



SPOKANE REGIONAL TRANSPORTATION COUNCIL

REQUEST FOR PROPOSALS – IT SERVICES

ISSUE DATE: February 27, 2024
SUBMITTAL DUE DATE & TIME: March 18, 2024 - 4:30 p.m.

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REQUEST FOR PROPOSALS

SECTION I: INTRODUCTION

Spokane Regional Transportation Council (“SRTC”) requests submittals from qualified firms with expertise in Information Technology Support Services. Electronic submission of proposals will be accepted until **4:30 p.m. (PST) on Monday, March 18, 2024.**

SRTC is the federally designated Metropolitan Planning Organization (MPO) and Transportation Management Area (TMA) for the Spokane Metropolitan Planning Area in Washington. At the state level, SRTC is the designated Regional Transportation Planning Organization (RTPO). As the MPO and RTPO, SRTC coordinates regional transportation planning within its planning area of Spokane County. Spokane County is located in eastern Washington state and consists of 1,781 square miles with a current population of 554,000.

Federal legislation (23 CFR 450.306) requires MPOs to develop long-range transportation plans and Transportation Improvement Programs (TIPs) through a continuous, cooperative, and comprehensive planning process, and consider implementation of projects, strategies, and services that are consistent with the long-range plan. In addition, the MPO supports national transportation goals, increasing the accountability and transparency of the Federal-aid highway program, and improving project decision-making through performance-based planning and programming.

SRTC is guided by a Board of Directors, consisting of 20 voting members who are either elected officials or member agency executives, and 2 ex-officio (non-voting) members. SRTC staff consists of technical and administrative personnel led by an Executive Director and Deputy Executive Director.

SECTION II: GENERAL INSTRUCTIONS

Please read the entire package before submitting a response. Careful attention must be paid to all requested items contained in this formal procurement of services by this Request for Proposals (RFP).

- 1. Communications with SRTC:** SRTC is committed to providing accurate and consistent information related to this RFP to all prospective Proposers to ensure no Proposer obtains an unfair competitive advantage. From the date this RFP is released through the date of an award of contract, all communications, questions, clarifications, or inquiries concerning this RFP shall be addressed to:

Greg Griffin
Administrative Services Manager
Spokane Regional Transportation Council
509.343.6370
ggriffin@srtc.org

SRTC reserves the right to disqualify any Proposer who contacts an SRTC officer, director, employee, agent, representative, committee or Board member concerning this RFP other than in accordance with this Section.

2. **Confidential Materials:** All material submitted in response to this RFP becomes the property of SRTC and will not be returned. After contract award, the submittals shall be deemed public records as defined in Ch. 42.56 RCW "Public Records Act". Any information in the submittal that the Proposer desires to claim as proprietary and exempt from disclosure under the provisions of state law shall be clearly designated. Each page claimed to be exempt from disclosure must be clearly identified by the word "Confidential" printed on it. Marking the entire submittal exempt from disclosure will not be honored. SRTC will review any portions of the submittal that the Proposer considers to be confidential and will then make a determination on what should be released. SRTC will notify the Proposer in writing of the determination and provide the Proposer an opportunity to respond to the decision prior to releasing the submittal.
3. **Questions or Clarifications.** . Questions and/or clarifications about this RFP must be submitted in accordance with Section II (2) no later than **March 10, 2024**. SRTC will post any questions or requests for clarifications received, as well as SRTC's responses, to all prospective Proposers by **March 12, 2024** on the SRTC website (www.srtc.org).
4. **Pre-submittal Conference:** A pre-submittal conference for this RFP is not presently scheduled.
5. **Protest Procedures:** SRTC maintains a set of proposer protest procedures. If any Proposer desires this information, it may be obtained by contacting the Executive Director of SRTC at (509) 343-6370.

SECTION III: SCOPE OF SERVICES

I. Introduction

SRTC is soliciting proposals from qualified professional vendors for Information Technology support services. The qualified vendor will provide SRTC IT services in the areas of network analysis and technical support, systems security and support, computer operations support, PC desktop technical support, software integration support and assistance with emerging technologies and accessories. The vendor will work in conjunction with the SRTC Administrative Services Manager as the main point of contact for general infrastructure, equipment, and employee needs. System stability and maintenance is of primary importance.

II. Background Information

SRTC uses a wide variety of systems including but not limited to: on premise and remote workstations Azure AD joined and managed with Microsoft Intune. A Konica Minolta printer/copier and a VOIP phone system with the VOIP gateway managed by the phone system provider. The only servers being utilized are for an accounting/payroll system (TripleView – formerly Vision Municipal Solutions) that run in the Azure cloud; and a domain controller for the accounting software server. See Attachment B diagram of the Azure servers. SRTC uses Fortigate firewalls and MS Azure VPN for cloud server contact. SRTC currently has 11 employees working a hybrid schedule between telework sites and 1 common office location. The office work stations and meeting rooms are connected through a Cat 6A shielded fiber network and two wifi transmitters. SRTC has approximately 18 user workstations. There are currently two Meeting Owl 3 hybrid meeting A/V devices, and 1 overhead laser projector and 1 large monitor for hybrid meetings and presentations. Workstations use Microsoft 365 software; ESRI ArcGIS, Tripleview Accounting and Payroll software modules, Adobe Cloud, Transportation Modeling and other technical analysis and communications software packages are utilized by various members of SRTC staff.

III. Scope of Services

SRTC desires a fully outsourced IT support services provider to provide proactive and regular Azure network management, IT security and support that supplement the business goals and operations of SRTC, and other IT related functions. The following details the minimum services to be provided to SRTC in the area of information technology services:

1. Desktop Applications Support

Perform basic support functions including installation of PC's, laptops, printers, and software; diagnose and correct desktop application problems; configure laptops and desktops for standard applications; and identify and correct hardware problems, performing advanced troubleshooting. Assist designated SRTC personnel with hardware and software purchases as needed. Assist with warranty and other technical support.

2. Cloud Server Administration Services

Manage computer network and associated hardware, software, communications, and operating system necessary for the quality, security, performance, availability, recoverability, and reliability of the system. Ensure scheduled preventive maintenance for equipment is promptly performed.

3. Network Administration Services

Scope of activity includes all SRTC network equipment including switches, firewalls, routers and other security devices. Manage backup and disaster recovery systems. The scope also includes primary installation and maintenance of printers, group policy, software & security updates, etc. as deemed necessary. Monitor network performance and capacity management services.

4. Audio-Visual Equipment Support

SRTC has a conference room (Paulsen Suite 504 – Riverside room) with overhead laser projector and utilizes Meeting Owl 3 devices for monthly Board and Committee meetings, as well as other multi-jurisdictional meetings. Assist with troubleshooting. Assist designated SRTC personnel with technical support.

5. Security

Maintenance of virus/malware detection and spam reduction programs on SRTC email and all other SRTC computers and laptops. Maintenance of Cloud Security. Perform security audits as requested and notify SRTC personnel immediately of suspected breaches of security. Assist SRTC in complying with best practices.

6. Strategic Planning

Provide technical leadership for all technology issues. Make recommendations for future purchasing and technology needs. Keep SRTC up to date on new technology changes and uses that will enable SRTC to increase efficiency and reduce costs. Install equipment including Azure server VPN, software and hardware, and transfer data when required. Assist with policy formulation and application.

7. Help Desk Support

End user support must be timely, friendly, and professional. Urgent and emergency support must be available 24/7/365. Routine support must be available Monday – Friday from 8:00 a.m. to 5:00 p.m.

8. End User Training

Provide training for various technologies as needed. This would normally be for common software or hardware used in a business setting or new equipment installed. This can be at the request of SRTC or when a need is identified by the vendor.

9. Onsite Support

Provide regular scheduled and dedicated onsite and remote support to address SRTC hardware and software issues. Additional onsite support may be needed for major projects.

10. Public Records

Provide assistance in public records key word searches through active and archived e-mail and network files of current and former employees. Preserve original metadata of e-mails and network files while saving contents to electronic files. Vendor must be knowledgeable in Washington State Public Record Laws.

11. Computer Inventory and Disposal

Vendor must provide quarterly hardware inventory reporting and proper and legal disposal of surplus electronic equipment.

SECTION IV: SUBMITTAL CONTENT REQUIREMENTS

1. Submittals must include the following information:

- A. Cover Letter.** A cover letter that has been signed by a party authorized to bind the entity submitting the proposal. Cover letter shall include the following:
 - i. Company name, address and telephone number of the firm submitting the proposal.
 - ii. Copy of current W-9
 - iii. Briefly state your understanding of the services to be performed and make a positive commitment to provide the services as specified.
 - iv. Provide a statement which includes the language "proposal and cost schedule shall be valid and binding for ninety (90) days following proposal due date and will become part of the contract that is negotiated with SRTC".
- B. General Vendor Information to include:**
 - i. Length of time in business
 - ii. Total number of clients and total number of public sector clients
 - iii. Number of full-time personnel and number specifically assigned for customer support. Identify names and major certifications of key personnel who will actually provide the information technology services. Summarize the experience and technical expertise of these staff.
 - iv. Location of the office that would service our account
 - v. Describe your approach to providing these services and your methodology for providing ongoing support.
 - vi. Provide the name, title, address, and contact information of three (3) references of clients for whom you have provided similar services.

Please provide information referencing the actual services provided, customer size (number of users), and the length of time you have provided services to these clients.

- vii. Support Services – Please answer the following:
 - i. Is help desk support available?
 - ii. When is support available (Indicate xx a.m. to xx p.m. and the days of the week)
 - iii. How are emergency issues requiring support outside of regular weekday hours addressed?
 - iv. How are charges for support structures documented and tracked?
 - v. Describe your problem escalation process, including:
 - 1. Initial problem identification
 - 2. Determination of priority and severity of problem.
 - 3. Steps for resolving problem escalation when a solution is not forthcoming or an implemented solution is unsatisfactory.
 - vi. Indicate your response time goals and your statistics regarding meeting that goal.
- viii. Beyond the scope of the RFP, what services (related or otherwise) does your organization provide that could benefit and/or may be of interest to SRTC?
- ix. Cost of Services:
 - i. The proposal must include a fee schedule that indicates either hourly rates or a flat monthly rate for the proposed services.
 - ii. Describe how your services are priced, and any specific pricing you are able to provide.
 - iii. Define any additional charges (e.g. travel expenses).
 - iv. Define any tiers of service and costs associated with those tiers.

C. **Resumes.** Resumes for key staff members.

D. **Conflict of Interest.** Proposers are required to document any potential conflicts of interest in the submittal. Affirm on **Attachment A** that proposer has no conflicts of interest in contracting with SRTC per the services outlined in this RFP. A conflict of interest shall be cause for disqualifying a Proposer from consideration. SRTC will be the final determining body as to whether a conflict of interest exists. A potential conflict of interest may include, but is not limited to:

- i. Accepting an assignment where duty to the client would conflict with the Proposer's personal interest, or interest of another client;
- ii. Performing work for a client or having an interest which could conflict with this contract; and/or
- iii. Employing personnel who were employed with SRTC or one of its member agencies within the past year.

- E. **Attachment A.** All respondents will include Attachment A in their submittal acknowledging receipt of all amendments; and affirming no conflicts of interest.

The submittal shall be a maximum length of 15 pages. This page limit does not include the cover letter, examples of previous work, and resumés. Printing on the front and back of a page will count as two pages. A tabloid (11" x 17") page may be used but will count as two pages toward the maximum page length.

SECTION V: SUBMITTAL DUE DATE AND SUBMISSION REQUIREMENTS

Please submit one (1) copy of your Submittal packet via electronic submission to Spokane Regional Transportation Council to the contact listed in Section II (2), no later than 4:30 PM (PST) on March 18, 2024.

All submittals shall be effective for a minimum of ninety (90) calendar days from the due date. Late submittals shall be deemed nonresponsive and returned to the Proposer unless the submittal would have been timely received but for the action or inaction of SRTC. The cost of any submittal preparation will be completely borne by the Proposer. Proposals which are incomplete, or which are conditioned in any way or contain erasures, alterations, or items not requested, or which are not in conformance with the RFP or applicable laws, rules, and regulations, may be rejected as nonresponsive.

A proposer may correct mistakes, modify or withdraw its proposal at any time prior to the Submittal Due Date, provided SRTC receives any such correction, modification or withdrawal in writing, signed by the proposer or any authorized representative. A modification or withdrawal that is late will be rejected, unless the modification or withdrawal would have been timely received but for the action or inaction of SRTC.

A proposer may be permitted, at the sole discretion of SRTC, to correct a non-judgmental mistake if a request is received after the Submittal Due Date. A proposer is not entitled to correct a mistake based on an error in judgment. Errors in judgment are those requiring the exercise of the proposer's discretion.

EVENT	DATE
RFP Issued	February 27, 2024
Deadline to Submit Requests for Clarifications	March 10, 2024 – 5:00 p.m.
Clarification responses released on SRTC website	March 12, 2024 – 5:00 p.m.
Submittal Due Date	March 18, 2024 – 4:30 p.m.

Discussions with top 3 selected applicants	March 21-22, 2024
Evaluation and Negotiations Completed	March 29, 2024
Contract Award Recommended to SRTC Board	May 9, 2024
Contract Services Begin	June 1, 2024

SECTION VI: EVALUATION CRITERIA AND SELECTION PROCESS

1. All Proposals will be evaluated by SRTC's Submittal Review Team.
2. SRTC will retain all submissions until the designated closing date and time. Submissions will be opened publicly, and the names of the proposers will be read, but all other information will remain confidential.
3. Proposers will be reviewed and the most qualified firm(s) will be identified based on the evaluation criteria. Selected firm(s) will advance to an interview process. Firms selected for interviews will be contacted and informed of the in-person interview date.
4. SRTC may conduct discussions with Proposers as needed.
5. All Proposers (including the firm's employees, representatives, agents, lobbyists, attorneys, and subconsultants) will refrain, under penalty of disqualification, from direct or indirect contact for the purpose of influencing the selection or creating bias in the selection process with any person who may play a part in the selection process. This policy is intended to create a level playing field for all potential firms, and to protect the integrity of the selection process. All questions on this selection process should be addressed to the contact identified in Section II (2).
6. **Evaluation Criteria:** Submittals will be generally evaluated and ranked based on the criteria delineated in **Attachment C**.

SECTION VII: PROJECT ADMINISTRATIVE REQUIREMENTS

1. **Contract:** The period of performance for contracts issued as a result of this RFP process will be for a three-year period (beginning on June 1, 2024 and ending on May 31, 2027). Mutually agreed-upon annual renewals may be made for up to three (3) additional one-year periods. Renewal of the contract will require SRTC Board reauthorization. All fees should be set for an annual term to be billed monthly, and clearly state that in the proposal. SRTC expects all submitting firms to consent to the SRTC Scope of Work and Specifications. Exceptions desired must be noted in the proposal submittal. SRTC reserves the right to revise the stated contract terms and conditions prior to contract signature. Note that as a public agency, SRTC is subject to an annual appropriation process by the SRTC Board of Directors. SRTC is funded primarily by Federal and State transportation agency grants.
2. **Insurance Requirements:** If selected, the Proposer will be required to procure and maintain, at its sole expense, insurance for injuries to persons or property, or damage to property, that may arise from or in connection with the Proposers work, including

the work of its contractors, officers, directors, agents, and subcontractors. Specifically, SRTC may require the following insurance minimums:

- A. **General Liability:** on an occurrence basis with minimum limits of \$1,000,000 per occurrence and \$2,000,000 in the aggregate per project
- B. **Automobile Liability:** coverage for any owned, hired, non-owned or rented automobile with minimum limits of \$1,000,000 combined single limit, each accident.
- C. **Umbrella Liability:** Minimum limits of \$2,000,000 per occurrence and \$4,000,000 in the aggregate.
- D. **Worker's compensation:** Statutory requirements for Consultant's state of residency. When work is performed in Washington State, coverage is required by Title 51 RCW.

SRTC reserves the right to require additional insurance. SRTC further reserves the right to waive any insurance requirement listed herein.

SECTION VIII: PROPOSER CERTIFICATION, LICENSING & REGISTRATION REQUIREMENTS

1. **Proposer Certification:** By submittal of a response pursuant to this RFP, the Proposer certifies the following:
 - A. The submission of the offer did not involve collusion or other anti-competitive practices.
 - B. The Proposer shall not discriminate against any employee or applicant for employment in violation of the Federal Executive Order 11246.
 - C. The Proposer has not given or offered to give and does not intend to give at any time hereafter any economic opportunity, future employment, gift, loan, gratuity, special discount, trip favor, or service to a public servant in connection with the submitted offer.
 - D. Failure to sign the offer, or the falsity of a statement in a signed offer, shall void the submitted offer or any resulting contracts, and the Proposer may be debarred.
 - E. That to the best of its knowledge and belief, that it and its principals, including subconsultants, are not presently debarred, suspended, proposed for debarment, declared ineligible, or voluntarily excluded or disqualified from covered transactions by any Federal department or agency.
 - F. The Proposer has not paid or agreed to pay any fee or commission, or any other thing of value contingent on the award of this contract, to any employee, official or current consultant of the Project Manager.
 - G. The Proposer has examined, read and understands the RFP, and any amendments, if applicable.
 - H. That the Submittal is based upon the scope of work in the RFP, and that Proposer has taken steps reasonably necessary to ascertain the nature and

location of the work, and that it has investigated and satisfied itself to the general and local conditions which may affect the work or its cost.

2. **Licensing & Registration**: By submittal of a response to this RFP the Proposer verifies it meets the following business registration and licensing criteria:
 - A. Active registration with the Washington Secretary of State.
 - B. Active Washington State Business License, issued by the Washington State Department of Revenue.
 - C. Active Worker's Compensation Account with the Washington State Department of Labor and Industries.Should the Proposer not meet these criteria, its submittal may be rejected as incomplete or not responsive.
3. Following the award of contract, but prior to execution of the contract, the Proposer shall provide verification of any necessary local business licenses within the jurisdiction where the performance of work or services shall occur.
4. Proposers are encouraged to review the following resources when determining applicable requirements:
 - A. Washington Secretary of State: www.sos.wa.gov/corporations-charities
 - B. Washington State Department of Revenue: <https://dor.wa.gov/open-business/apply-businesslicense#RegRequire>
 - C. Washington State Department of Labor and Industries: www.lni.wa.gov/for-business

By providing this information, SRTC is not providing the Proposer with legal advice on any of the aforementioned requirements.

SECTION IX: GENERAL PROVISIONS & APPLICABLE REQUIREMENTS

Reservation of Rights

SRTC reserves the right, at its sole discretion and without notice, to reject any or all submittal, or a portion of a submittal, to waive any informalities or irregularities in the submission process, to correct, supplement, amend, or otherwise modify the Request or cancel the request with or without the substitution of another RFP, to extend the date for submission of responses, to request additional information and/or data from any or all proposers, to reissue any part or all of the RFP, to negotiate further with any proposer within the competitive range, to increase or decrease the scope of work, to negotiate changes in the scope of work prior to any contract award, and to award the contract in the best overall interests of SRTC.

Americans with Disabilities Act (ADA) Information

SRTC, in accordance with Section 504 of the Rehabilitation Act (Section 504) and the Americans with Disabilities Act (ADA), commit to nondiscrimination on the basis of disability, in all of its programs and activities. This material can be made available in an alternate format by emailing SRTC at contact.srtc@srtc.org or calling (509) 343-6370.

Funding

Portions of this Project may be funded in whole or in part by the United States Department of Transportation, Federal Transit Administration (FTA). If any portion of the Project is funded by FTA, Proposers will be required to comply with all applicable FTA, State, and Local rules and regulations for specific task orders.

Title VI Statement

SRTC, in accordance with Title VI of the Civil Rights Act of 1964, 78 Stat. 252, 42 U.S.C. 2000d to 2000d-4 and Title 49, Code of Federal Regulations, Department of Transportation, subtitle A, Office of the Secretary, Part 21, nondiscrimination in federally assisted programs of the Department of Transportation issued pursuant to such Act, hereby notify all bidders that it will affirmatively insure that in any contract entered into pursuant to this advertisement, disadvantaged business enterprises as defined at 49 CFR Part 26 will be afforded full opportunity to submit bids in response to this invitation and will not be discriminated against on the grounds of race, color, national origin or sex in consideration for an award.

UDBE Goal

There is not a mandatory Underutilized Disadvantaged Business Enterprise (UDBE) goal for this Project; however there is an overall UDBE goal for SRTC and the agency asks that you indicate in your proposal if your organization is considered a UDBE firm for overall reporting purposes. Regardless of any applicable UDBE goals, proposers are encouraged to employ reasonable means to obtain UDBE participation. In the absence of a mandatory UDBE goal, a voluntary Small Business Enterprise (SBE) goal amount of 10% of the Consultant Agreement is established.

EEO

SRTC is an Equal Employment Opportunity (EEO) organizations, which do not discriminate on the basis of race, religion, color, sex, age, marital status, national origin, or the presence of any sensory, mental, or physical disability in consideration of a contract award. The successful Proposer will be required to comply with all EEO federal, state, and local laws and regulations.

Anti-Lobbying

SRTC complies with the provisions of Section 1352 of Title 31, U.S. Code (Public Law 101.121) as codified in Title 48, Federal Acquisition Regulations Subpart 3.8 and Subpart 52.203-11 and 23 CFR 630.112(c)(5). That legislation prohibits Federal funds from being expended by a recipient or any lower tier sub-recipients of a Federal contract, grant, loan, or cooperative agreement to pay any person for influencing or attempting to influence a Federal agency or Congress in connection with the award of any Federal contract, the making of any Federal grant or loan, or entering into any cooperative agreement, including the extension, continuation, renewal, amendments, or modification of any Federal contract, grant, loan or cooperative agreement.

ATTACHMENTS

- A. Acknowledgement of Amendments and Conflicts of Interest
- B. SRTC Azure network diagram
- C. Evaluation Criteria

Attachment A

1. Acknowledgement of Amendments

Request for Proposals – IT Support Services

SPOKANE REGIONAL TRANSPORTATION COUNCIL

Spokane, WA

If the RFP is amended, the offeror must acknowledge receipt of the amendment(s) to this solicitation as part of their submittal package (if applicable, provide number and date of each acknowledged amendment).

2. Proposer affirms no conflicts of interest ☐

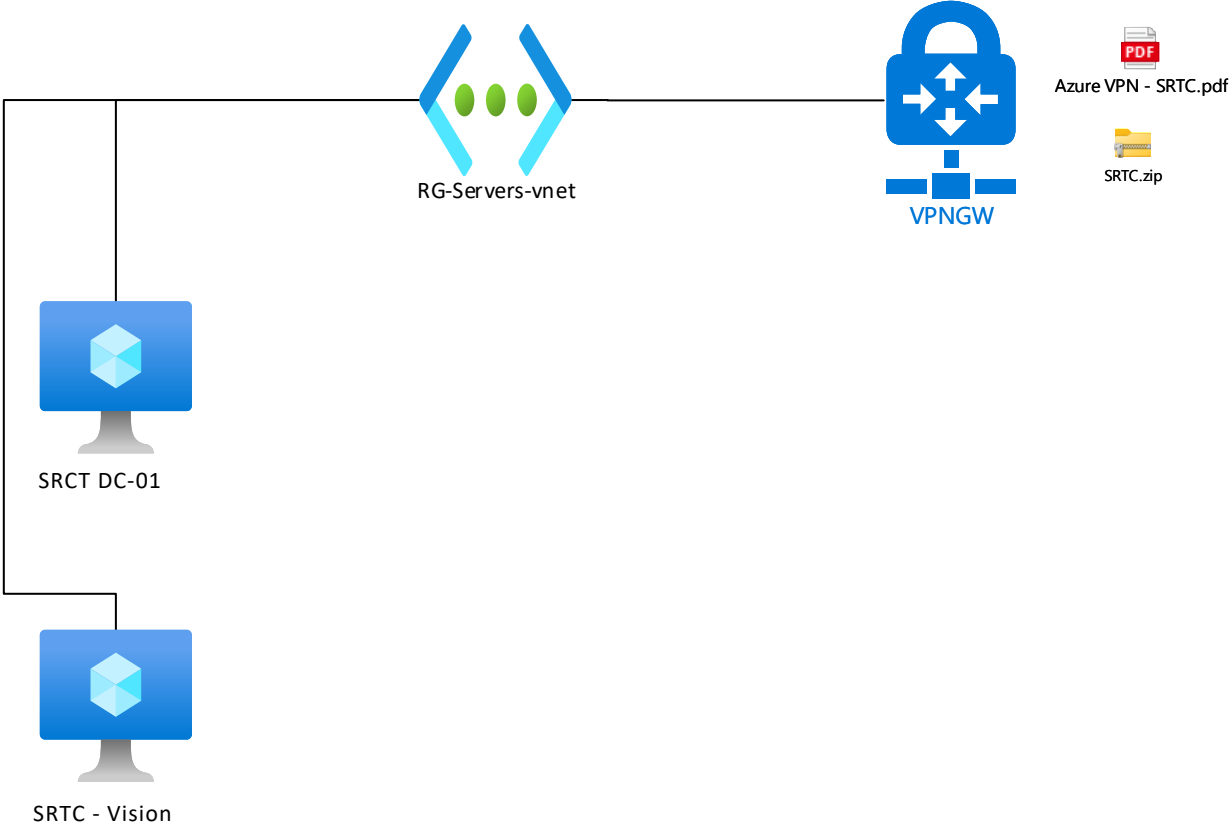
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Signature

Date

Print name: _____

Attachment B - SRTC Azure Resources



Attachment C – Evaluation Criteria

Evaluation Criteria: Submittals will be generally evaluated and ranked based on the criteria delineated in the Evaluation Table below.

Staff will make a recommendation to the SRTC Policy Board for their review and award of the contract. Staff will evaluate and rate each submittal based upon the following criteria:

Evaluation Table	% of Points
Experience & personnel qualifications	20%
Understanding of SRTC's needs and services to be provided	20%
Compatibility with end users and SRTC staff needs	20%
Satisfaction of reference clients/end users	5%
Availability	10%
Cost (support/maintenance)	25%