

DRAFT**RESOLUTION 20xx-xxx**

RESOLUTION AUTHORIZING AN AGREEMENT WITH MANAGED SOLUTIONS, 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

WHEREAS, the San Diego Unified Port District (District) is a public corporation created by the Legislature in 1962 pursuant to Harbors and Navigation Code Appendix 1, (Port Act); and

WHEREAS, to provide optimal technology support services to District personnel, the District has outsourced Help Desk tier-one services since 2019; and

WHEREAS, 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; and

WHEREAS, eleven firms were deemed responsive while four were selected for interviews based upon quantitative analysis of their proposals and 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; and

WHEREAS, 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; and

WHEREAS, tier-one support encompasses basic Help Desk Services that require simple technical and minimal in-person assistance; and

WHEREAS, this level of support is designed to handle common technical issues and inquiries, providing solutions via telephone or email; and

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WHEREAS, the service is available 24 hours a day, seven days a week, ensuring that District personnel have access to immediate assistance at any time; and

WHEREAS, 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; and will be leveraged on an if-needed and as-needed basis; and

WHEREAS, staff recommends that the Board of Port Commissioners (BPC) authorize an agreement with Managed Solution, LLC recognizing their comprehensive alignment with the District's requirements for providing essential technical support services; and

WHEREAS, 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; and

WHEREAS, by partnering with Managed Solution, LLC the District can maintain a robust support framework that enhances operational efficiency and responsiveness; and

WHEREAS, this agreement will ensure that technical issues are addressed promptly, minimizing disruptions and maintaining smooth operations across all departments; and

WHEREAS, Managed Solution's proven expertise and commitment to quality make them an ideal partner for meeting the District's technical support needs; and

WHEREAS, staff recommends that the BPC adopt a resolution authorizing Managed Solutions, 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; and

WHEREAS, 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 BPC approval upon adoption of each fiscal year's budget; and

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				

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WHEREAS, the BPC action under this Resolution complies with Section 21 and 35 of the Port Act which allow for the BPC to pass resolutions and to do all acts necessary and convenient for the exercise of its powers.

NOW, THEREFORE, BE IT RESOLVED by the Board of Port Commissioners of the San Diego Unified Port District, as follows:

That the Executive Director or their designated representative is hereby authorized to enter into an agreement with Managed Solutions, 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.

APPROVED AS TO FORM AND LEGALITY:
GENERAL COUNSEL

By: Assistant/Deputy General Counsel

PASSED AND ADOPTED by the Board of Port Commissioners of the San Diego Unified Port District, this 6th day of June 2025, by the following vote: