



Agenda Item No. (6)

To: Building and Operating Committee/Committee of the Whole Meeting of April 27, 2023

From: Fang Lu, Chief Technology Director
Kellee J. Hopper, Deputy General Manager, Administration and Development
Denis J. Mulligan, General Manager

Subject: **APPROVE ACTIONS RELATIVE TO AWARD OF CONTRACTS NO. 2023-D-129, MAXIMO MANAGED SERVICES AND ON-CALL PROFESSIONAL SERVICES**

Recommendation

The Building and Operating Committee recommends that the Board of Directors approve actions relative to award of Contracts No. 2023-D-129, *Maximo Managed Services and On-Call Professional Services*, as follows:

1. Authorize award of Managed Services for the Golden Gate Bridge, Highway and Transportation District's (District) Maximo Asset Management software application, relative to Contract No. 2023-D-129-01, with A3J Group LLC of Tampa, FL, for a three-year base term, with up to two additional one-year option terms, for a total not-to-exceed amount of \$840,000; and,
2. Authorize award of On-Call Maximo Professional Services for the District's Maximo Asset Management software application, relative to Contracts No. 2023-D-129, to A3J Group LLC of Tampa, FL; Interloc Solutions Inc. of Folsom CA; Maven Asset Management of Lutz, FL; and ZPro Solutions Inc. of Sacramento, CA, for a three-year base term, with up to two additional one-year option terms, for a total aggregate not-to-exceed amount of \$750,000 for the five-year term.
 1. A3J Group LLC, Tampa, FL (Contract No. 2023-D-129-02)
 2. Interloc Solutions Inc., Folsom CA (Contract No. 2023-D-129-03)
 3. Maven Asset Management, Lutz, FL (Contract No. 2023-D-129-04)
 4. ZPro Solutions Inc., Sacramento, CA (Contract No. 2023-D-129-05)

This matter will be presented to the Board of Directors at its April 28, 2023, meeting for appropriate action.

Summary

The Golden Gate Bridge, Highway and Transportation District (District) uses Maximo as the Enterprise Asset Management system for maintenance and asset management. Currently, the

system is largely used by Bus and Ferry Divisions for asset maintenance, the National Transit Database and State of Good Repair reporting, and it serves as the District's Procurement system. Using the on-call capabilities associated with this item, the District will be transitioning its Bridge Division assets into Maximo.

In March of 2020, the District completed the Maximo strategic plan which identified key elements to a sustainable Maximo solution for the future. Key elements of the strategic plan included sustained system stability via technical updates and patching, improved efficiencies with system interfaces, reliable reporting and Key Performance Indicators, and training and empowerment of District staff.

In early 2021, the District upgraded Maximo to the latest supported version and moved Maximo from a hosted solution to the District's on-premise data center. At that time, the District contracted with a managed service provider through April 2023 for important elements of support and maintenance duties for the Maximo application and environment. These services have enabled the District to meet the goals specified in the Maximo strategic plan.

The managed service provider's contract ends at the end of April 2023, and there is still a need for continued support. The primary function of the managed service provider is to support the on-premise infrastructure. Additionally, the provider will assist the District with implementation of the Maximo strategic plan, analyst and advisory support, system monitoring, interface support for Maximo interfaces between Finance Enterprise, DataSplice, Rules Manager, and EJ Ward. The provider will also provide a small number of enhancement request hours to continually improve the user experience and District investment in Maximo.

The District also intends to establish a bench of vendors to provide On-Call Professional Services for Maximo on an as-needed basis. This arrangement will enable the District to have access to a bench of prequalified Maximo firms to provide project management, advisory support, business analyst services, and supplemental training and documentation services. The District will issue individual task orders for specified work to the appropriate firm as needed, thereby streamlining the engagement process and expediting completion of work required by the operating divisions. There is no guaranteed compensation to any one vendor. Task orders will either be issued directly to the appropriate firm with a specific expertise or may be issued following an assessment of proposals provided by all four firms for a specific piece of work.

On January 9, 2023, the District issued Request for Proposals (RFP) No. 2023-D-0129, *Maximo Managed Services and On-Call Professional Services*. As indicated by its title, the purpose of the RFP was to select a primary vendor to provide continued service by a dedicated service provider, as well as to establish a bench of on-call providers. The RFP was posted on the District's Procurement Portal, and notification was sent to all registered firms that selected the relevant North American Industry Classification System codes. Proposals were received from the following firms by the submission deadline date of February 15, 2023:

1. A3J Group, LLC – Tampa, FL
2. Aquitas Solutions, LLC – Roswell, GA
3. Interloc Solutions, Inc. – Folsom, CA
4. Intelligent Technology Solutions, LLC – Marietta, GA

5. ICHS, Inc, DBA Maven Asset Management – Lutz, FL
6. Sharptree, LLC – Seattle, WA
7. Trinus Corporation – Pasadena, CA
8. ZPro Solutions Inc. – Sacramento, CA

A Selection Committee comprised of District staff reviewed and evaluated each proposal based upon the following criteria that was specified in the RFP:

- Proposer’s Qualifications and Experience – 0-25 Points
- Qualifications and Experience of Personnel Assigned to Project – 0-20 Points
- Approach to Scope of Services – 0-35 Points
- Cost Proposal – 0-20 Points

Five firms were invited to participate in interviews to determine final scoring for the primary Maximo Managed Service Provider and three additional Maximo Professional Services providers.

After considering the written proposals and conducting interviews, the Selection Committee determined that the highest ranked firm, A3J Group, LLC best meets all the requirements for the primary Managed Services requested by the District.

The following four firms were the highest ranked firms to meet the requirements for the Maximo Professional Services on-call bench based on the scoring criteria:

1. A3J Group, LLC
2. Interloc Solutions, Inc.
3. ICHS, Inc, DBA Maven Asset Management
4. ZPro Solutions, Inc.

No Disadvantaged Business Enterprise (DBE) or Small Business Enterprise (SBE) goal was established for this contract; however, Proposers were encouraged to obtain DBE participation. The District’s DBE Program Administrator reviewed the highest ranked firms and determined ZPro Solutions, Inc. is a certified DBE and may utilize a SBE subcontractor during the performance of this contract.

Fiscal Impact

The requisite funds for the Maximo Managed Service initial contract year of maintenance and support are included in the FY22/23 and FY23/24 District Division Operating Budget. Maintenance and support for years 2 through 5 and future years will be allocated in future years' Operating Budgets. The Maximo Professional On-Call Services contract is for a three-year term not to exceed a collective amount of \$450,000 with two one-year options not to exceed \$150,000 per year, exercisable at the District’s discretion, for a total amount of \$750,000 for all on-call contracts. The professional on-call services will be provided on an as-needed basis. Funding for this contract will be allocated from the approved Information Systems Operational and Capital fiscal year budgets.

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