



RESOLUTION AWARDING A TWO-YEAR PROFESSIONAL SERVICES CONTRACT, WITH OPTIONS TO EXTEND FOR THREE ADDITIONAL ONE-YEAR PERIODS, TO SPTJ CONSULTING, INC. IN AN AMOUNT NOT TO EXCEED \$480,000 FOR COMPUTER NETWORK AND MAINTENANCE SERVICES AND AUTHORIZING THE EXECUTIVE DIRECTOR TO NEGOTIATE CONTRACT PAYMENT TERMS AND NON-MATERIAL CONTRACT TERMS AND CONDITIONS

WHEREAS, The Transportation Authority's information technology needs are fairly complex as engagement with the public and elected official requires a robust website, well-maintained audio-visual capabilities in all meeting rooms, high-capacity printers and large-format presentation equipment, in addition to the agency's travel demand forecasting model; and

WHEREAS, Support is also required for desktop and laptop computer hardware and software, office network equipment, telecommunications systems, servers and data backup/retrieval, and disaster recovery preparation; and

WHEREAS, 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; and

WHEREAS, On September 5, 2018, the Transportation Authority issued a Request for Proposals (RFP) for computer network and maintenance services; and

WHEREAS, The Transportation Authority received five proposals in response to the RFP by the due date of October 4, 2018; and

WHEREAS, A selection panel comprised of Transportation Authority staff from various divisions reviewed the proposals based on the evaluation criteria and interviewed two firms on



October 15, 2018; and

WHEREAS, Based on the results of the competitive selection process, the selection panel recommended award of the contract to the highest-ranked firm of SPTJ Consulting, Inc.; and

WHEREAS, The contract will be funded by Prop K sales tax operating funds, and the adopted Fiscal Year 2018/19 includes this year's activities; and

WHEREAS, Sufficient funds will be included in future fiscal year budgets to cover the remaining cost of the contract; and

WHEREAS, At its October 24, 2018 meeting, the Citizens Advisory Committee considered and unanimously adopted a motion of support for the staff recommendation; now, therefore, be it

RESOLVED, That the Transportation Authority hereby awards a two-year professional services contract, with options to extend for three additional one-year periods, to SPTJ Consulting, Inc. in an amount not to exceed \$480,000 for computer network and maintenance services; and be it further

RESOLVED, That the Executive Director is hereby authorized to negotiate contract payment terms and non-material contract terms and conditions; and be it further

RESOLVED, That for the purposes of this resolution, "non-material" shall mean contract terms and conditions other than provisions related to the overall contract amount, terms of payment, and general scope of services; and be it further

RESOLVED, That notwithstanding the foregoing and any rule or policy of the Transportation Authority to the contrary, the Executive Director is expressly authorized to execute agreements and amendments to agreements that do not cause the total agreement value, as approved herein, to be exceeded and that do not expand the general scope of services.

Attachment:


1. Scope of Services



The foregoing Resolution was approved and adopted by the San Francisco County Transportation Authority at a regularly scheduled meeting thereof, this 27th day of November, 2018, by the following votes:

**Ayes:** Commissioners Brown, Cohen, Fewer, Kim, Mandelman, Peskin, Ronen, Stefani, Tang and Yee (10)

**Absent:** Commissioner Safai (1)

 11-29-18  
Aaron Peskin Date  
Chairperson

ATTEST:  11/29/18  
Tilly Chang Date  
Executive Director

## **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, but unforeseen requirements and new projects come up regularly 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 Tasks:

- Perform software and hardware installation and configuration on servers and staff desktop computers, including managing licenses and certificates
- Specify, quote, and set up new computers as needed
- Maintain computer and Voice-Over-IP (VOIP) telephone user accounts (moves, additions, changes, removals)
- Manage file back-up and restoration process
- 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
- Maintain virtual machines
- Train designated staff in basic troubleshooting (e.g. restoring files, mapping network drives)
- 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 internet service provider
- 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
- Inspect and optimize computers as needed
- Maintain a clean and orderly computing environment

#### Annual tasks:

- 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

## **Attachment 1**

### **Scope of Services**

#### **Technology Expertise**

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

- Microsoft Active Directory
- Ubuntu Linux (webservers and Samba file sharing)
- Ubuntu KVM virtualization
- UltraBAC and Acronis backup
- Cisco switches, routers, and firewall equipment
- OpenVPN remote access
- Microsoft Dynamics AX and SQL Server
- Microsoft Windows 7/8/10 and Office 365
- MacOS and Adobe Creative Cloud
- ArcGIS and QGIS mapping software
- Drupal CMS
- Twiki internal wiki system
- G Suite
- TurboGears and Ruby on Rails
- MediaTemple Plesk, Amazon Web Services (EC2 and S3), and Heroku