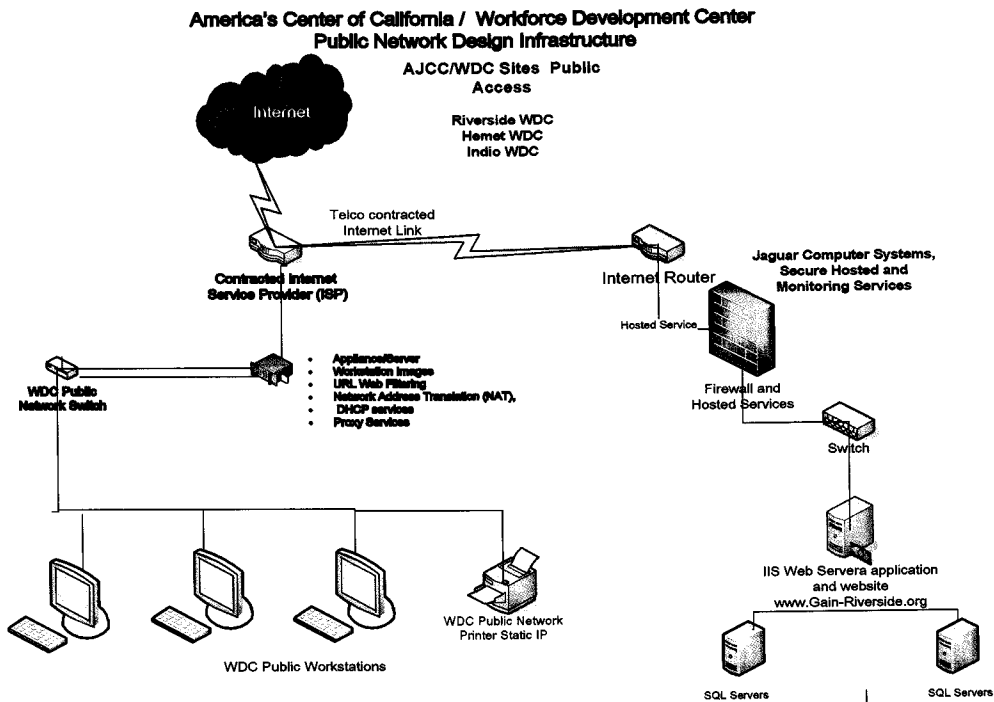
**Agreement Number:** PY2017/2018-201-501-AJCCWDCITS-JCS

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- b. Monitoring and all sites with management of workstations that support public Internet access control and policy measures. Configured firewall will mitigate the accessing of explicit URL's.
- c. Implementation of DNS and proxy controls services to manage the network devices.
- d. Implementation of a content rating system and limited URL's to restrain access to determined appropriate content sites.
- e. Install UPS (with management card) or IP addressed PDU – to enable remote restart of the router and/or PC as necessary.
  - a. Run data cable from communication room to work station/router location.
- f. Re-image the distributed 134 AJCC/WDC public workstations with Microsoft current Operating systems Windows 10 and Office Suite 2016 accomplished by use of thumb drive at referenced sites.
- g. Client workstation profiles will be deleted with logoff or power-off of system, for confidentiality.
- h. Printer will be configured and connected to network
- i. Static IP on public side of router and firewall appliance is a prerequisite for site remote management
- j. Documentation and User training of the system day-to-day operations
- k. Host Website services utilized by AJCC/WDC's, non-SharePoint



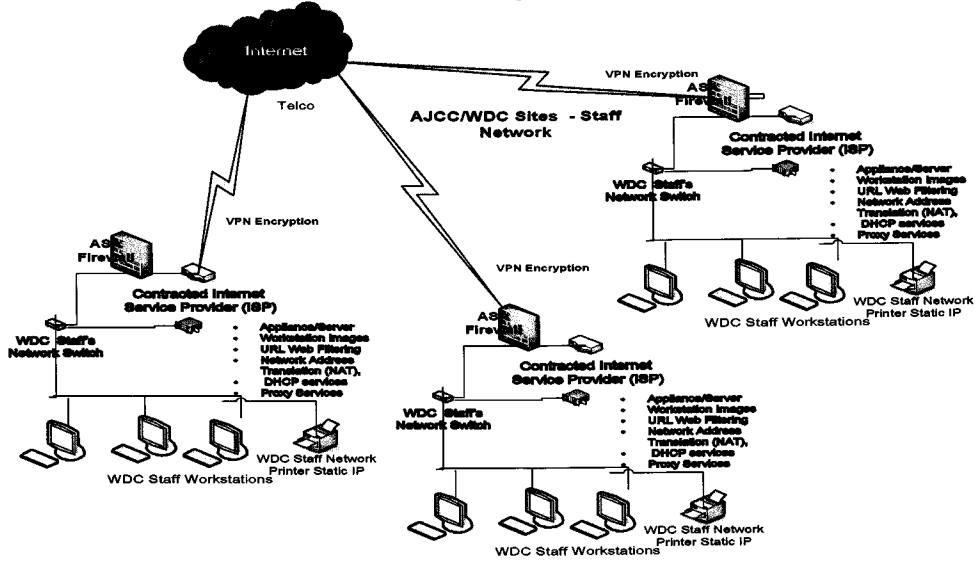
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I. Riverside County's Microsoft Enterprise Agreement (EA) will be the procurement vehicle for product upgrades. The annual product licensing costs will be the responsibility of EDA/WDC

B. **Narrative PHASE II** – Design and implement the AJCC/WDC Staff WAN/LAN Network Server design supporting Virtual Hosts, Virtual Machine's and identified networking services separated network from EDA. The creation of the AJCC/WDC **Staff** LAN/WAN network will require the creation of a **NEW** Domain supporting an isolated AJCC/WDC Staff WAN/LAN Network from the EDA – AJCC/WDC integrated Network Domain.

America's Center of California / Workforce Development Center  
STAFF's Network Design Infrastructure



Design and implementation of the referenced AJCC/WDC Staff Domain will require:

- A comprehensive EDA-AJCC/WDC LAN/WAN Network assessment, analysis and inventory of the combined and integrated EDA-AJCC/WDC LAN/WAN Network methodology and inventory of shared hardware platforms, switches, firewall security and applications services between EDA and WDC staff, i.e.
  - a. Inventory of server hardware platforms, NOS version, SQL and quantity, plus network switches and UPS's.
  - b. Current Forest design and Directory Services framework, architecture, objects and components.
  - c. Default Group Policies
  - d. FSMO roles
  - e. Domain Controllers locations and Default Domain Controller Policy
  - f. DHCP location services
  - g. LDAP dependent applications
  - h. User AD account rights
  - i. Backup utilities and hardware platforms
- The EDA – AJCC/WDC Staff assessment and analysis will identify prerequisites to support new Domain separation from combined EDA – AJCC/WDC common Domain. The new Network AJCC/WDC Staff Domain infrastructure will insure stability, scalability, reliable and fault tolerant infrastructure from the current EDA domain. Jaguar will implement enhanced WAN/LAN infrastructure providing

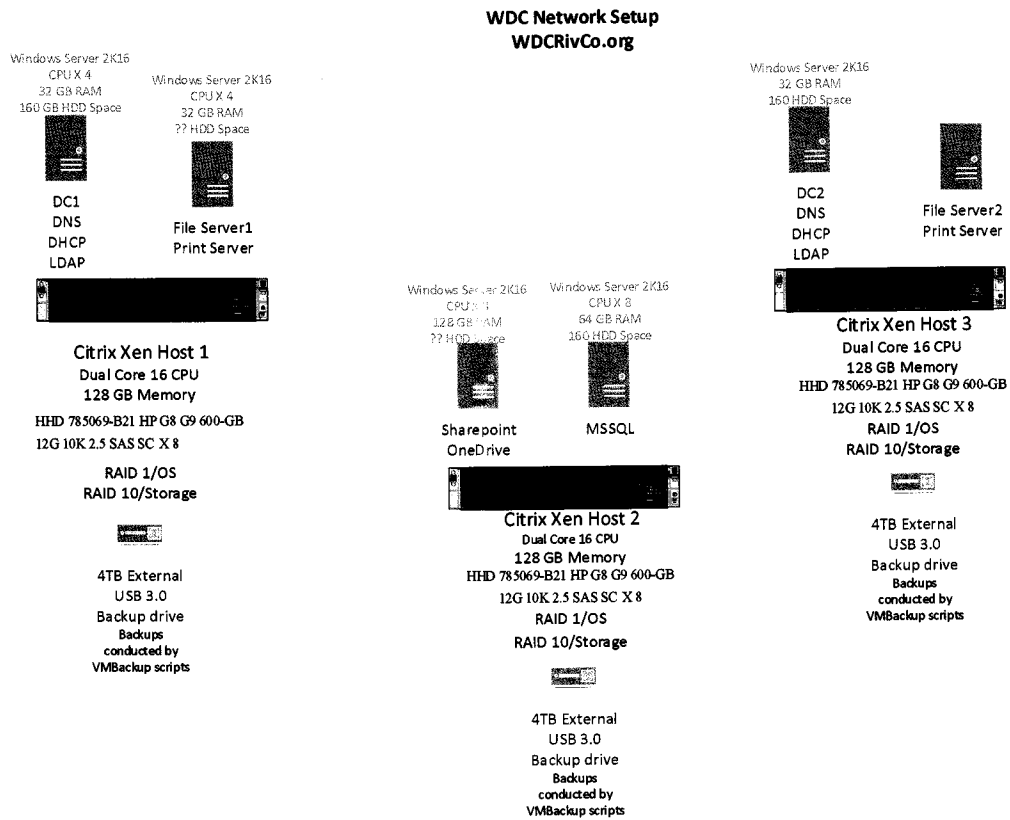
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1 connectivity in support of the AJCC/WDC Staff Enhanced management of network  
2 infrastructure with implementation of a network appliance at each site  
3 programmed to support following managed services:

- 4 • Firewall Services
- 5 • Network Address Translation (NAT)
- 6 • Static and DHCP IP Addresses
- 7 • Domain Name Services (DNS)
- 8 • Domain Services
- 9 • VPV Tunnels to Remote Sites
- 10 • Install UPS (with management card) or IP addressed PDU – to enable remote  
11 restart of the router and/or PC if either hangs. Data cable will be run from  
12 Communication room to work station/router location. This solution will mitigate  
13 mean-time to Internet.
- 14 • Re-image of the AJCC/WDC Public workstations will be accomplished by use of  
15 thumb drive at referenced sites
- 16 • Implement Static IP on Public side of router is a prerequisite for site remote  
17 management
- 18 • Identify network architecture and recommended software
- 19 • Jaguar will identify, design and migrate AJCC/WDC Staff's network folders and  
20 data
- 21 • Jaguar will design and deploy the network components supporting the new  
22 AJCC/WDC Staff Domain
- 23 • Jaguar will program and implement a network router between Staff sites with  
24 adequate capacity supporting network and application services
- 25 • Jaguar will implement the VPN to VPN encrypted tunnels with Internet  
26 connectivity and internal transmissions for the following Staff sites:
  - 27 • AJCC/WDC identified sites with a total of 114 workstations and  
28 peripherals located at following locations:
    - Riverside WDC 1325 Spruce Street
    - Hemet WDC 749 N. State Street
    - Indio WDC 44-199 Monroe Street
- Monitor, manage sites and workstations that provide public Internet access control  
policing measures. This will mitigate the accessing of explicit URL's for Public  
networks.
- DNS or proxy controls or other hardware or software measures to be designed.
- Internet Explorer includes a content rating system and limited URL's a  
AJCC/WDC locations STAFF Computers allowing restriction to sites determined  
as appropriate content for the public network
- Install UPS (with management card) or IP addressed PDU – to enable remote  
restart of the router and/or PC. Data cable will be run from Communication room  
to work station/router location. This solution will mitigate mean time to Internet.

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- Re-image of the AJCC/WDC Public workstations will be accomplished by use of thumb drive at referenced sites
- Public Peripherals and Printers will be network connected
- Static IP on Public side of router is a prerequisite for site remote management
- Coordinate with RCIT the network AS prerequisites to synchronize the County Global Address Book with the Staff on the new Domain s AJCC/WDC Staff's Domain. AJCC/WDC identified sites with a total of 114 IP Staff's IP phones locations:
- Exchange 365 Messaging option and synchronizing of County Departmental address book will require:
  - Email option to access current EDAWDC exchange domain OR create new 365

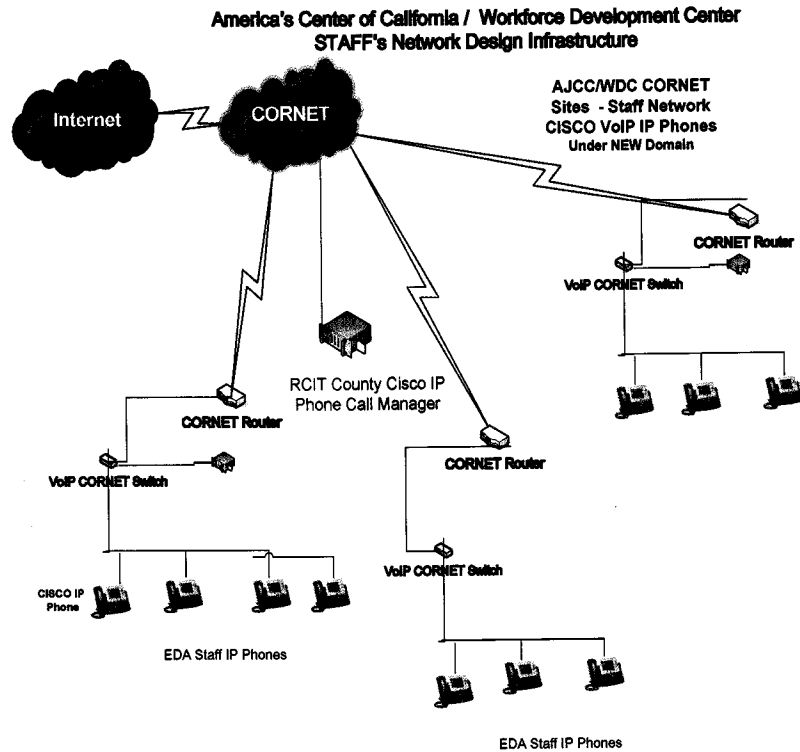


**C. Narrative of PHASE III – AJCC/WDC / RCIT CORNET network management supporting STAFF 114 IP phones.**

- AJCC/WDC staff, for the most part have required separate Ethernet circuits connections supporting IP County phones from PC's.
- An AJCC/WDC Staff assessment (by site and users) has been confirmed 100% of WDC staff's IP phones and Workstations are on separate switches.

- Assumption – WDC staff with IP phones will remain CORNET and remain on EDA's network infrastructure supporting Micro dialing.
  - a. Riverside WDC 1325 Spruce Street
  - b. Hemet WDC 749 N. State Street
  - c. Indio WDC 44-199 Monroe Street

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#### 4. Description of Responsibilities and Service Locations

##### A. EDA Responsibilities

1. Provide base public and staff workstation and laptop for imaging master.
2. EDA will be responsible for providing all Operating System, Microsoft Office product assign staff to be liaison between EDA and (Contractor).
3. Third party applications including licensing.
4. EDA may monitor the performance of the Contractor in meeting the terms, conditions and services in this Contract. EDA, at its sole discretion, may monitor the performance of the Contractor through any combination of the following methods: periodic on-site visits, annual inspections, evaluations and Contractor self-monitoring.

- 1        5. EDA will be fiscally responsible for the Internet connection providing access at all  
2        WDC sites.
- 3        6. Provide the network infrastructure, i.e., Internet Services, Network switches,  
4        workstations/laptops, Servers, Operating Systems licensing, and Third-party  
5        application services.

6        **B. Contractor Responsibilities**

- 7        1. Jaguar shall re-image all desktops to EDA's new standards, ie. OS, Office suite  
8        and Third-party applications and updates.
- 9        2. Jaguar shall utilize existing ISP Internet connections and connectivity, provide  
10        users at EDA WDCs filtered URL Internet.
- 11        a. The Jaguar shall provide Managed Services Supporting Public Internet  
12        Access to EDA WDC rooms.
- 13        b. Help Desk support and maintenance of networks and user's devices.
- 14        c. An EDA splash page and Use Policy acknowledgement statement before User  
15        acquiring DHCP address permitting access to Internet.
- 16        d. Monitor security and HelpDesk services supporting IT Managed Services at  
17        Workforce Development Centers (WDCs) at five (5) locations in Riverside  
18        County. Distribute images, maintaining, patching, and URL filtering on the  
19        distributed 134 EDA WDC Pabic workstations.
- 20                • Maintains, holds and supports one hundred and thirty-seven (137)  
21                desktops and seven laptops (7) images.
- 22                • Provide ISO images.
- 23                • Turnkey IT Managed services of implemented infrastructure and  
24                connectivity including EDA – ISP public Internet access of workstations  
25                managed, monitored, reporting, and HelpDesk services.
- 26                • URL Portal implementation – WDC splash page and Use Policy.
- 27                • Each WDC Public site will support a Web filtering of all undesirable  
28                URL Internet sites.
- Monitored Internet access.
- e. Decision to utilize RCIT's Microsoft Enterprise Agreement (EA) annual  
              recurring fees.
- i. Windows 10 Pro Operating System (annual County EA subscription to  
                  products and upgrade provision).
- ii. Microsoft 2016 Office (annual County EA subscription products and  
                  upgrade provision).

**C. Service Locations:**

The following WDC locations have public Internet access via hardwired connectivity as designated public available workstations.

1. Riverside WDC
2. Hemet WDC
3. Indio WDC

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**5. Budgetary Costs:**

**A. PHASE I (AJCC/WDC Public Network)**

**Public AJCC/WDC Narrative of PHASE I – Implementation of AJCC/WDC Public Isolated Network.**

To provide comprehensive IT Managed services supporting 134 desktops, prerequisites to hardware platform, MS Windows 10 Operating system, MS Office Suite 2016 applications, peripherals, Network Appliance/Firewall, network switches, Help Desk, and Internet connectivity.

Note: the (134) WDC workstation are currently configured with non-supported and dated Vista Business Operating systems. Jaguar will upgrade WDC to the most current MS Office 2016 suite. The recommended purchase of Windows 10 Professional Operating System and MS Office 2016 suite will be sustainable for three to four years into the future with no recurring costs.

Item	AJCC/EDA Site Locations – PUBLIC Network	Users			
A	Riverside WDC - 1325 Spruce Street, Riverside, CA Re-Image computers and redeploy	58			
B	Hemet WDC – 749 N. State Street, Hemet, CA Re-image computers and redeploy	9			
C	Indio WDC – 44-199 Monroe St, Suite B, Indio, CA Re-image computers and redeploy	66			
Item	Description	Jaguar's Extended One Time Costs to County	Jaguar's Monthly Recurring Costs to County	EDA/WDC's Extended One Time Costs	EDA/WDC's Monthly Recurring
1	Network Assessment and design for 3 sites. Assessment will determine ownership EDA or AJCC/WDC to operational servers, storage arrays, software and infrastructure components.	\$2,150			
2	Estimated Install Wireless/DSL/T-1's High Speed Internet (install, configure onsite) for 3 sites	\$1,255			
3	Monthly recurring Internet circuit – Isolated ISP Internet circuits (recommend retention of existing legacy Internet circuits: Riverside WDC 100/16Mbps Hemet WDC Indio WDC 5/2Mbps Indio WDC 10/2Mbps (Currently under Contract with Providers)				\$600 \$120 \$199
4	Installation and configuration of the wired infrastructure Router, Firewall, Network Appliance, Switches for 3 sites and 134 workstations Firewall services URL Web filtering Network Address Translation (NAT) Static and DHCP IP addresses Domain Name Services (DNS)	\$3,750			
5	Create and test the image for the desktops	\$1,950			



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1	6	Image WDC 134 legacy desktops with Windows 10, Office 2016 Office plus any third party applications	\$6,365			
2	7	Monthly Monitoring and Management of network devices, plus User PC's		\$1,650/mo		
3	8	Document and User training of the system day-to-day operations	\$1,520			
4	9	Help-desk services for Public Network		\$975/mo		
5	10	PC's, Printers, and hardware maintenance on hardware platforms		\$1,250/mo		
6	11	User training in the operation of the system day-to-day	\$1,140			
7	12	Website servicers for all website utilized by AJCC/WDC's		\$475/mo.		
8		<b>PREREQUISITE HARDWARE and/or SOFTWARE</b>				
9		<i>Replaces MS Vista OS and Office Suite 2007 Software: MS Volume Licensing Agreement Pricing</i>			\$25,058	
10		<i>MS Windows 2010Pro licenses 134 desktops @ \$187 ea.</i>			\$54,270	
11		<i>MS Office 2016 licenses 134 desktops @ \$405</i>				
12		<i>Note: onetime costs as opposed to annual recurring subscription fee</i>				
13						
14	13	<b>Totals – One Time and Monthly recurring Plus applicable sales tax</b>	<b>\$18,130</b>	<b>\$6,728/mo*</b>	<b>\$79,328</b>	<b>\$819/mo.</b>

**B. Budgetary Costs : PHASE II (AJCC/WDC STAFF Network)**

Design and implement AJCC/WDC Staff's WAN/LAN Network will require the creation of a **NEW Domain** and Users/Rights/Folders/Data supporting an isolated AJCC/WDC Staff WAN/LAN Network from the current common/shared EDA's integrated design, network hardware platforms and infrastructure...

Item	<b>AJCC/EDA Site Locations – STAFF New Network and New Domain</b>	Staff PC's
	Riverside AJCC/WDC - 1325 Spruce Street, Riverside, CA Re-Image computers and re-deploy	114
	Hemet AJCC/WDC – 749 N. State Street, Hemet, CA Re-image computers and re-deploy	
	Indio AJCC/WDC – 44-199 Monroe St, Suite B, Indio, CA	

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Item	Description	Jaguar's Extended One Time Costs to County	Jaguar's Monthly Recurring Costs to County	EDA/WDC's Extended One Time Costs	EDA/WDC's Monthly Recurring
1	Conduct comprehensive Network Assessment and design for 3 sites. Assessment will determine ownership EDA or AJCC/WDC to operational servers, storage arrays, software and infrastructure components.	\$2,280			
2	Design and implement network architecture supporting New AJCC/WDC Domain and Forest	\$2,520			
	Register new Domain RIVCO.WDC.org or WDCRIVCO.org for Staff	\$39			
3	Staff 114 desktops to be configured to the NEW Domain <u>Riverside AJCC/WDC</u> - 1325 Spruce Street, Riverside, CA <u>Hemet AJCC/WDC</u> - 749 N. State Street, Hemet, CA <u>Indio AJCC/WDC</u> - 44-199 Monroe St, Suite B, Indio, CA	\$3,085			
4	Configure New Servers supporting separating from EDA Forest: Windows Server 2016 for 114 desktops <ul style="list-style-type: none"> <li>• Virtual Host and Virtual Machines – CITRIX XEN</li> <li>• Current Forest design and Directory Services framework, architecture, objects and components.</li> <li>• Default Group Policies</li> <li>• FSMO roles</li> <li>• Domain Controllers locations and Default Domain Controller Policy</li> <li>• DHCP location services</li> <li>• LDAP dependent applications</li> <li>• Create User AD account and rights</li> <li>• Backup utilities and hardware platforms</li> </ul>	\$3,800			
8	Install UPS (with management card) or IP addressed PDU – to enable remote restart of the	\$380			

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	router and/or PC if either hangs. Data cable from Communication room to Servers /router location.				
9	Re-image of the AJCC/WDC Staff 114 workstations Required if upgrading to Windows 10 and Office Suite 2016. Software product licenses covered un department annual current MS Enterprise Agreement (EA)	\$5,415			
10	Implement Static IP on Public side of router is a prerequisite for site remote management	\$590			
11	Assessment of software products and versions	\$1,760			
12	Network Shares and Groups to identify, design and transfer AJCC/WDC Staff's network User rights, folders, data, plus application groups	\$3,040			
13	Design and deploy the network components supporting the new AJCC/WDC Staff Domain	\$950			
14	Implement and configure network routers with VPN services between Staff sites with adequate capacity supporting network and application services	\$2,520			
15	Implement the VPN encrypted tunnels with Internet connectivity and internal transmissions for the following Staff sites	\$3,520			
16	Staff Peripherals and Printers will be network connected	\$760			
17	AJCC/WDC Cloud hosted messaging services on separate Domain RIVCO.WDC.ORG or WDCRIVCO.org from EDA'S DOMAIN. Exchange 365 Messaging and synchronizing of County Departmental address book will require: RCIT cooperation to sync with WDC and County of Riverside synchronization Requires agreement with RCIT				Covered in current TSA agreement with RCIT
18	Install UPS (with management card) or IP addressed PDU – to enable remote restart of the router and/or PC if either hangs. Data cable will be run from Communication room to work station/router location.	\$570			
19	Estimated Install high speed WAN High Speed Internet circuits, connectivity and configure onsite Riverside AJCC/WDC Hemet AJCC/WDC Indio AJCC/WDC	\$225 \$225 \$225			

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20	Monthly recurring Internet circuit – isolated from CORNET and AJCC/WDC Public Network Monthly recurring Internet circuit – Riverside AJCC/WDC @ 50Mbps Hemet AJCC/WDC @ DSL Indio AJCC/WDC @ 50Mbps		\$899/mo \$325/mo \$899/mo		
21	Cisco ASA 5520 Firewall (3) quantity required Software CALS required Labor Configure site-to-site VPN tunnel	\$3,900 \$1,710			
22	Installation and configuration of the wired infrastructure Router, Firewall, Network Appliance, Switches Firewall services URL Web filtering Network Address Translation (NAT) Static and DHCP IP addresses Domain Name Services (DNS)	\$2,520			
24	IT Managed Services - Monthly Monitoring and Management of network Servers, Storage Arrays, Switches devices, plus User PC's		\$1,950/mo		
25	Help-desk services for STAFF AJCC/WDC Network		\$975/mo		
26	PC's, Printers, and hardware maintenance on hardware platforms		\$950/mo		
27	New Files servers and Cisco switches will be required to support the New Domain which will require a comprehensive network assessment to be performed as to ownership of combined and integrated EDA vs AJCC/WDC network (setup and configuration of (3) HP DL380 XEX Hosts, and (6) Windows 2016 Virtual Machines.	\$2,280			
28	SharePoint Portal – Development, installation and programming of New SharePoint Portal. Financial information and Shared Network Folders to be accessed by appropriate EDA Fiscal staff. Loading of Windows 2016, SharePoint and SQL software, plus rights for both EDA and WDC Business Units	2,680			
29	Full-time IT Managed Services support including monthly IT Network Administration services		12,500/mo		

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	including network Servers, infrastructure, Firewall, Switches devices and networking services, patching updates, plus Help Desk User PC's				
31	Cost Contingency – in the event conditions, discovery during assessments, minor price fluctuations, design changes within the scope of works.	Hourly rate \$95/hour Not to exceed \$3,000			
<b>PREREQUISITE HARDWARE and/or SOFTWARE</b>					
32	HP DL380 Citrix XEN Virtual Hosts supporting two Windows 2016 Server Virtual Machines (VM)				
33	<b>Citrix XEN Host #1</b> 1 <sup>st</sup> Windows 2016 VM supporting: DC1, DNS, DHCP, LDAP 2 <sup>nd</sup> Windows 2016 VM supporting: File Server 1, Print Server Dual Core 8 CPU's total 16 cores (8) 900GB Hard Drives 10K 128GM RAM	\$23,259			
34	<b>Citrix XEN Host #3</b> 1 <sup>st</sup> Windows 2016 VM supporting: DC1, DNS, DHCP, LDAP 2 <sup>nd</sup> Windows 2016 VM supporting: File Server 2, Print Server Dual Core 8 CPU's total 16 cores (8) 900GB Hard Drives 10K 128GB RAM	\$23,259			
35	<b>Citrix XEN Host #2</b> 1 <sup>st</sup> Windows 2016 VM supporting: SharePoint and One Drive 2 <sup>nd</sup> Windows 2016 VM supporting: MS SQL 2016 Dual Core 8 CPU's total 16 cores (8) 900GB Hard Drives 10K 128 GB RAM	\$23,259			
36	Backup – 4TB USB 3.0 External (3) one for each Host at \$250 ea	\$750			
37	<b>CITRIX XEN Host #1</b> Servers - MS Volume Licensing Agreement Pricing:	\$ -0- \$1,408			

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	Windows 2016 Standard Server - (2) @ \$704 File Server#1 and Print Server Domain Controller #1, DNS, DHCP, LDAP				
38	<b>CITRIX XEN Host #2</b> Servers - MS Volume Licensing Agreement Pricing: Windows 2016 Standard Server - (2) @ \$704 MS SharePoint Server MS SQL	\$ -0- \$1,408 \$8,127 \$716			
39	<b>CITRIX XEN Host #3 Servers -</b> MS Volume Licensing Agreement Pricing: Windows 2016 Standard Server - (2) @ \$704 File Server#1 and Print Server Domain Controller #1, DNS, DHCP, LDAP	\$ -0- \$1,408			
40	WDC Staff will require (3) Cisco ASA 5520 ASA Firewalls supporting Site-to-Site VPN tunnels (3) @ \$1,050	\$3,150			
41	WDC's staff will require Cisco Switches Model 2960 supporting PC's and Network Printers quantity (5) \$1,470ea	\$7,350			
42	APC UPS model 1500 (3 @ \$650ea.)	<u>\$1,950</u>			
43	<b>Totals PHASE II (AJCC/WDC STAFF Network)</b> <b>Plus applicable sales tax</b>	<b>\$144,038</b>	<b>\$18,498/mo</b>		Covered in current TSA agreement with RCIT

**C. Budgetary Costs: PHASE III (AJCC/WDC STAFF IP Phones)**

Conduct a Staff assessment and analysis to support RCIT/ AJCC/WDC IP phones. The ability to coordinate with RCIT on network prerequisites to synchronize the County Global Address Book with the Staff on the new Domain s AJCC/WDC Staff's Domain. AJCC/WDC identified sites with a total of 114 IP Staff's IP phones locations:

- County CORNET is required (in the event Micro dialing is required)
- RCIT requirement to support the VoIP phones and POE Switches
- Riverside WDC 1325 Spruce Street

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- Hemet WDC 749 N. State Street
- Indio WDC 44-199 Monroe Street Suite

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Item	AJCC/WDC Site Locations – STAFF New Network and New Domain	Staff PC's			
1	<u>Riverside AJCC/WDC</u> - 1325 Spruce Street, Riverside, CA Re-Image computers and re-deploy <u>Hemet AJCC/WDC</u> – 749 N. State Street, Hemet, CA Re-image computers and re-deploy <u>Indio AJCC/WDC</u> – 44-199 Monroe St, Suite B, Indio, CA Re-image computers and re-deploy	114			
Item	Description	Jaguar's Extended One Time Costs to County	Jaguar's Monthly Recurring Costs to County	EDA/WDC's Extended One Time Costs	EDA/WDC's Monthly Recurring
	Assumption – WDC staff with IP phones will remain CORNET and remain on EDA's network infrastructure supporting Micro dialing. RCIT to provide TSA costs				RCIT to provide TSA costs
	<b>Cost Contingency</b> – in the event conditions, discovery during assessments, minor price fluctuations, design changes within the scope of works. Hourly rate \$95/hour Not to exceed \$3,000	Not to exceed contingency \$1,500 – one time if required			
	<b>Totals OPTION III (AJCC/WDC STAFF IP Phones</b>	\$1,500			TBD

**EXHIBIT B  
PAYMENT SCHEDULE**

Proposed Scope of work	Product or Outcome	Payment Milestones/deliverables
See detail in Exhibit A		
<b>TOTAL NOT TO EXCEED</b>		<b>\$466,380</b>

Anticipated implementation of Phase I "Public" is September 2017 and Phase II "AJCC/WDC Staff Network" is October 2017. RCIT costs to AJCC/WDC would cease once Phase II has been implemented. AJCC/WDC will continue utilizing the RCIT Voice Over Internet Protocol (VOIP) phone system and will sync the new email service with the County global address book monthly.

Vendor has identified one-time costs within the budget matrix (Exhibit A) for the implementation phases. Once vendor has completed the transition from the RCIT network then AJCC/WDC will incur monthly charges as identified in the budget matrix to support on-going operational IT requirements of the AJCC/WDC's.

Vendor shall invoice for one-time costs as described in the budget matrix (Exhibit A) through the implementation of the project. Vendor shall provide all appropriate back-up documentation to support equipment, software, hardware, etc. as described in Exhibit A and required to complete the project. Once Vendor completes the initial phases of the project, the monthly charges for the on-going operations of the project shall be invoiced. County shall review all invoices and documents supporting purchase of equipment, software, hardware, etc. and operations costs for compliance with this agreement prior to approving invoices.



**EXHIBIT C**

**INVOICE FORM TO BE PROVIDED ON LETTERHEAD**

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<b>VENDOR Name:</b>		
<b>Mailing/Remittance Address:</b>		
<b>Invoice Number:</b>		
<b><u>Payment Request for Services Rendered</u></b>		
<b>Date</b>	<b>Deliverable</b>	<b>Cost</b>
<b>Total for this Invoice:</b>		<b>\$</b>

///



6360 INDUSTRIAL AVE. RIVERSIDE, CA 92504 | CA Lic #491957

SUBSURFACE.ELECTRIC@YAHOO.COM PHONE:(951)354-9900 | FAX:(951)354-0709

**Subsurface**  
ELECTRIC INC.

Riverside County Board of Supervisors  
Attn: Clerk of the Board  
4080 Lemon St- 1<sup>st</sup> Floor  
PO Box 1147  
Riverside, CA 92502-1144

I just received the enclosed notice. I own 10 acres on the corner of Pick and Van Buren. I raise Arabian show horses on my 10 acres and have tried calling to find out if this zone change will affect our present endeavors. No answer to my call so I am taking this route.

I do not have an objection to the change, so long as we can continue our breeding operations and raising of our horses. I believe we are Ok so long as we own the property and do not change our operation of the past 43 years however, if we are forced to change I object to the zone change.

Walter W Lane  
16360 Van Buren Ave  
Riverside CA, 92504  
273410005 & 6

12-1-17

MT 5910  
12/12/17



**Subsurface**  
ELECTRIC INC.

Subsurface Electric, Inc.  
6360 Industrial Ave.  
Riverside, CA 92504

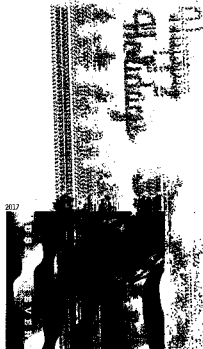
RECEIVED REVENUE BOARD  
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2017 DEC -5 PM 1:52

SAN DIEGO CA 920

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Happy  
Birthdays



92502-114747

