



● **Board of Directors**
Organization, Personnel and Technology Committee

5/12/2020 Board Meeting

7-2

Subject

Authorize an agreement with Computer Aid, Inc. in an amount not-to-exceed \$771,219.00 for the implementation of a new Information Technology Service Management System; the General Manager has determined that the proposed action is exempt or otherwise not subject to CEQA

Executive Summary

This project is to replace the existing ticketing system Spiceworks with an enterprise-level Information Technology service management system (ITSM). This system will offer core ITSM components that can take care of all enterprise-level service management needs of Metropolitan for at least the next ten years. The implementation consists of installation, configuration, testing, deployment, and four weeks of support after going live with the new system.

Timing and Urgency

The existing ticketing system has very limited functionality with frequent system stability and performance issues, and does not have a user portal to create and track the progress of any Information Technology (IT) issues or services requested by Metropolitan users. Currently, users must call or email the Information Technology Group (ITG) service desk team to create and track IT issues and requests. The reporting capability of the existing system is also limited. Reporting executions often halt the system, requiring reboots that create delays in providing service to users.

Details

Background

The ITG at Metropolitan is currently using a service desk application (Spiceworks) and two SharePoint home-grown ticketing functions for its needs. Current systems have limited functionality for only two core ITSM components (incident and service request management). The current application lacks four critical ITSM components, which are change management, knowledge management, IT asset management, and problem management. In the absence of these components, multiple IT teams are using manual processes and other small stopgap tools. These manual processes and tools are not integrated and create additional work, and also cause delays in completing and tracking system changes and IT assets.

ITG needs to replace its current ITSM systems and procure an enterprise-wide system that provides full Information Technology Service Management functionality. The Request for Proposal (RFP) was for "Commercial Off-The-Shelf" software with core ITSM components such as incident management, service request management, change management, configuration/asset management, knowledge management, and problem management. The RFP also included implementation services to install, configure, and deploy the ITSM system.

In October 2018, the Board appropriated funds and authorized the General Manager to initiate or proceed with work on all capital projects identified in the Capital Investment Plan (CIP), subject to any limits on the General Manager's authority and CEQA requirements. This project has been reviewed with Metropolitan's CIP prioritization criteria and was approved by Metropolitan's CIP Evaluation Team to be included in the System Reliability Program.

In accordance with the October 2018 action, the General Manager will authorize staff to proceed with the implementation of the new ITSM system pending board award of the contract. Funds for the work to be performed, pursuant to the subject contract during the current biennium, are available within the CIP appropriation for fiscal years 2018/19 and 2019/20 (Appropriation No. 15509). Funds required for work performed after fiscal year 2019/20 were appropriated by the Board in April 2020 for fiscal years 2020/21 and 2021/22.

Award of Contract (\$771,219.00)

Request for Proposals RFP-KH-373002, for an ITSM System, was issued on October 24, 2019. There were nine respondents in the competitive bid process. Computer Aid, Inc. was chosen as the recommended contract awardee. Staff recommends that Computer Aid, Inc. be awarded a contract in the amount of \$771,219.00 for services to implement an ITSM System.

Summary

This action authorizes an agreement with Computer Aid, Inc. for \$771,219.00 for the implementation of a new Information Technology Service Management System. A total of \$1.1 million is being requested for this work. Other funds to be allocated include; \$288,997 for staff to participate in design, development, and deployment activities; and \$106,022 in the remaining budget for contingencies.

Project Milestones

Dec 2020 – Complete implementation and roll out of incident management, service request management, and knowledge management.

May 2021 – Complete implementation and roll out of change management, configuration/asset management, and problem management.

Policy

Metropolitan Water District Administrative Code Section 11104: Delegation of Responsibilities

Metropolitan Water District Administrative Code Section 8140: Competitive Procurement

Metropolitan Water District Administrative Code Section 8121: General Authority of the General Manager to Enter Contracts

By Minute Item 51353, dated October 9, 2018, the Board appropriated a total of \$290 million for projects identified in the Capital Investment Plan for fiscal years 2018/19 and 2019/20.

California Environmental Quality Act (CEQA)

CEQA determination for Option #1:

The proposed action is not defined as a project under CEQA (Public Resources Code Section 21065, State CEQA Guidelines Section 15378) because the proposed action will not cause either a direct physical change in the environment or a reasonably foreseeable indirect physical change in the environment and involves continuing administrative activities (Section 15378(b)(2) of the State CEQA Guidelines). In addition, where it can be seen with certainty that there is no possibility that the proposed action in question may have a significant effect on the environment, the proposed action is not subject to CEQA (Section 15061(b)(3) of the State CEQA Guidelines).

CEQA determination for Option #2:

None required

Board Options

Option #1

Authorize an agreement with Computer Aid, Inc. not-to-exceed \$771,219.00 for the implementation of a new Information Technology Service Management System.

Fiscal Impact: \$1.1 million in capital funds

Business Analysis: This option will enhance the service delivery, issue tracking, triaging, and reporting capability of the Information Technology Group at Metropolitan.

Option #2

Do not proceed with the project currently and continue with existing ITSMs functions.

Fiscal Impact: None

Business Analysis: This option will forgo an opportunity to implement a full functionality IT Service management system that leaves the IT group with very basic and limited capability in IT service management systems.

Staff Recommendation

Option #1



Charles Eckstrom
Group Manager, Information Technology

4/24/2020
Date



Jeffrey Kighlinger
General Manager

4/27/2020
Date

Attachment 1 – Financial Statement

Ref# it12672934

Allocated Funds for Information Technology Service Management System

	Current Board Action (May 2020)
Labor	
Studies & Investigations	\$ 288,997
Final Design	-
Owner Costs (Program mgmt.)	-
Submittals Review & Record Drwgs	-
Construction Inspection & Support	-
Metropolitan Force Construction	-
Materials & Supplies	-
Incidental Expenses	-
Professional/Technical Services	771,219
Equipment Use	-
Contracts	-
Remaining Budget	106,022
Total	\$ 1,166,238