



# County of Monterey

Board of Supervisors  
Chambers  
168 W. Alisal St., 1st Floor  
Salinas, CA 93901

## Board Report

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**File #:** 13-0683, **Version:** 1

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- a. Approve and authorize the Director of the Department of Social Services(DSS), or his designee, to sign an agreement with Unidesk Corporation for \$15,600 for the period July 1, 2013 - June 30, 2016 to provide 80 licenses for Unidesk software, support and maintenance for the Virtual Desktop Image (VDI) infrastructure for the DSS Contact Center, including non-standard liability and indemnity provisions in Exhibit A, Sections 5 and 9; and
- b. Authorize the Director of the Department of Social Services, or his designee, to sign up to three (3) amendments to this agreement where the total amendments do not exceed 10% of the original contract amount, and do not significantly change the scope of work.

### RECOMMENDATION:

It is recommended that the Board of Supervisors:

- a. Approve and authorize the Director of the Department of Social Services(DSS), or his designee, to sign an agreement with Unidesk Corporation for \$15,600 for the period July 1, 2013 - June 30, 2016 to provide 80 licenses for Unidesk software, support and maintenance for the Virtual Desktop Image (VDI) infrastructure for the DSS Contact Center, including non-standard liability and indemnity provisions in Exhibit A, Sections 5 and 9; and
- b. Authorize the Director of the Department of Social Services, or his designee, to sign up to three (3) amendments to this agreement where the total amendments do not exceed 10% of the original contract amount, and do not significantly change the scope of work.

### SUMMARY/DISCUSSION:

Department of Social Services is in the process of establishing a new C-IV Contact Center. Workstations at the CB Care Center will be managed C-IV systems that will reside on a separate domain (C-IV Domain) for "Point-of-Presence"(PoP) counties. The C-IV project will only provide access to two applications:

- The managed CARE center phone management software, and
- The C-IV application and Image Now/WebNow (integral part of C-IV)

This means that access to the Medi-Cal System, the County Intranet, and other Microsoft applications must be provided through internal county resources residing on the County domain.

To access both Monterey County and State resources from the CB Care Center without a 2<sup>nd</sup> computer system on each workstation, Monterey County Information Technology has recommended Unidesk software for the Virtual Desktop Management system in order to deploy the virtualization infrastructure for this project. This newer technology will ensure security for both networks, and provides growth potential to meet Social Services future needs.

The Department recommends that the proposed non-standard liability and indemnity language be approved as set forth in Sections 5 and 9 of Exhibit A of the agreement. It is the Department's position that these modifications to the County's standard provisions are necessary due to limited alternative resources for these services. This agreement contains the modified contractual language, and is being brought before the Board for approval.

OTHER AGENCY INVOLVEMENT:

The Auditor-Controller and Contracts/Purchasing have reviewed and approved this agreement, with the exception of the non-standard language which is being submitted for Board approval. County Counsel has approved the agreement as to form.

FINANCING:

This agreement is funded with 85% Federal/State Social Services funding and 15% of sales tax realignment funds. Sufficient appropriations and estimated revenues in SOC005 are included in the FY 2013-14 Recommended Budget. Approval of this action has no impact on the County General Fund.

Prepared by: Becky Cromer, Finance Manager, 4404

Approved by: Elliott Robinson, Director, 4434

Attachments:

Unidesk Agreement

Original on file with Clerk of the Board