

TO: Regional Transportation Commission  
FROM: Tegan Speiser, Senior Transportation Planner  
REGARDING: Extension of Agreement for Technical Computer Services

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### ***RECOMMENDATIONS***

Staff recommends that the Regional Transportation Commission approve the attached resolution (Attachment 1) to amend the Agreement with BizFu LLC for computer and network support and maintenance services by:

- 1) Extending the contract term through June 30, 2007;
  - 2) Increasing BizFu's billing rates by 5%; and
  - 3) Authorizing the expenditure of up to \$28,000 to cover two-years of services to be provided during FY05-06 and FY06-07.
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### ***BACKGROUND***

In September 2002, the RTC circulated a Request for Proposals to hire a technical consulting firm to design, develop and implement a local area network (LAN) for the RTC and, once installed, to provide ongoing help desk, support and maintenance services for the new system. The local technical consultancy, BizFu LLC, was selected from among the twelve firms that submitted proposals for this project by the deadline. The installation of RTC's local area network was completed in December 2003 and BizFu has been providing a broad range of technical support services to the RTC since that time.

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### ***DISCUSSION***

#### ***SERVICE QUALITY***

RTC staff is very satisfied with both the computer network that was designed and installed by BizFu and the technical support that they have provided to the RTC over the past 18 months. A staff survey of attitudes and experiences with both the network and BizFu's services revealed universally high marks for this contractor.

BizFu has taken a proactive stance to protect the RTC's network investment in

light of the exponential proliferation of hackers, viruses and spam that has hit the computing world over the past year. Since December 2003, BizFu has fielded 454 help desk tickets, an average of approximately 25 requests a week. With the exception of daytime help desk calls and handling emergencies, most repairs, maintenance and installations are performed by BizFu after business hours thereby minimizing impacts on RTC activities and staff productivity

As the current vendor, designer, developer and implementer of the RTC computer system, BizFu has unique insight and knowledge of the RTC's network, computer systems, applications and business processes. BizFu has provided proactive processes, technical improvements and training based on their knowledge of the design and capabilities of the network and RTC staff's needs. They also offer a number of customized services for the RTC such as back-up mail services and off-site online back-up services and serve as a single contact point for resolving problems with all network systems including workstations, servers, printers, network connectivity and VPN services.

### *COST SAVINGS*

While the RTC decision to implement its own computer system was intended to improve efficiency and system reliability, it has also resulted in \$11,000 in cost savings over the services previously offered by the County's Information Services Department (ISD). In addition to BizFu's fees, this savings takes into account the current costs of maintaining a connection with the County's computer network, high speed internet access through SBC, and \$3,855 for annual LAN equipment depreciation.

### *PROPOSED CONTRACT AMENDMENTS*

BizFu has requested a 5% increase in its billing rates effective July 1, 2005 and has agreed to offer this pricing to the RTC through June 30, 2007 (Attachment 1, Exhibit A). Assuming that RTC maintains the same level of service as it has in place today, the cost of network maintenance, computer and help desk support services would increase by \$675 from \$13,325 to \$14,000 annually. BizFu has not raised its rates since it initially responded to the RTC's request for proposals in October 2002, a time when the electronics industry was in a slump and competition for contracts like the RTC's was high among consulting firms. There are adequate funds in the Commission's FY 05-06 budget for this expense.

Extending the RTC's agreement with BizFu for two years ensures that a new agreement for computer services will not be needed at the same time that the RTC contracts for new services related to RTC autonomy -- July 2006. In addition, this arrangement guarantees that the RTC's computer services costs will not increase for at least two years.

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***SUMMARY***

In keeping with the Commission's goal to increase efficiency and reduce cost, it is desirable for the Commission to continue its contract with BizFu for ongoing technical computer support for two years. The attached resolution implements this continuation at a small increase in annual cost.

**Attachments:**

1. Resolution

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