



THE METROPOLITAN WATER DISTRICT  
OF SOUTHERN CALIFORNIA

# Board Action

- **Board of Directors**  
***Engineering, Operations, and Technology Committee***

9/9/2025 Board Meeting

7-2

## Subject

Authorize an agreement with West Monroe Partners in an amount not to exceed \$722,500 for Metropolitan's IntraMet Redesign project; the General Manager has determined that the proposed action is exempt or otherwise not subject to CEQA

## Executive Summary

The IntraMet is a restricted and internal network that enables Metropolitan employees to store, share, and organize information. The site dates back to 1997 and requires a modernized replacement to enhance Metropolitan's internal communications and ability to engage and support employees. This action awards an agreement for professional services to design, develop, and deploy a new internal website, the "IntraMet".

The purpose of this contract is to replace Metropolitan's IntraMet with newer technologies to function as a central hub that serves a broad range of purposes, which the current site is not able to. This includes cloud-based file sharing, document management, content management, inclusion of social technology, employee profiles, live messaging, forums, status updates, and group sites coupled with published data catalogs to allow secure data sharing, accessible from multiple devices such as laptops, tablets, and mobile phones.

### Staff Recommendation: Option #1

#### Option #1

Authorize an agreement with West Monroe Partners in an amount not to exceed \$722,500 for Metropolitan's IntraMet Redesign project.

**Fiscal Impact:** Expenditures of \$1,182,300 in capital funds for FY2024-2026

**Business Analysis:** This option will provide MWD staff with an optimal intranet tool to administer internal services and help collaborate on efforts shared between teams.

#### Option #2

Do not proceed with the project at this time.

**Fiscal Impact:** No capital expenditures

**Business Analysis:** This option will forgo an opportunity to increase collaboration and data sharing between internal staff while increasing security risks on an unsupported web platform.

## Alternatives Considered

None

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**Applicable Policy**

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Metropolitan Water District Administrative Code Section 5108: Appropriations

Metropolitan Water District Administrative Code Section 8121: General Authority of the General Manager to Enter Contracts

Metropolitan Water District Administrative Code Section 11104: Delegation of Responsibilities

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**Related Board Action(s)/Future Action(s)**

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None

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**California Environmental Quality Act (CEQA)**

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**CEQA determination for Option #1:**

The proposed action is exempt from CEQA because there is no potential for the activity in question to have a significant effect on the environment. (State CEQA Guidelines Section 15061(b)(3)).

**CEQA determination for Option #2:**

None required

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**Details and Background**

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**Background**

Metropolitan's current IntraMet is over 25 years old and poses several challenges that impact employee productivity and security. Its outdated design and non-intuitive organizational structure make it difficult for staff to locate essential information, services, and resources. The search functionality is dated, and the platform does not support modern needs such as decentralized content management or secure, targeted data sharing among teams spread across multiple facilities and campuses. These limitations are particularly significant in the age of hybrid and remote work.

Additionally, the current IntraMet introduces operational inefficiencies such as the need for constant browser switching, which hinders interdepartmental workflows. More critically, the platform cannot be updated with the latest patches or security enhancements, increasing Metropolitan's exposure to cybersecurity threats and malicious actors.

Recognizing these issues, Metropolitan launched a project in 2021 to assess the design and usage of the existing IntraMet. Following a successful Request for Information and extensive internal feedback, it was determined that a full redesign and rebuild were necessary.

Metropolitan's most effective means of empowering employees to communicate and collaborate is through its internal website, the IntraMet. In its current form, the IntraMet offers important services such as company news, job opportunity listings, procurement portals, and access to applications like timesheets and benefits. However, modernizing the platform will not only preserve these services but also provide a scalable, secure, and user-friendly system that enables each business unit to control and manage content. The upgraded IntraMet will improve collaboration, enhance productivity, and support Metropolitan's mission to serve employees effectively in a digital-first environment.

**Professional and Technical Services (West Monroe Partners) – New Agreement**

RFP-MN-1386 was issued on November 26, 2024. Metropolitan received a total of eleven responsive proposals from the competitive procurement process. The small and/or disabled veteran business enterprise goal designated for this solicitation was 25 percent. Proposals were reviewed to determine compliance with the instructions as set forth in the solicitation and evaluated by a committee based on the following criteria: firm qualifications, record of past performance, key personnel and staffing, technical approach and methodology, cost proposal, and business outreach program. West Monroe Partners, a regional business enterprise with offices in Los Angeles, CA, scored

highest among all respondents and is recommended to be awarded a contract in the total amount not to exceed \$722,500.

West Monroe Partners has 20 years of experience in delivering these services. This vendor has worked with other public agencies, utilities, and organizations, including Con Edison and Dominion Energy. Their services specialize in intranet design, being awarded the 2018 & 2020 Nielsen Norman Group's 10 Best Intranets, and in 2024, winning the Best Overall Intranet award. Based upon their proposal, references, and experience, the RFP review team selected this vendor to be awarded the work. Approval of this contract will create a mechanism for Metropolitan to redesign and optimize the IntraMet in order to integrate advanced functionalities for internal communications and serve as a secure central hub to engage and support employees across multiple browsers and devices.

### **Summary**

The total project budget is \$1,182,300 and includes funds for awarding a new agreement with West Monroe Partners, for \$722,500 for professional and technical services, \$351,425 for internal labor costs by Metropolitan staff, and \$108,375 in contingency funds.

This project has been evaluated and recommended by Metropolitan's Capital Investment Plan Team, and funds are available within the fiscal year 2024/25 and 2025/26 capital expenditure plan. See **Attachment 1** for the Financial Statement.


### **Project Milestones**

Project Site Design Approval – February 2026

Site & Content Migration – July 2026

Site Implementation – July 2027

Project Completion – August 2027

  
Charles Eckstrom  
Information Technology, Group Manager  
8/27/2025  
Date

  
Deven Upadhyay  
General Manager  
8/27/2025  
Date

### **Attachment 1 – Financial Statement**

Ref# it12704464

**Allocated Funds for MWD Intramet Redesign**

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	<b>Current Board Action (Sept. 2025)</b>
Labor	
Studies & Investigations	\$ -
Final Design	-
Owner Costs (Program mgmt.)	351,425
Submittals Review & Record Drwgs	-
Construction Inspection & Support	-
Metropolitan Force Construction	-
Materials & Supplies	-
Incidental Expenses	-
Professional/Technical Services	722,500
Equipment Use	-
Contracts	-
Remaining Budget	108,375
<b>Total</b>	<b>\$ 1,182,300</b>