

**REPORT/RECOMMENDATION TO THE BOARD OF SUPERVISORS
OF SAN BERNARDINO COUNTY
AND RECORD OF ACTION**

February 6, 2024

FROM

MELANIE OROSCO, County Librarian, County Library

SUBJECT

Funding Increase to Contract with TeamViewer Germany GMBH for Remote Management Services

RECOMMENDATION(S)

Approve a funding increase to Contract No. 22-690 with TeamViewer Germany GMBH, for remote management services, increasing the contract amount by \$12,389, from \$12,905 to \$25,294, and correcting the contract term approved on July 12, 2022, Item No. 19, to that of July 16, 2022 through July 16, 2024.

(Presenter: Melanie Orosco, County Librarian, 387-2220)

COUNTY AND CHIEF EXECUTIVE OFFICER GOALS & OBJECTIVES

Operate in a Fiscally-Responsible and Business-Like Manner.

Pursue County Goals and Objectives by Working with Other Agencies and Stakeholders.

FINANCIAL IMPACT

Approval of this item will not result in the use of Discretionary General Funding (Net County Cost). The total cost to the San Bernardino County Library (Library) for remote services management (Remote Services) from TeamViewer Germany GMBH (TeamViewer), will be \$25,294 over the two-year term. Adequate appropriation has been included in the Library's 2023-24 budget and will be included in the 2024-25 recommended budget, if necessary.

BACKGROUND INFORMATION

The recommended funding increase will provide the Library with continued, additional Remote Services access through TeamViewer. TeamViewer is a software tool for remote management of over 1,200 devices including computers, self-check kiosks, book sorters, and document scanners. The use of TeamViewer is important for remote management of these devices for the County Library's 32 branch locations by its internal Information Technology (IT) support. The Library began using TeamViewer for Remote Services in 2013.

On July 12, 2022 (Item No. 19), the Board of Supervisors (Board) approved Contract No. 22-690 with TeamViewer to provide Remote Services in an amount not to exceed \$12,905 over the one-year contract term of July 16, 2022 through July 16, 2023. The original Recommendation misstated the actual term, which should have been one year, automatically renewing until non-renewal by the County or termination by TeamViewer. In July of 2023, the contract auto renewed for another one-year term. The additional funding will cover the costs for the remainder of the contract period. The contract will expire July 16, 2024, as Library has already notified TeamViewer of its nonrenewal for a subsequent term. An amendment to the contract is not

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appropriate because the existing contract does not provide any terms which set a not-to-exceed amount limit.

Library recommends the approval of the funding increase so that it may continue to provide Remote Services to its patrons and staff for the remainder of the contract term.

PROCUREMENT

The Purchasing Department continues to support this non-competitive procurement based on specialized credentials as TeamViewer is installed on over 1,200 computers and devices at the Library and configured to the Library's unique setup. An abrupt loss of TeamViewer would greatly impact customer service and staff's remote access. The disruption would have a significant downtime impact on the Library to find another software with the same usability, along with the delay associated with installing new software on over 1,200 computers and devices. The Library plans to conduct a competitive procurement prior to the renewed term end of July 16, 2024.

REVIEW BY OTHERS

This item has been reviewed by County Counsel (Kaleigh Ragon, Deputy County Counsel, 387-5455) on January 11, 2024; Purchasing (Alba Cortez, Buyer, 387-3372) on January 9, 2024; Purchasing (Ariel Gill, Supervising Buyer, 387-2070) on January 19, 2024; Finance (Ivan Ramirez, Administrative Analyst, 387-4020) on December 28, 2023; and County Finance and Administration (Valerie Clay, Deputy Executive Officer, 387-5423) on January 19, 2024.

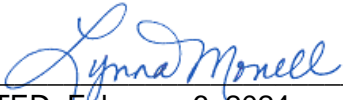
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Record of Action of the Board of Supervisors
San Bernardino County

APPROVED (CONSENT CALENDAR)

Moved: Joe Baca, Jr. Seconded: Curt Hagman
Ayes: Col. Paul Cook (Ret.), Jesse Armendarez, Dawn Rowe, Curt Hagman, Joe Baca, Jr.

Lynna Monell, CLERK OF THE BOARD

BY 
DATED: February 6, 2024



cc: File - w/agree
CCM 02/13/2024