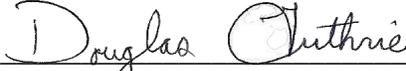


## REPORT OF THE PRESIDENT AND CEO

AUGUST 26, 2021

**RESOLUTION AUTHORIZING THE PRESIDENT AND CEO, OR DESIGNEE, TO EXECUTE  
AMENDMENT NO. 8 TO CONTRACT HA-2015-98 (2016) WITH INTRATEK COMPUTER,  
INC. (“INTRATEK”), TO EXTEND THE CONTRACT TERM FOR ONE ADDITIONAL YEAR  
AND INCREASE THE CONTRACT AMOUNT TO \$14,093,064 FOR INFORMATION  
TECHNOLOGY SUPPORT SERVICES**

  
\_\_\_\_\_  
Douglas Guthrie  
President & Chief Executive Officer

  
\_\_\_\_\_  
Luis Yataco  
Information Technology Director

**Purpose:** To extend the contract with Intratek for one additional year for the 6th year from October 1, 2021 to September 30, 2022, as the current contract is set to expire on September 30, 2021. Since 2016, Intratek has maintained and supported HACLA’s IT systems and users. The contract extension will allow HACLA to continue uninterrupted support of IT functions, applications, maintenance and support services during this critical time involving many major IT initiatives and sufficient time to procure a new contract.

**Issues:** *Continual Technical Support for Daily Operations*

Since Oct. 1, 2016, HACLA has contracted with Intratek Computer, Inc. to support the business operations of HACLA’s Departments with a portfolio of IT services which include the following:

- Cross-Functional Services (Services Management): activities that apply to the provision, delivery, and management of all service areas above including the role of providing technology thought leadership to the IT Department.
- End User Services: activities that apply to the provision, support and management of Helpdesk Services and Desktop Services.
- Infrastructure Services: activities that apply to the provision, support and management of Data Center Services and Network Services.
- Applications and Web Services: activities that apply to the maintenance, support and management of HACLA IT applications and websites.
- Account Management Services: activities that apply to the overall management of all Services Levels provided by the Service Provider.

As the current contract with Intratek is at the last and final contract term, HACLA requests the extension for an additional year to receive uninterrupted and continual day-to-day technical support pending the solicitation of a new five-year agreement. The volume of help tickets opened in the last few months is averaging an all-time high of 1,500 per month, with some months reaching 2,000 help tickets. This is the result of the introduction of additional technology platforms, changes in the use of technologies, and technology changes/upgrades.

The additional term for the contract will also allow the completion of outstanding deliverables which were postponed as a result of shifting resources to support technology initiatives brought about by the pandemic. These include efforts to standardize support delivery practices in line with the Information Technology Infrastructure Library (ITIL) Framework, a roadmap for National Institute of Standards and Technology (NIST) certification among others.

*Technical Support for Projects funded by the CARES ACT*

In addition to the support for daily business operations, Intratek will continue to provide HACLA with uninterrupted IT services and support for projects initiated with funds from the CARES Act. The ongoing pandemic has expedited the transition to telework and self-service technologies which has significantly increased the number of technology implementations and upgrades all of which need the support from Intratek’s End User, Infrastructure Services and Application Services. This includes technical support for initiatives that promote work from home (telework) and the use of remote desktops, the transition to hosted (cloud) technologies for email and document management.

**Procurement:** Intratek was awarded its contract pursuant to Request for Proposals No. 2015-98, at which time Intratek’s proposal was determined the best value among the various proposals received. The contract commenced October 1, 2016, and includes annual services fee increases that were determined price reasonable at the time of award. The proposed extension for a sixth year of services includes a services fee increase of 6.1%. The increase has been determined price reasonable based upon current market conditions for such services. The contract utilizes non-federal funds and is not subject to the U.S. Department of Housing and Urban Development (“HUD”) five-year contract term limit. The table below details expenditures over the last five years including those proposed for Year 6 as follows:

<b>FIXED FEE SERVICES CONTRACT NO: HA-2015-98</b>	
<b>Contract Year</b>	<b>TOTAL</b>
Year 1 - Oct. 1, 2016 – Sept. 30, 2017	\$ 2,165,950
Year 2 - Oct. 1, 2017 – Sept. 30, 2018	\$ 2,225,250
Year 3 - Oct. 1, 2018 – Sept. 30, 2019	\$ 2,269,756
Year 4 - Oct. 1, 2019 – Sept. 30, 2020	\$ 2,315,151
Year 5 - Oct. 1, 2020 – Sept. 30, 2021	\$ 2,361,454
Additional Funding Due to COVID	\$ 250,000
<b>Year 1 - 5 Total Fees</b>	<b>\$ 11,587,561</b>
Year 6 - Oct. 1, 2021 - Sept 30, 2022	\$ 2,505,502
<b>Year 1 - 6 Total Fees</b>	<b>\$ 14,093,064</b>

**Vision Plan: PATHWAYS, Organizational Efficiency, Strategy #5 Optimize technology platforms to enhance customer service and better support program delivery**

Intratek provides technical support to all employees at HACLA and the administration of HACLA's technology infrastructure. Their services are essential to achieve the successful transition to technology platforms which enhance customer service and program delivery.

**FUNDING:** The Chief Administrative Officer confirms the following:

*Source of Funds:* The agreement is funded through management fee revenue paid to the Central Office by various programs.

*Budget and Program Impact:* Funds are available and included in the FY 2021 Operating Budget and will be included in the FY 2022 Operating Budget for the balance of the agreement.

**SECTION 3:** Intratek has worked with the Housing Authority staff during its contract terms to identify and hire Section 3 residents. Four (4) Section 3 Residents from HACLA's public housing sites have been hired to date, with two (2) of the new hires still employed. One of the resident new hires from Imperial Courts has been with the company since 2017, and another one from William Mead since 2018. Intratek's subcontractor, VPLS, hired an additional two (2) Section 3 Residents. These jobs have provided meaningful and long term employment opportunities to the residents.

**ATTACHMENT:** Resolution

RESOLUTION NO. \_\_\_\_\_

**RESOLUTION AUTHORIZING THE PRESIDENT AND CEO, OR DESIGNEE, TO EXECUTE AMENDMENT NO. 8 TO CONTRACT HA-2015-98 (2016) WITH INTRATEK COMPUTER, INC., TO EXTEND THE CONTRACT TERM FOR ONE ADDITIONAL YEAR AND INCREASE THE CONTRACT AMOUNT TO \$14,093,064 FOR INFORMATION TECHNOLOGY SUPPORT SERVICES**

**WHEREAS**, the Housing Authority of the City of Los Angeles (“HACLA”) requires IT sourcing services (“Services”) that otherwise cannot be provided by regular employees of HACLA;

**WHEREAS**, HACLA issued Request for Proposals No. 2015-98 (the “RFP”) to secure the Services, and thereafter determined that the proposal submitted by Intratek Computer, Inc. (“Intratek”) was the best value to HACLA and price reasonable;

**WHEREAS**, HACLA and Intratek executed Contract No. HA-2015-98 (2016) (the “Contract”) to provide the Services commencing October 1, 2016, for up to a five-year term;

**WHEREAS**, the Contract has since been amended on seven previous occasions in response to Services and other needs and is now in a current amount totaling \$11,587,561; and

**WHEREAS**, for the reasons set forth in the Report of the President and CEO of the same date herewith, HACLA desires to enter into Amendment No. 8 to the Contract to extend the term by one additional year and increase the total Contract amount to \$14,093,064.

**NOW, THEREFORE, BE IT RESOLVED** that the Board of Commissioners authorizes the President and CEO, or designee, to execute Amendment No. 8 to the Contract, to extend the Contract term for one additional year and increase the Contract amount to a total of \$14,093,064.

**BE IT FURTHER RESOLVED** that this Resolution shall take effect immediately.

APPROVED AS TO FORM:

HOUSING AUTHORITY OF THE  
CITY OF LOS ANGELES

BY: \_\_\_\_\_

BY: \_\_\_\_\_

James Johnson, General Counsel

Cielo Castro, Chairperson

DATE ADOPTED: \_\_\_\_\_