



Committee: GO
Committee Review: Completed
Staff: Dr. Costis Torgas, Council IT Adviser
Purpose: To make preliminary decisions – straw vote expected
Keywords: #desktop devices, #replacement cycle, #laptops, #outsourced device management

CONSENT Agenda
 Item#11
 May 10, 2023
Action

SUBJECT

FY24 Operating Budget Device Client Management (DCM)

EXPECTED ATTENDEES

None

FY24 COUNTY EXECUTIVE RECOMMENDATION

DCM	FY23 Approved	FY24 CE Recommended	Change from FY23 Approved
Total Expenditures (General Fund)	\$12,999,985	\$13,801,195	6.1%
Personnel Costs	N/A	N/A	
Operating Costs	N/A	N/A	

COMMITTEE RECOMMENDATIONS

The GO Committee met on April 26, 2023 and unanimously agreed to recommend the NDA for Device Client Management (NDA) at the \$13,801,195 level as proposed by the Executive to the full Council.

SUMMARY OF KEY ISSUES

- The contract for support in executing the DCM has been with the same vendor for nine years. A Request for Proposal (RFP) process is under way, and the awardee from this competition will start in early 2024.
- Life cycle costs and setting appropriate targets for end-of-life (currently 6 years for PCs) will continue to be reviewed to ensure that the County is operating at peak efficiency.

This report contains:

Staff Report

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MEMORANDUM

April 21, 2023

TO: Government Operations and Fiscal Policy Committee
FROM: Dr. Costis Toregas, Council IT Adviser
SUBJECT: FY24 Non-Departmental Account (NDA) for Device Client Management (DCM)

Expected to attend:

Gail Roper, Chief Information Officer, Department of Technology & Enterprise Business Solutions (TEBS)
Allison Dollar, TEBS
Seamus McNamara, Office of Management and Budget

Documents for Committee review:

1. Budget submission detail (©1)

DCM NDA FY24

FY24 COUNTY EXECUTIVE RECOMMENDATION

DCM	FY23 Approved	FY24 CE Recommended	Change from FY23 Approved
Total Expenditures (General Fund)	\$12,999,985	\$13,801,195	6.1%
Personnel Costs	N/A	N/A	
Operating Costs	N/A	N/A	

Council staff recommends the following:

1. Approve the DCM NDA at the level of \$13,801,195 as recommended by the Executive

Introduction

The Device Client Management (DCM) program oversees the annual replacement of personal computers (PCs); manages software patching, distribution and enterprise anti-malware systems which collectively help to secure the County's technology infrastructure; and, includes funding for Enterprise office productivity software. The program provides general IT support directly to departments and employees through the County's IT Help Desk, which receives over 70,000 requests for service annually. DCM is based on a best-practices approach to maintaining a modern and cost-effective computing environment.

The recommended increase is due to two contract price increases that are necessary to continue operations: a Microsoft Enterprise Agreement renewal and a DCM Seat Service contract. Council staff recommends approval of the NDA at the recommended level.

In order to give the Committee a better feeling for this NDA (as in most NDA submissions, budget detail is very scarce), Council staff posed a series of questions; these, and the Executive responses, are shown below:

1. Is the increase in seat service contract one time? Also is it applied per seat or on the contract value?

The per-seat "service unit" cost in the current DCM contract hasn't increased over the life of the contract (since contract execution in 2014). DCM anticipates that this "service unit" cost will increase in the new contract.

An increase in the per seat "service unit" cost will affect the overall contract value each year over the life of the contract.

2. How long has the vendor held the contract and are there plans to rebid?

The vendor has held the contract for 9 years.

The contract is currently in the process of being rebid; the pre-bidders conference was conducted on April 12 with responses to the County's Request for Proposal (RFP) expected on April 28 barring any extensions.

The Office of Procurement projects that the new DCM contract will be awarded in February, 2024, barring unexpected delays.

3. What are the major elements of the \$12,999,985 amount? And how much of it is spread to other departments?

The major elements are:

- Microsoft Enterprise Agreement licensing costs
- Primary Seat Hardware Acquisition Costs (i.e., Laptops etc.)
- Public Safety Hardware Acquisition Costs (i.e., Mobile Data Computers)

- IT Service Desk Costs
- Other (ex: ServiceNow licensing, server refresh, hardware peripherals, other software licenses etc.)

Funding is centrally appropriated in the DCM NDA rather than individual Departments, and all Departments benefit from these Enterprise investments.

Counties (MACo).

FY24 Recommended Changes	Expenditures	FTEs
FY23 Approved	74,728	0.00
FY24 Recommended	74,728	0.00

☼ Device Client Management

The Device Client Management (DCM) program oversees the annual replacement of personal computers (PCs); manages software patching, distribution and enterprise anti-malware systems which collectively help to secure the County's technology infrastructure; and, includes funding for Enterprise office productivity software. The program provides general IT support directly to departments and employees through the County's IT Help Desk, which receives over 70,000 requests for service annually. DCM is based on a best-practices approach to maintaining a modern and cost-effective computing environment.

FY24 Recommended Changes	Expenditures	FTEs
FY23 Approved	12,999,985	0.00
Increase Cost: Microsoft Enterprise Agreement Renewal	525,210	0.00
Increase Cost: DCM Seat Service Contract	276,000	0.00
FY24 Recommended	13,801,195	0.00

☼ Early Care and Education

In March 2019, the County Executive and County Council launched the Early Care and Education Initiative, an interagency and stakeholder group with representatives from the Montgomery County Department of Health and Human Services (DHHS), Montgomery County Public Schools (MCPS), and Montgomery College to address the need for comprehensive support of quality early care and education opportunities in Montgomery County with a targeted and strategic focus on:

- Sustainability: provide new and ongoing resources to sustain partnerships and high-quality early childhood education across types of child care providers;
- Access & Affordability: provide ease of access and affordable options for families with children ages 0-5;
- Alignment: create partnerships and alignment of services for ease and access for families of young children, early educators, and the public; and
- Expansion: expand the supply and options for high quality early education programs in multiple settings.

FY24 Recommended Changes	Expenditures	FTEs
FY23 Approved	10,992,589	17.96
Increase Cost: FY24 Compensation Adjustment	2,838	0.00
Eliminate: FY23 One-Time Funding for Recreation Summer School Wrap Around Program	0	(9.96)
Shift: Existing Expense from Operating Expense to Personnel Cost to Reflect Addition of Four Merit Staff Positions That Will Support the Early Care and Education Initiative	0	4.00
Multi-program adjustments, including negotiated compensation changes, employee benefit changes, changes due to staff turnover, reorganizations, and other budget changes affecting multiple programs.	183,099	0.00
FY24 Recommended	11,178,526	12.00

☼ Future Federal/State/Other Grants

This NDA enables the County to implement new grant-funded programs up to \$200,000 each and provides funds for grant continuations and enhancements without having to process individual supplemental appropriations through the County Council. Upon approval by the County Executive, funds in this program are transferred to the receiving department's grant account.

FY24 Recommended Changes	Expenditures	FTEs
FY23 Approved	20,000,000	0.00
FY24 Recommended	20,000,000	0.00