



RESOLUTION AWARDING THREE-YEAR PROFESSIONAL SERVICES CONTRACT, WITH AN OPTION TO EXTEND FOR TWO ADDITIONAL ONE-YEAR PERIODS, TO SPTJ CONSULTING IN AN AMOUNT NOT TO EXCEED \$550,000 FOR COMPUTER NETWORK AND MAINTENANCE SERVICES AND AUTHORIZING THE EXECUTIVE DIRECTOR TO NEGOTIATE THE CONTRACT PAYMENT TERMS AND NON-MATERIAL CONTRACT TERMS AND CONDITIONS

WHEREAS, To support its Fiscal Year (FY) 2014/15, 2015/16, and 2016/17 activities, the Transportation Authority is seeking computer network, computer maintenance, and information technology (IT) services, including support of desktop computer hardware and software, office network equipment, telecommunications systems, servers and data backup/retrieval, and disaster recovery preparation; and

WHEREAS, The small staff size 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 office weekly and on an as-needed basis; and WHEREAS, On July 30, 2014, the Transportation Authority issued a Request for Proposals (RFP) for computer network and maintenance services to support its work program over the next three years; and

WHEREAS, By the due date of September 5, 2014, the Transportation Authority received two proposals by the established deadline in response to the RFP, though one additional proposal was disqualified due to its submission past the due date and time; and

WHEREAS, The selection panel, consisting of three Transportation Authority staff from various divisions, reviewed the proposals based on the evaluation criteria detailed in the RFP; and

WHEREAS, Based on the selection panel's evaluation of the proposals, the review panel



recommended award of the contract to SPTJ Consulting, a local Disadvantaged Business Enterprise (DBE) firm; and

WHEREAS, The contract will be funded by Prop K local transportation sales tax funds; and

WHEREAS, The first year's activity was included in the Transportation Authority's adopted Fiscal Year 2014/15 Budget and sufficient funds will be included in future fiscal year budgets to cover the remaining cost of the contract; and

WHEREAS, At its October 1, 2014 meeting, the Citizens Advisory Committee considered and unanimously adopted a motion of support for the staff recommendation; and

WHEREAS, At its October 7, 2014 meeting, the Finance Committee reviewed and unanimously recommended approval of the staff recommendation; now, therefore, be it

RESOLVED, That the Transportation Authority hereby awards a three-year professional services contract, with an option to extend for two additional one-year periods, to SPTJ Consulting in an amount not to exceed \$550,000 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 21<sup>st</sup> day of October, 2014, by the following votes:

**Ayes:** Commissioners Avalos, Breed, Campos, Chiu, Cohen, Farrell, Kim, Mar, Tang, Wiener, and Yee (11)

**Nays:** (0)

**Absent:** (0)

 10/22/14  
\_\_\_\_\_  
John Avalos Date  
Chair

ATTEST:  10/22/14  
\_\_\_\_\_  
Tilly Chang Date  
Executive Director

## **Attachment 1 – Scope of Services**

### **Computer Network and Maintenance Services**

The Computer Network and Maintenance service consultant (Consultant) shall be experienced in servicing the staff of about 40 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 Voice-Over-IP hardware, and virtualization technologies for critical office functions.

#### **Maintenance Activities**

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

The Consultant will perform at a minimum the following tasks:

##### **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

##### **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

##### **Tasks on an As-Needed Basis:**

- Perform software and hardware installation and configuration on servers and staff desktop PC's
- Specifications, obtain quotes, and set up new PC's as needed
- Maintain computer and 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
- 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
- Help to improve productivity and reduce overhead in technology areas
- Continuously update documentation of systems

## **Technology Expertise**

The following technologies are currently in use at the Transportation Authority, and will require support from the selected service 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 and Office 2010/365
- MacOS Mavericks and Adobe Creative Cloud
- ArcGIS 10.1 and QGIS mapping software
- Drupal CMS
- Twiki internal wiki system
- Google Apps
- TurboGears and Ruby on Rails
- MediaTemple Plesk, Amazon Web Services (EC2 and S3), and Heroku