

**AGENDA ITEM REPORT**

**DATE:** June 17, 2025  
**DEPARTMENT:** Innovation & Technology  
**REQUESTER:** Ashley Mason  
**TITLE:** Approve Renewing Contract & Price Increase for IT Outsourcing Services

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**I. MOTION REQUESTED**

- A. Approve Amendment No. 2 to the contract with Computer Aid, Inc., under Solicitation No. RFP190016DLK, Information Technology Outsourced Services, to increase the rate for the purchase of information technology outsourced services. The amendment will increase the contract amount by \$97,506.86.
- B. Approve a one-year contract renewal with Computer Aid, Inc. for Information Technology Outsourced Services under Solicitation RFP190016DLK, for an amount not to exceed \$3,686,165.16.
- C. Authorize the County Manager or designee to execute the amendment and renewal on behalf of the Board of County Commissioners.

**II. ITEM SUMMARY**

Approves a one-year contract extension with Computer Aid, Inc. for Information Technology Outsourced Services through August 4, 2026. The contract includes two additional one-year renewal options. The proposed amendment will increase the contracted purchase rate by \$97,506.86, representing a 3% annual increase—the first-rate adjustment in six years. Services provided under this agreement include the IT help desk, end-user support, and applications management teams. Expenditures for FY 2023-2024 totaled \$3,578,116.08, with projected expenditures for the upcoming year estimated at \$3,686,165.16.

**III. BACKGROUND AND IMPLICATIONS OF ACTION**

On May 21, 2019, the Board of County Commissioners awarded RFP190016DLK, Information Technology Outsourced Services, to Computer Aid, Inc. to provide professional information technology services for the County's systems and operations to include governance and management, infrastructure, cybersecurity, telecommunications, application support, end user technology, and disaster recovery and emergency operations. The original term of the contract was for 5-years with an option to renew for three additional one-year periods.

On June 19, 2019, Amendment No. 1 was administratively approved to remove the requirement for an FBI fingerprint check using Integrated Automated Fingerprint Identification System.

**IV. FINANCIAL INFORMATION**

Current Year Dollar Amount:	\$3,686,165
Included in the Current Budget?:	Yes
Fund:	ITG
Comments:	\$16,251.14 increase for the current fiscal year

Is this a revenue or expense item? Expense

Is this Discretionary or Mandatory? Discretionary

Will this item impact future budgets? Yes

Program: KC – Innovation & Technology

Project: 516 – Data

Account Strings: KC5162851500

Fund Type? Internal Services Fund

**V. RECOMMENDATION**

Approve

**ATTACHMENTS:**

IT Outsourcing - Computer Aid - Amendment 2 - Price Increase, CAI Contract Year 7 Total Cost

**REVIEWERS:**

Justina Forbes, Innovation & Technology  
Mary Tucker, Procurement  
Ashley Mason, Innovation & Technology  
Anne Henkel, Budget Services  
Angela Guttery, Budget Services  
Peter Winton, County Manager  
Andrea Fraser, County Attorney  
Amanda Condomina, County Manager

Created/Initiated - 6/4/2025  
Approved - 6/5/2025  
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