

ALAMEDA CORRIDOR INFORMATION TECHNOLOGY SERVICES

Request for Proposals dated April 15, 2024

Responses to Questions

Issued May 03, 2024

- 1. With reference to the Alameda Corridor RFP, have you have considered acoustic cameras to monitor such integral infrastructure?**

ACTA is evaluating a range of security measures for the physical infrastructure that can be supported by technology.

- 2. Could you please provide a comprehensive list of devices currently in your environment that we need to monitor? The list should include:**

Physical Servers, Virtual Servers, Firewalls, Network Attached Storage (NAS), Network Switches, Access Points, Mobile Devices, Workstations and Laptops, Uninterruptible Power Supply (UPS), Site Connections – Network Probe

Our network of devices/users consists of the following:

- 12 users with laptops running Microsoft Windows-based PC environment with MS Office productivity software
- Microsoft Windows environment servers (8) and domain controller
- Gigabit Power Over Ethernet (POE) network
- FTP server with whitelist
- Daily data backup system (see response to question 36 for further information)
- Dialpad desktop/mobile app for office phones i.e. no desk phone hardware
- Sparkrock (cloud-based) accounting system
- Multiple layers of well-known firewall hardware between branch network and VPN

We will disclose further details of the system to the successful bidder.

- 3. Is there any on-site requirements for this RFP or can we provide remote services?**

Remote services can be performed at times (when appropriate) with on-site support as needed.

4. Is there any local preference?

Local preference is not part of our evaluation criteria other than evaluating responsiveness.

5. Is there any estimated budget for this RFP?

Please see the response to Question 13.

Please see response to Question 22 for a historical perspective.

6. Should a resume include all aspects of the scope of work performed by the individual?

Proposing consultants are encouraged to include relevant information to show that the firm and its proposed personnel are qualified to perform the requested services.

7. Can you provide more information regarding the budget allocation for this project?

Please see the response to Question 13.

Please see response to Question 22 for a historical perspective.

8. Will demonstrating good faith efforts be sufficient to meet the Small Business Enterprise (SBE) participation requirements?

ACTA has a program goal of 25% SBE participation. The IT contract specifically does not have a stated minimum goal, however, SBE participation is encouraged.

9. Can we provide a sample Certificate of Insurance (COI) as the Required Evidence of Insurance for review?

No. Section 3.3.8 of the Request for Proposals states, “[p]rovide a letter from your insurance carrier indicating that the insurance requirements for this project as described in the sample agreement (Attachment 4) are presently part of the proposer’s coverage, or that the insurance company can provide such coverage should the proposer be selected.” Please comply with this requirement when submitting a proposal.

10. If an IT consultant's Professional Liability Insurance includes Errors and Omissions (better known in the industry as Professional Liability (E&O)), is Technology Errors and Omissions Liability insurance still required? If so, then what is the coverage differences between these two?

Please consult with your firm’s insurance company and legal counsel for compliance with the requested insurance coverage. Where a proposer has concerns about the ability to comply or the legality of any request, a firm may discuss such issues in their proposal.

11. If the network is compromised with ransomware, malware, etc., not due to lack of standard of care provided by the consultant, will the consultant be responsible for any damages?

Please consult with your firm's legal counsel for assistance in reviewing the proposed agreement terms and answering hypothetical liability questions.

12. Can one individual with all required qualifications apply to this position under a dba, with an Employer Identification Number (EIN)?

ACTA invites the submittal of proposals from consultants who consider themselves qualified to provide the requested services and who meet the contract requirements.

13. How many personnel are currently providing IT services to ACTA for responsibilities listed in Attachment 2?

Currently, one full time equivalent person provides the requested services but that may not be the case in the future. As indicated in Section 3.2 of the RFP, a proposing consultant's Organization, Personnel, Staff and Contract Management are part of the criteria to be reviewed and rated by an evaluation committee. Proposers should describe their own approach to provide, schedule, and deliver the on-call services to ACTA.

14. What technology is the emergency phone system based on?

The emergency phone system is connected via fiber optic cable and digital microwave transmission which connects directly to the Corridor dispatch center.

15. Can the consultant terminate the contract with sufficient notice similar to ACTA referenced in section 6, titled "Termination"?

Please consult with your firm's legal counsel for assistance in reviewing the proposed agreement terms. Where a proposer has concerns about the ability to comply or the legality of any request, a firm may discuss such issues in their proposal.

16. Will travel time from the consultants' office to the job location be billable for time and/or mileage?

Section 5.3(b) of the sample agreement states that for Contract Task Orders which specify a Time and Materials Fee, the consultant "...shall be paid based on the actual time expended in the performance of tasks and subtasks using the applicable rates set forth in Exhibit D." Overall, Section 5 indicates that payment information for labor, travel, per diem, materials, supplies, transportation, and all other direct costs, indirect costs and expenses incurred by the consultant are to be listed in Exhibit D.

17. Please clarify expectations around providing 24/7 support services.

Train service through the Corridor operates on a 24/7 basis. Operation of our two pump stations and security cameras are vital to the Corridor. IT services may be needed in support of the pump stations and security cameras at any time during an emergency event. However, emergency events requiring IT support occur infrequently i.e. typically a few times a year.

18. Please share more information on the technology environment (applications used, cloud infrastructure, networking, etc) so we can ensure to provide accurate pricing.

See response to question number 2.

19. How many vendors do you plan to award this proposal to?

We plan to award one contract for IT Support Services.

20. Who is the incumbent(s)?

The incumbent is the Alameda Corridor Engineering Team (ACET). ACET is a Joint Venture, made up of the following four partners:

- AECOM (formerly DMJM Harris)
- Moffatt & Nichol
- JGM (Jenkins/Gales & Martinez, Inc.)
- TELACU

21. Can you please clarify the indemnification clause? Just to be clear, is this indemnification asking us to indemnify ACTA against any negligent acts, errors, omissions, misconduct, etc that we (the prime vendor or subcontract vendor) are responsible for as part of the performance of this contract? Or are you asking us to indemnify ACTA against any actions or negligence that were caused on ACTA side.

Please consult with your firm's legal counsel for assistance in reviewing the proposed agreement terms. Where a proposer has concerns about the ability to comply or the legality of any request, a firm may discuss such issues in their proposal.

22. What was the annual budget spent on these services the past 3 years?

<u>Fiscal Year</u>	<u>Amount Spent</u>
2021	\$435,204.52
2022	\$451,132.00
2023	\$462,354.38

Proposers should describe their own approach to provide, schedule, and deliver the on-call services to ACTA.

23. Will the Authority consider a 1 week extension on deadline to allow time to review the Q/A once its released and adjust any content within our proposal as necessary?

We realize the time between our release of responses to questions and proposal submission is just over a week, but our goal is to present our recommendations for award of the contract to our June Board meeting. There will be no change related to the submission date of the proposals.

24. Please clarify and provide additional information regarding the requirement of indemnification letter as Vendor has been advised by the insurance company that this requirement is not achievable. Is this a new CA legal requirement for working with ACTA? Is ACTA asking to indemnify Vendor against claims against only Vendor's consultants/subconsultants?

Please consult with your firm's insurance company and legal counsel for compliance with the requested insurance coverage. Where a proposer has concerns about the ability to comply or the legality of any request, a firm may discuss such issues in their proposal.

25. Are off-shore employees (not third-party) resources permitted for use?

Use of remote resources is not part of our evaluation criteria other than evaluating responsiveness.

26. Please provide counts of users, computers, servers, and networking equipment in-scope of the recommendations in as much detail as you are comfortable with.

See response to question number 2.

27. Is the expectation that the vendor will provide Service Desk support (tier 1 through tier 3)? What are hours of operations?

We are looking for a range of support (Tier 1 through 3) as needed. ACTA's normal working hours are between 8am and 5pm, Monday through Friday.

28. Please describe the website coding environment, hosting provider, and any integrations the website may have.

ACTA utilizes a web services company that performs development or major changes to our website. We require the IT support contractor to perform minor maintenance and software updates related to our website.

29. What is the current phone system? Is the expectation that the vendor will manage the existing environment? Has a decision on the new platform already been made?

The current phone system is provided by Dialpad. ACTA expects the consultant to manage the existing environment. The consultant will also recommend replacement systems, as appropriate.

30. Is the vendor to provide an inventory database or manage/use an existing solution? If an existing solution, please provide information on the system.

We currently use a Microsoft Access database and Sparkrock to manage inventory.

31. Please describe the networking infrastructure - make, model, version, etc.

See response to question number 2.

32. Please describe the networking infrastructure at ACTA's datacenter- make, model, version, etc.

See response to question number 2.

33. Please describe the server at ACTA's datacenter - physical/virtual, operating system, etc.

See response to question number 2.

34. Please describe the services expectation for the IP-based cameras.

ACTA is currently evaluating a number of different security camera options. We currently have a system of IP based security cameras that help monitor key locations along the Corridor. Part of the expected IT Support scope of services is ensuring proper working order of the security cameras.

35. Please provide information on the current productivity (email, files, chat) platforms including license versions.

See response to question number 2.

36. Is the vendor to manage an existing backup solution or provide a solution as part of the managed services solution? If existing platform, provide detail on this environment. If vendor is [to] provide a backup solution, please describe the volume of data to be backed-up and the retention period to hold the data copies.

We currently have an external drive backup system. We hire a vendor to pick up the external backup data and store it offsite. The IT Support Contractor will be responsible for ensuring the existing system functions correctly each week.

37. Please describe the services associated with supporting Sparkrock.

Services relate to Admin Support including: adding, removing, and changing user permissions; maintaining network connections; coordinating system upgrades; opening tickets and communicating with Sparkrock's Technical Support team for various issues that affect users' productivity or cause work stoppages in the system.

38. Please describe the environment Expedition runs on - physical/virtual, operating system, how the system is accessed, etc.

ACTA's current version of Expedition is an older, unsupported version of the software. We use Expedition for retrieval of archived data or record documents only.

39. What is the total budget allocated to this contract?

Please see the response to Question 13.
Please see response to Question 22 for a historical perspective.

40. How many awards are to be made under this contract?

See response to question number 19.

41. How many requirements are anticipated to be released annually?

We plan to issue a single task order to cover all of the IT support services we need for each fiscal year.

42. Is this a new or old RFP? If old, please share the name of the incumbent along with the previous year spent on this contract?

This is a new RFP for services which have been provided by the long-term incumbent.
See response to question number 20 for incumbent's name.
See response to question number 22 for previous years' costs.