# County of El Dorado

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## Legislation Details (With Text)

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| **File #:** | 20-1368 | **Version:** 1 | |
| **Type:** | Agenda Item | **Status:** | Approved |
| **File created:** | 10/7/2020 | **In control:** | Board of Supervisors |
| **On agenda:** | 11/10/2020 | **Final action:** | 11/10/2020 |

**Title:** Information Technologies Department recommending the Board approve and authorize the Purchasing Agent to execute new perpetual purchase contract 5226 with Teamviewer for an annual estimated ongoing amount of $2,388 to provide Help Desk staff the ability to remotely support technical issues for County employees.

FUNDING:  CARES Act Funding for the first year of service General Fund budget for subsequent years of service, with partial cost recovery through the A-87 Cost Plan.

**Sponsors:**

**Indexes:**

**Code sections:**

**Attachments:** 1. A - Teamviewer Purchase Contract 5226, 2. B - TeamViewer Quote Q-2874107-R7J2C2 r3, 3. C - Teamviewer EULA, 4. D - Approved Blue Route

| Date | Ver. | Action By | Action | Result |
|---|---|---|---|---|
| 11/10/2020 | 1 | Board of Supervisors | Approved | Pass |

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**DISCUSSION / BACKGROUND**

Teamviewer is a comprehensive remote access, remote control, and remote support solution that works with almost every desktop and mobile platform.  Teamviewer services allow Help Desk staff the ability to have remote access to computers or mobile devices to provide efficient user support. Teamviewer will allow Help Desk staff to respond to technical support tickets by providing secure access to devices and servers.  Teamviewer will allow for support work to be done efficiently, effectively, and safely by allowing IT staff to connect with County technology users remotely instead of in-person.  Teamviewer will allow the Help Desk to access and troubleshoot issues with desktops, laptops, and other mobile devices.

The advantage this tool has over existing tools within IT is that it allows for support without the user having to be on the County network, either through VPN or a direct connection.  Currently, there is no way for IT to support users who are unable to access the County network.  This will allow remote trouble-shooting to help users connect to the County network.  Over 885 new mobile devices will be deployed as departments increase telework capabilities.  Having this compressive Teamviewer corporate subscription solution will greatly increase staff's ability to provide support for these mobile devices.

Information Technologies is recommending the Board approve and authorize the Purchasing Agent to execute perpetual purchase contract #5226 with Teamviewer for a corporate subscription per the attached quote.

## ALTERNATIVES
The Board could choose to not approve this purchase contract, and IT will continue providing support onsite or through current methods.

## PRIOR BOARD ACTION
N/A

## OTHER DEPARTMENT / AGENCY INVOLVEMENT
County Counsel

## CAO RECOMMENDATION / COMMENTS
Approve as recommended.

## FINANCIAL IMPACT
The cost for the first-year of service is $2,188 plus applicable taxes.  This initial purchase will be covered by CARES Act funding allocated to the Information Technologies Department.  The subscription will automatically renew every 12-months unless terminated in writing at least 28-days prior the end of the initial term or any renewal term.  Ongoing funding will come from general fund with partial cost recovery through the A-87 Cost Plan.  The renewal for subsequent years can be cancelled at any time, so the current commitment is only for 1 year as long as the auto-renewal is cancelled prior to 28-days before the end of the term.

## CLERK OF THE BOARD FOLLOW UP ACTIONS
N/A

## STRATEGIC PLAN COMPONENT
Infrastructure

## CONTACT
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