

**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

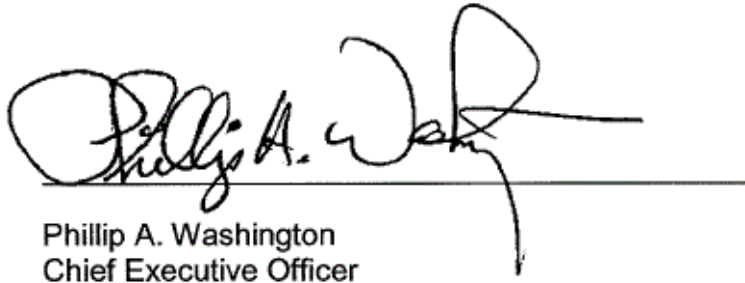
Upon Board approval, staff will increase funding to the IT Bench Contracts for the continuation of the IT services.

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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