



Office of the City Manager

CONSENT CALENDAR
February 13, 2024

To: Honorable Mayor and Members of the City Council
From: Dee Williams-Ridley, City Manager
Submitted by: Kevin Fong, Director, Information Technology
Subject: Contract: CompuCom Systems, Inc. for Professional Services

RECOMMENDATION

Adopt a Resolution authorizing the City Manager to execute a contract with CompuCom Systems, Inc. for professional services for an amount not to exceed \$300,000 through December 31, 2024.

FISCAL IMPACTS OF RECOMMENDATION

One-time funding for these resources is available in the Department of Information Technology’s Fiscal Year 2024 Cost Allocation Fund allocation. Spending for this contract in future fiscal years will be subject to Council approval of the proposed citywide budget and annual appropriation ordinances.

\$300,000 FY 2024: Professional Services
(IT Cost Allocation, IT Department, Professional Services)

\$300,000 Total FY 2024 Professional Services

CURRENT SITUATION AND ITS EFFECTS

The Service Desk is the centralized support center that provides help and assistance to COB employees for IT-related products and services. The impact of the pandemic, running understaffed, and current staff departures has created a backlog of work and impacted the Service Desk’s ability to provide effective and timely support. CompuCom Systems Inc. provides professional services that will assist IT in working through the backlog of work and provide technical expertise where needed.

Partnering with CompuCom is aligned with the City’s strategic goal to be a customer-focused organization that provides excellent, timely, easily-accessible service and information to our staff and the community.

BACKGROUND

At the beginning of the pandemic, the majority of employees were required to work from home. While this change was necessary, it increased the complexity of City's computer environment by introducing a hybrid working model. The hybrid model resulted in an increased number of personal computers and mobile phones needing support by over 60%. During this period, PC replacement was halted until employees returned to the office. Now that employees are back in the office, a backlog of over 400 PCs need to be replaced. It is critical that these PCs are replaced to address both performance and security related issues associated with these older PCs. Furthermore, the city's fluctuating workforce has increased the Service Desk's workload; directly related to the hiring, movement, and termination of city employees and has steadily stayed at an increased level. With current staff departures, it is getting tougher to meet acceptable customer service level expectations resulting in loss of productivity for City employees.

ENVIRONMENTAL SUSTAINABILITY AND CLIMATE IMPACTS

CompuCom resources will conduct their work onsite using City facilities and equipment.

RATIONALE FOR RECOMMENDATION

Temporary staff can bridge the gap until PC replacements, the backlog of tickets, and technical documentation is up to date. The City has previously partnered with CompuCom Systems Inc. who has provided excellent service.

ALTERNATIVE ACTIONS CONSIDERED

Information Technology has considered performing work in house; however, fulfillment of services will be delayed and will impact city employee's productivity.

CONTACT PERSON

Kevin Fong, IT Director, Information Technology, 510-981-6541

Attachments:

1: Resolution

RESOLUTION NO. ##,###-N.S.

COMPUCOM SYSTEMS, INC.: PROFESSIONAL SERVICES

WHEREAS, in February 2022, the City engaged a staffing consultant to supply a headcount to assist with PC replacement and other Service Desk tasks, which the headcount has aptly done so far; and

WHEREAS, CompuCom has the expertise in supplying IT staffing, and provides well qualified Technicians; and

WHEREAS, the Service Desk requires assistance on a significant backlog of operational business that directly impacts the productivity of City staff; and

WHEREAS, one-time funding for this is available in the Department of Information Technology's Fiscal Year (FY) 2024 Cost allocation Fund, and spending for this contract in future fiscal years will be subject to Council approval of the proposed citywide budget and annual appropriation ordinances.

NOW THEREFORE, BE IT RESOLVED by the Council of the City of Berkeley that the City Manager is authorized execute a contract with CompuCom for professional services for an amount not to exceed \$300,000 through December 30, 2024.

