




Memorandum

Date: 09.26.14 **RE:** Citizens Advisory Committee
October 1, 2014

To: Citizens Advisory Committee

From: Elizabeth Sall – Deputy Director for Technology, Data and Analysis 

Subject: **ACTION** – Adopt a Motion of Support for the Award of 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 Authorize the Executive Director to Negotiate the Contract Payment Terms and Non-Material Contract Terms and Conditions

Summary

The Transportation Authority seeks to contract with a qualified service provider to support the varied technological needs of the agency. On July 30, 2014, the Transportation Authority issued a request for proposals (RFP) for computer network and maintenance services to support the Transportation Authority's work program over the next three years. The Transportation Authority is dependent on computers, telecommunications and internet access for almost all of its daily activities. 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. By the due date of September 5 2014, the Transportation Authority received two proposals in response to the RFP. Based on the selection panel's evaluation of the written evaluation of the proposals, the review panel recommended award of the contract to SPTJ Consulting. **We are seeking a motion of support to award 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 authorize the Executive Director to negotiate the contract payment terms and non-material contract terms and conditions.**

BACKGROUND

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

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 uses standard Windows/Office personal computers (PCs), there are also Macs in the office, Linux desktops, and many users use virtual private networking for remote access from Macs and PCs at home.

The current IT provider is on-site at least one afternoon per week and is available to come on site to address any critical tasks or emergencies as needed. All non-critical IT requests are first triaged through the Transportation Authority's Deputy Director for Technology, Data and Analysis, and put on a list of tasks for completion in order of importance. This schedule has been sufficient to meet the agency's current IT needs.

DISCUSSION

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. We held a pre-proposal conference on August 7, 2014 to provide an opportunity for businesses to partner and ask questions.

For this RFP, we established a Disadvantaged Business Enterprise (DBE)/Local Business Enterprise (LBE)/Small Business Enterprise (SBE)/ goal of 25%, accepting certifications issued by the Transportation Authority, the City and County of San Francisco, the California Unified Certification Program and the California Department of General Services. We took steps to encourage participation from small and disadvantaged business enterprises, including advertising in six local newspapers: the San Francisco Chronicle, the San Francisco Examiner, the San Francisco Bay View, the Western Edition, the Small Business Exchange, and Nichi Bei Weekly. We also distributed the RFP, sign-in sheets for the pre-proposal conference, and periodic updates on the RFP to certified small, disadvantaged and local businesses, the Bay Area and cultural Chambers of Commerce, and the Small Business Councils.

By the due date of September 5, 2014, we received two proposals in response to the RFP. One additional proposal was disqualified due to its submission past the due date and time. The review panel, consisting of three Transportation Authority staff from various divisions, reviewed the proposals based on the evaluation criteria detailed in the RFP. Based on the selection panel's evaluation of the proposals, the review panel recommended award of the contract to SPTJ Consulting, a local DBE firm.

Under the current local area network (LAN) and Computer Maintenance contract, SPTJ Consulting has served the Transportation Authority well over the past five years. SPTJ Consulting played a critical role in planning and executing both the move from 100 Van Ness Avenue to 1455 Market Street. Recently, the team led the development of a secure and robust hardware and database setup for the Transportation Authority's new Enterprise Resource Planning software, Microsoft Dynamics AX. The SPTJ Consulting team has pledged a total DBE and LBE utilization of 82% from its own firm.

We are seeking a motion of support to award 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 authorize the Executive Director to negotiate the contract payment terms and non-material contract terms and conditions.

ALTERNATIVES

1. Adopt a motion of support for award of 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 LAN and Computer Maintenance Services and authorize the Executive Director to negotiate the contract payment terms and non-material contract terms and conditions, as requested.
2. Adopt a motion of support for award of 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 LAN and Computer Maintenance Services and authorize the Executive Director to negotiate contract payment terms and non-material contract terms and conditions, with modifications.
3. Defer action, pending additional information or further staff analysis.

FINANCIAL IMPACTS

The contract will be funded by Prop K funds. The first year's activity was included in the Transportation Authority's adopted Fiscal Year 2014/15 Budget. Sufficient funds will be included in future fiscal year budgets to cover the remaining cost of the contract.

RECOMMENDATION

Adopt a motion of support for award of 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 authorize the Executive Director to negotiate the contract payment terms and non-material contract terms and conditions.

Attachment

1. Scope of Work for Computer Network and Maintenance Services

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