ITEMS REQUIRING BOCC APPROVAL
2 ITEMS

1. **ON-CALL IT SUPPORT SERVICES-DIVISION OF INFORMATION AND OPERATIONS**
   FUNDING-DIVISION OF INFORMATION AND OPERATIONS
   (Request for Proposal sent to 198 vendors)

RFP 13-0057 Contract

Hourly Rate	MAKRO Technologies, Inc.	Elegant Enterprise Wide Solutions, Inc.	Management Applications, Inc.*	**Cybertron IT**
Helpdesk/Desktop Support				
Level 1	$20.00	$38.00	$45.00	**$27.50**
Level 2	$28.00	$48.00	$60.00	**$27.50**
Level 3	$38.00	$58.00	N/A	**$27.50**
Networking Support				
Level 1	$34.00	$45.00	$70.00	**$46.20**
Level 2	$41.00	$55.00	$70.00	**$46.20**
Level 3	$49.00	$65.00	$70.00	**$46.20**
Customer Support Analyst				
Level 1	N/A	$35.00	N/A	**$31.50**
Level 2	N/A	$45.00	N/A	**$31.50**
Level 3	N/A	$55.00	N/A	**$31.50**
IT Architect				
Level 1	N/A	$60.00	N/A	**$84.00**
Level 2	N/A	$70.00	N/A	**$84.00**
Level 3	N/A	$80.00	N/A	**$84.00**
Telecom Support				
Level 1	N/A	$47.00	N/A	**$54.60**
Level 2	N/A	$57.00	N/A	**$54.60**
Level 3	N/A	$67.00	N/A	**$54.60**
No Bids	Infoprint Solutions, LLC	Data-Link Associates, LLC	Southern Computer Warehouse	

On the recommendation of Kim Evans, on behalf of the Division of Information and Operations, Jennifer Dombaugh moved to **accept the low overall proposal from Cybertron IT at the rates listed and establish contract pricing for one (1) year with four (4) one (1) year options to renew.** David Spears seconded the motion. The motion passed unanimously.

A review committee comprised of Mike Elpers and Joe Currier-DIO and Kim Evans-Purchasing, reviewed the responses. The group unanimously agreed the Cybertron IT best met the scope of the proposal and offered competitive pricing.

Cybertron IT is currently providing these services for Customer Support to cover a military leave. Their performance has been good and the management has been easy to work with. These services will be used on an as-needed basis to cover extended leave such as Military and FML type absences. These services will not be used to cover normal sick/vacation days.

Note: Cybertron IT offered pricing for each technical category that is static regardless of the expertise of the staff being utilized.
*Management Applications, Inc. required additional travel expenses and cost of living increases for years