



Shasta Regional Transportation Agency
Response to Questions on
Request for Proposals (RFP) for Information Technology (IT) Support Services
Posted April 25, 2025

Q1: Do you have an incumbent? If yes, could you please let us know their name?

A1: Yes, our current provider is Apex Technology Management.

Q2: How many users require IT support?

A2: All staff will require IT support. Currently SRTA has nine (9) staff members, with one vacant position currently. Staff needs vary based on staff's abilities to navigate IT systems.

Q3: How many support tickets are received on average per month?

A3: In the past year, SRTA averaged fifteen to twenty IT support tickets per month.

Q4: Do you require onsite support, or are you open to a hybrid model?

A4: SRTA currently uses a hybrid model. There occasional needs requiring onsite support, though they are few. Quarterly maintenance checks, E-waste disposal, and server installations are examples of potential needs warranting onsite visits. More often than not, our support-needs are resolved virtually.

Reminder of schedule

Tasks	Deadline
Release RFP	April 15, 2025
Facilities Tour at 1255 East Street, Suite 202, Redding, CA 96001	April 21, 2025, from 11:00 a.m. to 12:00 p.m.
Interested Vendor Questions Due	April 23, 2025, at 5:00 p.m.
SRTA Response to Vendor Questions	April 25, 2025, at 3:00 p.m.
Vendor Proposals Due	May 16, 2025, at 3:00 p.m. (no postmarks accepted)
Evaluation and Ranking of Proposals	May 19-20, 2025
Interviews (if necessary)	May 19-20, 2025
Consultant-SRTA contract negotiation, including budget and scope of work	May 21- June 12, 2025
SRTA Board of Directors Approval	June 25, 2025
Anticipated Contract Start	June 26, 2025