



Board Report

File #: 2019-0293, File Type: Contract

Agenda Number: 11.

FINANCE, BUDGET AND AUDIT COMMITTEE JUNE 19, 2019

SUBJECT: INFORMATION TECHNOLOGY SERVICES BENCH

ACTION: APPROVE ADDITIONAL FUNDING

RECOMMENDATION

AUTHORIZE the Chief Executive Officer to:

- A. INCREASE authorized funding in the amount of \$13 million for the Information Technology Services Bench (IT Bench) to perform information technology support services on an as-needed task order basis with multiple approved firms (see Attachment C) increasing the cumulative total authorized funding from \$17 million to \$30 million; and

- B. AWARD and EXECUTE task orders for a not to exceed amount of \$30 million.

ISSUE

The Information and Technology Services (ITS) department manages multiple programs to support the Agency's technology goals and objectives. Each program utilizes specialized technical services to support governance, planning, implementation, maintenance and enhancement services.

When delivering technology projects, based on project schedule needs, multiple support from various technical disciplines are required throughout the lifecycle. The number of concurrent resources required for limited durations may exceed the number of available budgeted full-time equivalents in the ITS department. To meet these resource demands, use of contracted resources on an as-needed basis is the most cost-effective method to fulfill the varied project support requirements in a timely manner. An IT Bench was developed in 2015 through a competitive process, establishing prequalified vendors to enable small/mid-scale task orders to be awarded more efficiently.

The IT Bench has been successful by quickly providing temporary resources to support many of the technology programs and enterprise systems including the Agency's Business Financial & Transit Operations Systems, Measures M & R Construction Projects, SCADA and TAP. Technology service coverage is needed in areas such as IT Governance & Strategic Planning, Network & Data Communications Infrastructure, Cyber Security, Programming & database services and Project Management Services.

The success of the IT Bench has exhausted the Bench's funds faster than anticipated. To meet the delivery of both current and approved planned technology initiatives which support the goals of Metro's Vision 2028 Strategic Plan, additional funds are being requested to add to the IT Bench contract. The IT Services Bench will support the following current projects that are in process:

- Connect Bus, Rail and Facilities cellular/WiFi Project
- Technology Expansion for all new facilities supporting Measures M & R
- Enterprise Asset Management Project
- Payroll Program Replacement Project
- Real Estate Replacement Project
- Enterprise Safety Management System Project
- Enterprise HR/Human Capital Systems Project
- Enterprise Unified Communications/Phone System Project
- Enhancing Camera/Video/ technology to improve Video Surveillance Project
- Nextrip Digital Signage Project
- Agency Information Security & Compliance Project
- Windows 10 Upgrade Project
- Technology Experience for the Customer Enhancement

BACKGROUND

In August 2015, using the IT Bench, the ITS Department issued 27 contracts for part time staff resources and professional services to support many of the Agency's technology initiatives.

DISCUSSION

The IT bench consists of vendors deemed qualified to participate in IT requirements for the following 16 technical disciplines. The IT bench was established for a five-year period to perform professional services for a cumulative total value of \$17 million. Individual task orders will continue to be awarded based on competition via the Request for Proposal (RFP) process.

1. Platform / End User Computing Systems
2. Database Services / Data Management

3. Storage Services
4. Telecom and Network Communication Services
5. Applications and Web Development
6. Business Intelligence and Analytics
7. Content Management
8. Mobile Solutions
9. Oracle E-business Suite
10. Transit Operations and Automated Fare Collection Systems
11. Asset Material and Management Systems
12. Intelligent Transportation/Transit services
13. Project / Program Management
14. IT Strategy Planning / Enterprise Architecture / Governance
15. Agency-Wide Information Security and Compliance
16. SCADA Control Systems Cyber Security

The IT Bench model has proven to be a successful method in reducing staff resources expended on the procurement of service contracts and has allowed for projects to be completed in a more efficient manner.

The IT Bench supports the core services provided by the ITS Department.

- The Business Application Services (BAS) program provides functional, business, and technical programming services to support approximately 145 business applications used daily for Transit Operations, Financial, Administrative Services, and other business units in Metro.
- The Operations and Service Delivery (OSD) program provides 24x7 installation and maintenance services for Metro's enterprise technology infrastructure including over 4,000 desktop/laptop/kiosk computers, 55 telephone PBX/VOIP systems, 9,000 phone devices, 2,100 telecommunications data lines and audio-visual services covering

the USG facility, over 35 divisions and other Metro locations.

- The Information Security Services program provides the Agency's cyber security activities protection and ensures the confidentiality, integrity and availability of the agency's critical information assets while ensuring its goals and objectives are being met.
- The Systems Architecture and Technology Integration program provides system administration, 24/7 data center operations, and disaster recovery services for Metro's enterprise technology network communications and database infrastructure.
- The ITS Program Office provides Strategic Planning, Governance, Project Management and technology support for Measure M & R construction projects.
- The Research and Records Information Management program administers the well-regarded transportation research library, as well as creates and governs policy on storage of Metro records.
- The Digital Strategy and Innovation Services program develops the roadmap for investment in technology to meet Metro's customers' needs.

AWARDS

Since the start of the IT Bench, 31 task orders have been issued. Of the initial \$17M total contract value, approximately \$15.5M (91%) in task orders have been awarded, leaving a balance of \$1.5M with 15 months (of the original 60 months) remaining for the period of performance. The IT Bench consists of 27 vendors, 11 of which are SBE's.

DETERMINATION OF SAFETY IMPACT

A critical role of effective transit service is the prompt and accurate dissemination of information to the public and to provide a safe environment for the public to travel. Many current IT projects, supported through the IT Bench, facilitate this effort.

FINANCIAL IMPACT

Funding for FY19 is included in the department, cost center budgets. Each task order awarded to a Contractor will be funded with the source of funds identified for that project. Since this is a multi-year contract, the departmental cost center managers will be responsible for budgeting costs in future years.

Impact to Budget

The funding for these task orders is dependent upon the specific project.

IMPLEMENTATION OF STRATEGIC PLAN GOALS

The recommended action supports GOAL 5: Provide responsive, accountable, and trustworthy governance within the Metro organization. The IT Bench allows the Agency to be efficient and agile in acquiring professional services that support many of the Agency's key technology initiatives.

ALTERNATIVES CONSIDERED

1. Solicit competitive proposals for each individual task as it becomes due. This is not recommended as it would require extensive additional staff time to process each request and result in project delays due to the lead time required to complete each procurement cycle. Additionally, procuring these services on a per assignment basis does not provide opportunities for economies of scale.
2. Utilize the existing ITS staff to provide the required technical support. This is not feasible as the current budgeted ITS capacity is fully utilized to maintain Metro's existing computer and network systems. There would not be sufficient existing staff to re-assign to provide technical support to the various ITS capital projects.

NEXT STEPS


Upon Board approval, staff will increase funding to the IT Bench Contracts for the continuation of the IT services.

ATTACHMENTS

Attachment A - Procurement Summary
Attachment B - Contract Modification/Change Order Log
Attachment C - Firms by Discipline IT Services Bench
Attachment D - List of Task Orders and Values
Attachment E - DEOD Summary

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Phillip A. Washington
Chief Executive Officer

PROCUREMENT SUMMARY

INFORMATION TECHNOLOGY SERVICES BENCH

1.	Contract Number: Various			
2.	Contractor: IT Bench (multiple contractors – see Attachment C)			
3.	Mod. Work Description: Continue IT services			
4.	Contract Work Description: IT services work related to 16 technical disciplines			
5.	The following data is current as of: May 14, 2019			
6.	Contract Completion Status		Financial Status	
	Contract Awarded:	July 23, 2015	Contract Funding Amount:	\$17,000,000
	Notice to Proceed (NTP):	N/A	Total of Modifications Approved:	\$0.00
	Original Complete Date:	August 5, 2020	Pending Modifications (including this action):	\$13,000,000
	Current Est. Complete Date:	August 5, 2020	Current Contract Funding (with this action):	\$30,000,000
7.	Contract Administrator: Victor Zepeda		Telephone Number: (213) 922.1458	
8.	Project Manager: William Balter		Telephone Number: (213) 922.4511	

A. Procurement Background

This Board Action is to approve additional funding in the amount of \$13,000,000 to the IT Bench Contract, issued in support of the ITS department for information technology support services.

Future Task Orders will be processed in accordance with Metro's Acquisition Policy and the contract type is a firm fixed price.

On July 23, 2015, the Board of Directors authorized the Chief Executive Officer to establish the IT Bench Contract with qualified firms for IT support services for a period of five years.

Please refer to Attachment B for Contract Modification/Change Order Log, and Attachment D for List of Task Orders and Values.

B. Cost/Price Analysis

All future task orders and modifications will be determined to be fair and reasonable in accordance with Metro's Acquisition Policy at the time of issuance and award.

ATTACHMENT B

**CONTRACT MODIFICATION/CHANGE ORDER LOG
INFORMATION TECHNOLOGY SERVICES BENCH**

Mod. No.	Description	Status (approved or pending)	Date	Amount
1	Additional Contract Authority	Pending	06/27/19	\$13,000,000
	Modification Total:			\$13,000,000
	Original Contract Funding:			\$17,000,000
	Total Funding:			\$30,000,000

ATTACHMENT C

**FIRMS BY DISCIPLINE
IT SERVICES BENCH**

A. Platform/End User Computing Systems
22nd CENTURY TECHNOLOGIES INC (DBE)
EPLUS TECHNOLOY INC
INTRATEK COMPUTER INC
INTUEOR CONSULTING INC (DBE/SBE)
SIERRA CYBERNETICS INC
VISION TECHNOLOGIES INC
ZENSAR TECHNOLOGIES INC

B. Database Services/Data Management
AURIGA CORPORATION (DBE/SBE)
INFORMATION MANAGEMENT RESOURCES (DBE/SBE)
INTRATEK COMPUTER INC
PI TECHNOLOGY INC (SBE)
ZENSAR TECHNOLOGIES INC

C. Storage Services
22nd CENTURY TECHNOLOGIES INC (DBE)
BIRDI & ASSOCIATES INC (DBE/SBE)
EPLUS TECHNOLOY INC
INTUEOR CONSULTING INC (DBE/SBE)
SIDEPATH INC
ZENSAR TECHNOLOGIES INC

D. Telecom and Network Communication Svcs.
AURIGA CORPORATION (DBE/SBE)
BLACK BOX NETWORK SERVICES
CH2M HILL INC
EPLUS TECHNOLOY INC
WEST COAST CABLE INC (SBE)

E. Applications and Web Development
22nd CENTURY TECHNOLOGIES INC (DBE)
ECO & ASSOCIATES (DBE/SBE)
INTRATEK COMPUTER INC
INTUEOR CONSULTING INC (DBE/SBE)
PI TECHNOLOGY INC (SBE)
ZENSAR TECHNOLOGIES INC

F. Business Intelligence and Analytics
22nd CENTURY TECHNOLOGIES INC (DBE)
AURIGA CORPORATION (DBE/SBE)
INTRATEK COMPUTER INC
VIVA USA INC (DBE)
ZENSAR TECHNOLOGIES INC

G. Content Management
HERSHEY TECHNOLOGIES
INFORMATION MANAGEMENT RESOURCES (DBE/SBE)
INTRATEK COMPUTER INC
MYTHICS
PI TECHNOLOGY INC (SBE)
ZENSAR TECHNOLOGIES INC

H. Mobile Solutions
AEON GROUP LLC (DBE/SBE)
ALINC CONSULTING INC (DBE/SBE)
BIRDI & ASSOCIATES INC (DBE/SBE)
CIVIC RESOURCE GROUP (CRG)
PI TECHNOLOGY INC (SBE)
ZENSAR TECHNOLOGIES INC

I. Oracle E-business Suite
AURIGA CORPORATION (DBE/SBE)
INTRATEK COMPUTER INC
MYTHICS
PI TECHNOLOGY INC (SBE)
ZENSAR TECHNOLOGIES INC

J. Transit Operations and Automated Fare Collection Systems
ALINC CONSULTING INC (DBE/SBE)
AURIGA CORPORATION (DBE/SBE)
CH2M HILL INC
E DEMAND INC (SBE)
INFORMATION MANAGEMENT RESOURCES (DBE/SBE)

K. Asset Material and Management Systems
22nd CENTURY TECHNOLOGIES INC (DBE)
CH2M HILL INC
INTUEOR CONSULTING INC (DBE/SBE)
PI TECHNOLOGY INC (SBE)
TSTREET SOLUTIONS LLC

L. Intelligent Transportation/Transit Services
AEON GROUP LLC (DBE/SBE)
AURIGA CORPORATION (DBE/SBE)
CH2M HILL INC
INFORMATION MANAGEMENT RESOURCES (DBE/SBE)
INTUEOR CONSULTING INC (DBE/SBE)

M. Program / Project Management
AEON GROUP LLC (DBE/SBE)
E DEMAND INC (SBE)
INTUEOR CONSULTING INC (DBE/SBE)
PI TECHNOLOGY INC (SBE)
PLANTE MORAN PLLC
ZENSAR TECHNOLOGIES INC

N. IT Strategy Planning/Enterpriser Architecture/Governance
AEON GROUP LLC (DBE/SBE)
CH2M HILL INC
E DEMAND INC (SBE)
INFORMATION MANAGEMENT RESOURCES (DBE/SBE)
INTUEOR CONSULTING INC (DBE/SBE)
PLANTE MORAN PLLC

O. Agency-Wide Information Security and Compliance
22nd CENTURY TECHNOLOGIES INC (DBE)
DIGITAL SCEPTER (SBE)
EPLUS TECHNOLOY INC
PI TECHNOLOGY INC (SBE)
PLANTE MORAN PLLC

P. SCADA Control Systems Cyber Security
AURIGA CORPORATION (DBE/SBE)
DIGITAL SCEPTER (SBE)
EPLUS TECHNOLOY INC
INFORMATION MANAGEMENT RESOURCES (DBE/SBE)
VAN ASSOCIATES

**IT BENCH
LIST OF TASK ORDERS AND VALUES**

Task Order #	IT Bench Consultant	Contract No.	Project Description	Total Task Order
1	Pi Technology	PS3547800	Systems Support Staff Augmentation	\$ 487,680.00
2	Black Box	PS3629500	Telecomm Support	\$ 377,992.00
3	eDemand	PS3546600	UFC Update	\$ 696,791.27
4	Pi Technology	PS3547800	Sharepoint Staff Augmentation	\$ 392,679.00
5	Pi Technology	PS3547800	System Architect Support (for TAP)	\$ 366,928.00
6	N/A	N/A	CANCELED	\$ -
7	IMRI	PS3609000	ORACLE APEX CONSULTANT	\$ 264,022.00
8-pc	eDemand	PS3546600	Project Coordinator	\$ 470,005.00
8-spm	Pi Technology	PS3547800	Sr. Project Manager	\$ 806,400.00
8-brm	AEON	PS6609400	Business Relationship Manager	\$ 773,556.00
8-pmo	AEON	PS6609400	Project Manager Officer	\$ 881,416.41
9	N/A	N/A	CANCELED	\$ -
10	eDemand	PS3546600	Cyber Security	\$ 678,661.00
11	N/A	N/A	CANCELED	\$ -
12	N/A	N/A	CANCELED	\$ -
13	Pi Technology	PS3547800	Financial Applications (Apex Oracle Developer)	\$ 314,800.00
14	CH2M	PS36700000	Systems Analyst (for CFO)	\$ 182,474.40
15-3	Zensar West Coast	ps3547000	Salesforce Software Services	\$ 349,200.00
16	Cable	PS3555900	Cabling Services	\$ 747,500.00
17	N/A	N/A	CANCELED	\$ -
18	Digital Scepter	PS3549500	Palo Alto Firewall Support	\$ 352,650.00
19	Pi Technology	PS3547800	PM Salesforce	\$ 252,000.00
20	Pi Technology	PS3547800	Net Developer	\$ 399,821.00
21	Intueor	ps3546500	PM Support Services (for Regional Connector)	\$ 224,999.68
22	T-Street	PS3550000	Oniqua OAS Support	\$ 27,762.50
23	Pi Technology	PS3547800	Accounts/Email Support	\$ 365,457.00
24	eDemand	PS3546600	UFS Support Services	\$ 865,558.00
25	Pi Technology	PS3547800	Sharepoint Support Services	\$ 471,500.00
26	Auriga	ps3546200	VDI Support (SCADA)	\$ 248,712.00
27	N/A	N/A	CANCELED	\$ -
28	eDemand West Coast	ps3546600	Taleo Systems PM	\$ 352,879.00
29	Cable	ps3559000	POE CABLING SERVICES	\$ 1,750,000.00
30	Auriga	ps3546200	SCADA SUPPORT SERVICES	\$ 120,696.00
31	Pi Technology	PS3547800	Apex	\$ 99,000.00
32	Pi Technology	PS3547800	Database Configuration	\$ 991,000.00
33	Intueor	ps3546500	PM Support for EAM	\$ 953,030.00
34		solicitation in-progress	IT SECURITY - Engineer	\$ -
35		solicitation in-progress	IT SECURITY - Analyst Lead	\$ -
36	Pi Technology	PS3547800	IT SECURITY - ORG Chart/Comm Specialist	\$ 220,400.00
			Total Task Order Values:	\$15,485,570.26

DEOD SUMMARY

INFORMATION TECHNOLOGY SERVICES BENCH

A. Small Business Participation

DEOD established an overall 12% goal for this Task Order/Bench contract for the participation of Disadvantaged Business Enterprise (DBE) and Small Business Enterprise (SBE) certified firms. The overall 12% goal is applied to all task orders issued and the type of participation is based on the funding source. Each bench participant met or exceeded the 12% DBE or SBE commitment. The overall DBE/SBE participation is based on the cumulative value of all task orders issued. There are twenty-seven (27) Primes on the Bench; of which nine (9) are DBE firms and eleven (11) are SBE firms.

To date, thirty-one (31) task orders have been awarded to twelve (12) primes on the bench. Listed below are the bench participants that have been awarded task orders and their current level of DBE/SBE participation. Based on payments, the cumulative DBE participation of all task orders awarded is 88.50%, and the aggregate SBE participation is 81.59% which exceeds the DBE/SBE commitment.

Small Business Commitment	12% DBE/SBE	Small Business Participation	88.50% DBE 81.59% SBE
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DBE/SBE Primes & Subcontractors		Current Participation	
		DBE	SBE
1	AEON Group LLC (DBE/SBE Prime)	100%	-
Total		100%	-
2	Auriga Corporation (DBE/SBE Prime)	-	48.35%
Total		-	48.35%
3	Black Box	-	-
Total		-	-
4	CH2M	-	-
Total		-	-
5	Digital Scepter (SBE Prime)	-	51.54%
Total		-	51.54%
6	eDemand Inc. (SBE Prime)	-	92.97%
Total		-	92.97%
7	Information Management Resources (DBE/SBE Prime)	-	10.71%
Total		-	10.71%

8	Intueor Consulting Inc. (DBE/SBE Prime)	-	100%
	Total	-	100%
9	PI Technology (DBE/SBE Prime)	-	100%
	Total	-	100%
10	T-Street	-	-
	Total	-	-
11	West Coast Cable (SBE Prime)	-	17.97%
	Total	-	17.97%
12	Zensar Technologies	0%	-
	Trunorm Inc. (DBE Subcontractor)	14.66%	-
	Total	14.66%	-

B. Living Wage and Service Contract Worker Retention Policy Applicability

The Living Wage and Service Contract Worker Retention Policy is not applicable to this contract.

C. Prevailing Wage Applicability

Prevailing wage is not applicable to this contract.

D. Project Labor Agreement/Construction Careers Policy

Project Labor Agreement/Construction Careers Policy is not applicable to this Contract. Project Labor Agreement/Construction Careers Policy is applicable only to construction contracts that have a construction contract value in excess of \$2.5 million.