



RECOMMENDED ACTION

To authorize the President and CEO to enter into a contract with DynTek Services, Inc., to deploy Long Beach Transit's Intranet via SharePoint Online, Office 365 software and Microsoft Teams communication platform.

STAFF REPRESENTATIVE

Patrick Pham, Executive Director/VP, Information Technology

BACKGROUND

For the last three decades, Long Beach Transit (LBT) has been using file-sharing systems to share information and documents amongst staff, as well as to collaborate on various projects. The file-sharing systems are used to store electronic files to be accessed by users. These legacy systems are cumbersome to navigate and create inefficiencies in staff's daily jobs.

In support of LBT's strategic priorities 'Improve Safety and Service Quality,' and 'Foster Employee Engagement,' LBT is deploying SharePoint Online, a corporate intranet platform offered by Microsoft.

An intranet is a computer network for sharing information, collaboration tools, operational systems, and other computing services within an organization, usually to the exclusion of access by outsiders.

SharePoint Online integrates with Microsoft Office, which may be configured as a central document repository that allows users to store, retrieve, search, archive, track and manage electronic documents. It also allows LBT departments to create information portals to share documents, announcements and reports.

Deploying the intranet will provide the following benefits:

- **Increased Staff Productivity**

A corporate intranet will reduce email use; allow for quicker responses on various issues and projects; make information easy to find; give staff greater access to tools and information they need to effectively perform their job; as well as improved search functions.

- **Easy Collaboration**

An intranet makes it possible to communicate freely; easily exchange ideas; share documents among employees; complete work together; interact with different



departments and project teams, as well as be informed of what other departments are working on.

- **Strong Company Culture**

Easy collaboration and communication fosters an environment for different team members to interact and get to know one another, especially when LBT plans to incorporate a social element into its corporate intranet.

LBT will use its intranet as a space to publish news and announcements, to recognize employees and teams, and to garner feedback.

The intranet will be designed to transform employee experience while promoting efficiency, growth and innovation.

- **Secure Knowledge Management**

An intranet provides one central and secure location to store all of LBT's electronic documents, ensuring information is always up-to-date and accessible to employees.

SharePoint Online is a turnkey solution which includes users' needs assessment, business functions analysis, systems design, deployment, testing and training.

In addition to SharePoint Online, LBT is also deploying Microsoft Office 365 and Microsoft Teams.

Microsoft Office 365 includes the Microsoft Office software suite such as Word, Excel, PowerPoint applications that helps users perform their daily jobs.

Microsoft Teams provides a platform for video conferencing, real-time discussions, document sharing and editing—designed to bring team members together in an online space to promote teamwork and collaboration.

Following the award of the contract, SharePoint Online, Microsoft Office 365 and Microsoft Teams will be deployed in 60 to 90 days. The intranet is scheduled to be fully functional by summer 2021.

PROCUREMENT

LBT issued a Request for Proposal (RFP) to several qualified firms. The RFP required the proposer to be responsible for the complete turnkey solution of SharePoint Online, Office365, and Microsoft Teams deployment, including needs assessment, business functions analysis, systems design, deployment, testing and training of LBT staff.



LBT received four proposals which were reviewed for the qualification of the firm, qualification of personnel assigned to the project, prior experience in similar deployment, proposed project plan, deployment strategies, as well as total price.

DynTek Services, Inc., located in Irvine, California, provided the best solution for LBT's established specifications and was found to be responsive and responsible by LBT's Purchasing department, at a proposed cost of \$311,200. Due to this being the first time LBT deploys Microsoft-hosted solutions, staff is also requesting a 10% contingency in the amount of \$31,120, to be available in case of unforeseen issues.

DBE/SBE PARTICIPATION

A Disadvantaged Business Enterprise (DBE) goal of 20% was established for the solicitation. DynTek Services, Inc., was responsive and passed Good Faith Efforts. The firm is committed to use Directions Training Center, Inc., a certified DBE, for training services. The utilization is 20%.

ALTERNATIVES CONSIDERED

Staff considered non-Microsoft solutions such as Google docs, however, as LBT previously standardized its business software using Microsoft, non-Microsoft solutions will present more complications and higher costs to integrate into LBT's current Microsoft environment.

BUDGETARY/FISCAL IMPACT

Funds for this project have been identified in the previously approved Fiscal Year 2017 Capital Budget.

STAFF RECOMMENDATION

Staff is recommending LBT's Board of Directors to authorize the President and CEO to enter into a contract with DynTek Services, Inc., to deploy Long Beach Transit's Intranet via SharePoint Online, Office 365 software and Microsoft Teams communication platform for \$311,200, with a 10% contingency of \$31,120 for a total authorization amount of \$342,320.

A handwritten signature in blue ink that reads "K. McDonald".

Kenneth A. McDonald
President and Chief Executive Officer