



Metro

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**FINANCE AND BUDGET COMMITTEE
SEPTEMBER 17, 2008**

SUBJECT: ESTABLISHMENT OF COMPUTER PROGRAMMING SUPPORT AND RELATED SERVICES BENCH, PS92402142-x

ACTION: APPROVE INFORMATION TECHNOLOGY BENCH AWARDS FOR COMPUTER PROGRAMMING SUPPORT AND RELATED SERVICES

RECOMMENDATION

Authorize the Chief Executive Officer to:

- A. Award five-year Bench Contracts for the provision of information systems technical services to assist in various computer programming, network and database related projects in an amount not-to-exceed a cumulative value of \$5 million to the following firms:

AST Corporation	PS92402142-A
Auriga Corporation	PS92402142-B
Booz Allen Hamilton	PS92402142-C
CompuCom	PS92402142-D
Hess & Associates	PS92402142-E
PI Technology	PS92402142-F
SDI	PS92402142-G
Thor	PS92402142-H
Van & Associates	PS92402142-I
Zensar Technologies	PS92402142-J

- B. Execute Task Orders under the individual Bench Contracts in a cumulative amount not to exceed \$5 million.

RATIONALE

Our Capital Projects, such as the Applicant Tracking System and Electronic Content Management System, require substantial systems analysis, computer programming and

database management support to design, construct and implement. Also, existing critical business systems such as Maintenance Material Management, Human Resources/Payroll, and Financial Information System require on-going upgrade support to enable new functionality and maintain vendor support. The necessary technical support will require many different types of technical skills during the project implementation cycle and, based on project schedule needs, the number of concurrent resources required for limited durations may be in excess of the budgeted capacity of the Information Technology Services (ITS) department. To meet these resource demands, use of contracted resources on an as-needed basis is the most cost-effective method to meeting the varied project support requirements in a timely manner.

All the recommended firms for the proposed Technical Support Services Bench have been determined to have the ability to provide qualified personnel with the required systems analysis, programming, network and project skills and experience suited to our technical infrastructure.

FINANCIAL IMPACT

Funding of \$351,783 for professional services is included in the FY09 budget under cost center 9210, ITS-Information Systems, Project 207087-Applicant Tracking System, line item 50316-Professional Services. As these are multi-year contracts, the Chief Information Officer and the Chief Administrative Services Officer will be accountable for budgeting the cost in future years. In FY08, \$145,000 was expended on this line item.

ALTERNATIVES CONSIDERED

- 1) Solicit competitive bids 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 any opportunities for bundled cost savings.
- 2) Utilize existing Information Technology Services 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. Also, there would not be sufficient existing staff to re-assign to provide technical support to the various capital projects concurrently.


ATTACHMENTS

- A Procurement Summary
- A-1 Procurement History
- A-2 List of Subcontractors
- A-3 List of Proposers

Prepared by: Elizabeth Bennett
Chief Information Officer



LONNIE MITCHELL
Chief Administrative Services Officer



ROGER SNOBLE
Chief Executive Officer

**BOARD REPORT ATTACHMENT A
PROCUREMENT SUMMARY**

INFORMATION TECHNOLOGY SERVICES BENCH

1.	Contract Number: PS92402142, A through J		
2.	Recommended Vendors (Bench Contractors): A) AST Corporation; B) Auriga Corporation; C) Booz Allen Hamilton, D) CompuCom, E) Hess & Associates, F) PI Technology, G) SDI, H) Thor, I) Van & Associates, J) Zensar Technologies		
3.	Cost/Price Analysis Information: Proposed hourly rates are considered fair and reasonable based upon adequate price competition.		
	A. Bid/Proposed Price: N/A (see line 8 below)	Recommended Price: N/A (see line 8 below)	
	B. Details of Significant Variances are in Attachment A-1.D N/A		
4.	Contract Type: Fixed Unit Rate, Task Order Contract		
5.	Procurement Dates:		
	A. Issued:	3/13/2008	
	B. Advertised:	3/13/2008	
	C. Pre-proposal Conference:	3/24/2008	
	D. Proposals Due:	4/21/2008	
	E. Pre-Qualification Completed:	6/16/2008	
	F. Conflict of Interest Form Submitted to Ethics: 4/24/2008		
6.	Small Business Participation:		
	A. Bid/Proposal Goal: 20% DALP	Date Small Business Evaluation Completed: 7/14/2008	
	B. Small Business Commitment: N/A Details are in Attachment A-2		
7.	Invitation for Bid/Request for Proposal Data:		
	Notifications Sent: Advertised on <i>Daily News</i> and on Metro's web site.	Bids/Proposals Picked up: 107	Bids/Proposals Received: 20
8.	Evaluation Information:		
	A.. Bidders/Proposers Names: (See Attachment A-3 for list of proposers.)	<u>Bid/Proposal Amount:</u> Fixed unit rates offered by each proposer for a variety of labor categories. Individual Task Orders will be competed among proposers recommended for award in each technical category.	<u>Best and Final Offer Amount:</u> N/A
	B. Evaluation Methodology: Details are in Attachment A-1.C		

9.	Protest Information:	
	A. Protest Period End Date: 9/23/2008	
	B. Protest Receipt Date: N/A	
	C. Disposition of Protest Date: N/A	
10.	Contract Administrator: Mark Lu	Telephone Number: (213) 922-4689
11.	Project Manager: Bill Balter	Telephone Number: (213) 922-4511

**BOARD REPORT ATTACHMENT A-1
PROCUREMENT HISTORY**

INFORMATION TECHNOLOGY SERVICES BENCH

A. Background on Contractor

AST Corporation of Naperville, Illinois, in business since 1995, is a full-service system integrator and specializes in government and transportation specific systems. It has provided services to King County Metro (IL) and Pace Suburban Bus (IL). AST Corporation has successfully implemented multiple Oracle E-Business projects for us.

Auriga Corporation of Milpitas, California, is a privately-owned consulting company that was established in 1990. The firm provides consulting services for Information Technology and Telecommunication Systems, and its clients include Santa Clara Valley Water District, San Mateo County Transit District, City of San Jose, and Bay Area Rapid Transit. Auriga Corporation has not done business with us in the past.

Booz Allen Hamilton of San Francisco, California, was founded in 1914 and is a premier provider of management consulting and information technology services. It has more than 19,000 employees and its clients including numerous of federal, state and local government agencies, and most of the major transit agencies in the U.S. The firm also participates on the current Programming Services Bench contract with us, and has provided satisfactory services.

CompuCom of Bellevue, Washington, was founded in 1987 and is an information technology service, hardware and software provider. It had a State Computer Store contract with the State of California for several years, and provided state agencies with hardware, software and related services. In 1999, we were authorized by the Board to utilize the State Computer Store contract and CompuCom provided satisfactory services.

Hess & Associates of Villa Park, California, was founded in 1985 and is in the business of developing, implementing and supporting software solutions focused on Payroll, Human Resource and related business functions for the public sector. Its clients include the City of Los Angeles, and the County of Los Angeles Office of Education. Hess & Associates currently has a contract with us to support its payroll system upgrade, and has provided its services satisfactorily.

PI Technology of Granada Hills, California was founded in 1986 and its focus has been exclusively on information technology planning, consulting, integration, and project management. Its clients include the City of Philadelphia District Attorney's Office, the California DMV, and both the City and County of Los Angeles. PI Technology participated in the current Programming Services Bench contract with us, and has provided satisfactory services.

SDI of Chicago, Illinois, was founded in 1990 and provides integrated solutions in strategic sourcing, infrastructure design/implementation, process improvement, and packaged software implementation and customization. Its clients are mostly agencies of the City of Chicago: Department of Aviation Airport, Fire Department, Public School District, City College, and Chicago Office of Emergency Management and Communications. SDI has not done business with us in the past.

Thor of Manhattan Beach, California, was founded in 1975 and provides services in the areas of project management, software development, helpdesk/application support, training, technical writing, network support, content management and web support. Its clients include various local municipalities including, the Cities of Long Beach, Glendale, and Carson. Thor is also a subcontractor for Coopers and Lybrand, IBM, HP, and Oracle. Thor has not done business with us in the past.

Van & Associates of San Marino, California, was founded in 1994 and is a consulting firm that specializes in providing information technology consulting services in Los Angeles County. Its clients include Southern California Edison, Farmers Insurance, and Metro. Van and Associates currently has a contract with us to provide IBM technical support services, and their work has been satisfactory.

Zensar Technologies of San Jose, California, has been in business for 49 years. The firm is headquartered in India and has satellite offices in over 18 countries. It partners with IBM, Microsoft, Sun Microsystems, and Oracle to provide application portfolio management, business process outsourcing, innovative technology solution, and enterprise application services. Its clients include Cisco, National Grid, Fujitsu, Marks and Spencer, Danaher Corporation, Landmark Group, Electronic Arts and Logitech. Zensar Technologies has not done business with us in the past.

B. Procurement Background

This procurement action was initiated to competitively solicit a pool of technically qualified contractors to provide as-needed Information Technology services. We issued an RFP requesting proposals for a broad scope of services that included six separate technical categories, and a recommendation for award was made to the four firms earning the highest total evaluation score in each category. The technical evaluation factors other than price, when combined, were more important than price. The top four proposers in each category will be awarded a zero dollar value (i.e., zero-based) contract, and individual Task Orders will be competitively awarded on an as-needed basis. The respective Task Orders will be issued based upon a Firm Fixed Price (FFP) and/or Time & Material (T&M) basis, depending on the scope of a particular project.

Based on the analysis of the scope of work, the Diversity & Economic Opportunity Department (DEOD) recommends the following DBE Anticipated Level of Participation (DALP): 20 % DBE.

C. Evaluation of Proposals

Twenty proposals were received and they all met the minimum requirement listed in the Evaluation Criteria. The Source Selection Committee evaluated each proposal in accordance to the evaluation criteria set forth in the RFP. A bench was established in each of the six technical areas that consisted of the four responsive firms that earned the highest evaluation scores. The foregoing process is in compliance with our procurement policies and procedures.

Placement on the bench will not guarantee an award of any contract/Task Order.

D. Cost/Price Analysis Explanation of Variances

This section is not applicable to bench contracts. Cost/price analysis and audit will be performed, as appropriate, on resultant Task Order releases.

**BOARD REPORT ATTACHMENT A-2
LIST OF SUBCONTRACTORS**

INFORMATION TECHNOLOGY SERVICES BENCH

PRIME CONTRACTORS	DBE Prime	DBE Firms listed
AST Corporation	NO	NO
Auriga Corporation	NO	NO
Booz Allen Hamilton	NO	NO
CompuCom	NO	NO
Hess & Associates	NO	NO
PI Technology	NO	Yes
SDI	NO	Yes
Thor	NO	NO
Van & Associates	NO	NO
Zensar Technologies	NO	NO

Small Business Commitment

Other Subcontractors

PI Technology, Inc.

Computer Business Programs (DBE)
GC Tech (DBE)

SDI

GC Tech (DBE)

Total Commitment:
awarded.

DBE commitment will be determined as task orders are

**BOARD REPORT ATTACHMENT A-3
LIST OF PROPOSERS**

INFORMATION TECHNOLOGY SERVICES BENCH

- 1) AST Corporation *
- 2) Auriga Corporation *
- 3) Booz Allen & Hamilton *
- 4) Btech Inc.
- 5) Cinnamon Consulting Services
- 6) Completion Corp
- 7) CompuCom *
- 8) E -Business Applications
- 9) Hess & Associates *
- 10) Intelleswirt
- 11) Noorcon
- 12) Novanis
- 13) PI Technology *
- 14) RB Zack & Associates
- 15) SDI *
- 16) Sigmanet
- 17) Thor *
- 18) TS Analytec
- 19) Van & Associates *
- 20) Zensar Technologies *

* Recommended for award