

R-25-35  
Meeting 25-05  
April 24, 2025

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**CONSENT ITEM #4**

To: Board of Directors  
Open Space Authority

From: Andrea Mackenzie  
General Manager

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**SUBJECT**

Approve Award of Contract to Kiefer Consulting Inc. for RFP 2025-01 SharePoint Design and Implementation Project

**RECOMMENDATION**

Staff recommends that the Board adopt the resolution to award the contract for SharePoint Design and Implementation services to Kiefer Consulting Inc.

**REVENUE/COST**

Total cost for services under this contract is \$108,190, which includes a fixed cost of \$45,060 for the discovery and analysis phase and a not-to-exceed cost of \$63,130 for the implementation phase. Kiefer also offers post-implementation support at a rate of \$165-\$185 an hour.

Budget in the amount of \$65,000 to initially fund the discovery and analysis phase of this project was approved in the Fiscal Year (FY) 2024/2025 budget on June 13, 2024. The remaining \$130,000 to cover the implementation phase will be proposed for FY 2025/2026 and subject to the Board's approval at a future public budget hearing.

**BACKGROUND**

Prior to the pandemic, the Santa Clara Valley Open Space Authority's (Authority) primary file storage and sharing system was a combination of emails and an on-premises file server. At the onset of the pandemic, to allow staff to continue working while safely sheltering in place, the Authority's IT team rolled out Microsoft Teams, encouraged higher utility of OneDrive, and connected staff to the file server via a secured VPN connection. One pain point of working in files on a file server was that staff were unable to simultaneously collaborate or share a file easily. In response to these restrictions, staff created Teams channels and groups to streamline collaboration workflows, which resulted in the creation of SharePoint sites that were not configured with easy-to-maintain site permissions, organized file structure or retention rules. As the Authority transitioned to a more collaborative and mobile workforce post-pandemic, the need for an accessible file sharing and storage platform in the cloud managed with established standards and best practices have become ever more prevalent.

As a result, the Authority determined that it requires an experienced SharePoint consultant to examine the current SharePoint environment to advise the Authority on implementing the best business practices for workflow guidelines and developing an optimal SharePoint site architecture. In addition, the consultant will assist with the migration of the on-premises work files to the newly designed SharePoint sites and provide training materials to staff.

## **DISCUSSION**

Staff prepared and posted a Request for Proposal (RFP) for SharePoint design, implementation, migration and training services. The RFP was posted on the Authority's website, CSDA website and Authority's office on January 17, 2025. A public notice was also posted in the San Jose Post Record on January 17 and January 24, 2025. A total of 25 vendors applied and submitted their proposal by February 21, 2025.

The responding consultants, along with the proposed cost for the required services, are summarized below:

<b>Vendor</b>	<b>Total Cost</b>
ZDAAS	\$41,950
eMazzanti Technologies	\$61,830
KGC Solutions	\$61,900
Compunnel	\$72,300
Ark Info	\$82,690
Consultadd	\$83,000
Intellectyx	\$85,700
Code Creators	\$95,000
vTech Solution Inc.	\$96,900
Apsidien	\$98,000
Reality Tech	\$99,900
Vertex	\$105,000
RSystems	\$105,035
Kiefer	\$108,190
SyTech	\$109,200
Gravoc	\$115,000
AQL Technologies	\$121,210
AgreeYa	\$127,333
EMPPoint	\$128,860
Elantis	\$129,994
Zee Solutions	\$136,000
i5 Technology Group	\$138,915
Miracle Software Systems	\$143,880
Stellar	\$235,590
Gravity Infosolutions	\$260,000

The key components of the project scope include:

1. Discovery and Analysis – Conducting a thorough assessment of the Authority's current environment, identifying business requirements, security configurations and governance needs.
2. SharePoint Online Configuration – Designing and implementing a modern intranet structure, including site architecture, information taxonomy, metadata strategies and governance policies.
3. File and Data Migration – Utilizing industry-leading tools to migrate documents and workflows efficiently, ensuring data integrity and seamless user transition.

4. User Training and Knowledge Transfer – Delivering comprehensive training to Authority staff to ensure long-term self-sufficiency in managing and optimizing SharePoint Online.
5. Project Management – Providing structured project oversight, stakeholder communication and development of policies and frameworks to ensure a smooth and successful implementation.

Staff evaluated the consultant's understanding of the scope of work, implementation methodology, best overall financial cost to the Authority, relevant experience and past performance on relevant contracts of similar size and scope.

Following the initial review and evaluation of the proposals, four (4) firms were invited for interviews in mid-March 2025. A panel of Authority staff interviewed ZDAAS, Ark Info, Code Creators and Kiefer Consulting Inc.

Throughout the evaluation process, Kiefer Consulting Inc. continually demonstrated a high level of integrity, professionalism and expertise. Their proposal was thorough and easy to understand amidst the technical terminology. Staff are confident that Kiefer will work effectively with non-technical stakeholders during the discovery phase and create training content that is easy to follow and digest.

During their interview Kiefer showcased a well-organized team, came prepared with a comprehensive live demo of past SharePoint projects and explained how they have refined a well-proven delivery methodology over the years. Their approach is flexible and can easily adapt to the agency's project goals. The Kiefer team's previous work with other local governments and special districts demonstrates a better alignment of the project scope and Authority needs compared to the other consulting firms working with federal agencies.

The proposal and demo reinforced Kiefer's goal to deliver sustainable technology solutions by designing and implementing SharePoint with out-of-the-box components supported by Microsoft for the Authority so that little to no ongoing support is required from the Kiefer team post-implementation.

A reference call with a current client was conducted in early April 2025. Kiefer's stellar recommendation from the client reflects its committed focus on client satisfaction and delivery of quality results.

After thoroughly analyzing and discussing each proposal, Staff recommends that Kiefer Consulting Inc. be chosen as the most responsible and qualified bidder.

Prepared by:  
Vincent Tran, IT Technician

*Attachment(s): Resolution 25-22 – A Resolution of the Governing Board of the Santa Clara Valley Open Space Authority Authorizing the General Manager or Assistant General Manager to Enter Into Contract with Kiefer Consulting, Inc. for the SharePoint Design and Implementation Project*

*Exhibit D – Proposal for Kiefer SCVOSA SharePoint Online Migration Proposal*