



COUNTY OF LOS ANGELES

Internal Services Department

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United We Stand

JOAN OUDERKIRK
Director

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May 20, 2002

To: Each Supervisor

From: Joan Ouderkirk
Director

Subject: **QUARTERLY REPORT ON UNISYS EQUIPMENT MAINTENANCE AGREEMENT**

On February 20, 2001, on motion of Supervisor Molina, the Board approved this department's recommendation to enter into a computer equipment maintenance agreement with Unisys Corporation and specifically instructed the Director of Internal Services to provide your Board with quarterly reports on the subject agreement. This is the fifth report covering the period of March, April, and May 2002.

Unisys provides computer equipment maintenance services primarily for the County's Unisys equipment at the Internal Services Department (ISD) Data Center in Downey. ISD's Technical Equipment Maintenance Section monitors the agreement and has reported that Unisys is continuing to perform the required services in compliance with the terms of the agreement. End users are satisfied with the services being provided and have voiced no complaints. To date, there has been no application of any of the performance deductions contained in the agreement. My staff continues to closely monitor Unisys' performance under this agreement.

We will provide you with the next quarterly report in August 2002. If you have any questions, please let me know or your staff may contact Daphne Bell, General Manager, Purchasing and Contract Services, at (323) 267-2109.

JO:ml

c: Chief Administrative Officer
Executive Officer, Board of Supervisors
Chief Information Officer