



TRANSBAY JOINT POWERS AUTHORITY

REQUEST FOR PROPOSALS 19-02 INFORMATION TECHNOLOGY SYSTEM SUPPORT SERVICES

QUESTIONS & ANSWERS

The following questions were received related to the above-referenced RFP:

1. *Please clarify does TJPA wants the vendor to manage all the IT Support Services or is it more of an individual services?*

The Services will be provided on an as-needed basis according to the level of service requirements outlined in the RFP (Priority 1, Priority 2 & Priority 3).

2. *What is the current ticket volume per day, per week and per month from last 12 months?*

The average ticket volume is 2 to 3 tickets per month, and no Priority 1 or Priority 2 tickets were opened in the last 12 months.

3. *What is the breakdown of tickets in terms of all your main locations and remote?*

We have one location, which is the TJPA office at the Salesforce Transit Center (425 Mission St. #250, San Francisco, CA 94105).

4. *Please explain what do you mean by “Buy America”*

See Attachment 4, Section 16, in the RFP.

5. *How many systems are on windows7 that needs to be migrated?*

This scope of work is not part of IT System Support Services.

6. *Please provide the current list of resources across each of the following tracks along with the support coverage.*

- *Service Desk*
- *Desktop / Desk side*
- *Server*
- *Storage*

- *Network*
- *Information Security*

The level of service requirements outlined in the RFP (Priority 1, Priority 2, & Priority 3) will be the same for all tracks, and the vendor will support these tracks.

7. *Please provide the current device count across each of the existing tracks.*

23 total Windows workstations, 1 Nimble SAN, 6 physical servers, 9 virtual servers, and 4 network printers.

8. *What is the ticketing tool currently being used?*

Proprietary ticketing solution provided by the current vendor.

9. *What is the monitoring tool currently being used for monitoring these devices?*

Proprietary monitoring solution provided by the current vendor.

10. *Please share the list of Projects that are Open / WIP / Pipeline.*

None.

11. *What is the overall IT Spend for the scope of this engagement - INFORMATION TECHNOLOGY SYSTEM SUPPORT SERVICES (Services)?*

TJPA will have an annual fiscal year budget sufficient to cover the required support.

12. *How many locations are involved & what is the distance between each of these locations?*

We have one location, which is the TJPA office at the Salesforce Transit Center (425 Mission St. #250, San Francisco, CA 94105).

13. *Do we need to have any dedicated personnel in each of these locations? If 'Yes', what kind of track do they support & what their support coverage?*

See answer to question 1 above.