



Request for Proposals

for Computer Network and Maintenance Services

Date Issued	Proposals Due	Expected Duration	Budget	DBE/LBE/SBE Goal	Contact
January 2, 2025	February 3, 2025 at 2:00 p.m. (electronically)	Two years plus three one-year options	\$600,000	15%	Ron Leong Management Analyst 415.522.4817 ronald.leong@sfcta.org

SECTION I – NOTICE

Notice is hereby given that the San Francisco County Transportation Authority (Transportation Authority) is requesting proposals from qualified proposers to provide Computer Network and Maintenance services.

Questions. Although a pre-proposal conference will not be held, questions may be submitted in writing by the stated deadline in Section II by e-mail to info@sfcta.org; please include “RFP 24/25-03 - Computer Network and Maintenance Services” in the subject line. The Transportation Authority’s responses will be posted to www.sfcta.org/contracting by the date indicated in the schedule, and any addenda to the RFP will also be made available on that webpage prior to the proposal due date. Please see Section II for all important dates and deadlines.

SECTION II – SELECTION PROCESS SCHEDULE

Date	Phase/Item Due
January 2, 2025	Release of RFP
January 9, 5:00 p.m.	Proposers to submit written questions to Transportation Authority
January 16*	Transportation Authority issues written responses to questions
February 3, 2025, 2:00 p.m.	Responses to RFP are due electronically to info@sfcta.org . Late submissions will not be accepted.
February 7*	Invitation(s) to interview issued to short list of proposers* (if necessary)
Week of February 10*	Interviews* (scheduled if necessary)
February 26*	The selection committee’s recommendation to Community Advisory Committee for award
March 11*	Recommendation to Transportation Authority Board for award



Date	Phase/Item Due
March 25*	Transportation Authority Board awards contract

* *Subject to change*

SECTION III – BACKGROUND

The Transportation Authority was created in 1989 by the voters of the City and County of San Francisco (City) to impose a voter-approved transaction and use tax (i.e., sales tax) of one-half of one percent to fund essential traffic and transportation projects as set forth in the San Francisco County Transportation Expenditure Plan (Prop B Expenditure Plan) for a period not to exceed twenty years. Beginning July 1, 2017, the California Department of Tax and Fee Administration became the successor to the State of California Board of Equalization for administering and collecting sales tax revenues for the Transportation Authority. In November 2003, San Francisco voters approved a new 30-year Expenditure Plan (Prop K Expenditure Plan) that superseded Prop B, and continued the one-half of one percent sales tax.

The Transportation Authority Board consists of the eleven members of the Board of Supervisors (BOS) of the City, who act as Transportation Authority Commissioners; nonetheless, pursuant to California Public Utilities Code Section 131000 et seq., the Transportation Authority operates as a special purpose governmental entity, independent of the City.

The Transportation Authority is designated under State law as the Congestion Management Agency for San Francisco County. In this capacity, the Transportation Authority has a wide range of responsibilities which include preparing the long-range County-wide Transportation Plan, prioritizing state and federal transportation funds designated for San Francisco, developing and operating a computerized travel demand forecasting model, and implementing the state-mandated Congestion Management Program. The Transportation Authority is also the designated San Francisco Program Manager for the Transportation Fund for Clean Air Program, a state-mandated program that collects an annual vehicle registration surcharge and allocates the funds to transportation projects that improve air quality.

On November 2, 2010, San Francisco voters approved Proposition AA, establishing a new \$10 vehicle registration fee on motor vehicles registered in the City and designated the Transportation Authority as administrator of the fee. Revenues are used for local road repairs, pedestrian safety improvements, and transit reliability improvements throughout the City in accordance with the voter-approved Expenditure Plan.

On April 1, 2014, the BOS adopted a resolution designating the Transportation Authority as the Treasure Island Mobility Management Agency (TIMMA) to implement elements of the Treasure Island Transportation Implementation Plan (TITIP) in support of the Treasure Island/Yerba Buena Island Development Project. The TITIP calls for, and TIMMA will be responsible for implementing, the Treasure Island Mobility Management Program: a comprehensive and integrated program to manage travel demand on Treasure Island as the development project occurs, including an



integrated congestion pricing program with vehicle tolling, parking pricing, and transit pass components. Assembly Bill 141 (Ammiano), signed in 2014, established TIMMA as a separate entity, providing a firewall between TIMMA and the Transportation Authority's other functions.

On November 8, 2022, San Francisco voters approved Proposition L, the Sales Tax for Transportation Projects measure that will direct \$2.6 billion (2020 dollars) in half-cent sales tax funds over 30 years. Prop L came into effect on April 1, 2023, superseding the previous half-cent sales tax, Prop K.

Project Background and Purpose

For a small staff (approximately 46 full-time plus various contractors, interns, and part-time workers), the Transportation Authority's information technology (IT) needs are fairly complex. Desktop users routinely push standard Microsoft Office packages to their limits, creating complex financial models, presentations, and other documents. Engagement with the public and elected officials requires a robust website, well-maintained audio-visual (AV) capabilities in all meeting rooms, high-capacity printers and large-format presentation equipment (wide-format plotter, etc.). The Transportation Authority's travel demand forecasting model produces detailed simulations of regional travel using a combination of local specialized servers and Amazon Web Services (AWS) cloud environment. A multi-tiered backup regime is also employed to ensure that all critical data and functions can be restored.

To accommodate the varied needs of the Transportation Authority, a mixed computing environment is necessary both on desktops and in the server room, and users have extensive control over their work environment (i.e., local administrator rights on their desktop machines). While most staff are using quite standard Windows/Microsoft Office computers, we also have Mac computers in the office, Ubuntu Linux desktops, Windows and Mac laptops, and many users use VPN (currently OpenVPN) for remote access from Windows and Mac computers at home.

The Transportation Authority offices currently have two temperature-controlled server rooms: one with two eight-foot server racks for the Shortel Voice-Over-IP (VoIP) system, internet routers (and fail-over), and switches. The other server room has three eight-foot racks that primarily house file servers, specialized modeling servers, and backup systems. The Transportation Authority has two main file servers running Windows Server 2008 and 2012, network attached storage devices, an Ubuntu "Virtual Server" that runs our VPN server, and various purpose-specific virtual workstations. Our office's network infrastructure and security are built using Cisco enterprise-grade equipment, designed to provide multiple layers of protection and redundancy to maintain business continuity in case of a primary connection outage. Maintaining reliable internet access is crucial in order to support hybrid work arrangements.

Current desktop and server hardware is mostly Dell. Laptops are assorted brands based on various needs (Toshiba, Lenovo, Dell, and Mac). Most network hardware (switches and firewalls) is Cisco. Printers are mostly Canon, including two high-capacity printer/copier machines, and one



plotter. There are five conference rooms with computing capabilities. The largest conference room functions as a hearing room and there are regularly scheduled public meetings with wired and wireless microphones and recorded audio, which will undergo an equipment upgrade in 2025. There are wireless controller and access points throughout the office with both a public and private Wi-Fi networks.

The Transportation Authority has and regularly maintains a disaster recovery plan and primarily uses Arconis and UltraBac backup solutions.

Transportation Authority staff strongly prefer open-source solutions when they are appropriate, due to the lack of licensing hurdles, generally superior configurability, and proven lower costs. Thus, Linux servers are slowly replacing legacy Windows servers when possible, although Active Directory is still in use and not expected to be replaced. However, demonstrated expertise in both Windows and Linux is required by the selected consultant.

The Transportation Authority uses several cloud-based systems including Office 365 and Google Workspace. Additionally, the Transportation Authority has created and is responsible for maintaining several web-based applications and phone applications such as the Transportation Authority Grants Portal (Ruby on Rails application hosted on Heroku).

The Finance and Administration Division has implemented Microsoft Dynamics 365 Finance & Operations for the past year. This system integrates with SharePoint Online and Azure SQL Database, with Power BI as the chosen application for financial reporting. It is operated in Production environment, Sandbox environment, and DevOps environment. While we've transitioned accounting, procurement, project management, and timesheet functions to this new system, though we still access our former Enterprise Resource Platform (ERP) system, Microsoft Dynamics AX 2012 servers for historical fiscal data. We maintain seven Windows 2012 virtual machines on a Windows Hyper-V failover cluster to support these purposes. The former ERP system, implemented on on-premises hardware in 2013, requires ongoing maintenance. The selected IT consultant will be responsible for maintaining the hardware, operating systems, and software services to ensure the last 10 fiscal years of data remain accessible. Additionally, the IT consultant will collaborate with Microsoft Dynamics 365 consultants, the Finance and Administration team, and third-party application vendors.

The current IT consultant is on-site a minimum of one day per week, not including critical tasks, emergencies, or special projects. The selected IT consultant will triage all critical and non-critical IT requests and maintain a prioritized list of tasks for completion. As the Transportation Authority's IT needs evolve, it is possible that more than one day of on-site presence may be required.

SECTION IV – SCOPE OF SERVICES

The Transportation Authority is seeking Computer Network and Maintenance consultant services at an hourly reimbursable rate, plus expenses. Through this RFP process, the Transportation



Authority will select a consultant experienced in servicing a staff of approximately 46 full and part time employees using mainly Windows desktop machines (with a handful of Mac OS machines), along with maintaining a mixed server-room environment currently using Microsoft Active Directory, Ubuntu Linux, ShoreTel VoIP hardware, and virtualization technologies for critical office functions.

The total value of the first two-year term is approximately \$600,000 with the value of subsequent one-year extensions to be determined by future Transportation Authority budgets. We intend to award a contract to one team. Please note this is a ceiling and not a target. Proposers should be prepared to mobilize within 48 hours following contract negotiations and contract award by the Transportation Authority Board.

Maintenance Activities

As the nature of the Transportation Authority's IT challenges are not always apparent in advance, the following list serves as an example of the types of known upcoming technology-related tasks. Unforeseen requirements and new projects come up with surprising regularity at the Transportation Authority, so the selected consultant will require a breadth of knowledge on various IT topics.

The selected consultant will perform at a minimum the following tasks:

Ongoing Support Tasks:

- Perform software and hardware installation and configuration on staff desktop computers and Windows, Ubuntu, Hyper-V, and SQL servers, including managing licenses and certificates
- Specify, quote, and set up and configure new computers and associated equipment as needed
- Monitor and maintain routers, firewalls, and switches for usage and performance
- Manage secure VPN access
- Support Microsoft Dynamics 365 and all related services updates, upgrades, and patches
- Operate Active Directory and Azure Active Directory for user authentication and application access, and perform health checks
- Maintain user laptops and desktop computers, and ensure regular updates, security patches, and software updates
- Build, maintain, and upgrade Windows and Ubuntu server virtual machines
- Maintain and update computer and VOIP telephone user accounts (moves, additions, changes, removals)
- Manage file back-up and restoration process
- Manage off-site storage for critical servers and documents
- Evaluate application configurations to enhance productivity and make recommendations for application and hardware purchases based on the Transportation Authority's needs
- Diagnose and troubleshoot specific hardware and software problems



- Diagnose and resolve issues with internet access, network applications, user authentication, computer hardware, and software
- Train designated staff in basic troubleshooting (e.g. mapping network drives)
- Recover files from backups
- Setup and shutdown (when an employee leaves) user accounts and staff workstations
- Provide basic website support, including backups, upgrades and space management, as well as supporting technical coordination between developers and staff
- Coordinate with various service providers, including internet, phone, application integration, door access, alarm systems, and network cabling contractors Monitor email systems, scanning, and threat detection
- Manage domain names and SSL certificates
- Help to improve productivity and reduce overhead in technology areas
- Continuously update documentation of systems

Monthly tasks:

- Monitor network activity for bottlenecks, problems, and spyware/virus activity
- Examine computer logs for errors and warnings/indications of problems
- Maintain computer equipment and software inventory and asset tag assignment
- Inspect and optimize computers as needed
- Maintain a clean and orderly computing environment

Annual tasks:

- Specify and procure new software and hardware procurements
- Manage IT infrastructure subscriptions, licenses, and certificates
- Review computer electrical power quality
- Inspect computers for solid connections
- Evaluate and review infrastructure
- Produce formal report of findings, corrective actions, and recommendations
- Support annual IT audit documentation and follow-up audit questions

Technology Expertise

The following technologies are currently in use at the Transportation Authority, and will require support from the selected consultant:

- Microsoft Active Directory and Azure AD Ubuntu Linux versions 14.04 through 24.04
- Ubuntu KVM virtualization
- UltraBAC and Acronis backup
- Cisco switches, routers, firewalls, and Wi-Fi Synology Network Attached Storage
- Cisco AnyConnect VPN Microsoft Dynamics 365 Finance & Operations, Microsoft Dynamics AX 2012SQL Server
- Windows 10/11, and Windows Server 2016, 2019, and 2022
- Microsoft 365 Office suite
- MacOS X



- Amazon Web Services (EC2 and S3)
- Heroku
- Google Workspace
- Microsoft Teams, Zoom, Google Meet, Webex
- Adobe Creative Cloud All Apps and Acrobat DC
- ArcGIS and QGIS mapping software
- Drupal CMS
- Twiki internal wiki system
- Ruby on Rails
- MediaTemple Plesk

RFP RESPONSE REQUIREMENTS: CONTENT AND FORMAT

All proposals should be clear, concise, and provide sufficient information to minimize questions and assumptions. Proposals should be limited to **15 pages** (no smaller than 12-point font shall be used and all page sizes greater than the letter size of 8.5" x 11" will be counted as two pages), excluding cover letter, table of contents, the cost proposal, and the following items, which should be included as attachments: résumés, Disadvantaged Business Enterprise (DBE), Local Business Enterprise (LBE), and/or Small Business Enterprise (SBE) certifications, and required exhibits. The Transportation Authority accepts no financial responsibility for any costs incurred in the preparation of proposals. Upon receipt by the Transportation Authority, all accepted proposals submitted in response to this RFP will become the property of the Transportation Authority.

Time and Place for Submission of Proposals. By the proposal submission deadline, the following must be transmitted:

- **Proposal** (written proposal, without cost proposal): one (1) electronic copy (PDF) including all information herein requested. Please clearly specify in the subject line of the e-mail transmittal: "Response to RFP 24/25-03 for Computer Network and Maintenance Services".
- **Cost proposal** (in a separate electronic file): one electronic copy (XLS/XLSX format) including all information herein requested. Please name the file: "Cost Proposal for RFP 24/25-03", and submit along with the proposal.

The proposals must be transmitted electronically to the Transportation Authority at the following address: info@sfcta.org.

All responses must be in writing and identified as to content and be received by the Transportation Authority by the due date. Proposals received later than the above date and time will be rejected.

Cover Letter. Proposers must submit a letter of introduction for the proposal. The letter must be signed by a person authorized by your firm to obligate your firm to perform the commitments contained in the proposal. Submission of the letter will constitute a representation that your firm is



willing and able to perform the commitments contained in the proposal. The cover letter must also include the following content in the format as shown:

1. Project Manager (The individual in charge of the scope of services, and who will be the Transportation Authority's contact throughout the contract duration)

Prefix: (Mr./MS./Mx., etc.)

Name:

Title:

Address:

City, State, ZIP:

Phone Number:

Email:

2. Selection Process Lead (The individual to whom correspondence and other contacts should be directed during the consultant selection process)

Prefix: (Mr./MS./Mx., etc.)

Name:

Title:

Address:

City, State, ZIP:

Phone Number:

Email:

3. Negotiating Officer (The individual who will negotiate with the Transportation Authority and who can contractually bind the proposer's firm)

Name:

Title:

Address:

City, State, ZIP:

Phone Number:

Email:



<p>4. List proposed co-venture arrangements or sub-consultants, if any:</p> <p>1. Company: DBE/LBE/SBE status: Percentage of involvement: Name: Title: Address: City, State, ZIP: Phone Number: Email:</p> <p>2. ...</p>
<p>5. <input checked="" type="checkbox"/> This letter is signed by an officer that is authorized to bind the proposer contractually.</p>
<p>6. <input checked="" type="checkbox"/> This proposal is firm for a 120-day period from the proposal submission deadline.</p>

Content. Proposals must contain the following five sections:

- 1. Proposer Information and Understanding of Project Objectives.** In this section, the proposer must provide a discussion demonstrating an understanding of the services to be provided, the challenges for each task, and their significance to the Transportation Authority.
- 2. Technical and Management Approach.** In this section, the proposer must describe its approach to the delivery of the services included in Section IV. This section must (1) reflect the proposer’s knowledge of, and ability to demonstrate, a sound approach to the requested services, (2) include a discussion on potential impacts to cost, scope, and schedule based on lessons learned, including any recommendations the consultant proposes to lower and/or control costs given the proposed scope of the project and (3) demonstrate the proposer’s knowledge of adjacent projects and their potential impacts to the delivery of the services of this RFP.

Proposer must provide the names and positions of all staff for the proposed team. An organization chart should be included that clearly establishes principal team member firms and sub-consultants, if any. Proposer must also identify any specialty sub-consultants that would not necessarily be part of the core team, but would be available on an as-needed basis for specialty support. The proposal should also designate the Project Manager in charge of the scope of services and the Transportation Authority’s contact throughout the contract duration. In addition, the proposal should briefly address how the efforts of each of the team members will be coordinated. Proposers should provide a staffing plan with level of effort (e.g., person hours per staff) by task. Do not include budget or rate information in the written proposal; this information should be included in the cost proposal. If the work is to be shared



among firms and offices at different locations, indicate where each office is located and what work is to be performed in each office.

Proposals must discuss workload for all key team members, indicating their expected availability, the percentage of their time that will be devoted to the Transportation Authority's contract and any other assurances as to their ability to provide the requested services in a responsive and timely manner. The description of the management approach should address proposed response time standard and how the management and team structure will help to meet those standards.

3. **Capabilities and Experience.** Proposers must state the qualifications and experience of the proposed team, emphasizing the specific qualifications and experience acquired while providing services similar to those being sought by the Transportation Authority, particularly for the Project Manager and other key project staff members assigned to the Project. Except under certain circumstances beyond the proposer's control, the Transportation Authority will not accept substitutions of key members of the team put forth as part of the winning proposal.

This section must include the following information:

- Names of Project Manager and team members;
- Résumés of all technical personnel to be assigned to work within the scope of services as outlined in Section IV (provide as attachments; résumés will not count toward the page limit);
- Statement of proposer's background and experience related to activities and services being sought through this RFP;
- Brief description of similar projects for which the proposer has provided services during the past five (5) years, including the following information:
 - Client, including reference contact information
 - Project description and location
 - Description of services
 - Total value of services provided
 - Actual budget performance vs. projected
 - Actual schedule performance vs. projected
 - Key personnel involved
 - Sub-consultants employed

4. **Assurances and Miscellaneous Items.** In this section, proposals must provide the following information:



- a. Proposers must complete and include the exhibits listed below within the submittal. These exhibits do not count toward the page limit; please provide as attachments to proposal. Exhibit samples are attached to this RFP.

Exhibit	Prime Consultant	Subconsultant(s)
Exhibit A - Terminated Contracts	X	X
Exhibit B - Workforce Data Spreadsheets	X	X

- b. Proposers must provide the names, telephone numbers, and e-mail addresses of at least three references, in addition to staff of the Transportation Authority, if any. The references should cover work performed by the Project Manager and other key project staff members, should be for work recently performed and similar in nature to the services sought in this RFP. The references must include a brief description of the projects involved, and the roles of the respective team members in successfully completing the project.
- c. Proposers must specify any potential or perceived conflicts of interest which would disqualify its firm from doing business with the Transportation Authority. If proposers are unaware of existing or foreseeable conflicts of interest, a simple statement will suffice. However, proposers should provide a brief description of each apparent, existing or foreseeable conflict of interest, if any. In addition, list all relevant assignments completed for the City and County of San Francisco within the last five (5) years, and any involvement with Transportation Authority-funded projects, to enable the Transportation Authority to identify any possible conflicts of interest.
- d. Proposers must list any political contributions of money, in-kind services, or loans made to any current member of the Transportation Authority Board of Commissioners within the last three (3) years by management positions of the proposed consultant or sub-consultant. If proposers are unaware of any political contributions, a simple statement will suffice. However, if proposers are aware of any political contribution, proposals should include details, such as to whom, what type of contribution, the date and the amount.
- e. Proposers must clearly designate financial submittals or other materials in its submittal, if any, which it in good faith believes to be a trade secret or confidential proprietary information protected from disclosure. See Section IX below, for further details on public disclosure of responses and other materials.
- f. Proposers shall acknowledge receipt and understanding of the following Transportation Authority contracting requirements and state its ability and willingness to comply with each of them in its proposal. The Transportation Authority does not intend to deviate from its standard contract language.

i. Insurance



Prior to commencement of work, the Transportation Authority will require the successful proposer to provide evidence of appropriate insurance coverage. The Transportation Authority's standard contract requires firms to maintain, during the full term of the contract term, insurance in the following amounts and coverages:

- (a) Workers' Compensation, in statutory amounts, with Employers' Liability Limits not less than \$1,000,000 each accident;
- (b) Commercial General Liability Insurance with limits not less than \$1,000,000 each occurrence Combined Single Limit for Bodily Injury and Property Damage, including Contractual Liability, Personal Injury, Products and Completed Operations;
- (c) Commercial Automobile Liability Insurance with limits not less than \$1,000,000 each occurrence Combined Single Limit for Bodily Injury and Property Damage, including Owned, Non-Owned and Hired auto coverage, as applicable; and
- (d) Professional Liability Insurance with limits not less than \$2,000,000 per claim. Sub-consultants providing professional services under this Agreement shall be added to Contractor's policy as additional insured, or shall provide evidence of their own professional liability insurance which is acceptable to the Transportation Authority's Executive Director.

Such coverage must be provided by an insurance company authorized to do business in the State of California. Commercial General Liability and Business Automobile Liability insurance policies must name the San Francisco County Transportation Authority as an Additional Insured and that the policies will not be cancelled or materially changed without thirty (30) days prior notice in writing to the Transportation Authority. Describe if your firm's insurance coverage and amounts meet the above-stated contract limitations.

ii. Indemnification

Contractor shall indemnify and save harmless Transportation Authority and its officers, agents and employees from, and, if requested, shall defend them against any and all loss, damage, injury, liability, and claims thereof for injury to or death of a person, including employees of Contractor or loss of or damage to property, resulting directly or indirectly from Contractor's performance of this Agreement, including, but not limited to, the use of Contractor's facilities or equipment provided by Transportation Authority or others, regardless of the negligence of, and regardless of whether liability without fault is imposed or sought to be imposed on Transportation Authority, except to the extent that such indemnity is void or otherwise unenforceable under applicable law in effect on or validly retroactive to the date of this Agreement, and except where such loss, damage, injury, liability or claim is the result of the active negligence or willful misconduct of Transportation Authority and is not contributed to by any act of, or by any omission to perform some duty imposed by law or agreement on Contractor, its



subcontractors or either's agent or employee. The foregoing indemnity shall include, without limitation, reasonable fees of attorneys, consultants and experts and related costs and Transportation Authority's costs of investigating any claims against the Transportation Authority.

In addition to Contractor's obligation to indemnify Transportation Authority, Contractor specifically acknowledges and agrees that it has an immediate and independent obligation to defend Transportation Authority from any claim which actually or potentially falls within this indemnification provision, even if the allegations are or may be groundless, false or fraudulent, which obligation arises at the time such claim is tendered to Contractor by Transportation Authority and continues at all times thereafter.

Contractor shall indemnify and hold Transportation Authority harmless from all loss and liability, including attorneys' fees, court costs and all other litigation expenses for any infringement of the patent rights, copyright, trade secret or any other proprietary right or trademark, and all other intellectual property claims of any person or persons in consequence of the use by Transportation Authority, or any of its officers or agents, of articles or services to be supplied in the performance of this Agreement.

iii. Incidental and Consequential Damages

Contractor shall be responsible for incidental and consequential damages resulting in whole or in part from Contractor's acts or omissions. Nothing in this Agreement shall constitute a waiver or limitation of any rights that Transportation Authority may have under applicable law.

5. **Cost.** The cost proposal will not count toward the page limit, and must be submitted as a separate electronic file. This contract will be on a cost-reimbursement basis, which provides for payment of the successful proposer's allowable incurred costs, to the extent prescribed in the contract. 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. The cost proposal must include a method for establishing rates for personnel or classifications not listed. Sub-consultant costs, travel and all other direct costs will be reimbursed at cost with no markup allowed.

SECTION V – EVALUATION CRITERIA AND METHOD OF AWARD

The proposals will be evaluated by a selection committee appointed by the Executive Director and scored (maximum of 100 points) using the following criteria:



1. Proposer Information and Understanding of Project Objectives. (15 points)

- a. Responsiveness to all items requested in the RFP, such as completeness of submission, adherence to required page limits, overall organization and clarity of proposal; and
- b. Understanding of the services to be provided, particularly in relation to the Transportation Authority, and challenges for the scope of services.

2. Technical and Management Approach. (40 points)

- a. Effectiveness of the proposed work plan, program and method of execution;
- b. Technical solutions to meet the scope of services; insight and understanding of special issues, problems and constraints, approach towards mitigating and resolving them;
- c. Effectiveness of the team's organizational structure in executing and managing the requested services;
- d. Management approach in providing technically sound and cost-effective services; and
- e. Ability to provide timely, qualified and adequate staffing and services to support project demands.

3. Capabilities and Experience. (25 points)

- a. Capability of project team, specific relevant experience, qualifications and expertise of each firm and subconsultant firm, especially the proposed key personnel; and
- b. Client references as to past project performance.

4. Cost (10 points)

- a. 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.

5. DBE/LBE/SBE Goals (10 points)

- a. All points will be awarded for teams meeting the DBE/LBE/SBE goal outlined in Section VII.

Evaluation Process. The selection committee retains the right to independently verify and evaluate relevant experience and client references, including any sources not mentioned in the proposal.

Submittals receiving an initial score of less than 70 points will not be considered further in the selection process. Proposers that have received a score of 70 points or higher may, at the



Transportation Authority's sole discretion, be invited to an interview with the selection committee. The Transportation Authority reserves the right to not conduct oral interviews and determine the winning proposer based solely on the written proposal. If oral interviews are held, individuals who are identified as key personnel in the proposal are required to be in attendance at the interview. Based on the results of the interview, the selection committee may adjust initial scores on the evaluation criteria identified above to arrive at the final evaluation score. The proposer with the highest final evaluation score shall be determined as the top proposer. Proposers who do not arrive for a scheduled interview, if one is held, will no longer be considered further in the selection process.

Once the top proposer has been identified and the proposer's cost and pricing data has been reviewed, Transportation Authority staff will start contract negotiations with that proposer. If contract negotiations are not successful, the second-ranked proposer may be asked to negotiate with the Transportation Authority. The goal of such negotiations will be to agree on a final contract that delivers the services and work described in this RFP at a fair and reasonable cost to the Transportation Authority. The award, if any, will be made to the proposer whose submittal is most responsive to the RFP and deemed most advantageous to the Transportation Authority. The Transportation Authority reserves the right to modify and/or suspend any and all aspects of this procurement, to obtain further information from any firm or person responding to this procurement, to waive any informality or irregularity as to form or content of this procurement or any response thereto, to be the sole judge of the merits of the proposals received, and to reject any or all proposals.

SECTION VI – DBE, LBE AND SBE REQUIREMENTS

DBE/LBE/SBE Policy. It is the policy of the Transportation Authority to make good faith efforts to solicit and obtain quotes, bids or proposals from DBEs, LBEs and SBEs, and to give small businesses the maximum feasible opportunity to participate in the performance of contracts funded in whole or in part with Transportation Authority resources. The Transportation Authority strongly encourages joint ventures among professional firms as a way to meet the Transportation Authority's DBE/LBE/SBE participation goals. Assistance in the formation of such joint ventures and/or associations may be obtained through the Human Rights Commission.

The Transportation Authority has established a DBE/LBE/SBE goal of **15%** for this contract. Firms are requested to provide all applicable certificates or proof of certification along with their submission, which will not count against the page limit. Firms that propose as 15% DBE certified by the Transportation Authority or the California Unified Certification Program, 15% LBE certified by City, 15% SBE certified by the California Department of General Services, or a combination of DBEs, LBEs, and SBEs totaling 15% will satisfy the DBE/LBE/SBE goal. Disabled Veteran Business Enterprise (DVBE) firms certified by the California Department of General Services will be considered as SBEs and will be counted toward the contract goal. Lesbian, Gay, Bisexual and/or Transgender Business Enterprises (LGBTBE), certified by the California Public Utilities Commission Supplier Clearinghouse, will also be counted toward the goal. Firms do not need to be certified



by all agencies to meet the DBE/LBE/SBE requirements. Businesses must be certified by the proposal due date.

Transportation Authority DBE Certification. Under Transportation Authority policy, a business qualifies for DBE certification if its annual gross receipts do not exceed \$2.5 million, when calculated as the average of the three (3) years immediately preceding the certification request. In order to obtain DBE certification, a business must submit a request to the Transportation Authority, including evidence of income for the past three years. Acceptable evidence of business income include: copies of tax returns, independently audited financial statements and, in the case of sole proprietorships, personal income tax returns. The Transportation Authority and its employees will not discriminate on the basis of race, color, creed, religion, national origin, ancestry, age, height, weight, sex, sexual orientation, gender identity, domestic partner status, marital status, or disability or AIDS/HIV status in the award and performance of Transportation Authority contracts. Applications for Transportation Authority certification may take up to 14 days to be processed.

Certifications. The Transportation Authority accepts certifications issued by the Transportation Authority, the City, the California Unified Certification Program, the California Department of General Services or the California Public Utilities Commission Supplier Clearinghouse. Applications for the Transportation Authority's DBE Program are available on the Transportation Authority's website (www.sfcta.org/dbe).

SECTION VII – PROCUREMENT PROTEST AND APPEAL POLICIES AND PROCEDURES

The Transportation Authority has established protest procedures, which apply to all procurements of supplies, equipment, and services. Proposers must file protests with the Transportation Authority no later than five (5) business days after notice, actual or constructive, by the Transportation Authority's Executive Director or his/her designee, that either their bid (or proposal) is not being considered further, or a recommendation has been made to the Board to award to another bidder. Copies of these policies and procedures are kept at the Transportation Authority's offices and are available upon written request.

SECTION VIII – NOTE REGARDING PUBLIC DISCLOSURE OF RESPONSES AND OTHER MATERIALS

Under the California Public Records Act (PRA; Government Code sections 6250 *et seq.*), records, information and materials submitted to the Transportation Authority, not otherwise exempt, are subject to public disclosure. Immediately after the contract has been awarded, the materials submitted by all proposers will be open to inspection. Each party submitting a response to the RFP should clearly designate financial submittals or other materials, if any, which it in good faith believes to be corporate proprietary information, including trade secrets, protected from disclosure; if no materials are designated, the submitted proposal in its entirety may be subject to the PRA. To the extent permitted by law, the Transportation Authority will attempt to maintain the



confidentiality of such information by providing the proposer with notice that it has received a request. If the proposer desires that such materials not be disclosed, it may, at its own expense, take appropriate legal action to prevent such disclosure. However, such confidentiality cannot be assured, and the Transportation Authority will not be liable for the public disclosure of any material submitted to it.

APPENDICES AND EXHIBITS

The following documents are attached:

- Exhibit A - Terminated Contracts
- Exhibit B - Workforce Data Spreadsheets

Exhibit A – Terminated Contracts

Proposers must provide a list of contracts terminated (partially or completely) by clients for convenience or default within the past three (3) years. For each contract, the list must include the following information:

- Contract number;
- Contract value;
- Description of work;
- Sponsoring organization name; and
- Sponsoring organization key contact information, including name, title and current telephone number.

Proposer does not have any terminated contracts by clients for convenience or default within the past three (3) years.

Authorized Signature

Date Signed

Printed Name

Title

Firm Name

**Exhibit B – Workforce Data Spreadsheet
#1 Breakdown of existing employees**

Name of firm: _____

Address: _____

EMPLOYEE * CATEGORIES	TOTAL EMPLOYEE		AFRICAN AMERICAN		HISPANIC		ASIAN/ PAC. ISL.		AMER. IND./ ALAK. NTV.		TOTAL MINORITY		PERCENTAGE WHITE		PERCENTAGE MINORITY	
	M	F	M	F	M	F	M	F	M	F	M	F	M	F	M	F
Officials																
Managers																
Professionals																
Technicians																
Admin. Support																
Trainees																
Others																
Full-time																
Part-time																
TOTAL																

COMPLETED BY Name: _____ Title: _____ Date: _____

* If the list of occupations on the left side of the workforce data form does not match your occupation titles, please modify the data form to indicate occupations particular to your organization.

Exhibit C – Workforce Data Spreadsheet #2
Breakdown of employees hired in last 12 months

Name of firm: _____

Address: _____

EMPLOYEE CATEGORIES	TOTAL EMPLOYEE		AFRICAN AMERICAN		HISPANIC		ASIAN/ PAC. ISL.		AMER. IND./ ALAK. NTV.		TOTAL MINORITY		PERCENTAGE WHITE		PERCENTAGE MINORITY	
	M	F	M	F	M	F	M	F	M	F	M	F	M	F	M	F
Officials																
Managers																
Professionals																
Technicians																
Admin. Support																
Trainees																
Others																
Full-time																
Part-time																
TOTAL																

COMPLETED BY Name: _____ Title: _____ Date: _____

* If the list of occupations on the left side of the workforce data form does not match your occupation titles, please modify the data form to indicate occupations particular to your organization.