

C-19

October 10, 2023

HONORABLE MAYOR AND CITY COUNCIL
City of Long Beach
California

RECOMMENDATION:

Adopt Specifications No. RFP TI-23-194 and award a contract to ThirdWave Corporation, of Los Angeles, CA, for the creation of a short-term IT Strategic Plan and hosting of strategic business process workshops, in a total amount not to exceed \$200,000, for a period of two years, with the option to renew for three additional one-year periods, at the discretion of the City Manager; and, authorize City Manager, or designee, to execute all documents necessary to enter into the contract, including any necessary subsequent amendments. (Citywide)

DISCUSSION

City Council approval is requested to enter into a contract with ThirdWave Corporation (ThirdWave), of Los Angeles, CA, to create a short-term Information and Technology (IT) Strategic Plan (“TID25”) that articulates a clear and achievable vision, principles, strategic focus, and implementation roadmap for the Technology and Innovation Department (TID) to have in place by the end of 2025 in order to achieve the City’s 2030 Strategic Vision. The contract may also include optional tasks to be completed by ThirdWave at the request of the City of Long Beach (City), including but not limited to a series of business process workshops to identify opportunities to enhance/streamline service delivery for key City mission-critical technology systems.

TID is a City Manager department within the City organization that provides a centralized hub for managing the full range of information technology and related services across the City’s operations in support of the City’s business objectives. With about 198 full-time equivalent staff and an operating budget of around \$73 million, TID is organized into five (5) main bureaus. TID also functions as a convener and collaborator on issues of digital inclusion, data privacy, smart city initiatives, civic innovation, and digital engagement to improve residents’ quality of life in Long Beach.

The Request for Proposals (RFP) was advertised in the Long Beach Business Journal on March 31, 2023, and April 4, 2023, and 58 potential proposers specializing in the preparation of short-term IT Strategic Plans were notified of the RFP opportunity. Of those proposers, 13 downloaded the RFP via the City’s electronic bid system. The RFP document was made available from the Purchasing Division, located on the sixth floor of City Hall, and the Division’s website at www.longbeach.gov/purchasing. An RFP announcement was also included in the Purchasing Division’s weekly update of Open Bid Opportunities, which is sent to 44 local, minority-owned, and women-owned business groups. There were three (3) proposals received

on April 11, 2023. Of those three (3) proposers, one (1) was a Minority-owned Business Enterprise (MBE), none were Women-owned Business Enterprises (WBE), one (1) was a certified Small Business Enterprise (SBE), and none were Long Beach vendors (Local). The selection committee determined that ThirdWave Corporation, of Los Angeles, CA (not an MBE, WBE, SBE, or Local), was the most qualified firm to provide the services.

ThirdWave was selected based on their experience providing similar services to other clients and superior method of approach. 15 percent of California cities have retained ThirdWave to produce IT strategic plans, including six (6) of the largest ten (10) cities in the state. In addition, ThirdWave demonstrated a strong understanding of the Long Beach community and capacity to meaningfully engage all stakeholders in the development of TID25.

ThirdWave will develop TID25 in consultation with three (3) major stakeholder groups: (1) TID staff, (2) other City staff, and (3) Long Beach residents and businesses. TID25 will clearly state the City's technology vision, as well as strategic recommendations, key performance indicators, and an implementation roadmap to meet this vision. It will reflect the City's commitment to providing easy-to-use services online, anytime, and anywhere to greatly enhance residents', businesses', and visitors' experience with the City. TID25 will fortify constituents' trust in the City and improve equitable access to technology for Long Beach's diverse communities. Finally, TID25 will build upon the City's existing strategic plans, such as the 2030 Strategic Vision, Smart City Strategy, Digital Inclusion Roadmap, Fiber Network Plan, Racial Equity and Reconciliation Plan, and preparation for the 2028 Olympic and Paralympic Games.

Local Business Outreach

To align with the City's outreach goal, Long Beach businesses are encouraged to submit proposals for City contracts. The Purchasing Division also assists businesses with registering on the Long Beach Buys database to download RFP specifications. Through outreach, three (3) Long Beach vendors were notified to submit proposals, of which two (2) downloaded and none submitted a proposal. The Purchasing Division is committed to continuing to perform outreach to local vendors to expand the bidder pool.

This matter was reviewed by Deputy City Attorney Erin Weesner-McKinley on September 20, 2023, Purchasing Agent Michelle Wilson on September 19, 2023, and by Budget Analysis Officer Greg Sorensen on September 25, 2023.

TIMING CONSIDERATIONS

City Council action to adopt Specifications No. RFP TI-23-194 and award a contract concurrently is requested on October 10, 2023, to ensure the contract is in place expeditiously.

EQUITY LENS

The City has incorporated the Equity Toolkit in this recommendation, as requested by the City Council on April 21, 2020. Providing this action will allow for TID to develop TID25, which will align with and advance the City's equity, accessibility, and inclusion goals so all Long Beach

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residents, businesses, and visitors can benefit from City services. TID will seek to engage TID25 stakeholders in an equity-informed and language-accessible manner.

FISCAL IMPACT

The total amount of the contract will not exceed \$200,000 for a period of five (5) years. ThirdWave will create a strategic IT plan and optional tasks as detailed in the RFP. Additional tasks may include, but are not limited to, strategies and deliverables focused on digital inclusion, cybersecurity, technology infrastructure, technology workforce planning, and business process workshops to identify technology improvements within core City service areas. Sufficient appropriation is budgeted in the General Services Fund Group in the Technology and Innovation Department. This recommendation has no staffing impact beyond the normal budgeted scope of duties and is consistent with existing City Council priorities. There is no local job impact associated with this recommendation.

SUGGESTED ACTION:

Approve recommendation.

Respectfully submitted,



LEA D. ERIKSEN
DIRECTOR
TECHNOLOGY AND INNOVATION

APPROVED:



THOMAS B. MODICA
CITY MANAGER