

RESOLUTION 2019-106

RESOLUTION SELECTING AND AUTHORIZING AN AGREEMENT WITH ROBERT HALF INTERNATIONAL, INC. FOR TIER ONE HELP DESK SERVICES AND AS NEEDED TIER TWO DESKTOP SUPPORT SERVICES FOR A PERIOD OF THREE YEARS WITH TWO OPTIONAL RENEWAL YEARS IN AN AMOUNT NOT TO EXCEED \$600,000

WHEREAS, the San Diego Unified Port District (District) is a public corporation created by the Legislature in 1962 pursuant to Harbors and Navigation Code Appendix I (Act); and

WHEREAS, Board of Port Commissioners BPC Policy No. 110 establishes a policy governing the processing and administration of public projects, consulting and service agreements, the processing of supplies, materials, and equipment, and grants; and

WHEREAS, to provide optimal technology support services to District staff, staff has determined that a dedicated phone support tier one organizational design is required; and

WHEREAS, tier one support is basic help desk service which requires very little technical expertise or in-person assistance; and

WHEREAS, outsourcing tier one technical phone support will free Information Technology (IT) support staff to visit their customers in person to address issues requiring more experience and knowledge, thus, providing a better customer service experience, increased capacity to work on projects, more consistent cross training among District IT support personnel, along with the opportunity to learn new skills; and

WHEREAS, outsourcing tier one services also provides all District staff the added benefit of dedicated phone support services 24 hours a day, seven days a week – especially important for those groups who work weekends and after normal business hours; and

WHEREAS, previously, this level of support was only available to Harbor Police personnel, and only via a District-issued rotation phone shared among duty assignments by IT staff; and

WHEREAS, the search for qualified firms began with the issuance of an RFP on May 29, 2019; and

WHEREAS, seven firms were deemed responsive while three were selected for interviews based upon qualitative analysis of their proposals; and

WHEREAS, the three firms were given the opportunity to provide a short presentation which was followed by a formal decision analysis led by the District's Procurement Department; and

WHEREAS, Robert Half International, Inc. ranked the highest of the three firms and offers the best overall value to the District; and

WHEREAS, District staff recommends the Board authorize an agreement with Robert Half International, Inc. based on their experience, approach to the work, capability to perform, cost, and relevant experience.

NOW THEREFORE, BE IT RESOLVED that the Board of Port Commissioners of the San Diego Unified Port District, hereby authorizes and directs the Executive Director or her designee to enter into an agreement with Robert Half International, Inc. for tier one help desk services and as needed tier two desktop support services for a period of three years with two optional renewal years in an amount not to exceed \$600,000.

APPROVED AS TO FORM AND LEGALITY:
GENERAL COUNSEL


By: ~~Assistant~~/Deputy

PASSED AND ADOPTED by the Board of Port Commissioners of the San Diego Unified Port District, this 16th day of September 2019, by the following vote:

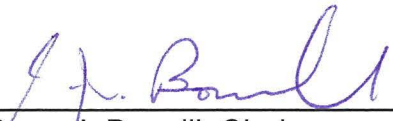
AYES: Bonelli, Castellanos, Malcolm, Merrifield, Moore, Valderrama, and Zucchet

NAYS: None.

EXCUSED: None.


ABSENT: None.

ABSTAIN: None.



Garry J. Bonelli, Chairman
Board of Port Commissioners

ATTEST:



Donna Morales
District Clerk

(Seal)