

STAFF REPORT



MEETING DATE:	April 28, 2020
SUBJECT:	Authorize Agreement for Information Technology Support Services
AGENDA ITEM:	5-7
STAFF CONTACT:	Michael Kuker, Associate Transportation Planner

STAFF RECOMMENDATION:

It is recommended that the board of directors authorize the executive director to:

- enter into a technical services agreement with Apex Technology Management, Inc. (Apex) for information technology (IT) support services for a five-year term, not to exceed a total of \$250,000; and
- make minor administrative amendments as appropriate.

DISCUSSION:

Information technology support services are needed to maintain the agency's IT hardware and software, backup files, provide technical support to staff, and assist with the purchase of IT equipment and services. SRTA has maintained an on-call information technology support services contract since 2012. The agency's current agreement with Apex expires June 30, 2020.

SRTA issued a request for proposals for on-call IT support services on January 22, 2020. Proposals from five firms were received, three of which were found to be responsive: Apex Technology Management, Inc., Matson & Isom Technology Consulting, and Direct Technology. Apex is recommended based on technical qualifications and a highly competitive fee schedule.

A five-year agreement is recommended to stabilize costs and minimize disruption of services. The budget of \$250,000 covers monthly IT support needs, day-to-day technical support, annual price escalations, anticipated replacement of equipment, key software to maintain operations, and anticipated projects. Approximately 22% of the contract is budgeted towards equipment.

ALTERNATIVES:

The board of directors may select a different firm, circulate a new RFP, or delay this item to request additional information.

FISCAL IMPACT:

The \$250,000 in IT support services are reimbursed as overhead to SRTA through the Indirect Cost Allocation Plan in order to recover costs proportionally across all SRTA fund sources.

A handwritten signature in blue ink that reads "Dan Little".

Daniel S. Little, AICP, Executive Director

Attachments:

- A. Consensus Scoresheet
- B. Cost Evaluation

Consensus Scoresheet

	Maximum Possible Score	Apex Technology Management, Inc.	Direct Technology	Mason & Isom Technology Consulting	Obsidian IT	Sierra Consulting, Inc.
Thoroughness of proposal and meeting the RFP project scope of work and the project's overarching objectives	35	30	35	30	NON-RESPONSIVE	NON-RESPONSIVE
Qualifications and similar experience of the consulting firm and project team	30	30	30	30	NON-RESPONSIVE	NON-RESPONSIVE
Reasonableness and value of proposed cost and fee schedule	25	25	5	20	NON-RESPONSIVE	NON-RESPONSIVE
DBE participation level	5	0	0	0	NON-RESPONSIVE	NON-RESPONSIVE
References	5	5	5	5	NON-RESPONSIVE	NON-RESPONSIVE
Total	100	90	75	85	NON-RESPONSIVE	NON-RESPONSIVE

Sean Tiedgen

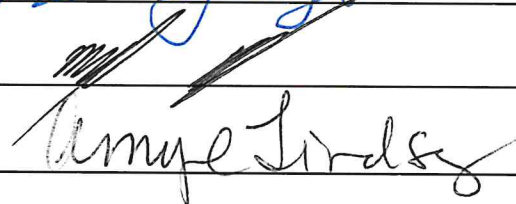
Michael Kuker

Amy Lindsey



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	Monthly Service (First Year Pricing)			
		Antivirus	Backup	Monthly Service Total
Apex	\$ 1,428.86	\$ 48.00	--	\$ 1,476.86
Matson & Isom	\$ 1,749.00	--	--	\$ 1,749.00
Direct Technology	\$ 5,350.00	--	--	\$ 5,350.00

NOTE: This table reflects an "apples to apples" comparison of monthly support service pricing. Antivirus is included in monthly service from Matsom & Isom and Direct Technology, and billed separately by Apex. This reflects monthly pricing for the first year support services only and does not include equipment or additional services budgeted within the scope of this contract (i.e. cloud back-up services, Office 365 subscriptions, special projects, etc.). All three responsive vendors had the same escalation rate (3% per year) in their proposals.