



**May 10, 2023**

**To:** Finance and Administration Committee

**From:** Darrell E. Johnson, Chief Executive Officer

**Subject:** Agreement for Information Technology Contract Technical Staffing

### **Overview**

On September 26, 2022, the Board of Directors authorized the release of a request for proposals for a firm to provide contract technical staffing for data warehouse administration, SharePoint administration, project management, help desk support, desktop support, network administration, and application support for the Information Systems Department. Proposals were received and evaluated in accordance with the Orange County Transportation Authority's procurement procedures for professional and technical services. Board of Directors' approval is requested to execute an agreement to provide these services.

### **Recommendations**

- A. Approve the selection of Intratek Computer, Inc., as the firm to provide contract staffing services for Information Technology technical positions.
- B. Authorize the Chief Executive Officer to negotiate and execute Agreement No. C-2-2746 between the Orange County Transportation Authority and Intratek Computer, Inc., in the amount of \$23,621,941, for a five-year term effective July 1, 2023 through June 30, 2028, to provide contract technical staffing services for Information Technology technical positions.

### **Discussion**

Since consolidation in 1991, the Orange County Transportation Authority (OCTA) has continually sought to improve the way in which business is conducted by identifying opportunities for privatization and contracting. By contracting various technical positions, the Information Systems (IS) Department has been able to extend the coverage of the existing full-time staff and keep up with the increasing workload of the IS Department. Staffing needs are evaluated

annually; however, on average, 15 to 20 full-time equivalent positions are contracted.

Supplemental consulting staffing allows the IS Department to quickly adjust resources based on overall workload and projects. The contracted technical staff responsibilities include supporting OCTA's project management, business applications and their associated infrastructure, including databases, data warehousing, network, and operating systems, as well as server and desktop hardware.

Each year the IS Department determines its need for contracted technical staffing. The current contract will expire June 30, 2023. As a result, the development of a request for proposals (RFP) to meet these needs was prepared.

This contract for technical staffing enables the IS Department to provide technical support to the current portfolio of projects that have been requested by various OCTA departments. Contract staff also provides support in maintaining the current technical infrastructure of 1,000 desktops, 120 network switches, 32 VMWare ESX host servers, 340 virtual Microsoft Windows/Linux Servers, 165 databases, and over 430 terabytes of storage.

### ***Procurement Approach***

This procurement was handled in accordance with OCTA's Board of Directors (Board)-approved procedures for professional and technical services. Various factors are considered in an award for professional and technical services. Award is recommended to the firm offering the most comprehensive overall proposal considering such factors as prior experience with similar projects, staffing and project organization, work plan, as well as cost and price.

On September 26, 2022, the Board authorized the release of RFP 2-2746, which was issued electronically on CAMM NET. The project was advertised in a newspaper of general circulation on September 26, 2022 and October 3, 2022. A pre-proposal conference was held on October 4, 2022, with 46 attendees representing 23 firms. Two addenda were issued to make available the pre-proposal conference registration sheets and presentation, as well as to respond to questions related to the RFP and to handle administrative issues.

On October 24, 2022, 51 proposals were received. This RFP was based on a two-phase evaluation process in which firms had to meet the minimum requirements in phase one in order to move on to the second phase of the

evaluation process. All 51 proposals met the minimum requirements in phase one and moved on to phase two of the evaluation process. An evaluation committee consisting of OCTA staff from Contracts Administration and Materials Management, Human Resources, and Information Systems departments met to review all of the proposals received during phase two of the evaluation process. The proposals were evaluated based on the following Board-approved evaluation criteria and weightings:

- Qualifications of the Firm 25 percent
- Staffing and Project Organization 20 percent
- Work Plan 30 percent
- Cost and Price 25 percent

Qualifications of the firm was weighted at 25 percent as the firm must have the experience and resources necessary to meet the immediate and long-term staffing requirements of this contract. Staffing and project organization was weighted at 20 percent as it is critical for the firm to have experienced and qualified in-house staff to achieve the requirements set forth in the scope of work. Work plan was weighted at 30 percent as the firm must be able to demonstrate their understanding of the project scope and their approach to providing information technology consultants with the required skill levels and experience. Cost and price was assigned a 25 percent weighting to ensure that OCTA receives competitive pricing and value for the services provided.

On January 4, 2023, the evaluation committee reviewed the 51 proposals based on the evaluation criteria and shortlisted the four most qualified firms provided below in alphabetical order:

22nd Century Technologies, Inc. (22nd Century)  
McLean, Virginia

Beacon Hill Staffing Group, LLC (Beacon Hill)  
Boston, Massachusetts

Intratek Computer, Inc. (Intratek)  
Irvine, California

Midtown Personnel, Inc., doing business as  
The Midtown Group (Midtown)  
Washington, District of Columbia

On January 11, 2023, the evaluation committee conducted interviews with the four short-listed firms. The interview consisted of a presentation to demonstrate the firms' understanding of OCTA's requirements. The firms' project managers and key team members had an opportunity to present each team's qualifications and respond to the evaluation committee's questions. Questions were asked relative to the firms' process for sourcing qualified candidates for positions that are difficult to fill. The firms were also asked to elaborate on their benefits package and training program for contracted staff, as well as their transition plan to retain the current contracted staff. Finally, each team was asked specific clarification questions related to their proposal. Although scores were adjusted after the interviews, the rankings did not change. Intratek remained the highest-ranked firm.

Based on the evaluation of the written proposals and information obtained from the interviews, the evaluation committee is recommending Intratek for consideration of the award. The following is a brief summary of the proposal evaluation results.

#### Qualifications of the Firm

The four firms demonstrated relevant experience recruiting candidates in the highly competitive Information Technology (IT) field.

Intratek is the incumbent firm and has been providing contract technical staff to OCTA since 2011. Located in the City of Irvine, the firm has been providing IT staffing services since 1989 and has over 200 technical personnel on staff. Intratek's past work with other public agencies, such as Dallas/Fort Worth International Airport, Los Angeles County Superior Court, Southern California Regional Rail Authority, and OCTA, highlighted the firm's extensive experience in providing long-term contract staff. The firm received positive feedback from its references.

22nd Century has been in the IT staffing industry for over 26 years and has placed similar IT technical positions for various public agencies, such as the New York State Office of IT Services, Department of Defense Medical Examination Review Board, and United States Department of Agriculture.

Beacon Hill has over 23 years of experience in providing direct IT staffing across multiple industries, including the Walt Disney Company, Sempra-San Diego and Electric, and the Automobile Club of Southern California.

Midtown has been in the temporary staffing business for over 34 years and in 2007 expanded to providing IT services to clients such as the San Antonio Water System, Associate of American Medical Colleges, and Austin Community College. All firms received positive feedback from their references.

#### Staffing and Project Organization

The four firms all proposed experienced and well-rounded project teams with relevant experience in staffing for the positions that OCTA requires.

Intratek proposed keeping the same project team that is on OCTA's current technical staffing contract. The proposed account manager has served in this capacity for 18 years on previous technical staffing contracts. The proposed project team has extensive IT staffing experience and is committed to continuing the same level of support to OCTA. In addition to the proposed project team, Intratek has IT subject matter experts on staff to provide support or serve as emergency back-ups as needed. During the interview, Intratek presented a detailed plan for recruiting practices and candidate screening process. All team members participated and demonstrated a high level of commitment and a comprehensive understanding of OCTA's staffing requirements.

The other short-listed firms proposed knowledgeable project teams. 22nd Century proposed an account manager that has eight years of experience, as well as a supporting team of seven members to assist with OCTA's accounts. Beacon Hill proposed an account manager that has been employed with the firm since 2010 and proposed to provide a supporting team of five members. Midtown's proposed account executive has over 14 years of experience managing large projects across the country, serving private clients as well as local governments and schools. During the interview, the 22nd Century Project Manager and other key personnel had limited participation answering interview questions. Beacon Hill team members demonstrated a lack of communication among themselves and did not provide comprehensive responses during the interview. Midtown stated that all team members and client meetings, training, including "transition and/or first day", would take place virtually rather than being in-person as required in the scope of work. Additionally, the firms demonstrated a sufficient level of commitment to this project and a general understanding of OCTA's IT staffing requirements when responding to interview questions.

#### Work Plan

The four firms all met the service requirements of the RFP to provide long-term technical staffing services to support the IS Department.

Intratek presented a comprehensive work plan that addressed all elements of the scope of work. The firm demonstrated a clear understanding of the project requirements and discussed its approach to meeting these objectives, including a detailed recruitment and candidate screening process. Recruiting resources include networking events, technology-specific partner alliances, internal/external databases, social media, and professional associations. Intratek verifies candidates' qualifications by reviewing resumes, contacting references, and conducting telephone interviews, as well as administering job skills testing prior to referring these candidates to OCTA. The firm proposed to continue the assignments of the current contract personnel to ensure no loss of service or performance levels to OCTA. Intratek detailed its benefits package offered to long-term contract staff, which includes employees' standard health insurance premiums, as well as additional benefits such as vision, standard dental, and life insurance. Intratek also pays 100 percent of the premium cost for the health savings account plan. During the interview, all team members participated in providing full comprehensive responses to interview questions related to sourcing qualified candidates, the benefits package, and the training program.

The other short-listed firms discussed the different strategies they use for sourcing qualified candidates to fill difficult positions. 22nd Century partners with other staffing agencies to find qualified candidates, while Beacon Hill builds relationships with existing candidates and expands to other markets. Midtown defines skillsets unique to each candidate to build rapport for future referrals for sourcing qualified candidates. Additionally, the firms discussed their plans for transitioning the current contract personnel; however, 22nd Century proposed a transition process that may take up to 12 weeks, which may result in OCTA service interruptions, as well as staff health care coverage loss and potential salary reductions for current and future contracted employees. For Beacon Hill, transition may be as quick as 15 days, but all other benefits may take up to 90 days to be fully implemented, as well as potential salary reductions on some of the contracted positions. Midtown's transition process could take up to 30 days, all paperwork, interview, and hiring process is done online and potential salary reductions for current and future contracted employees. While all three firms offered a benefits package to their long-term contract personnel, 22<sup>nd</sup> Century's training is mostly online and if travel is involved, training costs may be billed separately to OCTA. Beacon Hill's benefit package may take up to 90 days to be implemented. Midtown offers various in-house training courses as part of its benefits package; however, the firm indicated during the interview that travel expenses associated with additional training would be billed separately to OCTA. The firms provided general responses to interview questions related to sourcing qualified candidates, benefits package, and their transition plan to retain the current contracted staff.

### Cost and Price

Pricing scores were based on a formula which assigned the highest score to the firm with the lowest average billable hourly rate and scored the other proposals' average billable hourly rates based on their relation to the lowest average billable hourly rate. Although Intratek did not propose the lowest average billable hourly rates, pricing was competitive with the other proposing firms and lower than the OCTA project manager's independent cost estimate. Therefore, the pricing submitted by Intratek is deemed fair and reasonable.

### Procurement Summary

Based on the evaluation of the written proposals, the firms' qualifications, and the information obtained from the interviews, the evaluation committee recommends the selection of Intratek as the top-ranked firm to provide contract technical staffing services for IT technical positions. Intratek delivered a comprehensive proposal and an interview that was responsive to the requirements of the RFP.

### Fiscal Impact

The project was approved in OCTA's Fiscal Year 2022-23 Budget, Finance and Administration / Information Systems, account nos: 1282-7519-A5354-2YH/ 1282-7519-A5354-OXW / 1282-7519-A5354-OYY / 1282-7519-A5354-9S4 / 1282-7519-A5354-9SC /1282-7519-A5354-070 / 1285-7519-A5359-TSP / 1283-7519-A5352-9TU /1284-7519-A5352-0X2 / 1284-7519-A5352-2M2 / 1284-7519-A5352-41A /1284-7519-A5352-07Z and is funded through local funds. The funding for each year will be included within that fiscal year's budget.

### **Summary**

Staff is recommending the Board of Directors authorize the Chief Executive Officer to negotiate and execute Agreement No. C-2-2746 between the Orange County Transportation Authority and Intratek Computer, Inc., in the amount of \$23,621,941, for a five-year term, effective July 1, 2023 through June 30, 2028, to provide contract technical staffing services for Information Technology technical positions.

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**Attachments**

- A. Review of Proposals – RFP 2-2746 Information Technology Contracted Technical Staffing
- B. Proposal Evaluation Criteria Matrix (Short-Listed Firms) – RFP 2-2746 Information Technology Contracted Technical Staffing
- C. Contract History for the Past Two Years – RFP 2-2746 Information Technology Contracted Technical Staffing

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