

#### THE CITY OF SAN DIEGO

#### REPORT TO THE CITY COUNCIL

DATE ISSUED:

October 29, 2014

**REPORT NO: 14-060** 

ATTENTION:

Budget & Government Efficiency Committee

SUBJECT:

IT Sourcing - Vendor EOCP FY 14 Update & Presentations

#### REQUESTED ACTION:

This is an informational report. No action is required on the part of the Committee or the City Council.

#### STAFF RECOMMENDATION:

Accept report.

#### BACKGROUND

On April 15, 2011, the City issued RFP #10015345-11-Z for IT Services, with an original due date of June 2, 2011 for proposals to be received. There were five Addenda (A-E) issued between April 19, 2011 and June 2, 2011, with a final proposal due date of June 23, 2011.

The City awarded three large contracts for informational technology services to Atos, CGI Technologies and Solutions, Inc. and Xerox State & Local Solutions, Inc.

The solicitation contained certain minimum requirements, including public sector experience in providing similar services to other government organizations in the United States, to ensure only fully qualified vendors submitted proposals to meet the City's IT service needs. As with all service contracts, the solicitation included a voluntary subcontractor participation of 20% of the total proposal price for Small Local Business Enterprise (SLBE) and Emerging Local Business Enterprise (ELBE) firms. This is in accordance with Council Policy 100-10 Small Local Business Preference for Goods, Services and Consultant Contracts.

#### SUMMARY:

On June 18, 2014, staff provided the Budget & Government Efficiency Committee with a report detailing the subcontracting participation levels and the efforts made by the Citywide IT Service Providers for the first nine months of FY14 (period 07/01/13 to 3/31/14). Due to subcontracting participation concerns, the Committee requested for staff to return with the Citywide IT Service Providers to present their reports detailing the subcontracted dollars committed for the final quarter of FY14 and programmatic status of efforts made to maximize subcontracting opportunities to certified SLBE/ELBE firms.

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The vendor reports for FY14 (period 07/01/13 to 6/30/14) are attached.

#### CGI Technologies and Solutions, Inc. (\$70,644,132 not to exceed; 5 year term)

CGI Technologies and Solutions, Inc. provides application support services for the City. In their original submitted proposal, CGI had a subcontracting commitment of 2% of the total contract value with other (non-certified) subcontractors. CGI has exceeded their original certified subcontracting commitment and has utilized certified subcontractors for 5.6% and other (non-certified) subcontractors for 13.3% of the annual contract value in FY13. For FY14, CGI has exceeded their original certified subcontracting commitment based on award and has maintained participation of certified subcontractors for 5.6% and utilized other (non-certified) subcontractors for 18.8% of the annual contract value. Participation increased by \$186,001 (1.5%) since the last reporting period (07/01/13 to 3/31/14).

The attached report provided by CGI (Attachment 1) indicates they have met their commitment of 72 local hires and are planning on one additional local college hire in December 2014. In FY14, CGI continued to utilize a City-certified SLBE, Quartic Solutions. CGI is planning to increase their certified participation in FY15 by \$500,000 by utilizing RJIT Consulting and Quartic Solutions.

The following chart provides a summary of CGI's total spend to subcontractors:

Fiscal Year	Contract Amount for FY	Subcontracted Dollars	Certified Subcontractors	Other Subcontractors
2013*	\$12,370,961	\$2,334,763	\$689,495 (5.6%)	\$1,645,268 (13.3%)
2014**	\$12,316,248	\$3,017,087	\$693,026 (5.6%)	\$2,324,061 (18.8%)

<sup>\*</sup>Reporting Period FY 13 (07/01/12 – 06/30/13)

#### Xerox State & Local Solutions, Inc. (\$66,162,114 not to exceed; 5 year term)

Xerox State and Local Solutions, Inc. provides network support for the City of San Diego. In their original submitted proposal, Xerox did not have a subcontracting commitment. Xerox has exceeded their original subcontracting commitment and has utilized certified subcontractors for 0.75% and other (non-certified) subcontractors for 13.3% of the annual contract value in FY13. For FY14, Xerox has exceeded their original certified subcontracting commitment and has utilized certified subcontractors for 0.58% and other (non-certified) subcontractors for 79.3% of the annual contract value.

The attached report provided by Xerox (Attachment 2) indicates they have exceeded their original local staffing commitment of 18 employees, currently utilizing 22 local hires. Xerox utilized Precision Voice & Data Solutions, a certified ELBE, in FY14. They continue to encourage their local subcontractors to apply for certification in the City's SLBE program.

<sup>\*\*</sup>Reporting Period FY 14 (07/01/13 – 06/30/14)

The following chart provides a summary of Xerox's total spend to subcontractors:

Fiscal Year	Contract Amount for FY	Subcontracted Dollars	Certified Subcontractors	Other Subcontractors
2013*	\$15,101,065	\$4,294,166	\$113,014 (0.75%)	\$4,181,152 (28.2%)
2014**	\$11,816,145	\$9,437,828	\$68,730 (0.58%)	\$9,369,098 (79.3%)

<sup>\*</sup>Reporting Period FY 13 (07/01/12 – 06/30/13)

#### **Atos** (\$47, 123,396 not to exceed; 5 year term)

Atos provides support bundled into three primary services- data center services, service desk support and desktop support. In their original submitted proposal, Atos did not have a subcontracting commitment. Atos has exceeded their original commitment based on award and has utilized other (non-certified) subcontractors for 3.3% of the annual contract value in FY13. For FY14, Atos has exceeded their original subcontracting commitment and has utilized certified subcontractors for 1.73% and other (non-certified) subcontractors for 14.9% of the annual contract value. Participation increased by \$20,423 (0.25%) since the last reporting period (07/01/13 to 3/31/14).

The attached report provided by Atos (Attachment 3) indicates they currently have 32 local hires, a revision from the original 33 positions after infrastructure transformation. They continue to use a firm previously utilized by SDDPC for the City's FY14 Refresh Program. Atos increased their overall participation by utilizing a City-certified ELBE, Island Staffing, to fill their staffing needs.

The following chart provides a summary of Atos' total spend to subcontractors:

Fiscal Year	Contract Amount for FY	Subcontracted Dollars	Certified Subcontractors	Other Subcontractors
2013*	\$9,418,787	\$308,277	\$0 (0%)	\$308, 277 (3.3%)
2014**	\$8,182,390	\$1,360,353	\$141,722 (1.73%)	\$1,218,631 (14.9%)

<sup>\*</sup>Reporting Period FY 13 (07/01/12 – 06/30/13)

#### Outreach

On September 23, 2014, the City conducted the IT Outreach Event at the Balboa Park Club. The event was a collaboration between EOC, the Department of IT, and the three IT service providers to network and share upcoming opportunities. The event was publicized via Planet Bids (e-

<sup>\*\*</sup>Reporting Period FY 14 (07/01/13 - 06/30/14)

<sup>\*\*</sup>Reporting Period FY 14 (07/01/13 – 06/30/14)

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Procurement web portal) and PRISM (compliance/certification web portal) to over 4000 potential participants, as well as council offices and local jurisdictions & organizations. Over 100 small & local businesses were in attendance, with presentations by the City and the City's three IT service providers. As a result, all three service providers have been in contact with attendees to identify areas for participation and to encourage those firms who are not certified to apply for the SLBE/ELBE program.

#### **CONCLUSION:**

In efforts to increase SLBE/ELBE participation, City staff continues to meet monthly with the City's three IT vendors and City departments to identify upcoming projects for potential opportunities. Staff is also continuing outreach and networking efforts to identify SLBE/ELBE firms to pair with the IT vendors.

Dennis Gakunga

Director, Purchasing and Contracting

Ronald H. Villa

Deputy Chief Operating Officer, Internal Operations

#### Attachment(s):

- 1. CGI Technologies and Solutions Inc. FY14 Report (Period 07/01/13 06/30/14)
- 2. Xerox State & Local Solutions, Inc. FY14 Report (Period 07/01/13 06/30/14)
- 3. Atos FY14 Report
  (Period 07/01/13 06/30/14)

#### Fiscal Year 2014\*

Company Name:

CGI Technologies and Solutions Inc.

Local Diversity & Outreach Coordinator:

Steven Newstrom

(Name, Address and Phone #)

707 Wilshire Blvd, Suite 4325

Los Angeles, CA 90017

Contract Information\*

Total Contract Value:

\$ 70,644,132.00

Total Subcontract Value:

\$ 3,435,255.00

(please complete attached form)

#### Status of Programs Specifically Developed for San Diego:

(Please list each Program and provide the activities completed)

CGI continued to identify opportunities to increase SLBE participation. CGI has identified a SLBE sub contractor that will start in July 2014 that will increase participation by \$200k annually.

CGI will increase steady state participation by 0.50 FTE in August 2014 which is backfill for attrition

CGI has identified opportunities to add additional SLBE vendors as part of our operations for janitorial and office supplies.

One of Seven (7) opportunities has been awarded to CGI that will increase SLBE participation by \$300k in FY15. There are 6 remaining opportunities targeted for FY15 and FY16 for a total SLBE revenue of \$2M.

#### Highlights:

- Local Hires
  - o 72 Local Hires (Committed to 72 Local Hires)
  - o College Hire 1 hired in July 2014; 1 planned for December 2014
- SLBE Participation
  - o 5.6% of Revenue (\$693K of \$12.3 M Total Revenue for reporting period 7/1/13 thru 6/30/14)
- SLBE Future Participation
  - 1 Project awarded in FY15 with SLBE participation for approximately \$300K
     (Oct 14 thru June 15)
  - o Adding SLBE Sub Contractor in July 2014 \$200K annual (RJT Consulting)
  - Adding 0.5 FTE SLBE Sub Contractor to backfill attrition on steady state services (Aug 2014)
  - o Adding SLBE vendors for janitorial and office supply services (Aug 2014)

<sup>\*</sup> Reporting Period 1/1/14 - 6/30/14

- o 6 Projects in FY15 and FY16 for approximately \$2.0M additional SLBE participation revenue
- Community Activities
  - o Bridge of Hope; Donated backpacks with school supplies and participated in the backpack handout event for children for the new school year (August 30<sup>th</sup>)
  - o Bridge of Hope; Goal to raise \$5,000 for after school program
  - o United Cerebral Palsy of San Diego County Corporate Sponsorship of \$1,500

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City of San Diego ADM Steven Newstrom Contract Amount to Date:		DBL, DVBE, OBE, MBE, WBE, EEBE, SLBE, WoSB, AUBLane, ORNDVOSB*			SLBE													,																		
Project Title: ADM Managed Services Contact Person and Phone: Steve Newstrom	918-770-1819	SUBCONTRACTORS/SUPPLIERS (List Names of all Subcontractors/Suppliers)		SUBCONTRACTORS:	QUARTIC SOLUTIONS LLC	PEOPLEMOVERS LLC	RECKULI 121 LLC	IMAGINE MEDIA GROUP LIC	METHOD360 INC	SIERRA INFOSYS INC	EMC CORPORATION	ACE PARKING MANAGEMENT INC.	CLS SECURITY ELECTRONICS	EPLUS TECHNOLOGY INC.	LCD PRESENTATION SYSTEMS	MCKOWSKI'S MAINTENANCE SYSTEMS INC	PNC BANK NATIONAL ASSOCIATION	SHOWCASE CARPET CLEANING	SOFTWARE AG USA INC	READY TECHNOLOGIES INC	RIGHT TOUCH CLEANING CO.	DELL MARKETING LP FASHTON FIRMITTI DE DENTEAT INC	OFFICEMAX	PROMENADE ACQUISITION LLC	REGUS MANAGEMENT GROUP LLC	JAN PRO OF SAN DIEGO	PRECISION PEST SOLUTIONS	STAPLES ADVANTAGE	WORKSOFT INC	CORODATA SHREDDING INC	ARAMARK REFRESHMENT SERVICES (U.S.)	RGB PROJECTS INC	TOTAL DBE SUBCONTRACTORS / SUPPLIERS*	TOTAL DVBE SUBCONTRACTORS / SUPPLIERS*	TOTAL OBE SUBCONTRACTORS / SUPPLIERS	TOTAL MBE SUBCONTRACTORS / SUPPLIERS*

TOTAL WBE SUBCONTRACTORS / SUPPLIERS*  TOTAL ELBE SUBCONTRACTORS / SUPPLIERS*  TOTAL SLBE SUBCONTRACTORS / SUPPLIERS*  TOTAL WoSB, SUBCONTRACTORS / SUPPLIERS*  TOTAL HUBZone SUBCONTRACTORS / SUPPLIERS*  TOTAL BOVOSB SUBCONTRACTORS / SUPPLIERS*  TOTAL SDVOSB SUBCONTRACTORS / SUPPLIERS*  TOTAL AMOUNT PAID TO PRIME  I certify under penalty of perjury that the foregoing is
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Signed Copy hand delivered

Authorized Signature

Printed Name / Title

9/18/2014 Datc

#### FY14 Period 7/1/2013 to 6/30/2014 Report\*

Company Name:

Xerox State & Local Solutions, Inc.

Local Diversity & Outreach Coordinator:

(Name, Address and Phone #)

Roger Murphy 5975 Santa Fe Street San Diego, CA 92109

#### Contract Information\*

Total Contract Value:

\$ 66,162,114

Total Subcontract Value:

(please complete attached form)

\$ 9,437,828

#### Status of Programs Specifically Developed for San Diego:

(Please list each Program and provide the activities completed)

We established a subcontract agreement with Tech-Masters to provide consulting to the City Library on the e-Rate program and funded that activity at \$31K this year. We exceeded our annual \$10K commitment. Tech-Masters' work enabled the Library to receive over \$134,000 for the FY2012 cycle.

We completed the Voice over IP Transformation project in December, 2013 and used Precision Voice and Data Solution in assisting with that project. This is a San Diego based woman-owned small business. We committed to funding work through Precision Voice and Data of \$90K during 2013 but actually funded their work in excess of \$138K. Based on our mutual successes in the City of San Diego, we have continued our partnering agreement with Precision Voice and Data on a new opportunity within the State.

Our cabling partner, Cable Inc., has recently completed their application to become a registered Small Local Business Enterprise within the City of San Diego. During Fiscal Year 2014, we partnered with Cable Inc. and provided over \$664K to them through numerous projects benefitting the City of San Diego. Cable Inc's SLBE application is currently under review.

The current Xerox local employee count on the Program is 22 full time employees. Our original commitment was to hire 18 local employees.

Xerox hired April Ollero as a college intern in our Security Delivery Tower. We seek additional qualified college interns and will hire based on opportunity and merit.

<sup>\*</sup>Fiscal Year 2014 period ending 06/30/2014

## ATTACHMENT 2

Original Contract Amount:66,162,114

Proposal Number:10015345-11-Z\_

Fiscal Year: 2014

# ANNUAL INVOICING REPORT

Prime Contractor:Xerox State & Local Solution, Inc.
Project Title:City of San Diego, IT Services
Contact Person and Phone:Scott Sanders

Change Order Paid This Woorth % of Contract 316% %191 26% Contract Amount to Date: 13,381,165 COMMITMENT ORIGINAL \$10,000.00 53,416,088.00 \$90,000.00 Dollar Amount % of Contr act CEMULATIVE AMOUNTS PAID TO DATE 42.8% 0.1% 12.6% 0.5% %0.0 5.0% 0.8% 0.2% 1.7% 0.4% 0.2% 0.0% 2.7% 1.5% 0.5% 0.1% 1.4% \$31,550.00 \$61,832.54 \$68,730.00 55,718,811.00 \$3,672.00 \$664,379.00 \$7,113.97 \$1,678,266.62 \$104,158.00 \$2,669.49 \$355,567.00 \$29,983.99 \$205,993.52 \$227,137.50 \$7,776.00 \$183,608,22 \$37,240.00 \$49,338.40 Dollar Amount \$31,550.00 5664,379.43 \$1,678,266.62 \$7,776.43 \$49,338.40 \$61,832.54 \$5,718,811.35 \$3,672.00 \$7,113.97 \$2,669.49 \$355,567.32 \$29,983.99 \$68,729.75 \$227,137.50 \$37,239.76 \$104,157.87 5205,993.52 \$183,608.22 Amount Invoiced to Amount Paid This Month \$471,763 \$536,167 Dollar \$14,413 \$33,337 \$32,788 \$49,408 \$16,350 \$3,498 \$1,347 \$4,391 \$297 20 \$0 20 20 30 20 Date of Last 2/24/2014 Invoice 6/25/2014 6/23/2014 6/10/2014 1/17/2014 5/30/2014 6/19/2014 1/31/2014 6/30/2014 5/12/2014 2/27/2014 3/5/2014 6/15/2014 5/20/2014 8/2/2013 1/22/2014 6/4/2014 6/1/2014 Actual Start 11/1/2013 12/1/2012 12/1/2012 9/1/2012 7/1/2013 7/1/2012 7/1/2012 7/1/2012 7/1/2012 11/1/2012 7/1/2012 7/1/2012 7/1/2012 1/1/2013 12/1/2012 7/1/2012 7/1/2012 1/1/2013 DBE, DVBE, OBE, MBE, WBE, ELBE, SLBE, WoSB, HUBZone, OR SDVOSB\* ELBE Precision Voice & Data Solutions SUBCONTRACTORS / SUPPLIERS (List Names of all Subcontractors / Suppliers) Cox Communications VENDORS/SUPPLIERS: SUBCONTRACTORS: CoreXchange Ingram Micro Time Warner Commworks **Techmasters** SARCOM Accuvant Cable Inc Trilogy AT&T Avotus Sprint CDW Cisco NEC Vega

Form Title: MONTHLY INVOICING REPORT
Form Number: CC25
\*Certified by the City and/or a City approved Agency

(Rev. 09/2012)

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TOTAL HUBZone SUBCONTRACTORS / SUPPLIERS*					
TOTAL SDVOSB SUBCONTRACTORS / SUPPLIERS*					
Total Spend		\$9,437,828	71%		
TOTAL AMOUNT PAID TO PRIME		\$13,381,165	100%		

I certify under penalty of perjury that the foregoing is true and correct:

Authorized Signature

Printed Name / Title

Form Title: MONTHLY INVOICING REPORT Form Number: CC25 \*\*Certified by the City and/or a City approved Agency

#### Fiscal Year 2014\*

Company Name:

Atos IT Solutions and Services Inc.

Local Diversity & Outreach Coordinator:

(Name, Address and Phone #)

Thomas Pisegna

1010 2<sup>nd</sup> Ave Suite 500 East Tower

San Diego, CA 92101

(858)208-6164

Contract Information\*

Total Contract Value:

\$47,123,396

Total Subcontract Value:

\$1,360,353.60

(Please complete attached form)

Status of Programs Specifically Developed for San Diego:

(Please list each Program and provide the activities completed)

Status of Programs Specifically Developed for San Diego:

(Please list each Program and provide the activities completed)

#### Staffing Report

- Prior to contract start Atos estimated 33 local San Diego positions
- The number was revised to 32 after infrastructure transformation
- The current local number stands at 38:

Data Center Tower
 End User Services
 Account Management Office
 SDCERS

- Atos has augmented its regular staff with 3 contracted resources
  - o Resources are hired after attainment of CLETS certification
- Atos has reduced down to 2 local subcontracted staff with CLETS certification in support of SDPD
- Atos has hired 2 local staff to provide onsite support to San Diego City Employee Retirement System (SDCERS)
- As part of the City's FY14 Refresh Program Atos continued to sub-contract with PCM
- That agreement is supported by additional 5 local staff
- Atos has leveraged an SLBE staffing company to fulfill local staffing needs at City of San Diego and at one of our national accounts

<sup>\*</sup> Reporting Period 1/1/14 - 6/30/14

- Atos has an agreement in place with an SLBE company to provide services to the City of San Diego starting in mid-June 2014 for the SDDPC Data Center decommissioning project.
  - Atos has engaged with an SLBE (Spectraforce) to successfully deliver Phase 1 and Phase 2 of the Rose Canyon Data Center Dissolution project
  - o Atos has sub-contracted Phase 3 of the project to Spectraforce
- The Atos Account and Procurement team has been contacting and working with local San Diego and San Diego County firms to identify areas where work can be sub-contracted while maintaining the committed to services and pricing
- Atos continues to progress on Master Services Agreements with local a staffing firm who meet the City's SLBE or ELBE status requirements
- Atos Account Team attended local IT function with SLBEs and ELBEs in order to connect and expand relationships in support of CoSD and other local initiatives on 9/18/2014
- Atos Account Team participated in the City sponsored Information Technology (IT) Outreach Event on 09/23/2014 in an effort to expand its portfolio of SLBEs
- Atos Account Team met with SLBE CEOs and visited their facilities between 10/2/2014 and 10/17/2014 in an effort to put working agreements in place
- Atos Account Team has identified 3 registered SLBEs that will be leveraged for two new Microsoft related projects at CoSD

## ATTACHMENT 3

# ANNUAL INVOICING REPORT

Prime Contractor: Atos\_

Contact Person and Phone: Tom Pisegna 858-208-6164 or Ana Dedeic 619-851-4334 Project Title: Atos Expenses From Apr 1st June 31st, 2014

Fiscal Year: 2014

Proposal Number: RFP-10015345

Original Contract Amount: \$47,123,396\_ Contract Amount to Date: \$8,199,731\_\_\_

SUBCONTRACTORS / SUPPLIERS	DBE, DVBE, OBE, MBE,	Actual	Date of Last	Dollar Amount Poid This	Amount Invoiced to	CUMULATIVE AMOUNTS PAID TO DATE	AMOUNTS	ORIGINAL	TAL	Change
(List Names of all Subcontractors / Suppliers)	SLBE, WoSB, FUBZone, OR SDVOSB*			Month		Dollar Amount	% of Contract	Dollar Amount	% of Contract	This Month
SUBCONIRACTORS:										
SARCOM		July 2013	Mar 2014	\$111,850.56	\$761,026.1	\$761,026.1	9.28%	80		
Island Staffing	ELBE	July 2013	Mar 2014	\$11,027	\$121,299	\$121,299	1.48%	80		
InControl		July 2013	Mar 2014	\$8,625	\$102,081	\$102,081	1.24%	80		
ASI	,	Nov 2013	Jan 2014	\$28,130	\$28,130	528,130	0.34%	80		
SDDPC		July 2013	Nov 2013	80	\$296,834	\$296,834	3.62%	\$296,834	3.60%	
Spectraforce Technologies	MBE	July 2014	June 2015	\$20,423.5	\$20,423.5	\$20,423.5	0.25%			
VENDORS/SUPPLIERS:										
Ace Parlüng		Sept 2012	Mar 2014	\$1,530	\$30,560	095,058	0.37%	So		
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TOTAL SLBE SUBCONTRACTORS / SUPPLIERS*										
TOTAL WoSB, SUBCONTRACTORS / SUPPLIERS*										
TOTAL HUBZone SUBCONIRACTORS / SUPPLIERS*									7 -	
TOTAL SDVOSB SUBCONTRACTORS / SUPPLIERS*										
TOTAL AMOUNT PAID TO PRIME						-				

I certify under penalty of perjury that the foregoing is true and correct:

Authorized Signature

Printed Name / Title

(Rev. 09/2012)

Form Title: MONTHLY INVOICING REPORT Form Number: CC25 \*\*Certified by the City and/or a City approved Agency