



## Legislation Text

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File #: 2019-0303, Version: 1

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**DATE:** September 16, 2019

**SUBJECT:**

**RESOLUTION SELECTING AND AUTHORIZING AN AGREEMENT WITH ROBERT HALF INTERNATIONAL, INC. FOR TIER ONE HELP DESK SERVICES AND AS NEEDED TIER TWO DESKTOP SUPPORT SERVICES FOR A PERIOD OF THREE YEARS WITH TWO OPTIONAL RENEWAL YEARS IN AN AMOUNT NOT TO EXCEED \$600,000. FY2020 EXPENDITURES ARE BUDGETED IN THE INFORMATION TECHNOLOGY DEPARTMENT PROFESSIONAL SERVICES ACCOUNT. FUNDS REQUIRED FOR FUTURE FISCAL YEARS WILL BE BUDGETED IN THE APPROPRIATE FISCAL YEAR, SUBJECT TO BOARD APPROVAL UPON ADOPTION OF EACH FISCAL YEAR'S BUDGET.**

**EXECUTIVE SUMMARY:**

The District issued Request for Proposals 19-18RH on May 29, 2019 to identify and select a service provider capable of delivering tier one help desk services and as needed tier two desktop support. Tier one support is basic help desk service which requires very little technical expertise or in-person assistance. This allows technical support via telephone for all District personnel 24 hours a day, seven days a week. In addition, it allows the District's Information Technology department to leverage tier two support for issues requiring more experience and knowledge on an as needed basis to meet variable demand.

Staff recommends the Board authorize an agreement with Robert Half International, Inc. based upon their overall alignment with District requirements for providing such support.

**RECOMMENDATION:**

Adopt a Resolution authorizing Robert Half International, Inc. to perform Tier One Help Desk services and as needed Tier Two Desktop Support Services over the next three years with two optional renewal years. FY2020 funds are budgeted. Funds for future fiscal years will be budgeted in the appropriate fiscal year, subject to Board approval upon adoption of each year's fiscal budget.

**FISCAL IMPACT:**

Funds for the first fiscal year of the Tier One Help Desk Services and as needed Tier Two Desktop Support Services are included in FY2020 budget within the Information Technology Services - Professional & Other's account. Funds required for future fiscal years will be budgeted in the appropriate fiscal year, subject to board approval upon adoption of each fiscal year's budget.

## **COMPASS STRATEGIC GOALS:**

This agenda item supports the following Strategic Goal(s).

- A Port that is a safe place to visit, work and play.
- A Port with an innovative and motivated workforce.

## **DISCUSSION:**

To provide optimal technology support services to District staff, staff has determined that a dedicated phone support tier one organizational design is required. Tier one support is basic help desk service which requires very little technical expertise or in-person assistance. Outsourcing tier one technical phone support will free Information Technology (IT) support staff to visit their customers in person to address issues requiring more experience and knowledge, thus, providing a better customer service experience, increased capacity to work on projects, more consistent cross training among District IT support personnel along with the opportunity to learn new skills. Outsourcing tier one services also provides all District staff the added benefit of dedicated phone support services 24 hours a day, seven days a week - especially important for those groups who work weekends and after normal business hours. Previously, this level of support was only available to Harbor Police personnel, and only via a District-issued rotation phone shared among duty assignments by IT staff.

The search for qualified firms began with the issuance of an RFP on May 29<sup>th</sup>, 2019. Seven firms were deemed responsive while three were selected for interviews based upon qualitative analysis of their proposals. The three firms were given the opportunity to provide a short presentation which was followed by a formal decision analysis lead by the District's Procurement Department. Robert Half International, Inc. ranked the highest of the three firms and offers the best overall value to the District. Staff recommends the Board authorize an agreement with Robert Half International, Inc. based on their experience, approach to the work, capability to perform, cost, and relevant experience.

## **General Counsel's Comments:**

The Office of the General Counsel has reviewed the agenda sheet and attachment, as presented to it, and approves them as to form and legality.

## **Environmental Review:**

The proposed Board direction or action, including without limitation, selecting and authorizing an agreement help desk services and as needed desktop support services, does not constitute a "project" under the definition set forth in California Environmental Quality Act (CEQA) Guidelines Section 15378 because it will not have a potential to result in a direct or indirect physical change in the environment and is, therefore, not subject to CEQA. No further action under CEQA is required.

In addition, the proposed Board action complies with Section 35 of the Port Act, which allows the Board to do all acts necessary and convenient for the exercise of its powers. The Port Act was enacted by the California Legislature and is consistent with the Public Trust Doctrine. Consequently, the proposed Board action is consistent with the Public Trust Doctrine.

Finally, the proposed Board direction or action does not allow for "development," as defined in

Section 30106 of the California Coastal Act, or “new development,” pursuant to Section 1.a. of the District’s Coastal Development Permit Regulations. Therefore, issuance of a Coastal Development Permit or exclusion is not required.

**Equal Opportunity Program:**

Due to limited known subcontracting opportunities, no SBE goal was established for this agreement.

**PREPARED BY:**

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Information Technology

Attachment(s):

Attachment A: Agreement Robert Half International, Inc.