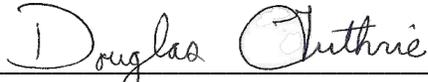


REPORT OF THE PRESIDENT AND CEO

June 23, 2022

RESOLUTION AUTHORIZING THE PRESIDENT AND CEO, OR DESIGNEE, TO EXECUTE A CONTRACT WITH BAHWAN CYBERTEK, INC., FOR AN AMOUNT NOT-TO-EXCEED \$14,640,379, TO PROVIDE INFORMATION TECHNOLOGY SERVICES IN THE AREAS OF MANAGED WORKSPACE, APPLICATION MANAGEMENT, INFRASTRUCTURE MANAGEMENT, AND CROSS-FUNCTIONAL SERVICES, FOR AN INITIAL THREE-YEAR TERM WITH TWO (2) ONE-YEAR OPTIONS TO EXTEND, PURSUANT TO AWARD UNDER RFP HA-2022-30



Douglas Guthrie
President & Chief Executive Officer



Luis Yataco
Information Technology Director

Purpose: To authorize the President and CEO, or designee, to execute a contract with Bahwan Cybertek, Inc. (BCT), for an amount not-to-exceed \$14,640,379 to provide Information Technology (IT) services in the areas of managed workspace, application management, infrastructure management, and cross-functional services, for an initial three-year term with two (2) one-year options pursuant to Request for Proposal (RFP) RFP HA-2022-30

Issues: Limited scope of services

Since Oct. 1, 2016, HACLA has contracted with Intratek Computer, Inc. to provide IT support services in traditional areas such as end-user technical support services, infrastructure services, and application and web services. However, the scope of technical support services under the current IT services contract is limited and no longer broad enough to fulfill HACLA's current and future technology support needs. This is because within the last couple of years, HACLA has expanded its portfolio of applications, expedited the transition of on-premise applications to cloud-based platforms in addition to adopting work from home (telework) remote access technologies and the use mobile devices as standard issued devices. This expansion and transition require technology support services with a broader scope. In addition to the limited scope, the current contract is due to expire later this year.

New IT Sourcing strategy and expanded scope

On December 1, 2021, under the contract authority of the President and CEO, HACLA entered into a contract with Gartner, Inc. (HA-2021-171-NF) for professional services to develop an IT Sourcing Strategy and to assist in the development of an IT Sourcing RFP.

During the process of building a sourcing strategy, HACLA identified the services currently available in the industry for agencies with similar technology support needs and expanded its technology support requirements. The following Service Towers were identified and expanded under the sourcing strategy and the scope of the RFP:

- **Cross-Functional Services (Services Management):** Cross-Functional Services are those services and 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.
- **Service Desk, End User Computing and Field Services:** End User Services are those services and activities that apply to the provision, support and management of Helpdesk Services and Desktop Services. This can also be referred as Managed Workplace Services.
- **Applications:** Application Services are those services and activities that apply to the maintenance, support and management of HACLA on-premise and SaaS applications, application development, and website management.
- **Enterprise Compute and Data Network Infrastructure Services:** Infrastructure Services are those services and activities that apply to the provision, support and management of Data Center Services and Network Services. This can also be referred as Managed Infrastructure Services
- **Managed Security Services:** Security Services are those services and activities that apply to the provision, support, and management where applicable, to the physical and logical security of all HACLA IT infrastructure applications and data, including but not limited to Security Policies, Physical Security, System and Data Identification.

Additionally, a key component of the sourcing strategy is the emphasis on Service Levels over dedicated technical resources. The current contract identifies key performance indicators (Service Levels) in 22 areas and the dedicated technical resources to meet the indicators. However, under the new scope of services, over 50 service level areas have been identified and will be tracked. The additional service level areas focus on faster response times for end user requests, first contact resolution, application availability, infrastructure resiliency, and more comprehensive security monitoring. The service levels required on the various areas of the scope can no longer be met by dedicated resources but instead are more adequately supported by multiple teams of resources which are responsible for meeting service level targets. The latter is more in line with industry practices.

New Technology Services provider

On March 2022, HACLA used the new sourcing strategy and expanded scope to conduct a procurement process for technology support services (See Procurement Section below). As a result of this procurement process, HACLA has selected BCT.

Founded in 1999, BCT is a global digital transformation company with a presence in 20 countries with expanded services in California since 2000. BCT also provides a full portfolio of technology services in nine industries including government, energy financial services, and retail.

BCT's proposal and subsequent meetings with HACLA's panel have made it clear that they have the necessary technical expertise and can adapt to meet HACLA's requirements over the next years. BCT has met HACLA's requirements in all Service Areas outlined above. In each area they have committed to providing the service levels required and to leverage HACLA's tools where applicable.

They have identified resources with the appropriate level of experience required to meet the objectives of the Service Towers. For each tower, BCT will have a team of resources and can leverage resources globally. A centralized management center will be created to oversee on a continual basis the quality of the services provided by the service teams and to address any changes or improvements necessary to stay ahead of service level targets.

Beyond base-level requirements – value added partnership

BCT has taken HACLA's requirements and has drafted and presented a technical services framework which has been right-sized for HACLA's scope. This framework titled "Fit for Future", emphasizes value delivery to HACLA in all scope areas (Service Towers) plus innovation in the area of application development as part of the partnership during HACLA's ongoing digital transformation. The drafting of this framework illustrated to the panel their ability to understand HACLA's needs, to align their analytical capabilities to review the historical support data provided, to identify non-optimal support trends, and to quickly draft solutions for key improvement areas such as application management, asset management, and delayed support.

In addition to providing technical support, and as part of this framework, BCT will also assist HACLA in managing the total cost of ownership of HACLA's technology portfolio including hardware, software, subscriptions, and services. Opportunities to more efficiently target and leverage technology investments to support the strategies of HACLA's Vision Plan will be continually reviewed during the term of the engagement with BCT. This starts with a holistic review of all investments and the development of alternatives in line with HACLA's digital transformation. BCT's proposed services includes a tool which can be leveraged to integrate data from multiple sources to generate this review.

Procurement: On March 23, 2022, RFP No. HA-2022-30 was issued for IT Sourcing (the "RFP"). Extensive outreach and notification of the RFP was conducted as detailed in Attachment 2 (Summary of Procurement and Outreach Activities). A total of six (6) proposals were received by the submission deadline of May 3, 2022. The proposals

were independently reviewed and evaluated by an evaluation panel (“Panel”) with subject matter expertise using the criteria stated in the RFP. The three (3) proposers offering to provide the entire Scope of Work were each given an opportunity to conduct presentations for the Panel. On May 23, 2022, the Panel reconvened to discuss and analyze the presentations. Following initial scoring, the Panel determined that each of these proposers should be given an opportunity to access HACLA’s various facilities to conduct due diligence of HACLA’s operations, business requirements and inventory the assets currently used by HACLA in supporting such services. Thereafter, a Best and Final Offer (“BAFO”) was requested from each of these proposers in an effort to provide them with a final opportunity to propose their best proposals. Each responded adjusting their pricing in certain categories and Section 3 commitments. The Panel then re-evaluated the proposals and determined that the proposal submitted by Bahwan CyberTek, Inc. (“BCT”) represented the best value to HACLA based upon the RFP criteria and should be recommended for contract award. Below is a table summarizing the pre and post BAFO scoring:

COMPANY NAME	PRE-BAFO SCORES	POST-BAFO SCORES
Bahwan CyberTek, Inc.	151	167
Kyndryl	130	153
Intratek Computer, Inc.	116	116

Additional information regarding the procurement is included in the Summary of Procurement and Outreach Activities.

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

BCT will support HACLA’s technology infrastructure and will provide technical support to all employees at HACLA. Their services will be 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: Funding for these services will continue to be from administrative fee revenue paid to the agency’s central office for agency-wide support services.

Budget and Program Impact:
 Over the 5-year term, the total anticipated costs are \$14.6 million. Funds are available and included in the Authority’s 2022 operating budget and will be budgeted as needed in subsequent years.

The contract budget for baseline services and contingency funds for emergencies or additional work are estimated as follows:

Contract Periods	Service Fees	Contingency
Transition	\$246,864	\$49,373
Year 1 – initial term	\$2,696,604	\$539,321
Year 2 – initial term	\$2,509,680	\$501,936
Year 3 – initial term	\$2,349,216	\$469,843
Year 4 - 1st Option	\$2,298,720	\$459,744
Year 5 - 2nd Option	\$2,099,232	\$419,846
Total Fees with Options:	\$12,200,316	\$2,440,063
Total 5-year Fees and Contingency		14,640,379

Environmental Review: This action is exempt.

Section 3: The BCT contract funding does not trigger HUD Section 3 requirements under 24 CFR Part 75. Notwithstanding, HACLA imposed Section 3 pursuant to its Section 3 Policy and Compliance Plan. BCT committed to hire 2 (two) End User Computing Engineers (desktop support/service requests). Additionally, BCT will work with HACLA to facilitate internship programs for youth teaching them troubleshooting for Help Desk jobs and basic hardware training. BCT also has programs for children at schools where they provide basic mathematics, science trainings and other development trainings to increase confidence and develop skills to meet today’s technological advances. BCT and HACLA’s Section 3 Unit will partner to facilitate sessions for youth and kids at our public housing sites.

Attachments:

1. Resolution
2. Summary of Procurement and Outreach Activities

RESOLUTION NO. _____

RESOLUTION AUTHORIZING THE PRESIDENT AND CEO, OR DESIGNEE, TO EXECUTE A CONTRACT WITH BAHWAN CYBERTEK, FOR AN AMOUNT NOT-TO-EXCEED \$14,640,379, TO PROVIDE IT SERVICES IN THE AREAS OF MANAGED WORKSPACE, APPLICATION MANAGEMENT, INFRASTRUCTURE MANAGEMENT, AND IT CROSS-FUNCTIONAL SERVICES, FOR AN INITIAL THREE-YEAR TERM WITH TWO (2) ONE-YEAR OPTIONS TO EXTEND, PURSUANT TO AWARD UNDER RFP HA-2022-30

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, on March 23, 2022, HACLA issued Request for Proposals No. HA-2022-30 ("RFP") to secure the Services;

WHEREAS, on May 3, 2022, a total of (6) six proposals were received and independently evaluated using the RFP evaluation criteria by an evaluation panel with subject matter expertise; and

WHEREAS, for the reasons set forth in the Report of the President and CEO of the same date herewith, Bahwan CyberTek, Inc. was determined the best value to HACLA, and is being recommended for contract award for an initial three-year term with two (2) one year options to extend, for a total contracting amount of \$14,640,379, pursuant to award under the RFP.

NOW, THEREFORE, BE IT RESOLVED that the Board of Commissioners hereby authorizes the President and CEO, or designee, to execute an initial three-year contract with two (2) one-year options to extend with Bahwan CyberTek, Inc. in the amount of \$14,640,379, pursuant to award under the RFP.

BE IT FURTHER RESOLVED that this Resolution shall take effect immediately

APPROVED AS TO FORM:

HOUSING AUTHORITY OF THE
CITY OF LOS ANGELES

By: _____
James Johnson, General Counsel

By: _____
Cielo Castro, Chairperson

DATE ADOPTED: _____

Attachment No. 2

SUMMARY OF PROCUREMENT AND OUTREACH ACTIVITIES RFP No. HA-2022-30

Information Technology (“IT”) Sourcing

A. Funding Source

Federal Non-Federal Mixed Funding

B. Advertisement: Minority/Women and Additional Outreach

General Services advertised RFP No. HA-2022-30 on the Regional Alliance Marketplace for Procurement (“RAMP”), formerly LABAVN, a free service provided by the City of Los Angeles and the Los Angeles Business Council at: www.rampla.org, starting on March 23, 2022, until the submission deadline of May 3, 2022, for a total of forty-one (41) days. The RFP was viewed by one hundred forty-eight (148) vendors. In addition, an RFP notice was emailed to the vendors on HACLA’s ORACLE E-Business list. Beginning on March 29, 2022, the RFP was advertised on the Techwire.net website as recommended by HACLA’s IT consultant. The Techwire website provides exclusive, inside access to California’s IT market, including initiatives, RFPs, major contracts, legislation, policy, and programs for the private and public sectors. In support of the HACLA’s policy to contract with Minority-Owned Business Enterprises (“MBEs”), Women-Owned Business Enterprises (“WBEs”) and Labor Surplus Area (“LSA”) businesses, to the extent possible, on March 23, 2022, notice of this RFP was also provided to a List of Recognized Minority and Women-owned Business Organizations and to the local office of the U.S. Small Business Administration (“SBA”)(see list below).

C. Pre-Record Conference

Due to the closure of our offices to the public stemming from the COVID-19 outbreak, a pre-recorded conference was uploaded to RAMP on May 30, 2022 with a direct link to HACLA’s YouTube channel.

D. Addenda

Two addenda were issued on April 6, 2022 and April 13, 2022 respectively, in response to questions received by the submission deadline of April 5, 2022. The addendums answered questions received by the submission deadline and sought to help ensure the RFP requirements were clearly and completely understood.

E. Receipt of Proposals

The following six (6) proposals were received by the submittal deadline of May 3, 2022:

PROPOSERS	
1.	*Bahwan CyberTek, Inc.
2.	*Intratek Computer, Inc.
3.	*Kyndryl (formerly an IBM company)
4.	Applications Software Technology, LLC
5.	LKBM Technologies
6.	Zensar Technologies, Inc.

*Service Provider offering to provide the complete Scope of Work.

F. Panel Review

The Evaluation Panel (“Panel”) was comprised of four (4) subject matter experts. The Panel met on several occasions starting with initial evaluations on May 4th, 9th, and 11th. On May 17th and 18th, the three proposers offering to provide the complete Scope of Work (identified above) were each given an opportunity to conduct presentations. On May 23rd, the Panel reconvened to discuss and analyze the presentations, resulting in the following Pre-Best and Final Offer (“BAFO”) consensus scoring with the top three (3) ranked proposers shown in bold:

COMPANY NAME	PRE-BAFO SCORES
*Bahwan CyberTek, Inc.	151
*Kyndryl	130
*Intratek Computer, Inc.	116
Applications Software Technology, LLC	43.25
LKBM Technologies	Non-Responsive
Zensar Technologies, Inc.	Non-Responsive

*Service Provider offering to provide complete Scope of Work.

The Panel recommended that the top three (3) ranked proposers each be provided an opportunity to submit a BAFO.

G. Due Diligence Activities

The three topped-ranked proposers were given an opportunity to access HACLA’s various facilities, information and personnel on June 1st, 2nd and 3rd (detailed schedule below). This allowed the proposers to conduct and perform thorough due diligence of HACLA’s operations, business requirements and inventory the assets currently used by HACLA in supporting such services.

TIME	LOCATION	ADDRESS
9:00 - 11:00 a.m.	HACLA Headquarters	2600 Wilshire Blvd., Los Angeles, CA 90057
1:00 p.m.	Development Site – Nickerson Gardens	1590 114 th St., Los Angeles, CA 90059
2:30 p.m.	Administrative Building - Torrance	19600 Hamilton Ave, Torrance, California 90502
3:00 - 3:30 p.m.	Final Q&A - Torrance	Same as above

H. Best and Final Offers

On May 27, 2022, HACLA requested a BAFO from each of the top three (3) ranked proposers (shown in bold lettering in chart above), in an effort to provide them with a final opportunity to propose their best proposals. On June 10, 2022, all three (3) proposers responded to the BAFO requests with each adjusting their pricing in certain categories based on the their site visits due diligence activities and revising their Section 3 commitments. The panel then re-evaluated the proposals and adjusted their scores as follows:

COMPANY NAME	PRE-BAFO SCORES	POST-BAFO SCORES
Bahwan CyberTek, Inc.	151	167
Kyndryl	130	153
Intratek Computer, Inc.	116	116

Note: 200 total points were possible

The Contract Administration Manager has confirmed the scores. The proposal presentations by the shortlisted proposers and due diligence activities were determined necessary in accordance with the RFP criteria.

H. Recommendation for Award

Having determined that Bahwan CyberTek, Inc.’s proposal represents the best value to HACLA, the Panel recommends it for contract award.

I. Workforce Profile

Bahwan CyberTek, Inc. submitted a Workforce Profile that reveals the following workforce compositions:

COMPANY	EMPLOYEES
Balwan CyberTek, Inc.	Total: 116 74 minorities = 64% 19 women = 16%

MBE/WBE ORGANIZATIONS MAILING LIST

1	Asian American Architects and Engineers Association
2	Asian Business Association of Los Angeles
3	Asian Business League of Southern California
4	Asian Pacific Islander Small Business Program
5	Korean American Chamber of Commerce
6	Pacific Asian Consortium in Employment (PACE) Business Center
7	Black Business Association
8	Greater L.A. African American Chamber of Commerce (GLAAACC)
9	Regional Black Chamber of Commerce of San Fernando Valley
10	US Black Chamber of Commerce
11	Southern California Black Chamber of Commerce
12	National Black Contractors Association
13	Young Black Contractors Association
14	California Hispanic Chamber of Commerce
15	LA Metropolitan Hispanic Chamber of Commerce
16	Latin Business Association (LBA)
17	Los Angeles Latino Chamber of Commerce
18	National Latina Business Women Association (NLBWA-LA)
19	Regional Hispanic Chamber of Commerce
20	American Indian Chamber of Commerce
21	Build Plus Community Marketplace
22	Greater San Fernando Valley Chamber of Commerce
23	Los Angeles Area Chamber of Commerce
24	Los Angeles Minority Business Enterprise Center USC (MBDA)
25	National Association of Minority Contractors
26	National Association of Women Business Owners Los Angeles
27	Pacific Coast Regional Small Business Development Corp (SBDC)
28	Small Business Majority
29	Southern California Minority Supplier Development Council
30	The New Ninth Business Resource Center
31	US Small Business Administration
32	US Veteran Business Alliance
33	Valley Economic Development Center/Women's Business Center
34	Vermont Slason Economic Development Corporation
35	Vernon Networking Committee
36	City of LA Bonding Program: Merriwether & Williams Insurance Services, Inc.