



CITY COUNCIL AGENDA REPORT

MEETING DATE: August 5, 2014

ITEM NUMBER:

SUBJECT: AMENDMENT ONE TO THE PROFESSIONAL SERVICES AGREEMENT WITH THE CITY OF MISSION VIEJO

DATE: JULY 24, 2014

FROM: Information Technology Department

PRESENTATION BY: Steven Ely, I.T. Director

FOR FURTHER INFORMATION CONTACT: Steve Ely, 714-754-4891

RECOMMENDATION:

Staff recommends the following:

1. Approve Amendment One to the Professional Services Agreement (PSA) with the City of Mission Viejo (Consultant) increasing the compensation limit from \$49,999 to \$99,999.
2. Authorize the City's Chief Executive Officer (City CEO) to sign the amended PSA with the Consultant increasing the compensation by \$50,000.
3. Authorize the City CEO to sign the purchase requisition for the amended PSA.

BACKGROUND:

The City entered into a PSA with Consultant on December 4, 2013 to provide staffing services to assist City with day-to-day operations. The Consultant staff will perform the following services, including, but not limited to the following:

- Work with City's help desk staff to provide technical support for City desktop issues.
- Work with the City Computer Operations Supervisor to perform system administrative tasks as requested.
- Achieve completion of City assigned tasks within reasonable time frames.
- Coordinate with the City Computer Operations Supervisor to endure problem resolution, as directed by City.
- Take Help Desk support calls.
- Help with Windows 7 deployment both on desktop PCs and MDCs.
- Help with imaging computer equipment for deployment.
- Install software as needed and directed.
- Troubleshoot common PC, printer, and network issues.
- Add, delete, or move users, mailboxes, and PC accounts in Active Directory.
- Be familiar with Windows Server 2003/2008 and Exchange 2010.
- Be familiar with Microsoft Office 2003/2010/2013.

The terms of the original agreement included a not-to-exceed amount of \$49,999 for an I.T. consultant to provide support for up to eight (8) hours per day, five (5) days per week, or as otherwise specified. The contract expires when funds are exhausted.

We need Consultant's assistance to continue the work they have been doing in order to move the above issues forward and get more things completed faster. There are only three full-time network administrators under one supervisor serving the whole City, which includes the Police Department and the Fire Department. Extending the contract with Consultant will help staff to provide everyday desktop, network, and general technical support services to the City in a timely manner. Amendment One will increase the contract by \$50,000 for a total of \$99,999 and extend the contract upon mutual agreement, in writing, between City and Consultant, for up to two (2) term periods of six (6) months each.

ANALYSIS:

Information Technology staff support a critical segment of the City's computer infrastructure. Because we cannot as yet hire another full time network administrator, alternatives need to be exercised in order to maintain computer systems and provide time for the existing staff to implement time sensitive projects. To that end we have begun to look at outside consulting resources to supplement our staff.

Due to the technical requirements, as well as the legal requirements, our use of agencies is limited. As part of the process we have contacted multiple organizations, including government agencies that can provide City the I.T. consultant that can meet the required qualifications and perform the above listed tasks. The City of Mission Viejo was chosen based on these factors.

ALTERNATIVES CONSIDERED:

Staff has considered discontinuing the contract with Consultant once the funds are exhausted. Tasks that have been assigned to Consultant will be distributed to existing staff for completion. Given the high volume of workload of existing staff, some deadlines may not be met in the future. In order to provide a timely interim solution, we have turned to a consulting solution to provide qualified staff.

FISCAL REVIEW:

Funding for this agreement will be taken from the consulting funds included in the 2014-15 fiscal year budget.

LEGAL REVIEW:

The City Attorney has reviewed the documents and approved them as to form and content.

CONCLUSION:

Staff recommends that the City Council authorize the City CEO to extend the existing Professional Services Agreement with the City of Mission Viejo.

STEVEN A. ELY
I.T. Director

STEVEN DUNIVENT
Interim Finance Director

Tom Duarte
City Attorney

- ATTACHMENTS:
1. [Original Professional Services Agreement with the City of Mission Viejo](#)
 2. [Amendment One to the Professional Services Agreement with the City of Mission Viejo](#)
 3. [Purchase Requisition](#)