

WEST BASIN MUNICIPAL WATER DISTRICT

JUNE 4, 2007 – Administration

Little (Chair), Dear

JUNE 21, 2007 – Board Meeting

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Submitted by: Margaret Moggia

Approved by: Rich Nagel

ACTION CALENDAR

IT SUPPORT SERVICES

SUMMARY:

Important to any organization is the information technology (IT) infrastructure to support the organization goals. The IT infrastructure maintains the electronic records such as accounting records, geographical information system (GIS), and the various correspondence or Board agendas. West Basin outsources its support for this infrastructure with a qualified firm. The IT firm is responsible for maintaining the District's servers, workstations, backup drive, as well as providing support to users. In addition, the IT firm provides recommendations and quotes for hardware and software needs. At present, the District has the IT firm physically onsite with three days of a help-desk technician and one day of a senior-level technician. The fifth day support is through remote access and telephone support. The current agreement is set to expire June 30, 2007.

To prepare for the next period (July 1, 2007 to June 30, 2009), staff identified vendors through posting to the California Society of Municipal Finance Officers (CSMFO) website, District website, working with Metropolitan Water District Business Outreach group, and through firms identified by staff. Many of the staff contacts are through vendor booths at conferences and names obtained through the CSMFO list serve. These efforts resulted in the Request for Proposal (RFP) being distributed to over 60 firms. Staff received nine proposals and reviewed each for compliance to the RFP, the firms qualifications, experience, their project approach and cost. This review resulted in four firms selected to be interviewed. Interviews were conducted on May 25, 2007 with three staff personnel/users and the Manager of IT infrastructure from MWD. The results of the interview are noted below.

Evaluation Criteria	Possible Points	Prosum Tech. Services	Stratus Management	Delta Computer Services	Synoptek
Qualifications	20	19	11	11	18
Experience	20	18	14	14	18
Project Approach	30	29	17	21	26
Project Team	30	30	16	20	22
Total	100	96	58	66	84
2 year Price		\$254,000 (T&M)	\$264,000 (Fixed)	\$289,953 (T&M)	\$189,600 (Fixed)

Based on the panel's review, Prosum Technology Services is recommended for approval to provide IT support services. First, Prosum is a local firm that offers a flexible IT approach to support services. They have dedicated staff to the account with appropriate coverage in case of scheduled time off or illness. They currently have over 150 persons on staff supporting three divisions (staffing, procurement, and consulting). The three divisions help align an agency's business technology with an agency's strategic goals and business drivers. Prosum maintains a strong staff training program by encouraging advancement in certifications, weekly staff calls, and monthly face-to-face trainings with vendors or senior-level technicians. The Prosum team fully

understands the level of approach identified by West Basin - a physical onsite presence by skilled personnel to answer user questions, resolve hardware issues, perform appropriate network administration, and assist with vendor coordination with other technology issues (Treos, alarm system, and phone system). Prosum will provide weekly status reports to the project manager which identifies accomplished tasks, planned activities, and identify any issues or actions.

Prosum recommends supplementing its onsite service with a remote monitoring system which provides alerts to their El Segundo office and the assigned team when errors on the network system or any of its peripheral equipment arise so that immediate action can take place. The price has been included in the above 2-year price.

FISCAL IMPACTS:

Funds are included within the Finance and Support Services Budget.

ENVIRONMENTAL COMPLIANCE:

None.

COMMITTEE STATUS:

This item was reviewed by the Administration Committee on June 4, 2007 and recommended for approval at the June 21, 2007 Board meeting.

RECOMMENDED MOTION:

That the Board authorize the General Manager to enter into a contract with Prosum Technology Services, Inc. for IT support services for the period July 1, 2007 to June 30, 2009 for a not-to-exceed amount of \$254,000 plus 10% for contingencies.

EXHIBITS:

None.