



**THE PORT
OF LOS ANGELES**
Executive Director's
Report to the

Board of Harbor Commissioners

DATE: SEPTEMBER 10, 2020

FROM: INFORMATION TECHNOLOGY

SUBJECT: RESOLUTION NO. _____ - AGREEMENT BETWEEN THE CITY OF LOS ANGELES HARBOR DEPARTMENT AND KIEFER CONSULTING, INC. FOR THE SHAREPOINT ONLINE PROJECT

SUMMARY:

Staff requests approval to enter into an Agreement with Kiefer Consulting, Inc. (Kiefer) for the SharePoint Online Project. This project will migrate the City of Los Angeles Harbor Department's (Harbor Department) existing, on-site SharePoint system to SharePoint Online. Migrating to SharePoint Online will provide Harbor Department employees with improved SharePoint usability for secure internal and external collaboration, as well as provide technical staff with Microsoft Office 365 back-end capabilities for site creation, content migration and workflow development. The term of the proposed Agreement is three years and the total not-to-exceed amount is \$300,000.

The recommendation to select Kiefer is based on a competitive Request for Proposal (RFP) process performed by the Harbor Department. Kiefer is a certified Small Business Enterprise (SBE) and is located in Folsom, California

Expenditures incurred under the proposed Agreement are the financial responsibility of the Harbor Department.

RECOMMENDATION:

It is recommended that the Board of Harbor Commissioners (Board):

1. Find that the Director of Environmental Management has determined that the proposed action is administratively exempt from the requirements of the California Environmental Quality Act (CEQA) under Article II Section 2(f) of the Los Angeles City CEQA Guidelines;
2. Find that in accordance with the Los Angeles City Charter Section 1022, it is more feasible for outside contractors to perform this work than City employees;
3. Approve the Agreement with Kiefer Consulting, Inc. for a not-to-exceed compensation amount of \$300,000 and a term of three years;

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4. Authorize the Executive Director to execute and the Board Secretary to attest the said Agreement for and on behalf of the Board; and
5. Adopt Resolution No. _____.

DISCUSSION:

Background and Context – Microsoft SharePoint is the underlying technology for the Harbor Department's iPOLA intranet, which is the internal communication portal where employees can access policies, procedures, relevant news, forms and receive information alerts. iPOLA is available to all employees and contains approximately 209 sites and sub-sites, providing a central repository for information sharing and teamwork across all Divisions. iPOLA has integrated workflows that streamline processes. iPOLA also has search functionality that enables staff to quickly retrieve information and documents. The following are some examples of how SharePoint is currently being used at the Harbor Department:

- All Divisions have an iPOLA intranet page where information and documents are posted. All Divisions also have shared calendars to communicate information across the organization.
- COVID-19 announcements and emergency information are displayed on the main Portal Page for alerts from Public Safety and Emergency Management.
- Senior Management, Community Relations, Human Resources, Risk Management and the Harbor Department Employees' Club (HDEC) have dedicated announcement sections on the main Portal Page.
- The Commission Office uploads approved Board Reports and Agreements in a central repository making it easily accessible to all employees.
- The Financial Planning and Analysis Division has a central repository for annual budgets, tracking reports and related documents that Divisions can access and update.
- The Human Resources Division provides employees access to frequently requested documents and forms including the employee manual, employee reference library, forms and training information.
- The Cargo and Industrial Real Estate Division provides an electronic Parking Permit Request System.
- The Information Technology (IT) Division provides the Information Systems Service Request (ISSR) workflow for all Divisions to submit requests for computer equipment, service and access requests.

Proposed Agreement – The proposed Agreement (Transmittal 1) will migrate the Harbor Department's existing, on-site SharePoint system to SharePoint Online. The migration will build upon the existing content and provide improved usability, such as enabling secure collaboration with external users, and will deliver updated sites that will have a

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more responsive design, be mobile friendly and provide greater integration with other Microsoft applications. The scope of work includes:

- **SharePoint Online Configuration:** This includes assessing and configuring the SharePoint Online environment to ensure that the current setup and foundation is in accordance with best practices and functioning optimally to proceed with the migration. The configuration will encompass the review and structure of the information architecture, search configuration, and site configuration in the new environment. Functionality will encompass external sharing capabilities, management of announcements, as well as incoming e-mail following industry best practices and Harbor Department requirements.
- **Migration Services:** This includes new site creation with a new iPOLA portal page and content migration of existing data, documents and list libraries to SharePoint Online.
- **Development Services:** This includes technical development and modifications to SharePoint Online in order to support the Harbor Department's requirements, such as announcement management on the main portal page, workflows and forms redeveloped using Microsoft Office 365 tools and a new user interface/ user experience (UI/UX) design. Joint development efforts will be used to transfer knowledge to Harbor Department staff for future support.
- **Training Services:** This includes training for end users, site administrators and technical staff. End user training services will be provided for Harbor Department staff for access, navigation and general usage of the new iPOLA Intranet system in SharePoint Online. Site administrator training will be provided for each Division's administrator to effectively manage their site. Technical and system administration training will be provided for IT Division staff.
- **Post Implementation Support and Training Services:** This includes post implementation support to ensure a successful launch and transition to SharePoint Online. The support services will be used on an as-needed basis to support and backup the IT Division staff.
- **System Support:** This includes as-needed support and maintenance to assist the IT Division staff in supporting the new SharePoint Online environment, including components developed with Microsoft PowerApps and Power Automate.

Kiefer will perform all work for this project remotely in collaboration with Harbor Department staff.

As part of the 1022 process, the Contracts and Purchasing Division (CPD) asked the other City of Los Angeles (City) Departments if they had City staff that could perform this work. For the Departments that did respond to CPD's inquiry, they stated that they do not have available staff. A few City Departments did not respond, which is understood to mean that they cannot provide staff.

Selection Process – Kiefer was selected based on a competitive RFP process performed by the Harbor Department (Transmittal 2). The RFP was issued on

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December 5, 2019. Seven responsive proposals were received. An Evaluation Committee comprised of four Harbor Department staff and one external rater from the Los Angeles Fire Department reviewed the proposals based on the following criteria that was published in the RFP: 1) firm qualifications, experience and references; 2) project organization, personnel and staffing; 3) project approach, work plan, management and timeline; 4) rates, fees and budget control; and 5) clarity and comprehensiveness of the proposal. Six firms were invited to participate in a virtual interview. Kiefer had the highest combined score. Kiefer is a certified SBE that is located in Folsom, California.

ENVIRONMENTAL ASSESSMENT:

The proposed action is the approval of an Agreement with Kiefer to migrate the existing on-site SharePoint system to SharePoint Online, which is an administrative activity. Therefore, the Director of Environmental Management has determined that the proposed action is administratively exempt from the requirements of CEQA in accordance with Article II Section 2(f) of the Los Angeles City CEQA Guidelines.

FINANCIAL IMPACT:

Approval of the proposed three-year Agreement with Kiefer authorizes the IT Division to proceed with the SharePoint Online project for a not-to-exceed compensation amount of \$300,000. Fiscal Year 2020/2021 funding is available within the Information Technology Division, Account 54310 (Information Systems Consulting Services), Center 0640, Program 000. Upon Board approval, funding for future fiscal years will be budgeted as shown in the table below:

Fiscal Year	Amount
2020/2021	\$270,000
2021/2022	\$25,000
2022/2023	\$5,000
Total Not-To-Exceed Amount	\$300,000

The actual expenditures may differ from the estimated amounts in any given fiscal year presented in the table above. However, the total aggregate amount will not exceed \$300,000.

The on-going operating expense is estimated to be the same as the current amount because SharePoint Online is part of the Harbor Department's existing Microsoft Office 365 subscription.

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A Termination for Non-Appropriation of Funds Clause (also known as a Funding Out Clause) is included in the Agreement.

CITY ATTORNEY:

The Office of the City Attorney has reviewed and approved the proposed Agreement as to form and legality.

TRANSMITTALS:


1. Agreement with Kiefer Consulting, Inc.
2. Scoring Matrix

FIS Approval: 
CA Approval: 


LANCE KANESHIRO
Chief Information Officer


THOMAS E. GAZSI
Chief of Public Safety and Emergency
Management

APPROVED:


EUGENE D. SEROKA
Executive Director

LK:jp