San Francisco
County Transportation
Authority

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Memorandum

AGENDA ITEM 4

DATE: February 20, 2025

TO: Transportation Authority Board

FROM: Joe Castiglione – Deputy Director for Technology, Data & Analysis

SUBJECT: 3/11/2025 Board Meeting: Approve a Two-Year Professional Services Contract, with Options to Extend for Three Additional One-Year Periods, to SPTJ Consulting in an Amount Not to Exceed $600,000 for Computer Network and Maintenance Services

RECOMMENDATION ☐ Information ☒ Action	
- Approve a two-year professional services contract, with options to extend for three additional one-year periods, to SPTJ Consulting in an amount not to exceed $600,000 for computer network and maintenance services - Authorize the Executive Director to negotiate contract payment terms and non-material terms and conditions **SUMMARY** We are seeking consultant services to provide computer network and maintenance services for the Transportation Authority's various information technology needs. We issued a Request for Proposals (RFP) on January 2, 2025. By the proposal due date of February 3, 2025, we received eight proposals. Following evaluation of proposals and interviews, the selection panel recommends a contract award to SPTJ Consulting to provide the requested services.	☐ Fund Allocation ☐ Fund Programming ☐ Policy/Legislation ☐ Plan/Study ☐ Capital Project Oversight/Delivery ☐ Budget/Finance ☒ Contract/Agreement ☐ Other: _____

BACKGROUND

The Transportation Authority's information technology needs are fairly complex as engagement with the public and elected officials requires a robust website, well-maintained audio-visual capabilities in all meeting rooms, high-capacity printers and large-format presentation equipment (wide-format plotter, etc.). Additionally, 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 cloud environment. Consultant support is also required for support of desktop and laptop computer hardware and software, office network equipment, telecommunications systems, servers and data backup/retrieval, and disaster recovery preparation.

The small staff of the Transportation Authority does not warrant full-time, in-house technical support, so most technical maintenance and support tasks are outsourced to a professional consultant team that comes to the Transportation Authority's office weekly and on an as-needed basis. The current information technology (IT) consultant is on-site a minimum of one day per week, not including critical tasks, emergencies, or special projects. The 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.

DISCUSSION

We issued an RFP for computer network and maintenance services on January 2, 2025. While a pre-proposal conference was not held, proposers were able to submit questions regarding the RFP and receive responses by January 16. We took steps to encourage participation from small and disadvantaged business enterprises, including advertising in five local newspapers: the San Francisco Chronicle, San Francisco Examiner, Nichi Bei, the Small Business Exchange, and El Reportero. We also distributed the RFP and questions and answers to certified small, disadvantaged and local businesses, Bay Area and cultural chambers of commerce, and small business councils.

By the due date of February 3, 2025, we received eight proposals in response to the RFP. A selection panel comprised of Transportation Authority staff evaluated the proposals based on qualifications and other criteria identified in the RFP, including the proposer's understanding of project objectives, technical and management approach, capabilities and experience, cost and Disadvantaged Business Enterprise/Local Business Enterprise/Small Business Enterprise (DBE/LBE/SBE) participation. The panel selected one firm to interview on February 14 and bypassed the incumbent firm, SPTJ Consulting, from interviews. Based on the competitive process defined in the RFP, the panel recommends that the Board award the contract to the highest-ranked firm: SPTJ Consulting.

The panel unanimously agreed that SPTJ Consulting distinguished itself through a number of criteria. The assembled team demonstrated a solid understanding of

agency needs and proposed appropriate staffing resources and technology solutions. SPTJ also demonstrated familiarity with agency practices, as well as a high-level of reliability and responsiveness as validated by references from peer agencies. SPTJ has provided computer network and maintenance services for the Transportation Authority since 2004.

We established a DBE/LBE/SBE goal of 15% for this contract. Proposals from both firms that were interviewed met or exceeded the goal. The SPTJ Consulting team proposed a total DBE and LBE participation of 100% from its own firm.

FINANCIAL IMPACT

This contract will be funded by Prop L sales tax operating funds. The adopted Fiscal Year 2024/25 budget includes sufficient funds to accommodate the recommended action(s), and sufficient funds will be included in future budgets to cover the remaining cost of the contract.

CAC POSITION

The CAC will consider this item at its February 26, 2025 meeting.

SUPPLEMENTAL MATERIALS

- Attachment 1 – Scope of Services

Attachment 1
Scope of Services

The Transportation Authority's information technology (IT) needs are fairly complex as engagement with the public and elected officials requires a robust website, well-maintained audio-visual capabilities in all meeting rooms, high-capacity printers and large-format presentation equipment (wide-format plotter, etc.). Additionally, 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 cloud environment. Consultant support is also required for support of desktop and laptop computer hardware and software, office network equipment, telecommunications systems, servers and data backup/retrieval, and disaster recovery preparation.

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 consultant will require a breadth of knowledge on various IT topics.

The 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
- Technology support for the production of virtual and hybrid Board and/or Community meetings

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 consultant:

- Microsoft Active Directory and Azure AD Ubuntu Linux versions 14.04 through 24.04
- Ubuntu 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 2012
- 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
- Twiki internal wiki system
- Ruby on Rails