



MEMORANDUM
ADMINISTRATIVE SERVICES
Procurement Services
County of Placer

TO: Board of Supervisors
FROM: Brett Wood, Purchasing Manager
SUBJECT: Managed Service Agreement for Help Desk Support Services – NWN, Corporation

DATE: March 8, 2016

ACTION REQUESTED

Approve the award of a managed services agreement for helpdesk support services through a Blanket Purchase Order (BPO) contract with NWN, Corporation of Gold River, CA in the amount of \$261,072 funded in the FY 2015-16 Administrative Services Department's Information Technology Division Final budget and will be included in the Department's FY 2016-17 Requested budget, with no additional net County cost, for the period of April 1, 2016 through March 31, 2017;

Approve the option to renew the resulting blanket purchase order for two additional one-year periods with a renewal amount not to exceed 10 percent in aggregate of the original award amount; and

Authorize the Purchasing Manager to sign all required documents upon review and approval by County Counsel and Risk Management.

BACKGROUND

The Administrative Services Department's Information Technology Division (Department) provides a wide range of technology related services to County departments including Customer Support (Help Desk) Services. The Help Desk is comprised of seven specialized service teams and is staffed with 14 full-time employees and two outside contractors. The County's Help Desk receives approximately 100 requests for service per day. Help Desk functions include providing first level desktop support, telephone support, end-user account management, network change requests, and customer notification services based on defined service level agreements.

Since August 2011, the Department has utilized contractors as a staff augmentation solution that addressed difficulties in recruiting Information technology professionals with the knowledge and skill sets required. Staff augmentation resources were obtained through a Request for Qualifications (RFQ) process, including the most recent RFQ 10300 approved by your Board in January 2014. The Help Desk's Call Center Support Team has utilized this support model to meet its operational needs during the past four and a half years with limited success and challenges encountered include retention, knowledge base development, supervision and absence management of contract employees.

In July 2015, the Department enlisted the assistance of NWN, Corporation to evaluate managed service agreements for addressing the challenges encountered with the continued utilization of contractors for providing Help Desk services to County departments. Managed services agreements rely on certified Help Desk engineers to provide the highest level of end user support and outline services to be provided, identify minimum response time and provide defined costs for services being rendered.

In December 2015, NWN, Corporation provided staff with a cost proposal for a managed services agreement for helpdesk support services. NWN's proposal includes the management and oversight of:

- Two (2) on-site Help Desk engineers
- Monthly/weekly status meetings
- Monthly service reviews
- Quarterly survey management
- Assigned customer deliver manager
- Status reports
- Knowledge base development

Service levels will be calculated and reported monthly, and measured quarterly in accordance with the terms and conditions of RFQ 10300. Staff has reviewed the proposed managed service model and supports the transition from a contractor support to a managed service support model in an effort to meet our operational needs. NWN, Corporation is on the County's Qualified Vendor list approved by your Board in January 2014.

Therefore in order to proceed with the award of a managed services agreement for helpdesk support services with NWN, Corporation, your Board's approval is required.

FISCAL IMPACT

Funding is provided through the Administrative Services Department's Information Technology Division's FY 2015-16 Final Budget and will be included in the Department's FY 2016-17 Requested budget and shall be budgeted appropriately within subsequent fiscal years.

Cc: Melissa Nunnink, Administrative & Fiscal Operations Manager
Jonathan Schmidt, Budget Analyst
Kathy Buchanan, Deputy Director of Information Technology
Kevin Krogsrud, Information Technology Manager