



## **REQUEST FOR PROPOSALS**

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*THE TRANSPORTATION AGENCY FOR MONTEREY COUNTY (TAMC)  
INVITES CONSULTANTS TO SUBMIT THEIR PROPOSALS FOR THE:*

### **COMPUTER & NETWORK SERVICES**

You are invited to submit your proposal for the services to complete the above project. Proposals are due in the office of the Executive Director of the Transportation Agency for Monterey County, 55 B Plaza Circle, Salinas, CA 93901-2901 by **12:00 noon on PST on Thursday, December 1, 2016.**

Copies of the RFP and the detailed information regarding the submission of the proposal are available at the TAMC offices and may be obtained upon request. This RFP is available at the TAMC website ([www.tamcmonterey.org](http://www.tamcmonterey.org)) in Adobe Acrobat (PDF) format. You may call Michael Zeller, Principal Transportation Planner, at (831) 775-0903 to obtain a copy and for further information.



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**TRANSPORTATION AGENCY FOR MONTEREY COUNTY**

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**DATE:** October 26, 2016

**TO:** Interested Consultants

**FROM:** Debra L. Hale, Executive Director

**SUBJECT:** Computer & Network Services

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**INVITATION**

You are invited to submit a Proposal for the referenced services together with a Fee Schedule that includes an estimate of costs per task to complete the project. Please include your estimate of other direct costs charged to this project. Please submit five (5) paper copies and one (1) digital copy of your Proposal.

Your Proposal is due in the office of the Transportation Agency for Monterey County (TAMC), **55 B Plaza Circle, Salinas, CA, 93901**, by **12:00 noon on Thursday, December 1, 2016.** Proposals received after the date and time specified above will not be considered.

Proposals shall be considered firm offers to enter into a contract, as described in this RFP for a period of ninety (90) days from the time of submittal.

Proposals and inquiries relating to this Request for Proposals shall be submitted to:

Michael Zeller, Principal Transportation Planner  
Transportation Agency for Monterey County  
55 B Plaza Circle, Salinas, CA 93901-2901  
831-775-0903 ~ [mike@tamcmonterey.org](mailto:mike@tamcmonterey.org)

Email inquiries relating to this Request for Proposals should include “Computer & Network Services” in the subject header.

## **BACKGROUND**

The Transportation Agency for Monterey County (TAMC) is a state-designated public agency with regional transportation planning responsibilities that cross city-county boundaries. The Transportation Agency is committed to planning, funding and delivering transportation projects for the region. The Agency is also committed to providing information to the public about its projects, plans and activities, ensuring public participation and fostering public understanding of its functions.

TAMC's Board of Directors includes twenty-three members who consist of local officials from each of its twelve incorporated cities and five county supervisorial districts, and ex-officio members from six public agencies.

The mission of the Transportation Agency for Monterey County is to proactively fund and plan a transportation system that enhances mobility, safety, access, environmental quality and economic activities by investing in regional transportation projects for Monterey County residents, businesses and visitors.

## **PROJECT DESCRIPTION**

The Transportation Agency for Monterey County is looking for proposals from qualified consultants to provide computer and network services in accordance with the proposed Scope of Work (Attachment A). This work will consist of providing oversight, maintenance, and repair services for TAMC's server, workstations, and computer network.

A final Scope of Work will be made a part of the professional services agreement between TAMC and the consultant. A copy of the template agreement anticipated to be used by TAMC is included in Attachment B. The applicable requirements for TAMC contracts utilizing State funding are listed in Attachment C. A single document will be prepared between the Consultant and TAMC consistent with the provisions of these attachments.

It is important that the consultant have the capability to work closely with the Transportation Agency staff. The consultant or consultant team must be prepared to undertake whatever liaison and meetings are required to satisfy this requirement.

## **SELECTION PROCESS**

The Transportation Agency will establish a committee to review the proposals. This review may be followed by an oral interview between a review committee and the firm(s) that responds best to the RFP. Based on the recommendations of the review committee, Transportation Agency staff will issue a "Tentative Award" notice to all responders, indicating staff's intent to negotiate with the specific firm considered to be the most qualified consultant or consultant team. Staff will then attempt to negotiate a final Scope of Work and a Fee Schedule for the project with that firm. The final Scopes of Work will include a full description of each task, a description of deliverable products, and a schedule of the due dates for the deliverable products and other

important milestones. Upon successful completion of negotiations the consultants or consultant teams will be recommended to the TAMC Board for final selection and contract approval.

Should the most qualified consultant or consultant team and TAMC fail to successfully negotiate a final scope of work and a mutually agreed upon Fee Schedule for these consulting services, then TAMC reserves the right to enter negotiations with the next most qualified candidate for performance of the work.

Further, the Agency may, or may not, also negotiate contract terms with selected proposers prior to award, and expressly reserves the right to negotiate with several proposers simultaneously and, thereafter, to award a contract to the proposer offering the most favorable terms to the Agency. Proposals submitted, therefore, should contain the proposers' most favorable terms and conditions, because the selection and award may be made without further discussion with any proposer. The Agency reserves the right to accept or reject any and all submitted proposals, to waive minor irregularities, and to request additional information or revisions to offers, and to negotiate with any or all proposers at any stage of the evaluation.

Factors to be considered in selecting the consultant(s) are indicated below:

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| 1) Qualifications of the consultant and any team members             | 20 points; |
| 2) Ability of the firm to provide specified services                 | 20 points; |
| 3) Understanding of the project and the proposed management approach | 15 points; |
| 4) Firm price quote for services                                     | 15 points; |
| 5) Evaluation of references from past clients; and                   | 15 points  |
| 6) Committed degree of participation for key personnel               | 10 points; |
| 7) Familiarity with the local conditions in Monterey County          | 5 points;  |

#### **QUESTION & ANSWERS, REQUESTS FOR CLARIFICATION OR EXCEPTIONS, ADDENDA**

This Request for Proposals and any addenda will be posted on the Transportation Agency's website ([www.tamcmonterey.org](http://www.tamcmonterey.org)). Questions and answers regarding the request for proposals will also be posted on the website. All potential bidders are responsible for checking the website for any addenda to the bid documents. To receive email notifications of addendums to this Request for Proposals, prospective proposers must submit an email request to the Project Manager.

Any requests for clarification or exceptions to requirements in this Request for Proposals must be received by the Agency no later than **12 noon, Pacific Standard Time, on Thursday, November 10, 2016**, to guarantee response or consideration. Responses to questions concerning this Request for Proposals posed before this deadline will be posted on the Agency's website ([www.tamcmonterey.org](http://www.tamcmonterey.org)).

## **SUBMITTAL REQUIREMENTS/PROPOSAL FORMAT**

All interested firms are required to submit five (5) hard copies and one (1) digital copy of their Proposal to perform the requested consulting services. The Proposal must include the names and qualifications of all personnel to be employed on the project. The Proposal should provide a short description of the firm's experience with projects that relate to this Scope of Work. A list of relevant past clients should be included.

### **A. Project Team**

The Proposal shall clearly identify a Project Manager and include the names and qualifications of all personnel of the proposed team to be assigned to the contract and a chart representing the proposed organizational structure of the team. The Proposal shall demonstrate that the key personnel have the time available to work on the project. The Proposal shall include the estimated number of hours individual personnel will dedicate to the project.

### **B. Demonstrated Knowledge**

The Proposal shall include the assigned project team's demonstrated knowledge of, expertise and experience with providing similar services and completing similar types of contracts.

### **C. Work Plan**

The Proposal shall include the consultant's proposed approach to the development and implementation of the scope of work, broken out by tasks which demonstrate the consultant's knowledge and understanding of the project and the constraints and challenges associated with performing the tasks outlined in the scope of work.

### **D. Cost Proposal**

The Proposal must include a cost proposal. The total not-to-exceed budget for the project is Forty-Eight Thousand Dollars (\$48,000). The Proposal must contain an overall cost for the project as well as cost by task. An estimate of hours by task is also required.

### **E. Proposed Schedule of Work and Deadlines**

The Proposal must include availability of the Project Team to conduct work within the anticipated timeframes.

### **F. References**

The Proposal shall include at least three (3) recent references from past clients for similar types of work.

All Proposals must be submitted to the office of Michael Zeller, Principal Transportation Planner, Transportation Agency for Monterey County, 55 B Plaza Circle, Salinas, CA 93901-2901 **by 12:00 noon on Thursday, December 1, 2016.**

**PROPOSED SCHEDULE**

<b>Date/ Timeframe</b>	<b>Task</b>
October 26, 2016	Distribute RFP
November 10, 2016	Deadline for requests for clarification or exceptions
December 1, 2016	<b>Proposals due</b>
December 5, 2016	Review and rank proposals
December 12, 2016	Interviews (if necessary)
December 15, 2016	Select top ranked consultant, negotiate contract
January 25, 2016	Present consultant contract to TAMC Board for approval

**MISCELLANEOUS****A. Modification or Withdrawal of Submittals**

Any Proposals received prior to the date and time specified above for receipt may be withdrawn or modified by written request of the proposer. To be considered, however, the modified Proposal must be received by the time and date specified above.

**B. Property Rights**

Any Proposals received within the prescribed deadline become the property of TAMC and all rights to the contents therein become those of TAMC.

**C. Confidentiality**

Before award of the contract, all Proposals will be designated confidential to the extent permitted by the California Public Records Act. After award of the contract (or if not awarded, after rejection of all Proposal), all responses will be regarded as public records and will be subjected to review by the public. Any language purporting to render all or portions of the Proposal confidential will be regarded as non-effective and will be disregarded.

**D. Amendments to Request for Qualifications**

TAMC reserves the right to amend the Request for Proposals by addendum before the final Proposal submittal date.

**E. Non-Commitment of TAMC**

This Request for Proposals does not commit TAMC to award a contract, to pay any costs incurred in the preparation of a Proposal for this request, or to procure or contract for services.

All products used or developed in the execution of any contract resulting from this Request for Proposals will remain in the public domain at the completion of the contract.

**F. Conflict of Interest**

The prospective consultant shall disclose any potential financial, business or other relationship with TAMC that may have an impact upon the outcome of this contract or TAMC construction project. The prospective consultant shall also list current clients who

may have a financial interest in the outcome of this contract or TAMC projects that will follow. In particular, the prospective consultant shall disclose any financial interest or relationship with any construction company that might submit a bid on TAMC projects.

**G. Nondiscrimination**

The prospective consultant must certify compliance with nondiscrimination requirements of TAMC pertaining to the development, implementation and maintenance of a nondiscrimination program. The prospective consultant's signature affixed to and dated on the cover letters shall constitute a certification under penalty of perjury under the laws of the State of California that the proposer has, unless exempted, complied with the nondiscrimination program requirements of Government Code Section 12990 and Title 2, California Code of Regulations, Section 8103.

**H. Final Selection and Protests**

The RFP process is considered concluded when a letter is sent to all participating consultants indicating which consultant will be recommended for Board approval. The firm recommended is not a final selection and no contract is certain until approved by TAMC Board of Directors.

Protestants shall submit a detailed written statement of protest to:

Transportation Agency for Monterey County  
55-B Plaza Circle  
Salinas, CA 93901

no later than five (5) business days after receipt of the Tentative Award notice described above.

**QUESTIONS**

If you need assistance or have any questions, please call Michael Zeller, Principal Transportation Planner, at (831) 775-0903.

**Attachments:**

- A. Scope of Work
- B. Sample TAMC Standard Agreement for Professional Services
- C. Requirements for Contracts Using State Funds
- D. Sample of Cost Proposal

## ATTACHMENT A

### SCOPE OF WORK

The selected consultant(s) will install and maintain a network monitoring and management appliance and configure all the covered servers to be monitored 7x24x365. The network monitoring and management appliance will alert the consultant(s) to any significant problem that arises on the servers and they will respond during normal working hours of 7:30 AM to 5:30 PM, Monday thru Friday, excluding published holidays. In addition to responding to alerts generated by the network monitoring and management appliance, the Transportation Agency may contact the consultant(s) at any time for server-side assistance.

The following computers and servers currently on the Transportation Agency network will require coverage:

Processor	Speed (GHz)	Memory (GB)	OS	System (Bits)
Core2 Duo	2.3	2	Windows Vista Business	32
Core2 Duo	2.1	3	Windows Vista Business	32
Core2 Duo	2.1	3	Windows 7 Pro	32
Core-i5	2.7	4	Windows 7 Pro	64
Pentium	2.8	6	Windows 7 Pro	64
Dual-Core	3.0	8	Windows 7 Pro	32
Core i7	3.6	8	Windows 7 Pro	64
Core i7	3.6	8	Windows 7 Pro	64
Core i3	3.3	8	Windows 7 Pro	64
Pentium	2.8	8	Windows 7 Pro	64
Core i7	3.6	8	Windows 7 Pro	64
Core i7	3.6	8	Windows 7 Pro	64
Core i3	3.3	8	Windows 7 Pro	64
Core i3	3.3	8	Windows 7 Pro	64
Core i3	3.3	8	Windows 7 Pro	64
Core i3	3.3	8	Windows 7 Pro	64
Core i7	2.4	8	Windows 7 Pro	64
Core i7	3.6	8	Windows 7 Pro	64
Core i7	3.6	8	Windows 7 Pro	64
Core i7	3.6	8	Windows 7 Pro	64
Xeon	1.8	24	Windows Server 2008	64

#### Covered Services.

1. Staff Technology Support: The consultant's help center and engineering support team will be available to assist all TAMC employees with server, workstation, network, and mobile device support Monday through Friday 6:00 AM - 6:00 PM. If an issue cannot be resolved remotely a senior onsite engineer will be dispatched.



2. Network Monitoring and Management: The consultant's help center technicians will monitor the health and welfare of all manageable network devices using the Network Monitoring and Management device. The devices will be configured to send alerts to the help center in case of significant problems. Help center technicians will monitor the devices daily, responding automatically to any alerts and resolving those issues remotely, if possible.
3. Server Platform Monitoring: The consultant's technicians will monitor the health and welfare of the server or servers using the network monitoring and management appliance. The servers will be configured to send alerts to the consultant in case of significant problems. Consultant's technicians will monitor the servers daily, responding automatically to any server alerts and resolving those issues remotely, if possible. If onsite service is required, TAMC will be contacted to authorize the onsite work.
4. Business Continuity Server Backup: A software and hardware solution that is installed at TAMC to allow real-time, image backup of each Windows server so that in case of a catastrophic hardware failure that incapacitates the server for any length of time, consultant can temporarily get the server up in running in hours instead of days.
5. Network Infrastructure Monitoring: Onsite network monitoring and management appliance as it monitors not only the servers, but all PCs and devices on the network. If alerts are generated by any of these systems, TAMC will be contacted to authorize the work needed to resolve the problem.
6. User Management: Includes adding or deleting users, managing user access to server resources and monitoring user data on the servers.
7. Server-based Email Management: The consultant will monitor the health of cloud-based email system (Office 365), as well as adding or deleting users, managing organization-wide email lists and user quotas.
8. Backup Monitoring: The consultant will ensure that the server-based backup system works as intended. If problems arise, they will be resolved remotely. If onsite service is required, TAMC will be contacted to authorize the onsite work.
9. Routine Maintenance: Server-side routine maintenance, such as deleting temporary files, defragmentation and managing file locations is included.
10. Patch Management: The consultant will manage the installation of required operating system patches on the servers, ensuring vital security updates and performance-enhancing upgrades are installed as they are made available.
11. Application Management: Any applications installed on the server will be managed remotely by the consultant. (Does not include resolving application specific problems. TAMC should have a separate support contract with the application vendor for such support.)

12. Virus/Spyware/Spam Management: TAMC will maintain, at a minimum, server-based antivirus software that will be managed remotely by the consultant. If anti-spyware and/or anti-spam software are also installed on the server, the consultant will manage that as well.
13. Disaster Prevention and Limited Disaster Recovery: The consultant will use industry "best practices" to implement disaster prevention systems to ensure optimal performance of the server or servers. In case of a disaster such as disk failure or virus outbreak, consultant will provide disaster recovery assistance.
14. Monthly Reporting: TAMC will receive detailed monthly reports detailing all the work done by consultant's technicians and engineers.
15. Custom Client Portal: TAMC will have access to an online portal customized to allow access to service information and to check the status of ongoing issues.
16. Annual IT Evaluation: After the contract is in effect, once a year on the anniversary of the contract or on a mutually agreeable date, consultant will review the IT infrastructure, conduct targeted interviews and create a detailed annual report for TAMC on the status of the existing technology environment and recommend future enhancements.
17. Response Time: During normal business hours, incoming calls to the consultant hotline will be answered at that time or a return call placed within 30 minutes if a message is left. Consultant will guarantee a response to all critical alerts within two (2) hours of notification and to client requests within one (1) hour of initial contact. Onsite response is assured next business day, when necessary.
18. Workstation Monitoring: The consultant's technicians will monitor the health and welfare of the workstations using the network monitoring and management appliance. The workstations will be configured to send alerts to the consultant in case of significant problems. Consultant's technicians will monitor the workstations daily, responding automatically to any alerts and resolving those issues remotely, if possible. If onsite service is required, TAMC will be contacted to authorize the onsite work
19. Mobile Device Management and Setup: Consultant will setup mobile devices to work on the TAMC network for receipt and delivery of email, calendar, and contacts, as well as remote connections to user workstations from their mobile devices.
20. Wireless Network Management: Consultant will setup, maintain, and keep secure TAMC's wireless (wifi) network and solve problems related to connectivity and wireless internet coverage.
21. Third-Party Vendor Management: The consultant will collaborate with and manage other technology and software providers to ensure TAMC is being provided the best service possible. The consultant service team will work with these providers to resolve any network problems.