



# County of Monterey

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

## Board Report

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**File #:** A 19-440, **Version:** 1

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- a. Authorize the Director of Information Technology or his designee to execute an updated non-standard IBM Master Services Attachment for ServiceElite, updating and simplifying IBM terms and conditions, with no change to services provided in the actual agreement, costs previously agreed to by the County, for a three-year term of July 1, 2018 through June 30, 2021; and
- b. Accept non-standard language in the updated non-standard IBM Master Services Attachment provided by the vendor as recommended by the Director of Information Technology.

**RECOMMENDATION:**

It is recommended that the Board of Supervisors:

- a. Authorize the Director of Information Technology or his designee to execute an updated non-standard IBM Master Services Attachment for ServiceElite, updating and simplifying IBM terms and conditions, with no change to services provided in the actual agreement, costs previously agreed to by the County, for a three-year term of July 1, 2018 through June 30, 2021; and
- b. Accept non-standard language in the updated non-standard IBM Master Services Attachment provided by the vendor as recommended by the Director of Information Technology.

**SUMMARY/DISCUSSION:**

IBM, Inc. is a vendor that has provided software licensing/support and hardware maintenance/support to the County of Monterey since 1990. This support has been provided for products purchased directly from IBM, Inc. or through a third-party vendor.

IBM has provided revised terms and conditions in their updated Master Services Attachment (“MSA”) for ServiceElite and this version will replace the previously-executed MSA. This revised MSA simplifies and updates the current MSA and provides better services to the County, including Hardware Support Extension and Augmented Reality Assistance. These additional terms will speed up repair time and reduce the down time for the County.

The revised MSA that will replace the current MSA and become part of the current agreement with IBM. The revised MSA is “non-standard” for the County but is part of a standard agreement that IBM uses throughout the nation, including other governmental bodies. Based on the County’s experience with this well-established company, and the fact that the revised MSA provides more services to the County, the Director of ITD is recommending approval of the document.

**OTHER AGENCY INVOLVEMENT:**

County Counsel does not approve the vendor-generated non-standard MSA.

**FINANCING:**

There is no additional financial impact created by this revised MSA.

**BOARD OF SUPERVISORS STRATEGIC INITIATIVES:**

The approval of this revised MSA, that will be incorporated into the agreement, will allow ITD to continue to facilitate the critical support needed for IBM hardware and software.

- Economic Development
- Administration
- Health and Human Services
- Infrastructure
- Public Safety

Prepared by: Lynnette Beardsall, Management Analyst II, 759-6938

Approved by:

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Eric A. Chatham, Director of Information Technology, 759-6920

Attachments: Revised IBM Master Services Attachment for ServiceElite

Attachments on file with the Clerk of the Board