

Regional Conservation Authority

**RIVERSIDE COUNTY INFORMATION TECHNOLOGY
 TECHNICAL SERVICES DESKTOP SUPPORT PROPOSAL**

Staff Contact:

Pat Egetter
 Chief of Technical Information
 (951) 955-0005


Background:

Since its inception in 2004, the Western Riverside County Regional Conservation Authority has maintained a small staff and contracted with agencies and consultants with expertise in various specialized fields to provide support services. The County of Riverside Transportation and Land Management Agency previously provided desktop support to the RCA, as RCA staff was located within TLMA offices and used TLMA's file servers. As part of the office move, RCA acquired its own file server, and it is more appropriate to have the Riverside County Information Technology (RCIT) Department provide these services. RCIT services will provide consistent support to allow the RCA to continue utilizing the County Auditor/Controller's financial system and other County information technology resources. This proposal is for desktop maintenance and support services and also affords the RCA the use of the County's Microsoft Enterprise License Agreement for desktop software such as Microsoft Office.

Although these services are covered under the master Agreement for Services contract with the County of Riverside, staff thought it was important to inform the Board of this proposed change in its IT support.

Staff Recommendation:

That the RCA Board of Directors authorize the Executive Director to execute the proposal from Riverside County Information Technology for technical services desktop support on behalf of the Authority.

FINANCIAL INFORMATION	
In Fiscal Year 2008-09 Budget: Yes <input checked="" type="checkbox"/> No <input type="checkbox"/>	Current Year Cost: \$ 17,271.20
Source of Funds: Various	Budget Adjustment: No From To
Approved by: 	Date: October 27, 2008

Attachment:

RCIT Desktop Support Proposal for RCA

AGENDA ITEM NO. 7.3

Attachment 1

**Riverside County Information
Technology Technical Services
Desktop Support Proposal**



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Cost Estimate/Proposal

*Regional Conservation Authority
Desktop Support Proposal*

October 01, 2008



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Technical Services – Desktop Proposal

Proposal Data

<i>Customer</i>	<i>Regional Conservation Authority Pat Egetter 951 955-0005</i>
<i>Project Name</i>	<i>Desktop Support Proposal</i>
<i>Site Location</i>	<i>3403 Tenth Street, Suite 320 Riverside, CA 92501</i>
<i>Prepared By</i>	<i>David Quigney Customer Support Manager (951) 486-7768</i>
<i>Date Prepared</i>	<i>October 01, 2008</i>



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Goals and Objectives

The purpose of this cost estimate/proposal is to provide Regional Conservation Authority an estimated cost for Riverside County Information Technology (RCIT) to provide and support all desktop computers, software and maintenance of the equipment and software. This agreement will be reviewed each fiscal year.

Executive Summary

The Regional Conservation Authority would like RCIT to provide desktop support on the desktop equipment owned by Regional Conservation Authority (RCA). RCA will have the ability to call the RCIT Help Desk at 951-955-9900 for desktop service. A RCIT staff member will contact the customer to resolve the issue either by phone or in person. All service provided will be billed by a Board of Supervisors approved hourly rate.

Deliverables are:

- Desktop hardware installation (monitor, desktop CPU unit, keyboard, mouse, county approved business productivity hardware)
- Desktop software installation (operating system, browser, base productivity suite, county approved business productivity software, anti-virus)
- Desktop systems design, configuration and implementation
- Desktop data migration from retiring computer to new computer
- Personal profile settings will be migrated from retiring computer to new computer
- Desktop systems repair, patching and updates
- Desktop hardware and software enhancements
- RCIT will also support and maintain the printer configuration and printer drivers.
- Desktop support between business hours 7:00 AM – 5:00 PM Monday through Friday on County of Riverside business days
- Desktop system performance tuning

Cost of Desktop Service

Maintenance Consulting Hours Fiscal Year 08/09 starting November 2008					
Description	Devices	Hours	Months	Rate	Total Cost
Desktop Technologist - computers and laptops ^	20	1	8	87.57	14,011.20
Total Estimated Yearly Labor Costs					14,011.20

^ Based on one hour of support per computer per month.



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Exceptions

Projects are not part of this agreement and will be billed at an additional cost. Projects will require a proposal to be created by RCIT. Projects are usually something “new”.

Examples of projects are...

- Moving multiple staff from one building to a new or different building
- Installing new software or upgrading current software application on many computers
- Upgrading a database with client software
- Installing new hardware like printers, blackberries, switches, copiers, etc.
- Hardware and Software are not included in this proposal. RCA is responsible for purchasing all computer hardware and software.

Microsoft Enterprise Agreement

Yearly Microsoft Enterprise Agreement Costs			
Description	Units	Yearly Rate ^	Total Cost
Microsoft EA License per computer per year	20	\$163.00	\$3,260.00
Total Estimated Costs			\$3,260.00

^ This is the estimated cost for a Microsoft Enterprise Agreement License per computer per year. The new contract with Microsoft starts January 1, 2009 and will be a three year contract. The exact cost has yet to be determined.

RCA only has 20 computers. In order for RCA to have their own individual enrollment with the Microsoft Enterprise Agreement a department/agency must have 100 or more licenses. Since this is not the case RCIT will broker the licenses for RCA. RCIT will add 20 licenses the RCIT enrollment to cover RCA. TLMA will reduce their license count by 20. This will be a “pass-through” for billing purposes. RCIT has been doing this for many other small departments/agencies within Riverside County for the past seven years.



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Assumptions

Cost estimates are based on the following assumptions:

- Quoted prices are valid for 30 days and reflect FY 2008/2009 Board of Supervisor approved rates
- Changes to rates applicable in FY 2008/2009 per Board of Supervisor approved rates beginning in July 2008
- Desktop support available Monday through Friday on County business days between 7:00 AM and 5:00 PM
- Customer shall designate a liaison to coordinate all activities between RCIT and the Customer
- All purchases and acquisitions are made in accordance with the County's Purchasing Policy
- Customer to provide RCIT with billing information before maintenance of equipment begins
- RCIT will recommend new desktop computers and software in accordance with lifecycle management, industry standards, and Riverside County security standards.
- Additional cost for projects available on time and material basis
- Printer or Copier hardware repair and toner are not covered or replaced by RCIT
- Other peripheral devices such as Nextel Blackberry phones, iPacs, Treo's, Palm Pilots, and Biometric devices are not included in this services
- Special requests for hardware and software upgrades must be evaluated and agreed upon by both the REGIONAL CONSERVATION AUTHORITY and RCIT.

Change Management

Proposal estimates are made based on customer requirements. Significant changes to computer equipment that impact RCIT resources, time, and cost will be recorded on a Change Order. The customer and RCIT will be asked to approve these changes before RCIT will support and maintain the new computer equipment.



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Problem Notification and Response Time

Problem notification will come from customer liaison(s). The customer can add a Service Request directly into the REMEDY Plus system or call the RCIT Call Center at (951) 955-9900. The REMEDY Plus system assigns your call a number and generates an e-mail to you with the ticket number.

If your call cannot be resolved immediately, an assigned technician will call you back based on the Call Back schedule found below. The customer will set the urgency level as normal, high or urgent.

Service Request Call Backs

Customer Urgency	Definition	Call Back Time
Normal	Component/service is unusable; bypass or work around is possible with no operational impact; non-critical; deferred maintenance acceptable	Within 4 hours
High	System component is down; service is unavailable; critical impact; alternative or bypass is unavailable	Within 2 hours
Urgent	Critical System component is down; service is unavailable; critical impact; alternative or bypass is unavailable	Within 1 hour

Escalation

If the above performance criteria are not met, the service request will be escalated and a notification will be sent to the associated service group manager for resolution. If the Call Back still has not been made, a second notification will be sent to the Division Information Technology Officer (ITO). Continued lack of response triggers a third escalation to the Chief Technology Officer (CTO) and finally to the Chief Information Officer (CIO) within the timeframes set forth by RCIT.



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Billing Information

- Fund Number: 51630
- Account Number: 521360
- Dept ID: 935110 10%
935201 90%
Project # RC12001002

Customer Acceptance

Charles Landry
Executive Director
Regional Conservation Authority

Date

David Quigney
Riverside County Information Technology

Date