



Request for Proposals

Managed IT Services

LPC West Transit Management LLC

April 2, 2018

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Section 1. Introduction, Contract Summary & Property Location(s) and Instructions to Proposers

1.1 Introduction

LPC West Transit Management LLC (Manager) is the asset management entity overseeing the new Salesforce Transit Center (transit center). The transit center is a modern regional transit hub that will connect the Bay Area counties and the State of California through multiple transit systems. The transit center is being developed in two phases. Phase 1 includes design and construction of the above-grade portion of the Transit Center including the 5.4-acre, 1,400-foot-long rooftop park, the structure and core of the two below grade levels of the train station, bus ramp, and bus storage facility. The Downtown Rail Extension (DTX) tunnel and the build out of the below-grade train station facilities at the transit center will follow as Phase 2. Phase 1 will include approximately 103,300 square feet of retail and office uses.

1.2 Contract Summary & Property Location(s)

This RFP is for Managed IT (Tiers 1-3) Services. The Manager will execute a contract with a professional Managed IT Service provider(s), for a 3-year period for the transit center. The services can be generally described as those consistent with Contractor becoming the overall manager of the transit center's IT systems. Services shall be performed by Contractor in a satisfactory and competent manner as established in the industry. All services shall be performed to Manager's full satisfaction as determined at the sole discretion of Manager. Manager reserves the right to make periodic inspections of the services performed so that the same will meet the requirements and standards as set by Manager for the performance of such services. In the event that any services hereunder do not meet Manager's full satisfaction, Contractor shall, at its sole expense, remedy any deficiency or inadequacy in the performance of such services and complete services to Manager's full satisfaction. Contractor shall employ sufficient employees and furnish sufficient equipment to perform the services. Contractor shall agree and represent that it and all its employees, agents and sub-contractors shall utilize best efforts to perform the services in a professional, efficient manner consistent with the highest standards in the IT Managed Services industry.

The proposed Scope of Work is outlined in Section 4; required services are detailed in Exhibit A. Description of Services and Exhibit A1. Service Level Agreement.

1.3 Instructions to Proposers

- a. Submit an electronic copy of the proposal package by Thursday, May 3, 2018 via email to:

Geraldine Juachon, Property Manager - Lincoln Property Company
GJuachon@lpc.com

- b. All questions and requests for clarification should be sent by Tuesday, April 17, 2018 via email to:

Geraldine Juachon, Property Manager - Lincoln Property Company
GJuachon@lpc.com

Proposers' questions will be answered via email to all proposers on Tuesday, April 24, 2018.

- c. The successful proposer(s) will be required to obtain appropriate Certificates of Insurance (see Section 5) for the transit center. The stated limits must be met, and all Additional Insureds must be listed (see Section 5).
- d. Manager reserves the right to reject any or all proposals, to waive any proposal formality, and to engage the firm deemed best able to serve Manager and the TJPA.
- e. Manager intends to execute a Service Agreement for the transit center. Proposers should provide a scope of work and fee schedule for the transit center.

1.4 Submittal Contents

a. SUBMITTAL SHALL INCLUDE:

- Response to Qualifications & Capabilities Questions (see subsection “b” below)
- Description of your team’s Approach to Services, including:
 - Management Approach
 - Transition Plan
- Completed Proposal Pricing Form. (see Exhibit C. Managed IT Services Rates)
- Sample Managed IT Services Standards
- Sample Operational/Performance Audits
- Sample Certificates of Insurance (see Section 5)

b. QUALIFICATIONS & CAPABILITIES QUESTIONS

1. Provide the following information about your firm:
 - a. A brief history of the company
 - b. A short description of your firm’s capabilities and experience, including specifics related to any similar facilities public and/or private facilities that have mixed uses (i.e., public park, public transit, retail, office, etc.)
 - c. Company and project organizational charts
 - d. Resumes and/or biographies of key personnel who will be involved with this contract
 - e. Respondent firms must have been operating under the structure being proposed for at least three (3) years.
2. Provide at least five examples of IT Management Services projects performed within the past 2 years that are similar in facility type and scope to that described in this RFP, including:
 - Client
 - Facility name and location
 - Building square footage
 - Description of contract services

3. Describe your quality control process and procedures, including:
 - a. Managed IT standard services
 - b. Facility and operational audits
 - c. Key Performance Indicators (specific details required by Owner)
4. Describe your procurement program, including any available customer incentives or discounts for required equipment.
5. Describe your hiring and employee retention procedures.
6. Describe employee safety training and explain how safety of personnel and property is handled onsite.
7. Describe commitment to client and tenant satisfaction, and describe tools and processes used to measure and monitor both performance and satisfaction.
8. Provide client references for at least 3 current or previous contracts similar in facility type and scope to that described in this RFP, including:
 - Client
 - Contact name, phone number, and email address

Section 2. RFP Process Schedule

April 2, 2018	Requests for Proposal Emailed to Proposers
April 10, 2018 @ 3 pm	Site Visit with Property Manager
May 3, 2018 @ 5 pm	Completed Proposal Packages Due Electronically
May 15, 2018 (tentatively)	Interview(s) with Shortlisted Proposer(s)
June 1, 2018 (tentatively)	Anticipated Contract Start Date

Section 3. Evaluation Criteria

Proposals will be evaluated using the following criteria:

- a. Demonstrated ability to perform required services and track record of success on similar projects
- b. Proposed project team capabilities and experience
- c. Capacity/depth of resources available to ensure responsive service
- d. References from current and/or previous building owners/operators
- e. Proven approach to providing quality and cost-effective services
- f. Commitment to client/tenant satisfaction
- g. Innovative or value-added services
- h. Readiness to meet insurance requirements

Section 4. Scope of Work

Work Specifications

Contractor shall provide Managed IT Services as outlined in Exhibits A and A1.

Contracted Services**1. PREPARE AN IT OPERATIONS PLAN FOR THE TRANSIT CENTER:**

Contractor will develop an IT operations plan for the transit center that ensures the highest level of performance and security for Manager and TJPA.

2. REVIEW THE CURRENT FACILITY & POTENTIAL BENCHMARKS:

Contractor will study the facility and how to best manage the IT network systems and components, establishing an in-depth understanding of the unique service needs.

3. IDENTIFY OPPORTUNITIES:

Contractor will apply their knowledge of the latest transportation systems, IT technologies, maintenance and performance trends, security strategies, and identify areas of transit center operations in which the Contractor could make the most significant improvements.

4. DEVELOP RECOMMENDATIONS:

Contractor will develop a series of recommendations for the most cost-effective, secure, and highest performing IT systems.

5. IMPLEMENT THE PLAN:

For the entire length of the agreement, Contractor will monitor the operations of the agreed-upon IT systems, ensuring that agreed-upon plans and policies are maintained, and errors, overcharges and price increases are corrected.

6. PROVIDE MONTHLY REPORTS SHOWING RESULTS:

Contractor shall provide a detailed report, listing open tickets with resolution status and proposed means to close tickets, as well as tickets that have been closed or escalated to external entities since last report. Report shall also list scheduled activities, updates, or any other efforts relevant to IT systems management services. These reports shall be submitted to Manager monthly.

7. PROCEDURE AND COLLECTION / BILLING TO MANAGER:

- a. Contractor will be issued access to all equipment and systems for which they will be responsible.
- b. Contractor agrees to enforce agreed-upon IT systems plans and policies, and escalate any policy disagreements or deviations to the appropriate parties.
- c. Contractor will provide after-hours emergency contact personnel phone numbers and emails in case of problem with systems or equipment.
- d. Contractor will issue monthly reports and invoices to the Manager within 15 calendar days of month ending.

8. RESPONSIBILITIES

- a. Contractor shall maintain and repair IT systems and equipment as required to maintain efficient facility operations.

Section 5. Certificate of Insurance Requirements
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Please include in your proposal a Sample Certificate of Insurance with the specifications listed below:

Minimum Certificate of Insurance (COI) Requirements:

Commercial General Liability Insurance:	\$1,000,000
Commercial Automobile Liability Insurance:	\$1,000,000
Excess / Umbrella Liability Insurance	\$5,000,000
Workers Compensation:	\$1,000,000

Please see Exhibit B for further COI requirement details including the Additional Insured language.

Exhibit A - Description of Services

The current technical environment at the transit center is described in general below; however, for a complete description, please refer to the referenced documents (Exhibit D). The current technical environment includes:

1. Physical Network Layout: The transit center's network consists of the following categories:
 - a. Transit center operation and base building systems
 - b. Base building converged network – Wide Area Network (WAN) & Local Area Network (LAN) (includes wired and wireless)
 - c. The core network and virtual infrastructure is housed at the transit center
 - d. Identified hosts connected to the network over wired and wireless LAN
2. Logical Network Layout
 - a. The transit center's network is based on the campus model – consisting of core, distribution, and access layers. It is segmented into multiple networks, including the management network containing the core and distribution switches, as well as various network appliances and network management tools.
 - b. The transit center's network is separated to multiple secure access zones per network and cyber security policy requirements.
 - c. The basic guest wireless internet access (hot spot access) is included.
3. Servers and Network Applications
 - a. Standard office suite and identified enterprise applications
 - b. Base building systems and applications
4. Network/WiFi/voice over internet protocol (VOIP) Equipment
 - a. Cisco routers
 - b. Cisco switches
 - c. Cisco wireless LAN controllers and access points
 - d. Cisco Unified Communications Manager and System
 - e. Cisco firewall and virtual private network (VPN) solutions
 - f. Internet connection thru AT&T (Calnet) – 1 Gbps to 10 Gbps
 - g. Redundant internet connection through an equivalent provider – 1 Gbps to 10 Gbps
 - h. VOIP connection through AT&T (Calnet) – over 300 lines
5. Base Building Internet Protocol (IP) Systems
 - a. Electronic safety and security system(s)

- b. Digital signage
 - c. Mass notification/emergency communication systems
 - d. Building management control system (BMCS)
 - e. Electric lighting control
 - f. Vertical transportation (elevators, escalators)
 - g. Public address system
 - h. Irrigation systems
 - i. Other systems as identified during final negotiations
6. Server Maintenance & Repair Specifications
- a. Cisco Unified Computing System (UCS) hardware
 - b. Server software and hypervisors
7. Other Systems
- a. Contractor shall support other system applications as identified by Manager prior to final negotiations.

Contractor shall provide services as outlined below:

I. IT Service Desk

1. The IT Service Desk will be the initial point of contact for the transit center IT needs.
2. Contractor shall report to directly to Manager team at the transit center, which is responsible for virtual infrastructure and network administration, telecommunications, device deployment, support of servers (includes virtual machines), PCs, laptops, tablets and smartphones; endpoint security; technical support for end users, productivity applications and identified transit center applications and infrastructure (e.g. conference rooms), as well as the IT Service Desk.
3. Contractor shall provide at least one (1) full-time, on-site employee during regular business hours (6:00am – 3:00pm Monday - Friday) for on-site troubleshooting and maintenance needs.
 - a. Itemize, as a separate line item, an hourly rate for additional on-site services, regardless of time of day, for general on-call and emergency needs. Such additional services where a live technician will be required to be on-site at the transit center within one (1) hour of notification is the general expectation – should your firm be unable to meet this one (1) hour time-frame, explain what time frame you can meet. Note any hourly and/or cost minimums for this rate if and/or when applicable.
4. The Contractor shall provide telephone/text/email support for the transit center twenty- four hours a day, seven days a week, 365 days a year (24x7x365).

5. Refer to Exhibit A1, Service Level Agreement (SLA), for specific, measurable levels of service expectations.
 - a. Contractor may submit their own SLA, provided they identify where their SLA deviates from metrics described in Exhibit A1.
6. The Contractor shall answer service request calls—either routed to Contractor’s facility (call center, app or service website), or on-site—and provide support to transit center systems, following an established escalation path to resolution.
7. The Contractor shall provide responsive technical support in a manner that meets the ever-changing requirements and workload of Manager and the transit center. Therefore, the Contractor shall research, evaluate, develop, review and implement operational processes and procedures relating to the various support areas under the scope of this task, as required.
8. The Contractor’s customer/technical support personnel shall record, monitor, manage and update the IT Service Desk ticketing system, and are also responsible for routing and/or escalating to other internal and/or external support service area providers.
9. Contractor shall work, resolve and/or reassign incident records that are identified as “Urgent” and/or “High” in accordance with the agreed-upon procedures, and record updated problem resolution/escalation status at least every 1 to 2 hours.
10. The Contractor is responsible for routing and/or escalating to various other internal and/or external support service area providers in accordance with transit center and external group established escalation policies.
11. Contractor shall work, resolve and/or reassign incident records that are identified as “Medium” and/or “Low” in accordance with the established transit center incident record assignment and escalation procedures. The Contractor is responsible for routing and/or escalating to various other internal and/or external support service area providers in accordance with transit center and external group established escalation policies.
12. The Contractor shall be responsible for providing customer-focused VOIP service support, incident/problem recording, resolution and/or routing problems to the next level of technical support.
13. If incident requests are unable to be resolved by the IT Service Desk, the incident record is routed to the appropriate specialist for further technical assistance. All work performed for each record shall be updated with what was done to resolve the record, and if not resolved, who was contacted and is working the incident record now.
14. IT Service Desk Ticketing System
 - a. The Contractor shall propose and, upon approval from TJPA and the Manager, implement an IT Service Desk ticketing system to assist in service requests.

- b. The Contractor shall open and resolve incident or service request records in the ticketing system for all requests.
- c. The Contractor shall maintain and monitor all IT Support Desk tickets and provide assistance in their resolution when reviewing incident records. This review of open incident and service requests report shall be conducted on a daily basis, escalated to the proper group, and updated to reflect who was initially contacted, and who has in the past, and is currently working on, the ticket.
- d. Contractor shall identify transit center system stakeholders (as identified by Manager), coordinate, and propose an escalation process with each stakeholder, and submit escalation processes for each stakeholder for TJPA and Manager approval.
- e. Contractor shall, using approved escalation process, identify whether internal or external actions are required to resolve ticket.
 - i. If it is determined that ticket resolution requires internal actions, Contractor shall perform troubleshooting and corrective measures to resolve ticket.
 - ii. If it determined that ticket resolution requires external actions, Contractor shall identify appropriate stakeholder, and coordinate as required to resolve ticket.
- f. The IT Service Desk ticketing system shall provide the flexibility to quickly and easily identify specific ticketing details and hierarchy, create tickets from several locations, and allow Manager and their sub-contractors to open tickets through the email connector and Web portal.
- g. The IT Service Desk ticketing system shall respond automatically when a request is logged or status has changed, and automatically share pertinent information with appropriate stakeholders as identified by Manager.
- h. The IT Service Desk ticketing system shall be securely operated and maintained.
- i. The Contractor shall enter and monitor all requests into the ticketing system, and record actions, responses, and completion of each ticket.
- j. The Contractor shall review and analyze trouble tickets submitted through the system, and determine the likely reasons, repair times and other relevant information to determine trends and suggest solutions.
- k. The Contractor shall escalate all calls relating to any system-wide outage, such as loss of mail capability, loss of Internet access, or any interruption that is deemed to be beyond a loss-of-service for individual users.
- l. The Contractor shall provide escalation as required to their own internal upper-tier network engineer for additional analysis and resolution as necessary.

- m. Contractor shall create and maintain IT Service Desk Knowledge Base System and technical training requirements to inform future incident response and resolution efforts.

15. Incident Detection & Troubleshooting

- a. In addition to phone or computer-initiated ticketing system requests, Contractor shall monitor systems internally, and create and address issues and incidents in the same or similar manner as externally-initiated tickets. System monitoring includes, at a minimum:
 - i. Device health monitoring (interface errors, central processing unit (CPU)/memory utilization, etc.)
 - ii. Troubleshooting hardware issues (errors on interfaces, Cyclic Redundancy Check (CRC), collisions, etc.)
 - iii. Responding to alarms from the Network Management Systems. (Bandwidth utilization, Latency, Up/Down, CRC)
 - iv. Simple Network Management Protocol (SNMP) monitoring and reporting tool
 - v. Trending and historical reporting of monitored devices
 - vi. Configuration management, daily backup of configuration files in routers, firewalls and switches
 - vii. Customer web-based access to management tools and reports
 - viii. Internet health and connectivity with monitoring and support
 - ix. Troubleshoot with broadband vendors to resolve Internet and data service outages
 - x. Scheduled maintenance, including patches and minor updates
 - xi. Voice service quality and Quality of Service (QoS) performance-related issue troubleshooting support
 - xii. Functional changes, including firewall configuration coordination, Network Address Translation (NAT), static route changes, etc.

16. Applications Support

- a. Manager will be responsible for its own internal email and non-facility-specific desktop applications and IT systems.
- b. Contractor shall provide user support for office automation applications such as Microsoft Office Suite.
- c. Contractor shall coordinate with Manager to identify system applications to be supported, and provide support for identified applications.
- d. Contractor shall maintain all systems servers, including hardware and software. Servers supported include but are not limited to: file, print, web technology, and other servers as required.

II. System Administration

1. General

- a. In providing Server support, Contractor shall:
 - i. Maintain the data backup systems and devices.
 - ii. Maintain the data backup media, including onsite and offsite storage.
 - iii. Maintain a log identifying media, date of backup, data contained within backup, and the location of the media.
 - iv. Maintain all configuration changes for each system and records of all updates.
 - v. Maintain all systems servers including hardware and software. Servers supported include but are not limited to: file, print, web technology, and other servers as required.
- b. In providing desktop support, the Contractor shall:
 - i. Install, repair, configure, and test hardware and peripherals on all incoming computer equipment.
 - ii. Respond to identified end-user software and hardware trouble calls.
 - iii. Document all trouble calls utilizing the transit center IT Service Desk system.
 - iv. Test and document all failed desktop computer systems and hardware and replace such systems and hardware as required.
 - v. Complete hardware and software installations.
 - vi. Perform user account management.
 - vii. Take all necessary precautions to avoid losing customer's data and restore any lost customer data from backups.
 - viii. Support office moves which include moving computers, monitors, phones, peripherals, updating inventory and restoring equipment to an operational condition.
 - ix. Provide shared resource support for all printers, scanners, thumb drives, tablets and other remote mail devices as approved and used within transit center
 - x. Respond to end-user voice communications trouble calls.
 - xi. Provide assistance on normal operating functions of the phone and troubleshoot fundamental connectivity and operational conditions.
 - xii. Provide support for remote access hardware and software, and all approved end-user devices.

- xiii. Escalate all calls relating to any system wide outage, such as loss of mail capability, loss of Internet access, or any interruption that is deemed to be beyond a loss-of-service for individual users.
- c. Contractor shall provide end user support for all approved software loaded on transit center equipment.
- d. Contractor shall assist Manager with the use of audiovisual systems by providing instruction in the use of end-user control interfaces and procedures. Contractor shall:
 - i. Maintain setup, monitor, troubleshoot and coordinate the repair of audiovisual equipment.
 - ii. Maintain, setup, troubleshoot and coordinate the repair of video teleconferencing equipment.
 - iii. Test and verify proper operation of video conference systems.
 - iv. Provide on-site audiovisual equipment setup and support.
 - v. Install and configure new audiovisual and video conferencing equipment.
 - vi. Install, configure, and maintain training facility computers, monitors, projectors, printers and related equipment.
 - vii. Provide one-on-one user assistance.
 - viii. Coordinate with content creators/providers to ensure transit center content meets Manager expectations.
- e. In the Disposal of Excess Equipment, the Contractor shall:
 - i. Maintain readiness to process excess equipment.
 - ii. Scrub data from hard drives contained in excess equipment.
 - iii. Assist in preparing items for shipment.
 - iv. Assist in preparing documents to dispose of excess property.

2. Directory/Credential Management

- a. Contractor shall manage permissions, credentials and associated access to systems based on Manager identified needs. Management shall include specific access and permissions down to individual employee level, as required.
- b. In providing on-going secure system environment, the Contractor shall:
 - i. Assist the customer with completing the application to test and integrate non-standard software packages.
 - ii. Monitor desktop performance and recommend changes in writing as technology changes.

- iii. Provide workstation anti-virus installation support and troubleshooting.
- iv. Generate and review “Workstation” and “Server Patch Management” reports and resolve any discrepancies.
- v. Manage Active Directory policies, scripts and permissions.
- vi. Report all suspicious activity to Manager.
- vii. Install, configure and maintain a centralized workstation management tool to track hardware and software inventory, remotely connect to workstations and deploy required software
- viii. Participate in new hardware and software compatibility and usability testing.
- ix. Assist users with access and operation of unique systems which are not available on an individual basis. These include specialized applications, software and hardware.
- x. Maintain product information and technical publications on information technology equipment, software, and services.
- xi. Provide directory services troubleshooting including replication configuration.
- xii. Create and delete accounts and distribution lists within the enterprise directory services.

3. Strategic Planning

- a. Contractor shall, based on transit center network history and trends, as well as industry trends and best practices, propose strategies to improve and maintain network health.
- b. The Contractor’s customer/technical support personnel shall create and/or assist in the development and maintenance of Standard Operational Procedures (SOPs), instructional guidelines and/or troubleshooting guidelines.

4. Coordination

- a. Vendor Coordination: Contractor shall work with third-party vendors to ensure optimal installation of third-party software and hardware, both in terms of performance and security.
- b. Tier 4 Coordination: Contractor shall coordinate with Cybersecurity/Information Security (Tier 4) Contractor, and provide system queries, updates, tests, and quarantine actions as required to ensure system security and performance.
- c. Service Desk Coordination: The Contractor shall provide customer/technical support personnel to offer password recovery and/or resets.

III. Operation and Management

1. Policy Enforcement
 - a. Contractor shall coordinate with Manager to identify operational policies and provide support for Manager-approved policies.
 - b. Contractor shall review, report, and act upon incidents or practices that are contrary to established policies.
2. Network Operations Center
 - a. The Network Operations Center (NOC) staff is responsible for the end-to-end operations and management of the transit center network. The NOC controls the interactions with network service providers (AT&T and redundant service provider TBD) and other vendors to meet transit center service requirements.
 - b. The NOC shall be a 24 hour a day, seven days a week, 365 days a year (24x7x365) staffed place of operations that provides network operations support, incident and/or problem identification, troubleshooting and maintenance for transit center LAN and WAN.
 - c. The NOC shall be the focal point for network troubleshooting, updating, router and domain name management, and coordination with affiliated networks. The NOC staff shall be responsible for providing network fault monitoring, network utilization, network availability, problem tracking and escalation, problem reports and documentation.
 - d. The NOC staff shall be responsible for the day-to-day monitoring, reporting, troubleshooting, escalating, and coordinating of events related to network communications. Activities impacting the NOC may include: loss of connectivity, slow-downs or latency, scheduled or unscheduled outages, and maintenance or upgrades.
 - e. The Contractor shall support all devices via automated alerts as well as customer calls, emails and trouble tickets transferred from external support groups.
 - f. The Primary NOC should be located in the USA and be staffed as active/active operations center with a redundant secondary NOC.
 - g. The Contractor shall provide network health and connectivity with monitoring and support services to ensure the NOC maintains operations 24x7x365. This includes providing support at the Primary and Secondary NOC that operate in the confines of a secure facility, organized, staffed, and equipped to manage network operations and maintenance functions that are relevant across the transit center site for all transit center network devices. The Contractor shall provide network operations support services to transit center LAN and WAN. Examples of current transit center operated devices include:
 - i. Cabling
 - ii. Routers

- iii. Switches
 - iv. Firewalls
 - v. Specialized appliances or hardware that provide network services (e.g., Domain Name Services/Dynamic Host Configuration Protocol (DNS/DHCP), Proxy Services, and Security Services)
 - vi. These support services include Transition, Program Management, Network Operations Support (24x7x365), Network Performance and Analysis Support (8x5), Release Management (Service Request, Change, and Configuration Management Support, Information System Security Officer coordination (8x5), Knowledge Management and Performance Reporting (8x5), Network Tools, and Surge Support. The Contractor shall support VPN solutions, remote access services support, access control, and identity management tasks. The Contractor shall provide trained, qualified, and cleared staff to support these functions 24x7x365.
- h. The Contractor shall interface with the transit center IT Service Desk to provide the following WAN support services. In performance of these services, the Contractor shall:
- i. Perform diagnostic testing among LAN components and between LAN and WAN components.
 - ii. Install, configure and maintain routers and switches per established transit center policies and procedures as required or directed.
 - iii. Facilitate the installation, troubleshooting, and repair of communications lines, data circuits, wireless, and satellite systems.
 - iv. Troubleshoot end-user secure shell (SSH), Hypertext Transfer Protocol (HTTP), and other session connection problems.
 - v. Install, label, maintain, and troubleshoot internal network wiring and fiber optic cabling.
 - vi. Configure, maintain, and troubleshoot Transmission Control Protocol (TCP)/IP and other network protocols.
 - vii. Identify existing potential network problems and report outages with corrective actions.
 - viii. Coordinate with Manager to recover and restore WAN connectivity in case of an outage.
 - ix. Submit documentation to create telecommunications service requests for new networking jacks and cabling lines.
- i. The Contractor shall provide the following LAN support services:
- i. Submit telecommunications service requests for new networking jacks and cabling lines.

- ii. Monitor LAN performance and make LAN upgrade recommendations using management/monitoring software.
- iii. Perform diagnostic testing between network components.
- iv. Recommend configuration changes and network upgrades.
 - v. Install, configure, troubleshoot, and maintain network and network monitoring software (such as Solar Winds, etc.) and hardware, and network monitoring server(s) as required or directed.
- vi. Install (as required) and configure network protocol software (e.g. TCP/IP).
- vii. Install (as required), configure, troubleshoot, and maintain LANs using Manager approved operating systems.
- viii. Install (as required), test, and activate copper and fiber optic LAN cabling.
 - ix. Troubleshoot and repair LAN lines.
 - x. Troubleshoot and resolve network issues and problems.
 - xi. Document all existing and potential network problems and their corrective actions.
 - xii. Document and coordinate with the Manager for the assignment of static IP addresses.
- xiii. Generate network diagrams, rack elevations and documentation as requested.
- xiv. Configure, maintain and troubleshoot protocol suite for protocol networks.
 - xv. Document LAN issues and problems into the ticketing system.
- xvi. Configure and maintain Windows and Unix/Linux servers.
- xvii. Maintain network diagrams, rack elevations and documentation.
- xviii. Maintain LAN wiring plant diagrams and floor plan.
 - xix. Maintain line diagrams of network connections.
 - xx. Maintain equipment logs for core switches.
- xxi. Recommend configuration changes and network upgrades.
- xxii. Travel, as required or directed, to the transit center, or remotely access transit center systems to troubleshoot and repair LANs.
- xxiii. Install, configure, and maintain remote access devices and software.
- xxiv. Report statistical data as requested on LAN utilization.

- xxv. Diagram, document, configure and maintain virtual LANs (VLANs).
- xxvi. Report, document, and reestablish connectivity as a result of network outages.
- xxvii. Reestablish network connectivity for users during office relocation within the transit center.
- xxviii. Analyze hardware power requirements.
- xxix. Perform periodic preventive maintenance.
- xxx. Participate in design reviews for new facility or renovation plans.

3. Resource Planning/Management

- a. Contractor shall coordinate and execute any system software, hardware, and/or firmware updates with minimal impact to operations.
- b. Contractor shall coordinate with transit center systems technical support staff, such as Security Operations or Maintenance systems, for basic IT system configuration.
- c. Contractor shall coordinate with TJPA and Manager to ensure minimal lapse in operations within the transit center.
- d. Contractor shall support pre-procurements activities, as well as configuration, delivery, installation, maintenance, support, and decommissioning of IT systems and equipment.
- e. Contractor shall conduct due-diligence testing and troubleshooting of new versions of operating systems, system software, data/security patches, and equipment to ensure smooth transition prior to facility-wide implementation.
- f. Contractor shall provide support to and ensure transit center procedures are executed and all equipment is accounted for.
- g. Riser Management
 - i. Contractor shall coordinate with Manager and tenants regarding identification of ideal cabling pathways for any new or re-routed cabling requirements within the transit center.
- h. Equipment Repair/Replacement
 - i. Contractor shall coordinate with TJPA and Manager to repair and/or replace any equipment related to IT systems support.
 - ii. System Backup and Restore: Contractor shall backup system files, configurations, settings, or any other key system data at the end of each working day to allow complete system recall should any data be lost or temporarily unrecallable.
- i. Software and Hardware Updates

- i. In providing Server Operations and Engineering support, the Contractor shall:
 - a. Monitor and review server system performance and recommend changes in writing.
 - b. Maintain and document disaster recovery procedures.
 - c. Review all system, security, and application logs for all servers and resolve erroneous conditions.
 - d. Manage disk space utilization on all servers including monitoring and enforcement of pre-determined user quota limits.
 - e. Install, test and manage software add-ins and hardware devices within the server environment.
 - f. Coordinate server and technical support for specialized applications.
 - g. Provide on-site or remote access to troubleshoot and repair servers.
 - h. Design, implement, and maintain an effective, sustainable system of patch management, including vendor notification tracking, risk assessment, testing, and deployment. The patch management platform must be able to detect, install, and verify software and firmware updates from Microsoft, Cisco, VMWare, and other vendors as they become available for transit center servers, workstations, and other networking/infrastructure devices. Provide a record of change for all configuration changes for each system and records of all updates.
 - i. Provide guidance on disk space utilization on all servers including monitoring and enforcement of pre-determined user quota limits.
 - j. Install, configure, and maintain antivirus software for workstations and servers.
 - k. Provide reports to TJPA and/or Manager, via recommended media (i.e. email, paper document, secured USB drive), on request, showing site system/server hardware and software status. Contractor may provide sample report with proposal to verify level of detail is acceptable.
- ii. In providing software support, the Contractor shall:
 - a. Manage software and license inventory of all workstations and systems.

- b. Manage user groups for the use of specific software products.
 - c. Destroy all discontinued software in accordance with applicable transit center policy.
 - d. Maintain a record of all discontinued and discarded software.
- iii. In providing database support, the Contractor shall:
- a. Provide database administration support for approved databases that are locally fielded.
 - b. Provide installation and support for database patch management.
- iv. In supporting IT and audiovisual systems, the Contractor shall:
- a. Research, evaluate, and test new hardware and software.
 - b. Develop, update, and revise user guides and job aids.
 - c. Assist the Manager with maintaining an inventory of all audiovisual equipment.
 - d. Maintain a video conferencing contact list.
 - e. Research, evaluate and test new methods of providing audiovisual and video conferencing services.
 - f. Make recommendations for acquiring audiovisual and video conferencing system hardware and software and for improvements to existing audiovisual and video conferencing systems.
 - g. Assist customers using office automation tools.
 - h. Coordinate with the Manager for any equipment adds, moves, or changes.
- v. In providing voice service support, including analysis and integration of products, the Contractor shall:
- a. Recommend products, technology, and service providers for supporting Computer Telephone Integration (CTI), Computer Telephony (CT), VOIP, and telecommunications integration requirements for voice and data networks and skilled in VOIP installation, configuration, maintenance, and troubleshooting.
 - b. Minimize CTI, CT and VOIP integration risks including testing and acceptance plans, quality control processes, and project/task.
 - c. Be certified and proficient in the operation and maintenance of the transit center phone systems and shall

be responsible for managing, updating and making changes to the system. The Contractor shall update software as needed.

- d. Maintain the system installation and integration of transit center VOIP systems. The Contractor shall provide new additions, moves, and changes to the system. The Contractor shall update software as needed.
- e. Provide new additions, moves, and changes to the redundant servers that support the transit center systems. The Contractor shall update software as needed.
- f. Provide new additions, moves, and changes to the redundant servers that support the transit center VOIP systems. The Contractor shall update the software as needed.
- g. Perform detailed project management and installation of required or new additions to the telecommunications and IT infrastructures.
- h. Ensure that vendor supplied telecommunications hardware, software, and installation services conform to applicable work statement and specifications for new equipment and can be maintained as part of the standard transit center operations environment.

4. Disaster Recovery

- a. Contractor shall assist TJPA, Manager, and any sub-Contractors or user groups in recovery efforts during and after a disastrous event.
- b. Contractor shall participate in planned disaster recovery exercises, where the skill sets of the Contractor's team are deemed critical to the exercise.
- c. Contractor shall propose an Incident Management Plan, which defines levels of incidents and appropriate actions, for Manager and TJPA approval.
- d. During performance of IT outage support, the Contractor shall define and follow agreed-upon protocols for resolving outages. An outage is defined as an unplanned interruption that halts the delivery of services and may be categorized as Serious, Critical, or Catastrophic.
- e. A Serious outage is defined as one that affects more than one user, but the circuit remains active and there are no safety issues. When a serious outage occurs, the Contractor shall:
 - i. Begin troubleshooting immediately and report status to their on-site service technician, if the outage occurs during normal working hours.

- ii. Be expected to respond in one hour of notification of required assistance from their Field Technology Supervisor, if the outage occurs after normal working hours.
- f. A Critical outage is defined as one that results in loss of communication at the transit center, and/or presents a life safety issue; an application outage is defined as an outage of transit center system services. When a critical outage occurs, the Contractor shall:
 - i. Immediately notify the Manager, if the outage occurs during normal working hours, and begin to assess whether the outage can be repaired on-site within 15 minutes.
 - ii. Contact the Manager staff for assistance if the repair cannot be made within 15 minutes.
 - iii. Be expected to respond within 1 hour of notification, if the outage occurs after normal working hours.
 - iv. Utilize any available communication method (i.e. cell phone), while en-route, to begin troubleshooting and to assess whether the outage can be repaired on-site within 15 minutes or additional assistance is required.
- g. A Catastrophic outage is defined as a sudden and total infrastructure outage (city buildings and/or city-wide telecommunications are down) as a result of a regional/national disaster or act of terrorism. When a Catastrophic outage occurs, the Contractor shall create and follow the procedures outlined by the Incident Management Plan when responding to Catastrophic outages.

IV. Executive Reporting

1. Contractor shall provide a report to Manager every month that summarizes Managed IT Services activities, including tickets closed since last report, new and continued tickets, resolution times, external coordination tasks, and relevant notes about the ticket.
2. Contractor shall review new technologies that may apply to the transit center systems, evaluate the advantages and disadvantages, and recommend updates or replacements based on evaluation.
3. Contractor shall evaluate and recommend system utilization tasks to improve performance, security, and/or operating costs.
4. In providing executive reports, the Contractor shall produce information as requested within two day of notification or request, such as call detail reports based on usage, type of calls, minutes or hours of calls, information on incoming or outgoing calls, cost of calls, or any parameter that the ticketing system allows.
 - a. Executive reporting information and frequency is subject to change per TJPA and/or Manager request and transit center needs.

Exhibit A1– Service Level Agreement

Area of Service	Objective	Service Description	Frequency	Performance Expectation
Desktop Support	Quality/Responsiveness of Service Desk services	Ticket Response Time	Periodic Inspection	Resolution of all service requests within the established SLA, defined by a count of the number of hours required to resolve the incident. ¹
Server Operations Support	Customer Satisfaction	Determine level of customer satisfaction	Random Intervals	The results of all four quarters shall indicate an average customer feedback being positive. ²
	Server Availability Restore Time	Measure time to restore network connectivity	All Tickets	Contractor shall restore normal file server operation/connectivity in less than 4 hours. If server requires re-imaging, the timeframe shall not exceed 28 hours.
	Server Availability Amount	Measure percentage of time servers are available during defined period	Periodic Inspection	99.99% availability
	Server Response Time	Measure response time of servers	Periodic Inspection	Average Server Response Time: 5 seconds or less
Systems Security Support	System Security Violation Response Time	Measure time to respond to reported security incidents	Periodic Inspection	100% of incidents reported shall be addressed within 2 hours of initial

¹ Time runs continuously from ticket submittal. Upon completion of an issue, the ticket is marked as Resolved, the Remedy timer is stopped and a notice is sent to the Manager. The Manager shall be given the option of concurring that the issue is resolved or reopening the issue. The Manager shall be given five (5) business days to respond, after which time the ticket may be closed. If the Manager does not concur, the ticket is reopened and the Remedy timer resumes. The ticket shall continue to be worked to resolve the customer concerns.

²Negative feedback shall be reported to the supervisor. Customer satisfaction surveys shall indicate an overall satisfaction rate of 4 out of a level of 1-5 (5 being exceptional).²
The satisfaction survey shall be the same across the board - Maximum of number of questions should be 5 - questions would indicate

1. At what level are you satisfied with the response time to your service requests?
2. At what level are you satisfied with the quality of the results of your service requests (are the tickets resolved with the first request)?
3. How satisfied are you with the reliability of your network connectivity?
4. How satisfied are you with the reliability of your computer equipment or peripherals?

Area of Service	Objective	Service Description	Frequency	Performance Expectation
				notification, and resolved within 24 hours of notification
	Patch Management	Measure the timeliness and quality of patch management process	Periodic Inspection	100% accuracy
Video Conferencing Support	Video Conferencing Availability	Measure availability of video conferencing system calls	All Instances	99.99% availability
Resource Management Support	Resource Management Accountability	Measure accountability of Contractor-managed equipment	All Instances	100% of equipment verified
WAN/LAN Support	Network Availability	Measure percentage of response time	Periodic Inspection	99.99% availability
	Response Time	Measure average response time of round-trip Internet Control Message Protocol (ICMP) message between transit center Network and Contractor workstations	Periodic Inspection	250 milliseconds or less
	Network Switch Configuration	Install and configure network switch	Periodic Sampling	No errors in switch configurations
Telecommunications Support	Service Desk Responsiveness	Measure time to respond to create Service Desk tickets	Periodic Inspection	Resolution of all service requests within 12 hours, defined by a count of the number of hours required to resolve the incident. ³
	Contractor Phone Service Availability	Measure percentage of time telecommunications infrastructure is available	Periodic Inspection	99.99% availability
	Phone System Restoration Time	Measure time to restore phone system connectivity	All Instances	Contractor shall restore normal phone system connectivity within 4 hours

³ Resolution of all service requests within 12 hours, defined by a count of the number of hours required to resolve the incident.

Area of Service	Objective	Service Description	Frequency	Performance Expectation
	Phone System Availability	Measure percentage of time phone systems are available	Periodic Inspection	99.99% availability
Project Management Support	Service Provider Circuit Management	Gather requirements of new tenant circuit order submissions	Periodic Inspection	All orders placed are accommodated within identified time frame
	Riser Management	Identification of cabling pathways	Periodic Inspection	All orders placed are accommodated within identified time frame
	Equipment Orders	Gather requirements of new equipment procurement	Periodic Inspection	All orders placed are accommodated within identified time frame with correct performance criteria
	Customer Satisfaction	Determine level of customer satisfaction	Random Intervals	All orders achieve positive customer feedback
Technology Service Desk	Production Server Availability	Awareness of Production Server availability	Periodic Inspection	99.5% or more of all outages
	Technology Support Tier One Answer Speed	Speed at which Call Management System and Support Staff answer calls	All Instances	Less than 120 seconds to answer
	Technology Support Tier One First Call Resolution	Ratio of calls placed to calls where issue was resolved in first call	All Instances	50% or more first call resolution
	Technology Tier One Staff Statistics	Number of hours staff is available to answer calls	Random Intervals	33.5 hours availability to take calls per week per person; with a 6.5 hour in other AUX code, i.e., Meeting, Working in queue, training, break, lunch, etc. .05% or less Ring no Answer, per performance review per staff
	Technology Tier One Escalation	Routing of incident Records and Reports to the correct escalation point	Random Intervals	100% accuracy
	Technology Tier One Complaints	Customer Complaints by customers on survey form and based on rating.	Random Intervals	Less than .05% of calls received. Provide report of all customer complaints.

Exhibit C - Proposal Pricing Form

(See included Excel File)

Exhibit D – Relevant Reference Documents

1. Network Equipment / Software List
2. Network Topology Diagrams*
3. IT, TE, AV, and SE series Drawings*
4. All Division 27 and 28 specification sections*

*Many of these documents are Sensitive Security Information (SSI). In accordance with the terms of the TJPA's non-disclosure agreement (NDA) under which access to this SSI has been granted, Respondents have agreed to (a) keep SSI confidential and treat it in a manner designed to prevent the unauthorized disclosure to third parties; (b) not disclose SSI to third parties without the express written permission of the Executive Director of the TJPA or designee; and (c) if such permission is granted, then provide said information only upon the execution of an NDA by that third party.