

# Committee Report

Management Committee



**Committee Meeting Date:** September 14, 2022

**For the Metropolitan Council:**

September 28, 2022

## Business Item: 2022-249

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

### Proposed Action

That the Metropolitan Council authorize the Regional Administrator to execute contracts 22P330 A-D for Information Technology temporary staffing services for a total amount not to exceed \$6,000,000. The estimated contract award values are as follows:

<u>Organization</u>	<u>Contract Number</u>	<u>Contract Amount</u>
Infojini, Inc.	22P330A	\$1,500,000
22nd Century Technologies, Inc.	22P330B	\$1,500,000
Judge Technical Services	22P330C	\$1,500,000
CDW Government	22P330D	\$1,500,000

### Summary of Management Committee Discussion/Questions

Craig Bantz, Chief Information Officer, and Jody Jacoby, Procurement Director, presented business item 2022-249.

Mr. Bantz and Mrs. Jacoby gave the following information: Information Services (IS) provides essential technology services that underpin the critical business operations of all Metropolitan Council divisions.

Council demand for IS services is highly variable. Major one-time projects such as the extension of a light rail or BRT line, network/server hardware replacement, ERP upgrades or cyber security improvements cannot be done in a timely fashion using only Council employees. In situations where Council IS staff do not have sufficient capacity or the optimal skills to address Council demand for IS services, the use of temporary staff makes it possible for IS to deliver critical services on time. When staff vacancies exist in the IS department, temporary staffing permits IS to continue operations as the vacancy is filled.

IS seeks to proactively build a contract framework in response to Council members' feedback. IS has historically used very little contracted services, 1-2% of the overall IS budget, where peers' professional service budgets tend to be 10-20% of their overall IT budgets. When IS did consume professional services, they were typically entry level, provided through a general-purpose HR contract, and furnished by a general-purpose temporary staffing firm.

Through the course of COVID, IS realized a multi-track approach to temporary staffing was required; track one being for entry to mid-level and track two being a mid to senior level. Track two has been temporarily provided through the Emergency Declaration (2022-164). Track one is no longer sufficiently addressed by the existing general purpose HR temporary staffing strategy. The demand for track one has both expanded in volume and type of skills required.

In response to this growth in demand and to avoid the use of the emergency declaration wherever possible, this business item is being proposed both to serve as a bridge until the release of an RFP

for IT temporary staff and professional services and also to serve as a backup in the event unforeseen circumstance should arise again. The RFP is expected to provide a long-term solution to both track one and two needs.

Mrs. Jacoby explained that Sourcewell, a Cooperative Procurement Venture (CPV), is being used for these contracts; that Cooperative purchasing is procurement conducted by, or on behalf of, one or more Public Procurement Units; and that the Sourcewell cooperative had issued a competitive solicitation that resulted in these contracts, which are now for use by eligible entities within the state.

Mrs. Jacoby gave the following information: that the Council's own RFP for temporary staffing and professional services was forthcoming and that significant effort is being invested by OEEEO, the Procurement team and IS to bring in new MCUB vendors, including outreach events. The RFP is estimated to be released in the following two weeks.

Committee Member Pacheco stated that Latino businesses were underrepresented in underrepresented business programs as compared to their presence outside of such programs. Mrs. Jacoby shared that there are resources available on the Council website as well as staff who can assist underrepresented business in understanding the opportunities that exist at the Council. Mr. Bantz shared that the forthcoming RFP seeks to register net new underrepresented businesses and build relationships rather than use a non-MCUB, single large-scale services firm.

Chair Johnson asked what amount of the IS emergency declaration has been committed; Mr. Bantz responded three million of the four million has been committed.

Chair Johnson asked how the up to six million requested would be distributed across the four vendors referenced in the business item. Mr. Bantz responded that the one point five million estimated for each vendor was approximate and the actual utilization would depend on the demands for temporary staffing that develop over time and the resources the firms can provide at the time of need. Actual spend is likely to be significantly less than the six million aggregate maximum. Chair Johnson further inquired as to if the firms would be providing advising services or actual temporary staffing services. Mr. Bantz affirmed that the firms in question would be providing actual temporary staffing resources.

Chair Johnson inquired as to how the Council makes documents and processes for doing business with the Council or registering as an MCUB work for those who speak English as a second language or who do not speak English. Mr. Gonzalez responded saying he is an advocate for multilingual forms and while there are still opportunities for improvement, he is advancing these efforts internally. Chair Johnson shared that Hennepin County has a strong program to reach out to underrepresented businesses.

Mr. Bantz shared that there have been several references to the staffing shortages in IS and wanted to point out that the IS staff are rising to the challenge, working very diligently and creatively to address the issues and doing so not only within budget but coming in under, sharing his pride in the teams' accomplishments. Chair Johnson asked to be informed of how the money is spent and project progresses. Mr. Bantz agreed.

Motion by Gonzalez, seconded by Barber; Motion Carried.

# Business Item

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## Business Item: 2022-249

Information Technology Temporary Staffing Services Contract 22P330

**District(s), Member(s):** All

**Policy/Legal Reference:** FM 14-2, Expenditures for Procurement of Goods, Services, and Real Estate; Minn. Stat. § 471.345

**Prepared/Presented:** Craig Bantz, Chief Information Officer, 651-602-1443  
Jody Jacoby, Procurement Director, 651-602-1144

**Division/Department:** Regional Administration, Information Services

### Proposed Action

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### Background

Information Services (IS) provides essential technology services that underpin the critical business operations of all Metropolitan Council divisions. IS has a responsibility 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.

Council demand for IS services is highly variable. Major one-time projects such as the extension of a light rail or BRT line, network/server hardware replacement, ERP upgrades or cyber security improvements cannot be done in a timely fashion using only Council employees. In situations where Council IS staff do not have sufficient capacity or the optimal skills to address Council demand for IS services, the use of temporary staff makes it possible for IS to deliver critical services on time. When staff vacancies exist in IS department temporary staffing permits us to continue operations as we fill the vacancy.

The effective and timely delivery of IS services is critical to the success of the Council and its divisions. Demand for IS services ebbs and flows with the projects of our divisions requiring different types of skills and levels of capacity. Contracting for temporary staff enables needs to be filled in a timely manner. The ability to utilize these contracts will be in effect through September 10, 2025.

## **Rationale**

The Council's procurement process used a Cooperative Purchasing Venture conducted by Sourcewell, a Minnesota Service Cooperative. The Council has statutory authority under Minnesota Statutes §471.345 to utilize such cooperative service agreements. The execution of professional service contracts exceeding \$500,000 require Council approval.

## **Thrive Lens Analysis**

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

## **Funding**

This project will be funded with line items in the IS budget for professional services and salary savings from vacancies in the IS department.

## **Small Business Inclusion**

The Office of Equity and Equal Opportunity (OEEO) thoroughly reviewed this procurement for Metropolitan Council Underutilized Business (MCUB) opportunities in accordance with applicable federal and state laws and regulations as well as contract specifications. Upon conclusion of OEEO's research and analysis, no MCUB goal was set.

