

FILE NUMBER: 2025-135

DATE: Friday, June 6, 2025

SUBJECT: Agreement with Managed Solution, LLC for Tier One Help Desk Services and As Needed Tier Two Desktop Support

DESCRIPTION: Resolution Authorizing an Agreement with Managed Solution, LLC for Tier-one Help Desk Services and As Needed Tier-two Desktop Support Services for a Period of Five Years with a Total Cost of Ownership in the Amount not to Exceed \$850,000. Funds Required for Tier-One Help Desk Services and As Needed Tier-two Desktop Support Services Will be Included in Future Technology Management Program Expense Budgets, Subject to Board Approval Upon Adoption of Each Fiscal Year's Budget.

EXECUTIVE SUMMARY:

To provide optimal technology support services to District personnel, the District has outsourced Help Desk tier-one services since 2019.

On December 18, 2024, the District issued Request for Proposal (RFP) 24-31JR to identify and select a service provider capable of delivering comprehensive tier-one help desk services and as-needed tier-two desktop support services. The goal of this RFP was to ensure that the District's Information Technology (IT) department continues to provide reliable and efficient 7x24 technical support to all District personnel.

Tier-one support encompasses basic Help Desk Services that require simple technical expertise and minimal in-person assistance. This level of support is designed to handle common technical issues and inquiries, providing solutions via telephone or email. The service is available 24 hours a day, seven days a week, ensuring that District personnel have access to immediate assistance at any time. Tier-two desktop support services, on the other hand, are intended for more complex technical issues that require a higher level of expertise and knowledge. This support will be leveraged on an if-needed and as-needed basis.

Staff recommends that the Board authorize an agreement with Managed Solution, LLC recognizing their comprehensive alignment with the District's requirements for providing essential technical support services. Managed Solution, LLC has demonstrated the capability to deliver both tier-one help desk services and, as needed, tier-two desktop support services, ensuring that all District personnel have continuous access to reliable and efficient technical assistance.

By partnering with Managed Solution, LLC the District can maintain a robust support framework that enhances operational efficiency and responsiveness. This agreement will ensure that technical issues are addressed promptly, minimizing disruptions and maintaining smooth operations across all departments. Managed Solution's proven expertise and commitment to quality make them an ideal partner for meeting the District's technical support needs.

RECOMMENDATION:

Adopt a Resolution authorizing Managed Solution, LLC to perform Tier-one Help Desk Services and, as needed, Tier-two Desktop Support Services for a period of five years, in an amount not to exceed \$850,000

FISCAL IMPACT:

Funds required for Tier-one help desk services and as needed Tier-two desktop support services will be included in future Technology Management Program expense budgets, subject to board approval upon adoption of each fiscal year's budget.

Cash Requirement Forecast	FY 2026	FY 2027	FY 2028	FY 2029	FY 2030
Services - Professional & Other	\$155,177	\$162,233	\$169,625	\$177,401	\$185,561
	\$850,000 Total Cash Requirement				

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.
- A financially sustainable Port that drives job creation and regional economic vitality.

DISCUSSION:

To provide optimal technology support services to District personnel, the District has outsourced help desk tier-one services since 2019. This approach includes dedicated phone support tier-one organizational design. Tier-one support is a basic help desk service that requires minimal technical expertise and in-person assistance. By continuing to outsource tier-one technical phone support, IT support staff can be freed up to visit customers in person, addressing issues that require more experience and knowledge. This strategy enhances the overall customer service experience, increases the IT department's capacity to work on projects, promotes more consistent cross-training among District IT support personnel, and provides opportunities for staff to learn new skills.

Tier-one services offer all District staff the significant benefit of dedicated phone support services available 24 hours a day, seven days a week. This is particularly important for groups that work weekends and after normal business hours such as Maritime Wharfingers, General Services staff, and Harbor Police.

Tier-two desktop support services, on the other hand, are intended for more complex technical issues that require a higher level of expertise and knowledge. This support is

leveraged on an as-needed basis, allowing the IT department to address variable demand and more challenging problems that cannot be resolved through tier-one support. By incorporating tier-two support, the District can ensure that all technical issues are managed effectively, maintaining smooth and uninterrupted operations.

By maintaining this outsourced model, the District ensures that all personnel have continuous access to essential technical support, thereby improving operational efficiency and responsiveness. This comprehensive support framework is vital for ensuring smooth and uninterrupted operations across all departments.

Procurement Details:

1. Eleven firms were deemed responsive while four were selected for interviews based upon qualitative analysis of their proposals. The four firms were given the opportunity to provide a short presentation which was followed by a formal decision analysis led by the District's Procurement Services Department.
2. This competitive process was based on best value for the most qualified responses, as the District sought multiple firms with the requisite experience who could provide helpdesk teams with the right skills, knowledge, and certifications at a fair and reasonable cost.
3. The evaluation panel consisted of staff from the Information Technology department who evaluated firms based on:
 - Experience of the proposed team
 - Approach to the project
 - Capability to perform
 - Firms' relevant experience
 - Fairness and reasonableness of cost
4. The search for qualified firms began with the issuance of an RFP on December 18th, 2024, and closed on February 7th, 2025, allowing firms 51 days to compile and submit their responses.
5. One thousand, five hundred thirty-seven (1,537) potential bidders were notified. The Request for Proposal was published to the District's Planet Bids site under the following categories:
 - Servers, Mini/Mainframe Computer (Application, Database, File, Mail, Network, Web, Etc.)
 - Application Software, Microcomputer
 - Communications: Networking, Linking, Etc. (Includes Clustering Software)
 - Database Software
 - E-Mail Software
 - Expert System Software
 - Database Software
 - Computer Hardware Consulting
 - Computer Software Consulting
 - Software Maintenance/Support
 - Computer Management Services
 - Administrative Services, All Kinds (Incl. Clerical, Secretarial Services, Etc.)
 - Personnel Services (Not Employment)

6. Feedback: Feedback will be provided to all respondents upon request. Debrief sessions are not conducted before the item has been presented and authorized by the Board.

General Counsel's Comments:

The Office of the General Counsel has reviewed this agenda as presented to it and approves the same as to form and legality.

Environmental Review:

The proposed Board action, including without limitation a resolution authorizing an agreement with Managed Solution, LLC for Tier-One Help Desk Services and as needed Tier-Two Desktop Support Services for a period of five years, does not constitute a project under the definition set forth in California Environmental Quality Act (CEQA) Guidelines Section 15378 because there is not a potential to result in a direct or indirect physical change in the environment. Therefore, the proposed Board action is not subject to CEQA and no further action under CEQA is required.

The proposed Board action complies with Sections 21 and 35 of the Port Act, which allow the Board to pass resolutions and 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.

The proposed Board 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 an exclusion finding is not required.

Diversity, Equity, and Inclusion Program:

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

PREPARED BY:

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Attachment(s):

Attachment A: Agreement with Managed Solution, LLC for \$850,000