



# Memorandum

**Date:** October 18, 2018  
**To:** Transportation Authority Board  
**From:** Joe Castiglione – Deputy Director for Technology, Data & Analysis  
**Subject:** 11/13/18 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 \$480,000 for Computer Network and Maintenance Services

<p><b>RECOMMENDATION</b>    <input type="checkbox"/> Information    <input checked="" type="checkbox"/> Action</p> <ul style="list-style-type: none"> <li>• 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 \$480,000 for computer network and maintenance services</li> <li>• Authorize the Executive Director to negotiate contract payment terms and non-material terms and conditions</li> </ul> <p><b>SUMMARY</b></p> <p>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) in September. By the proposal due date, we received five proposals. Following interviews with two of the firms, the selection panel recommended SPTJ Consulting to provide the requested services.</p>	<ul style="list-style-type: none"> <li><input type="checkbox"/> Fund Allocation</li> <li><input type="checkbox"/> Fund Programming</li> <li><input type="checkbox"/> Policy/Legislation</li> <li><input type="checkbox"/> Plan/Study</li> <li><input type="checkbox"/> Capital Project Oversight/Delivery</li> <li><input type="checkbox"/> Budget/Finance</li> <li><input checked="" type="checkbox"/> Contract/Agreement</li> <li><input type="checkbox"/> Other:</li> </ul> <hr/>
--	--

**DISCUSSION**

**Background.**

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 (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 IT consultant is on-site a minimum of one day per week, not including critical

## Agenda Item 8

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.

### **Procurement Process.**

We issued a RFP for computer network and maintenance services on September 5, 2018. While a pre-proposal conference was not held, proposers were able to submit questions regarding the RFP and receive responses by September 17. We took steps to encourage participation from small and disadvantaged business enterprises, including advertising in five local newspapers: the San Francisco Examiner, Nichi Bei, the Small Business Exchange, the Western Edition and the San Francisco Bayview. 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 October 4, 2018, we received five 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 two firms to interview on October 15. 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 84% from its own firm.

### **FINANCIAL IMPACT**

This contract will be funded by Prop K sales tax operating funds. The adopted Fiscal Year 2018/19 budget includes this year's activities. Sufficient funds will be included in future fiscal year budgets to cover the remaining cost of the contract.

### **CAC POSITION**

The CAC will consider this item at its October 24, 2018 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, 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