



# Questions & Answers

## *Request for Proposals for Computer Network and Maintenance Services*

Date: January 21, 2025  
To: Interested Firms and Individuals  
From: Joe Castiglione - Deputy Director for Technology, Data, and Analysis  
Subject: Request for Proposals to Provide Computer Network and Maintenance Services (RFP 24/25-03)

The Transportation Authority received the following questions in italics submitted by 5:00 p.m. on January 9, 2025.

1. *Does the Transportation Authority have a method or platform where subconsultants can seek a Prime contractor for RFP 24/25-03 Computer Network and Maintenance Services?*

The Transportation Authority does not have a method or platform for subconsultants to seek a Prime contractor for RFP 24/25-03 Computer Network and Maintenance Services. The identity of the winning Prime contractor will not occur until proposals have been submitted and evaluated.

2. *Please share the incumbent vendors and their pricing.*

The incumbent vendor is SPTJ Consulting, Inc. Pricing information is not public and considered confidential and proprietary information.

3. *What is the budget for this bid? Or the estimated annual spending in the past under this contract for similar services?*

The budget for RFP 24/25-03 Computer Network and Maintenance Services is \$600,000 for a two-year period. The annual expenditure for similar services is approximately equal to the annualized budget for RFP 24/25-03 Computer Network and Maintenance Services.

4. *Is there any challenge fulfilling the needs with the existing contracts for related services or any specific improvements you are looking for?*

There are no challenges fulfilling the needs of the Transportation Authority with the existing contractor for related services or any specific improvements.

5. *Is there any preference for the local vendor?*

There is no preference for a local vendor. Certified Disadvantaged Business Enterprises, Small Business Enterprises, and Local Business Enterprises representing a minimum 15% of the budget will receive 10 points in the evaluation of this RFP.

6. *Please share the type of background check and drug test required.*

We do not perform drug testing for contractors; however, we do perform reference checks.

7. *Will there be a kick-off meeting once the contract is awarded?*  
Yes, there will be a kick-off meeting for computer network and maintenance services.
8. *How many resources/candidates are currently active at this time under the incumbent contract? Please provide the breakdown of numbers under each incumbent vendor.*  
There are two active consultants/engineers under the incumbent contract.
9. *What is the spending to date against each of the incumbent vendors?*  
Fiscal Year 2024 spending approximated the annualized budget of this RFP.
10. *Will active candidates under the incumbent vendors be transitioned to the new vendors if the same incumbent vendor(s) are not awarded the contract this time?*  
There are no plans to transition current personnel to a new vendor.
11. *What is the ticketing tool used for desktop/support systems?*  
The Transportation Authority does not use a ticketing tool.
12. *How many exact laptop users are at the moment?*  
There are currently 45 laptop users.
13. *Which backup and restoration software do you use?*  
The Transportation Authority primarily uses Arconis and UltraBac backup solutions.
14. *Which backup software are you using?*  
See response to question #13.
15. *Is OpenVPN documentation available for knowledge transition?*  
The RFP mistakenly referred to the use of both OpenVPN and Cisco AnyConnect VPN. OpenVPN is no longer used by the Transportation Authority. Only Cisco AnyConnect VPN support is required.
16. *Who are the internet service providers for on-premise data centers?*  
Sonic and AT&T are the internet service providers.
17. *How many network switches and routers are in the data center?*  
There are 23 network switches and routers.
18. *What is the average number of tickets handled a month?*  
Although the Transportation Authority does not employ a ticketing system, the number of incidents handled by our consultant varies between 15 and 40 per month.

19. *Are there any legacy devices/applications not under a service or support agreement? If any, please list.*

There are no legacy devices/applications not under a service or support agreement.

20. *For onboarding, will the new incoming provider be supplying RMM and ticketing system or will we be utilizing what is currently in place?*

The Transportation Authority does not utilize a ticketing system nor requires a ticketing system to be in place.

21. *Is there an incumbent contractor supporting this effort? If yes, what is the name of the company?*

There is a contractor supporting computer network and maintenance services. The current contractor is SPTJ Consulting, Inc.

22. *On-Site Expectations: How flexible is the requirement for on-site presence beyond the current one-day-per-week schedule, especially for emergencies or critical projects?*

Aside from the one-day per week of on-site presence, there is no additional requirement for on-site presence as long as projects can be worked on remotely.

23. *Backup and Disaster Recovery: Are there specific recovery time objectives (RTO) or recovery point objectives (RPO) defined for critical systems in the disaster recovery plan?*

There are no specific recovery time objectives except to minimize lost productivity.

24. *Future Technology Upgrades: Are there plans to phase out older systems, such as Windows Server 2008/2012 and Dynamics AX 2012, within the contract period? Will planned upgrades be scoped as part of change orders (or as separate projects) or are they considered in scope and part of the ongoing maintenance budget?*

There are currently no plans to phase out legacy systems. Planned upgrades are considered as part of the scope and ongoing maintenance.

25. *Customization Preferences: To what extent should consultants prioritize open-source solutions over proprietary ones when proposing system upgrades or new solutions?*

Transportation Authority staff strongly prefers open-source solutions when they are appropriate, due to the lack of licensing hurdles, generally superior configurability, and proven lower costs.

26. *Basic Website Support: Can you provide more details regarding what is expected for "supporting technical coordination between developers and staff"?*

The Transportation Authority's current consultant manages the hosting of the Transportation Authority's website and domain names. The consultant coordinates with the Transportation Authority's website developer when necessary, but regular website maintenance and updates are managed by our website developer.

27. *Volume of Work by Task: Can you provide more details about the relative volume of work expected for each task identified in the RFP to better allocate resources?*

The level of effort expected for each task is difficult to estimate given the nature and timing of future efforts.

28. *Redundancy in Network: Can you describe the current level of redundancy built into your network?*

Data is backed up on Amazon Web Services.

29. *Current Challenges: Are there any recurring IT challenges or bottlenecks the current consultant faces that the new consultant should address?*

There are no recurring IT challenges or bottlenecks that the current consultant faces.

30. *Project Management Tools: Is there a preferred tool or methodology (e.g., Agile, Waterfall) for managing and reporting on IT projects?*

The Transportation Authority does not have a preferred tool or methodology for managing and reporting on IT projects.

31. *Training: What level of training or documentation is expected to support internal staff?*

There is a minimal level of training expected to support internal staff.

32. *System Documentation & Knowledge Transfer: What level of existing system documentation and process documentation will be provided?*

There are a variety of documents related to inventory and disaster recovery which will be provided.

33. *Multiple Consultants: Are you open to multiple consultants providing support throughout the engagement to address specific areas of expertise? Do you have a sense of the expected team size for this work?*

The Transportation Authority intends to award a contract to one Prime consultant who would have the discretion to utilize multiple consultants to address specific areas of expertise.

34. *DBE/LBE/SBE Goals: Can you clarify if priority will be given to proposers exceeding the 15% DBE/LBE/SBE participation goal, and how this impacts evaluation scoring?*

See response to question #5.

35. *Insurance Requirements: Are there specific insurance carriers or coverage types that have been problematic for previous consultants to meet?*

The Transportation Authority is not aware of specific insurance carriers or coverage types being problematic to previous consultants.

36. *Incumbent Provider: Is there an incumbent service provider currently performing these services, and are they participating in this RFP process?*

There is an incumbent contractor supporting computer network and maintenance services. The Transportation Authority cannot speculate on the likelihood of a proposal from the incumbent provider.

37. *Cost Breakdown: Should the cost proposal account for annual salary adjustments for personnel, or is a flat rate preferred for the duration of the contract?*

As stated on page 13 of RFP 24/25-03,

*The cost proposal must include a matrix with columns for hourly rate, classification, and name for all personnel and/or sub-consultants involved for the work described in Section IV above. The cost proposal may include a percentage of any expected salary increases or cost of living adjustments, not to exceed 3% annually.*

38. *Evaluation Weighting: How does the Transportation Authority prioritize technical capabilities compared to cost and DBE/LBE/SBE participation in the scoring process?*

As shown in Section V of RFP 24/25-03, a selection committee will evaluate proposals based on criteria outlined on page 14. Technical and Management Approach represents 40 points of a possible 100 points or 40% of total scoring. Capabilities and Experience represents 25%, Cost represents 10% and DBE/LBE/SBE Goals represents 10% of the total scoring.

39. *Reference Projects: Are there particular types of projects or past client relationships the Transportation Authority would find most relevant or impressive?*

The Transportation Authority does not have a preference for a particular type of project or past client relationships outside of what is outlined in Section V – Evaluation Criteria and Method of Award on pages 13-15 of RFP 24/25-03 Computer Network and Maintenance Services.

40. *Hybrid Work Support: Are there any specific remote work policies or expectations for maintaining secure access in a hybrid work environment?*

The Transportation Authority currently requires staff to be in-office two days per week. The Consultant is expected to always maintain secure access for remote staffers.

41. *Website and AV Upgrades: Will the consultant be involved in the planned upgrade of AV equipment in 2025, and are there existing vendors or preferences to coordinate with?*

The Consultant will be involved in the planned upgrade of AV equipment in 2025. There will be communication with equipment vendors.

42. *Is there an incumbent in place for this scope of work? If so, who is the Incumbent and what process do we obtain a copy of the contract under the Freedom of Information Act?*

See response to question #21. Requests for a copy of the vendor contract under the Freedom of Information Act can be made to [info@sfcta.org](mailto:info@sfcta.org).

43. *Is it possible for the Prime Vendor to use rates for ITS CMAS contract with the State DGS?*

Yes, it is possible for an interested party to use rates for ITS CMAS contract with the State DGS. Note that costs is an evaluation criteria and represents 10 points or 10% in the selection process.

As stated on page 15 of RFP 24/25-03,

*Both the lowest overall cost and the average unit price (cost per person hour) may be considered in this category. Proposals in which the cost component does not reflect a reasonable relationship to the scope of services proposed may be rejected as non-responsive to project requirements.*

44. *Do you anticipate full-time staff onsite and if so, how many?*

Onsite full-time staff hours is expected to be approximately 20 hours per week.

45. *Are there requirements for Local ONLY vendors with offices in SF County?*

See response to question #5.

*For more information regarding the RFP, visit the Transportation Authority's website:*  
[www.sfcta.org/contracting](http://www.sfcta.org/contracting)