



**WEST BASIN MUNICIPAL WATER DISTRICT**  
17140 S. Avalon Blvd., Suite 210  
Carson, CA 90746

**AGENDA NO. 21**

**DECEMBER 6, 2010 – Administration**  
Kwan (Chair), Smith  
**DECEMBER 20, 2010 – Board Meeting**  
Prepared by: Margaret Moggia  
Submitted by: Margaret Moggia  
Approved by: Rich Nagel

## ACTION CALENDAR

### TECHNOLOGY SUPPORT SERVICES

#### SUMMARY:

In October 2010, staff reviewed its strategic direction of Information Technology (IT) Master Plan (Plan) with the Board. The Plan identified the strengths and opportunities of technology used at West Basin Municipal Water District (West Basin) in the following areas:

- IT decision making;
- IT service delivery;
- Applications that support the core business functions; and
- Technical infrastructure.

For IT service delivery, staff reviewed its current use of contracted services to determine how to continue to best utilize its budgeted funds for these services to have an effective technology environment. Based on the Plan, staff received strategic direction to continue to outsource the function of infrastructure and hire a new employee, an IT Coordinator.

The infrastructure support contract will focus on monitoring and administering the network server and data storage, ensuring effective security administration, and assisting users with workstation, mobile device, and email administration. The IT coordinator's role is to develop an annual technology plan, identify and support the various current and future business applications, administer the phones and building security system, handle vendor management including obtaining appropriate hardware and software, develop appropriate IT policies and procedures, and manage the technology support services contract. West Basin's Human Resources Officer has posted the position and indicated the job posting closes on December 10, 2010.

#### **Proposal Process**

West Basin solicited "Request for Proposals" (RFP) from qualified firms to provide technology support services for a two-year period on October 14, 2010. Through West Basin's online procurement system, The Network, the RFP was distributed to over 200 firms and 63 firms accessed the RFP. West Basin received seven proposals. The proposals were reviewed for:

- Completeness of Proposal;
- Respondent Qualifications, Capabilities, and Experience;
- Professional Qualifications of Key Personnel;
- Technical Approach and Methodology; and
- Cost Proposal.

Four firms were selected for interviews. The interviews were conducted on November 30, 2010 by a panel consisting of two staff and the Network Administrator for the Water Replenishment District. The results of the interviews are listed below (see Exhibit "A" for detailed scoring):

<b>Criteria</b>	<b>Points Available</b>	<b>Synoptek Irvine</b>	<b>Prosum El Segundo</b>	<b>Client First Corona</b>	<b>Tech/Knowledge Pasadena</b>
Proposal Review	60	55	47	54	50
Interviews	40	37	36	32	31
Subtotal	100	92	83	86	81
LBE	3	0	3	0	0
<b>Total Points</b>	<b>103</b>	<b>92</b>	<b>86</b>	<b>86</b>	<b>81</b>

The panel noted that each firm is highly qualified; however, based on the overall score, the interview panel recommends Synoptek. Synoptek’s team provides a wide array of individuals who would be available to address the technology environment at West Basin. The firm encourages its team members to seek appropriate certifications, and most team members have more than 10 years experience in the industry. The proposal provides a designated Chief Technology Officer, unlimited server desk and user support, and network operations and administration. Their fixed monthly fee encourages effective maintenance of the technology environment. Synoptek uses an event log management system with over 2,000 pre-identified errors and prescribed steps for resolution. In the event the system log errors, the system will begin to resolve the error and alerts team members to allow for root cause analysis. In addition, they have a ticket system to track for customer issues to allow for similar review. At least monthly, the Chief Technology Officer will meet with West Basin to review the technology environment, and to discuss progress on achieving elements within the Plan. Synoptek’s monthly fixed fee is \$6,500 a month or \$78,000 per year.

STRATEGIC BUSINESS PLAN IMPLEMENTATION:

Goal 4: Sound Financial & Resources Management – West Basin is committed to efficient business operations, financial planning and asset management.

FISCAL IMPACTS:

The cost of the outsourced infrastructure support services is included in the Fiscal Year 2010-11 Operating Budget.

ENVIRONMENTAL COMPLIANCE:

Not applicable.

COMMITTEE STATUS:

This item was reviewed by the Administration Committee on December 6, 2010 and recommended for approval at the December 20, 2010 Board meeting.

RECOMMENDED MOTION:

That the Board authorizes the General Manager to enter into an agreement with Synoptek for Technology Support Services for a two-year period for \$156,000.

EXHIBITS:

Exhibit "A" – Scoresheet

w:\westbasinboard\wbmwd\2010december\10dec026