

Intergovernmental Agreement

Juvenile Welfare Board Children's Services Council

Executive Summary: The JWB has determined that outsourcing its business technology services used to support its services and programs is the most effective approach for meeting its critical business needs. In furtherance of this goal, the JWB approached BTS to evaluate the capacity of providing those services on a more cost efficient basis for the benefit of Pinellas County citizens.

Following conceptual approval by the Business Technology Services Board on January 20, 2011, the JWB and BTS collaborated and confirmed that benefits could be realized through an Intergovernmental Agreement. This agreement is the result of several months of detailed technical assessments, and formalizes a comprehensive range of business technology services to be provided by BTS for the JWB.

The agreement leverages the policies, standards and best practices used by BTS, and will enable the JWB to significantly reduce recurring technology related expenses while maintaining a very high level of service for the citizens of Pinellas County. In accordance with the agreement, all costs associated with the provision of the services will be fully recovered from the JWB. The agreement also provides for annual renewals by mutual written agreement which may be approved by the county administrator.

Services to be Performed: The following services will be performed in accordance with the standards, policies and best practices in effect during the term of the Agreement. Provision for Additional Services are pursuant to a mutually agreeable amendment.

Network Support Services

Server / Infrastructure Support

Remote Desktop / PC Support

Printer / Printing Services

Security / Data Backup / Data Recovery

Application Support Services

Management / Contract Administration

Term of Agreement:

Effective October 1, 2011 through September 30, 2012

Annual Renewal by written agreement only

Renewals may be approved by the County Administrator

Compensation (Services Fee):

\$270,756 payable in equal monthly payments in arrears of \$22,563

Services Fee is funding neutral with true-ups upon annual renewal

Services Fee is based upon the hourly rates, benefits, related administrative costs, and incremental license fees incurred to perform the services

Termination Provisions:

Thirty days following written notice of breach with opportunity for cure

Non-appropriation of funding by the JWB and/or the county

Ninety days following written notice of termination for convenience

Protections and Limitations:

JWB responsible to insure its property from loss or damage at its sole cost and expense

Limitation of liability to three months compensation paid by JWB irrespective of cause

Reciprocity regarding the indemnification from software license infringement

Exhibits and Attachments:

Exhibit A: Business Technology Services (detailed list of services to be performed)

Exhibit B: JWB Services Levels (detailed response time commitments by priority)

Actions:

BCC Board Meeting - October 11, 2011 ... Approved

JWB Board Meeting - October 13, 2011 ...Approved