

# Business Item

Management Committee



Committee Meeting Date: June 08, 2022

For the Metropolitan Council: June 22, 2022

## Business Item: 2022-164

Ratification of Declaration of Emergency for Information Services Staffing Services #86

<b>District(s), Member(s):</b>	All
<b>Policy/Legal Reference:</b>	Council Expenditure Policy FM 14-2, Emergency Expenditures
<b>Staff Prepared/Presented:</b>	Craig Bantz, Chief Information Officer, 651-602-1443; Jody Jacoby, Director of Procurement, 651-602-1144
<b>Division/Department:</b>	Regional Administration, Information Services

### Proposed Action

That the Metropolitan Council ratify the Emergency Declaration for Information Services Staff Augmentation Services in an amount not to exceed \$3,999,999.

### Background

Information Services (IS) provides essential technology services that underpin the critical business operations of all Metropolitan Council divisions. IS is responsible for the continuous operation and security of more than 200 critical applications and hundreds of databases, as well as thousands of computers, mobile devices, phones, servers, and pieces of network equipment.

As part of the nationwide “great resignation” that has been particularly impactful to the IT sector, IS staffing levels have declined approximately 25% in the last year, accounting for more than 30 positions. Many of these positions are in essential IS roles critical for the success of the divisions and the Council as a whole. Most staff reductions are due to planned retirements that were deferred during peak COVID-19 restrictions. Reduced staffing levels are impacting core IT service delivery including performing essential maintenance. The shortage of staff significantly impacts our risk posture by increasing the likelihood of service interruption. These challenges are compounded by pandemic-related supply issues, including the “chip shortage” and return to office demands. It is critical to address staffing levels to respond to emergent pandemic related and business unit issues.

Staff augmentation services are required to address the emergency condition. Staff augmentation is the use of temporary contracted personnel used to supplement the Council staff capacity. Through a competitive process (RFP), IS will conduct an IT staff augmentation procurement to address mid-term staffing needs. The IT staff RFP will resolve the need for the emergency declaration. In the long term, the Council will increase our efforts and expand our strategies to recruit permanent Council IT employees.

This emergency declaration involves multiple service providers are required due to the breadth and depth of staff augmentation needs. IS is partnering with Procurement and OEE0 to prioritize MCUB vendors, to date about 1/5<sup>th</sup> of the estimated spend has been committed and the vast majority of it has been with MCUBs.

## **Rationale**

The Metropolitan Council has delegated authority to the Regional Administrator to declare emergencies on behalf of the Council when the health, safety, or welfare of the public is compromised, or potentially compromised, and immediate action is required to address the emergency. The emergency declaration is then presented to the appropriate implementation committee for approval and placed on a following Council consent list for formal ratification.

## **Thrive Lens Analysis**

This action advances the Thrive Outcome of Stewardship. Public financial resources will be invested efficiently and effectively to restore critical Information Technology staff critical capacity needed to maintain and advance the operations of all the Council's divisions.

## **Funding**

The estimated cost for emergency staffing is \$3,999,999 and is funded with salary savings from vacancies in the Information Services department.

## **Small Business Inclusion**

Due to the time sensitive nature of the Emergency Declaration and Information Services immediate need for staff augmentation, the Office of Equity and Equal Opportunity will not be establishing a small business goal. The application of a goal would significantly impact the timing of this project. Information Services and OEEO have worked together to identify MCUB firms that can assist with this staff augmentation. In addition, OEEO will be reviewing the upcoming RFP for further opportunities for MCUB firms.

