

**COUNTY OF SAN DIEGO  
BOARD OF SUPERVISORS  
TUESDAY, MARCH 24, 2026**

**MINUTE ORDER NO. 23**

**SUBJECT: PROVIDING DIRECTION ON THE FUTURE OF COUNTY TECHNOLOGY  
(DISTRICTS: ALL)**

**OVERVIEW**

On April 8, 2025 (18), the San Diego County Board of Supervisors (Board) directed the Chief Administrative Officer (CAO) to take action regarding the use of Information Technology (IT) by the County of San Diego (County). On November 4, 2025 (17) staff presented on the information technology assessment performed by an independent third party to the Board. The Board directed the CAO to collect additional information and provide a recommendation for the new information technology and telecommunications (IT&T) contract construct in March 2026.

On November 19, 2025, the County released a request for information through the Department of Purchasing and Contracting for the vendor community to respond and provide input. The County Technology Office gathered additional information from community engagement, employee surveys, employee outreach, labor relations, and lessons learned activities, and will continue its good faith efforts with key stakeholders. These efforts will be incorporated into an overall strategy in the coming years. With this information, the CAO is requesting approval of the new structure for the IT&T contract approach to allow staff to create and issue a competitive procurement.

The new IT&T contract will ensure IT solutions directly support organizational strategy, operational efficiency, and growth. It will provide stable and secure operations, continuous improvement, innovation and modernization, and cost optimization. The current projects and preparations the Board has already directed, such as the Enterprise Resource Planning modernization, approved on November 18, 2025 (25), completion of the Integrated Property Tax System to minimize mainframe use, data center consolidation to minimize transition costs, IT efficiency efforts, along with many other initiatives has positioned the County to deliver a future-ready IT service model that drives transparency, agility, and innovation, empowering the organization through cost-efficient solutions, modern technology, optimized services, and robust governance for sustained strategic value.

**RECOMMENDATION(S)**

**CHIEF ADMINISTRATIVE OFFICER**

1. Approve the proposed changes to the contract duration, network infrastructure and applications framework structures for the new Information Technology & Telecommunications contract.
2. Authorize the Director, Department of Purchasing and Contracting to issue a competitive solicitation or solicitations for a new Information Technology Services Provider and Data Network Services Provider, by (1) identifying qualified vendors through a Request for Statement of Qualifications process, and thereafter (2) issuing one or more Requests for Proposals to those potential prime contractors found to be qualified. Upon successful negotiations and determination of fair and reasonable price, the Chief Administrative Officer will return to the Board of Supervisors with recommendations on award of contract(s) for the provisions of technology services.

## **EQUITY IMPACT STATEMENT**

Information Technology and Telecommunications (IT&T) services are used extensively by County of San Diego (County) departments to provide efficient and effective service delivery to the public. As a result, Information Technology (IT) services and software do have the potential to either mitigate or exacerbate existing inequities. By adhering to the already established safeguards, including the Chief Administrative Officer Administrative Manual Items 0400-01 related to County Information Systems-Management and Use, 0400-02 Internet Use, 0400-03 Computer Accounts Management and Use, and 0400-11 County Information Classification, Protection Level and Proper Security, the risk of exacerbating existing inequities can be mitigated. Meanwhile, the use of IT can increase the effectiveness of County employees and programs that provide services to our community's most vulnerable residents.

In addition, responses to the County's recent request for information on IT&T clearly indicate that major vendors in the industry marketplace have developed mature and measurable programs to promote small and local business participation. These programs will be leveraged in the future to promote a resilient economy in the County.

## **SUSTAINABILITY IMPACT STATEMENT**

By utilizing information technology (IT) in operations, the County of San Diego (County) can enhance efficiency and reduce environmental impact through optimized resource allocation. The automation provided by IT applications and data analytics can improve sustainability initiatives such as energy management in County buildings and providing County services online rather than in person. Additionally, responsible IT governance ensures that existing and emerging technologies align with ethical and environmental best practices.

## **FISCAL IMPACT**

Costs and revenue of \$1,395,000 were included in the FY 2025-26 Operational Plan in the County Technology Office to support the planning and execution of the procurement of the new Information Technology & Telecommunications (IT&T) contract based on existing General Purpose Revenue. There will be no net change to General Fund and no new staff years.

There will be future one-time costs estimated at \$16,000,000 in FY 2027-28 for the transition to the new IT&T contract. Additionally, it is anticipated that there will be changes to fees for IT&T services that will take effect in the middle of FY 2027-28 as transition starts January 2028 that will not be known until a new vendor is selected. The current average annual contract spend on fees and services through the IT outsourcing contract is approximately \$208 million per contract year. Amounts for the IT&T fees and services will be included in future operational plans.

## **BUSINESS IMPACT STATEMENT**

The proposed recommendations regarding the future of Information Technology & Telecommunications services will position the County of San Diego (County) to take the next steps in the procurement process to maintain the continuity of County operations and service delivery while providing opportunities to enhance the capabilities of departments to innovate and reengineer business processes.

**ACTION:**

ON MOTION of Supervisor Aguirre, seconded by Supervisor Montgomery Steppe, the Board of Supervisors took the following actions:

1. Approved the proposed changes to the contract duration, network infrastructure and applications framework structures for the new Information Technology & Telecommunications contract.
2. Authorized the Director, Department of Purchasing and Contracting to issue a competitive solicitation or solicitations for a new Information Technology Services Provider and Data Network Services Provider, by (1) identifying qualified vendors through a Request for Statement of Qualifications process, and thereafter (2) issuing one or more Requests for Proposals to those potential prime contractors found to be qualified. Upon successful negotiations and determination of fair and reasonable price, the Chief Administrative Officer will return to the Board of Supervisors with recommendations on award of contract(s) for the provisions of technology services.
3. County staff shall return a recommended statement of work and evaluation criteria from the overall RFP to the Board for final approval prior to public posting of the RFP.

AYES: Aguirre, Lawson-Remer, Montgomery Steppe, Desmond

NOT PRESENT: Anderson

State of California)  
County of San Diego) §

I hereby certify that the foregoing is a full, true and correct copy of the Original entered in the Minutes of the Board of Supervisors.

ANDREW POTTER  
Clerk of the Board of Supervisors



**Signed**  
by Andrew Potter