October 09, 2020

To:	**Prospective Proposers**
From:	**Contracts Administrator**
Subject:	**Question and Answer for RFP S20128 –** **Technology Information Services**

> **The following page(s) contain responses to questions submitted by prospective Proposers. Do not submit the attached "Q&A" document in your proposal**.

QUESTIONS & ANSWERS

The following questions have been submitted by prospective proposers. VTA has provided responses to the following questions to assist proposers in the preparation of their proposal. Some questions may have resulted in material changes to the instructions or technical aspects of the RFP. If so, those changes will be documented herein.

Q1.
You have asked for multiple services but if any firm can only supply a single or couple of the services, can that firm also take part on the proposal process?

    A1. A firm can propose any number of Technology Area(s) including a single or multiple service.

Q2.
From your Scope of Services, we saw "Ceiling projector installation and support" under Audio/Video and want to ask, are you also purchasing the projectors? Or need to purchase projectors?

    A2. This RFP is for professional services only. Equipment purchases are not included in this RFP.

Q3.
RFP mentions that "Proposer project team members must be identified by name, location, specific responsibilities on the project and the estimated person-hours of participation". What is VTA expecting in the Project Staffing section of the proposal? In

providing technology services as expected, generally there are Account Management/fulfillment Team and consultants. *Is VTA expecting resumes of Account servicing team and consultants in all skills of categories expected to be served?* These consultants may not be available later.

A3. Proposer project team members do not have to be identified by name, location, specific responsibilities on the project and do not have to provide the estimated person-hours of participation. This will be requested for projects/contracts with scope when we engage specific categories for specific work. Please submit a representative sample of the type of staff the proposing firm have at their disposal.

Q4.
RFP response need an organizational chart for the project team and resumes for key personnel must be included. **Is Key personnel an Account Manager or Delivery Manager**?

A4. Yes, those plus potentially Project Manager, developer, technical writer or whatever skills are potentially needed within the category your team is proposing. Resumes are not necessarily needed, but please provide if available.

Q5.
Are there any incumbents? If yes, please share the details.

A5. Yes, please refer A7 for more information.

Q6.
How many vendors will be awarded per category?

A6. Please refer to A29.

Q7.
What has been the past spend on this contract and what is the estimated budget moving forward?

A7. The total budget for this RFP is not available at this time as it's pending Board approval. Each contract/project cost is dependent on the scope of services. Please refer to table below for past spend on similar projects.

Area	Incumbents	Past Spend
Technology Communication	Protel; Allied Telesis; Auriga; Consultant Specialists, Inc.; Day Wireless; Robert Murphy; SinglePoint Communications; Stantec	1,792,034

Content Management	Consultant Specialists, Inc.; Ricoh USA	139,650
Copy Center	Consultant Specialists, Inc.	179,884
Desktop Support	Auriga; Consultant Specialists, Inc.	316,786
Engineering & Construction Support	Consultant Specialists, Inc.	305,791
Fare Collection	Robert Murphy; VenTek	48,200
ERP	Aspire; Consultant Specialists, Inc.; Phoenix Consulting; XpertMinds	2,069,946
Web-General	eXcell; Consultant Specialists, Inc.	173,791
Web-SharePoint	Infomajesty	307,485

Q8.
We are interested in proposing services for several areas of RFP S20128. We are the SCVTA's current vendor. Based on the language of the RFP, are we correct to assume that our current, active role at the SCVTA would be considered a conflict of interest and we should therefore not respond?

> **A8**. *You should respond to this RFP if your firm can support RFP Categories. The nature of your concern or supposed Conflict of Interest is not fully understood. Simply being a current, active vendor at SCVTA does not necessarily preclude a firm from a conflict of interest standpoint. Submit your proposal and if there's an issue, it will be addressed during the process.*

Q9.
Will the future task order be time and material based, OR will they be firm fixed price deliverable-based task orders?

> **A9**. VTA may engage in T&M or Firm Fixed Price depending on the project and requirements.

Q10.
Is it safe to say that this RFP is similar to 2014? If so, can it be addressed in a similar approach as described below?

The RFP asks for resources and a work plan to address a particular project however, there is no project outlined such as an ERP upgrade or implementation of software, hardware upgrade, etc.

In the past we provided resumes of consultant/contractor with the skills necessary to be able to work on initiatives at VTA.

So my question is, do we provide examples of the types of resources we can provide to address VTA initiatives as they come up?

A10. Yes, this RFP is similar to 2014 RFP. Major ERP upgrade or implementation of software, hardware upgrade, etc. will be worked on via other RFP solicitation projects.

Q11.
Regarding SAP Application Support Minimum Qualifications: solicitation states "Proposer must have a minimum of five years of SAP S/4 HANA consulting experience. Experience must be provided and referenced in the staff proposal"

SAP S/4 HANA was introduced in 2015 and started being adopted widely only in 2017. There will be very few consultants who have 5 years of S/4 HANA consulting experience. Will this requirement be revised?

A11. 3+ years of S/4 HANA consulting experience is ok

Q12.
Regarding SAP Application Support Minimum Qualifications: solicitation states: "Proposer must have a minimum of five years of experience working on the Integration between Esri GIS and SAP S/4 HANA. Experience must be provided and referenced in the staff proposal."

There are very few companies with ESRI GIS integration with SAP S/4 HANA which has been widely adopted only since 2017. Due to this there are not many consultants who have this integration experience of 5 years. Will this requirement be revised?

A12. 3+ years of Esri GIS integration with SAP S/4HANA consulting experience is ok.

Q13.
Regarding SAP Application Support Minimum Qualifications: solicitation states: "Staff presented must have SAP S/4HANA certification on modules and technical areas of SAP S/4HANA that are relevant to VTA's business processes. Certification must be noted with staff proposal."

Will VTA consider relevant experience in lieu of SAP S/4 HANA certifications?

A13. Yes, as only as have 3+ years of SAP S/4HANA implementation experience

Q14.
Will the migration to S/4 HANA be part of this project or will there be a separate RFP for that?

A14. The migration to S/4 HANA will be on separate RFP.

Q15.
Regarding Proposer Minimum Qualifications: solicitation states: "Indicate if the firm has more than five years' industry experience in the service category. This is not an evaluation of the people in the firm, but of the firm"

Would like confirmation that "service category" refers to one of the 16 high level technology areas and not each technology within the area.

A15. Service category refers to one of the 16 high level technology areas, not each technology within the area

Q16.
Regarding the resulting contract(s) - How many companies does VTA anticipate establishing Technology Services contracts with?

A16. Please refer to A29.

Q17.
With regards to documenting project understanding: the solicitation states "The work plan must also include a timetable for completing all work specified in the Scope of Services"

As this is a contract that will have subsequent task orders that are as yet unknown, a timetable is difficult to establish. Will VTA waive this requirement?

A17. Please refer to A3.

Q18.

Regarding the interview process: the solicitation states: "Typically, the interview is scheduled for one (1) hour and requires the project manager to be a lead participant"

As this is a broad technology contract covering various technologies, a specific project manager is difficult to select at this time. Does VTA require a project manager for each technology area or is VTA referring to the Proposer lead as the project manager?

   A18. Proposer may present as the project manager as long as they can effectively represent each proposed category.

Q19.
Regarding key personnel & resume submission - Are the key personnel for whom we will provide resumes, the same as the roles listed on the Scope of Services/Cost Proposal?

   A19. Yes, please refer to A44 for more information.

Q20.
Regarding SAP Application Support - Is your current SAP landscape on ECC 6.0 EHP 8? Is there a project underway or in the planning stage to migrate to SAP S/4 HANA?

   A20. Yes, it's ECC 6.0 EHP8. SAP EAM project is underway, and plan to migrate to SAP S/4HANA in year 2023 or 2024

Q21.
Regarding SAP Application Support - Can VTA provide details of the current SAP landscape with software versions?

   A21. ECC 6.0 EHP 8
   AR/AP/NewGL/CO/IO/FM/GM/PS/MM/PM/HR/Payroll/FA/GRC/Fiori/SuccessFactors/Concur

Q22.
Regarding SAP Application Support - What are the public sector modules utilized in the SAP environment?

   A22. FM/GM

Q23.

Regarding Help Desk Support - What is the number of users in scope for desktop support? Is Helpdesk support required 24/7?

A23. The help desk team supports 2500 users of various support. We have about 1400 users that have AD access and email. Another group of 1100 users that fully utilize the VTA software, office suite and AD functions. Day shift is the coverage area we would be looking for support. We are a 24 hour shop but are configured with a small group of team members that support the other two shifts.

Q24.
Regarding response format - Is there a restriction of number of pages in any section of the response?

A24. There are no restrictions on the number of pages, however each file is restricted to 25MB.

Q25.
Regarding Service Area 16 CRM & BI - Can a vendor compete in a service area where they have expertise in certain parts but not all sections. For example, in Service Area 16 – CRM and BI – can a vendor compete in only BI but not CRM?

A25. A vendor can be selected as a support expertise within sections of service areas.

Q26.
Regarding the resulting contract(s) - What is the anticipated notification and start date of the contract?

A26. Start dates of potential contracts have not been identified and are not available during this RFP process. Notifications can be sent out weeks to months ahead of start dates depending on scope or complexity of project/contract.

Q27. I don't see a cost form for document scanning.

A27. Please review the updated FORM 8. COST PROPOSAL FORM.

Q28. Do you use an existing CRM system(s)?

A28. VTA utilizes Salesforce's CRM.

Q29. How many consultants will be selected per category?

A29. VTA intends to select 3-5 proposers per category. Categories may have more or less depending on the category's diverse skillsets. It is VTA's intent to select a rightsized number of proposers for each category such that there's enough to compete on a contract and not too many to waste proposer's time.

Q30. Regarding Section 15 "Web, Mobile, Desktop, and Database Development/Support" is the dev environment both .NET and LAMP or just LAMP stack? (.NET has been mentioned in several other places is why clarifying) ....

A30. VTA has several environments including those two as mentioned. We are looking for skills specific to each and/or across them if exists.
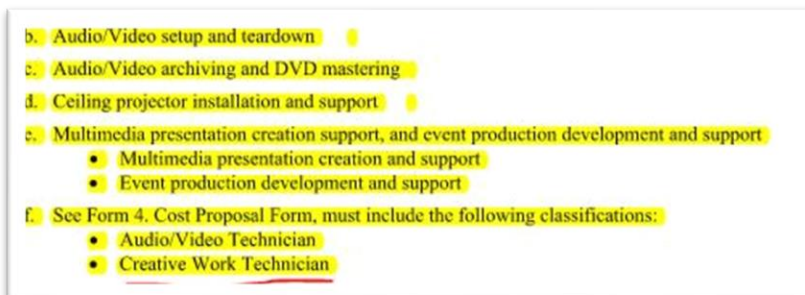
Q31. Do the DBE forms still need to be completed and submitted with this proposal?

A31. Please refer to A41.

Q32. We are Contact Center as a Service and would be interested to subcontract for remote tech support Tier I/Tier II. Is there a list of bidders/way to connect Primes with Subs?

A32. Not available at this time.

Q33. what type of creative work will this technician be tasked with? Can you give some examples?

A33. The placement of all audio/video equipment.

Q34. Have you completed the conversion to the New GL for your SAP environment?

A34. We are using New GL now

Q35. On-site off-shore engagement model is allowed or is it 100% onsite?

A35. Yes, off-shore is allowed.

Q36. Page 47 asked for cost on training but it doesn't specific what training. Also it asked about who would train and it depends on the class. Can you tell me how to proceed?

A36. Please refer to the last sub-section of the Scope of Service for item #14. Technology Training Services / sub-section "m" with the list of required areas needed. Please suggest the training courses/title for each bullet and pricing for Classroom setting as well as Interactive Online Trainings.

VTA personnel would be trained in various products, solutions, and technologies. This can be performed by instructor led courses or by online classes

Q37.
While the Minimum Qualification states we need to provide at least 3 client references, is that required for each of the 16 categories?

Q37. For Minimum Qualification, please provide your best 3 references for a proposal. A total of 3 references for a submission.

Q38.
How many projects/qualification projects are required for each category to qualify for the service category

A38. Between 1-3 projects to qualify for the required Technology Area.

Q39.
RFP states that we need to have a minimum of 5 years experience in each category, how does VTA intend to calculate the 5 years in each category, what data will be required and what documentation shall be essential?

A39. The proposer's statement of years of experience in each category is enough. The Panel may review this by various methods to keep proposers in check.

Q40.
Does each proposed resource for service category needs to be an employee of the proposer/sub consultant and how many years of employment is a must have with the proposer/sub consultant for the personnel to be proposed?

> **A40.** No. Proposed personnel does not have to be employees of the proposer nor the sub consultant. The panel does not expect the proposer to retain the staffing throughout the life of this RFP contract. Please refer to A3. for further information

Q41.
It was stated on the pre-bid conference that the aspirational goal is 20% and that DBE participation is not required but encouraged. Further, there is no goal on this contract as goals will be noted on each task order.
- Is Form 5 still required to be completed and submitted with this proposal?
- Is Form 6 still required to be completed and submitted with this proposal?
If the above forms are required at this time, could you provide further instruction on sections that should be completed at this time?

> **A41.** FORM 5. & FORM 6. Yes, please do not leave any blanks. N/A is sufficient where you have no data to enter.
> All sections should be completed, again using N/A (not applicable) where you have no data to provide.
> Also, if a firm does not include either MWBE or DBE participation, they would not be disqualified and/or penalized in the overall evaluation.

Q42.
In the Minimum Qualifications, it states that "specific work examples and client contact information must be provided for all service categories for which the Proposer is completing" - does this mean you wish to see work examples and references for each sub-category or will examples and references for the category as a whole be sufficient?

> **A42.** As a whole should be sufficient as long as it's a strong representation of the proposers ability across those service categories.

Q43.
It was stated in the pre-proposal conference, that comments should be included on the spreadsheet to assist in VTA's selection. Can these comments be a summary of what is included in our proposal?

> **A43.** The comments may be a summary that pertains to the line item

Q44.
Cost Form 4 does not have a section for records management. Can we insert our own rate sheets for document conversion services into the form type? Or how would you like cost breakdowns?

> **A44**. Please refer to the last sub section of each Scope of Services (starting from pages 20 to 42) of the RFP document. The last section of each Scope of Services requires a few classifications/job titles to complete for Form 4, Cost Proposal Form. If proposed more than one Technology Areas and if the rates applied across all technology areas, you do not need to add more lines. The first table in Form 4. Cost Proposal Form, applies to all Technology Areas except for items #2 Print Services, #3 Content and Records Management, & #14 Technology Training Services.
>
> Please submit Form 4 in a separate file. See attached for an editable version of Form 4 to add more lines.
>
> Form 4, 1st table, Personnel Name has been revised as optional. Please use the table as cost breakdown to complete your proposal.

Q45.
Will the 1. audio/video include providing accessible audio transcripts and video captions?

> **A45**. Only when large events are held and we are streaming the presentation. This will be performed by a vendor that is providing the recording of the event. All other AV will not require recording ability beyond the video conference software that is utilized.

Q46.
Will the 15. web development includes auditing for accessibility?

> **A46.** Question is vague. The abilities to develop accessible websites and to assess accessibility are skills needed in this RFP. Again proposers can propose under subcategories as needed.

Q47.
Will there be a subcontracted third-party vendor audit requirement?

> **A47.** No, not for this RFP. That is if the subs will charge their time through the Contracted Prime. If not, the potential subs should be listed in this RFP. It should

also be stated that at the time of specific scope of work engagement emanating from the RFP's contract, the VTA Project Manager may have other requirements.

Q48.
What kind of 5. helpdesk support will be sought?

A48. This would be extra help within the areas of desktop, server, exchange, programming, SAP support and various VTA technologies.

Q49.
Why is there no mention of making PDFs accessible?

A49. All VTA content including PDFs, especially external facing via web, must be accessible.

Q50.
Will there be PDFs or other documents that need to be made accessible?

A50. All VTA content including PDFs, especially external facing via web, must be accessible.

Q51.
Will the prime contractor be solely responsible for ensuring accessibility compliance?

A51. VTA will contract with the prime. It's the prime's responsibility to deliver the product as scoped, including accessibility requirements.

Q52.
B1. What is the finished size of the perfect bound books?

A52. Between 8 – 8.25" x 10.5 – 11"

Q53.
B2. #9 Envelope – prints, 1C? #10 Envelope – prints? How many colors

A53. All envelopes would be 2-color (C, K)

Q54.

B5… Are these Contract Books bound in any fashion?

A54. Edge Binding Strips + Staples

Q55.
When is the Proposal Due? And can I turn in early to make sure I am not missing anything….

A55. Deadline to Submit Proposal is October 21, 2020 at 4:00 PM Pacific Time. Please review Addendum 1 for the updated activities.

Q56.
Section 15 "Web, Mobile, Desktop, and Database Development/Support". In the meeting, LAMP was mentioned as the current technology stack. .NET was also mentioned in other capacities (eg SharePoint etc.). For 15 and 16 are you open to using MSFT .NET and related technologies?

A56. VTA has some established stacks already in place as mentioned above but is open to others depending on the scope.

Q57.
On Form 8, may we provide experience in the comment section at the sub level (EX. Technology Area 10, Section a) which would cover the complete section a?

A57. Please refer to A109.

Q58.
Page 4 of 102, NOTICE TO PROPOSERS OF REQUIREMENT TO AVOID CONFLICTS OF INTERESTS: If the proposer is currently working with VTA (as a prime or subcontractor) providing project management and project controls services on the BART Silicon Valley (BSV) project or other similar projects, will the proposer be considered to have a conflict of interest in any work resulting from this RFP? May we request VTA to assess and determine potential conflict on individual projects resulting from this RFP as against making such a determination at the time of evaluating proposals received in response to this RFP?

A58. Working with VTA (as a prime or subcontractor) providing project management and project controls service on the BART Silicon Valley (BSV) project or other similar projects does not automatically exclude a Proposer from being considered for this RFP. Various Task orders issued from the outcome of this RFP and some of

those may not be BSV related projects. Contractors and subcontractors performing work resulting from this RFP must continue to monitor for and avoid conflicts of interest at all times for each Task Order issued from the Contracts awarded as a result of this RFP.

Q59.
Page 5 of 102, PROCUREMENT SCHEDULE: Will VTA kindly consider extending the deadline to submit proposals by a week, from Oct 16, 2020 to Oct 23, 2020?

> **A59**. Please refer to A55.

Q60.
Page 16 of 102, PROPOSAL FORMAT AND CONTENT: The RFP instructs proposals be submitted with 5 sections, i.e., (1) Profile of Firm (2) Qualifications of Firm (3) Work Plan/Project Understanding (4) Project Staffing and (5) Administrative Submittals. If we are planning to bid on multiple Technology Areas, Please advise if Sections 2, 3, and 4 should be repeated – once for each Technology Area being bid on?

> **A60**. Depending on the proposed Technology Area, sections 3 & 4 may need to be repeated.

Q61.
Page 47 of 102, FORM 4 – COST PROPOSAL FORM: We have a few questions related to this form:

  a. The top of the form indicates that the cost proposal should be submitted in a separate file. Elsewhere in the RFP, sections that provide instructions on proposal submission do not have such an indication. Please confirm whether the Cost Proposal should be submitted as a separate file **OR** enclosed within the main proposal under Administrative Submittals?
  b. Considering that this is a 5+2 year contract, within the Form 4, how do we account for increase in rates over the term of the contract?
  c. Considering that this is a 5+2 year contract, and not knowing what/which projects will be sourced through this contract, it will be nearly impossible for proposers to name resources who will be committed to this contract. Also, for smaller firms that specialize in certain Technology Areas, it may be possible that firms recognize 8-10 classifications that may be needed to perform work, but may not necessarily have staff who can be named at this time. Therefore, is it acceptable for us to provide Form 4 WITHOUT Personnel Names, and only provide hourly rates by Classification?
  d. Many firms that specialize and offer a high degree of expertise in the Technology Areas outlined in the RFP, often work with clients using

commercial rates and rarely using a cost plus overhead model. Further, the cost plus overhead model may possibly NOT be appropriate for the technology industry (as it is for the engineering and construction industry) whose cost structures are influenced by a wide variety of factors such ownership structure (VC-backed, private ownership, etc.), global nature of operations, varied employment arrangements, R&D and Training costs, knowledge management, etc. Therefore, will VTA allow proposers to submit Form 4 with just the Fully Burdened Hourly Rate (i.e., not include the overhead rate and profit %).

A61.
a. FORM 4. COST PROPOSAL FORM should be submitted in a separate file.

b. Price Increase - VTA utilizes Consumer Price Index (CPI), you may also propose % increase.   Please refer to RFP document, EXHIBIT 3. COMPENSATION, INVOICING and PAYMENT for more information.

c & d. Please refer to the updated FORM 4. COST PROPOSAL FORM (updated)

Q62.
Can we go prime and sub at the same time?

A62. Yes

Q63.
Please could you elaborate more on Key Staff? Do we need to submit resumes for each technology areas we are bidding on? are those actual or sample resumes?

A63. If available, please submit (actual/sample resumes). The staffing need will depend on the scope of services.

Q64.
Specific to SharePoint, the following certification and experience is desired, are those for key staff or Firm?

A64. SharePoint certification and experience are desired for the key staff.

Q65.

Who are Key Staff can we have a clarification? Is department considering Key Staff as the resource who will be managing and responding to any task orders released after award? Or Key Staff are the resources who will work and will have a similar experience as given in the technology area on Page 3 of RFP Document?

> **A65.** The key staff is in reference to the staff doing the work, such as Sharepoint developer. It is also important to VTA to have consistent support team if at all possible with requisite skills, including longevity. all of this will factor into the scoring of the proposal.

Q66.

Can we propose our services on all the listed Technology Areas? And do we need to chart our past experiences in all those areas which we would like to participate?

> **A66.** Evaluator - Not on all areas, but a good cross-section demonstrating the level of support and services available.

Q67.

On-Page 47 Form 4 Cost Proposal Form can you please shed some details on this form so we can propose our best competitive rates? Do we need to propose the Job Titles, Levels and rates for each technology area? Does the department have any titles which are pre-defined and will help both participating firm and the department as there will be uniformity on titles? And the evaluating committee will have much more clarity in rates proposed?

> **A67**. Proposer must provide job classification (titles, level(s)) and hourly rates for each technology area (except for Technology Areas # 2, 3, 14).
> Please see cost requirement on the last sub-section of each Scope of Services to complete the updated FORM 4. COST PROPOSAL FORM for pre-defined Classification.

Q68.

Is it mandatory to propose a training course under this RFP for given technology categories? And is VTA looking to fulfil the future need for training under this contract?

> **A68.** All proposers do not have to provide training courses per say. It is imperative that proper knowledge transfer be provided to VTA staff when identified in the scope.

Training services in general may be utilized from this RFP by VTA's Training Department if or when needed.

Q69.
Do we need to create separate COST Proposal form for each technology area the firm is intending to participate?

   A69. That is optional.

Q70.
Project Experience - How many projects need to be shown for each service area?

   A70. Enough to show your team meets minimum requirements and demonstrates to the selection committee that your proposal should be selected.

Q71.
We assume that we need to submit one response proposal (single file), irrespective of how many Technology Areas we are bidding for?

   A71. Yes, one proposal for any one or all technology areas combine.

Q72.
Please specify if we can self-perform the MWBE Goal of 18% if, we are certified by California Public Utilities Commission (CPUC)?

   A72. If you are certified by the CUCP, you would qualify as a self-performing DBE prime; and we highly welcome this. However, you must apply for an MWBE certification with VTA if you also wish to fulfil the MWBE aspirational goal. If you do apply, please let us know and reference this contract, so we may prioritize your application. We cannot guarantee certification before the deadline but will do our best to expedite it.

Q73.
Do we need to submit resumes of our staff for the mentioned Job Classifications? Please specify if we need to submit resumes for each Job Classifications mentioned in each technology area. Do we need to submit actual resumes or sample resumes?

   A73. It is recommended that the proposer submit enough resumes whether actual or sample to demonstrate the teams' over all ability.

Q74.

Is there any preference for the vendors having transit experience?

A74. Transit or Public Sector experience is preferred but not required.

Q75.

We understand that the Contract will be Task Order type. What would be the nature of these task orders? Will they be for T&M-based staff augmentation work or Fixed-cost projects or a mix of both?

A75. Contracts can be setup utilizing any of VTA professional services contract vehicles. This will be determined based on the scope provided by VTA's Project Manager in concert with VTA's contract's team. So yes, it could be a mix of both.

Q76.

What would be the minimum duration of these Task Orders?

A76. Depends on the scope of services. Most will be several weeks in duration. With that said, there is no minimum duration from VTA's perspective. Each scope with expected duration will be presented to specific category group prior to contracting the work.

Q77.

What exactly in Work Samples VTA is looking for?

A77. Not sure of this question's context: sample project plans, schedules, enough information for the selection committee to determine the proposer's ability for selection.

Q78.

Please specify the difference between the previous contract and the new contract?

A78. the previous IT General Store end-date elapsed. This is a replacement of that elapsed Master Professional Services RFP. We've plus/minus categories as technologies have emerged, morphed or have been retired in an attempted to best represent the needs of VTA.

Q79.

Will incumbents be given any preference/advantage if, they respond to this contract?

A79. No.

Q80.
How many staffing requests have been released in the previous contract by the agency?

A80. Estimated 100 contracts from the previous RFP

Q81.
What was the annual spending for the agency on the staffing request released in the previous contract?

A81. Refer to A7

Q82.
Can we provide an exception to the terms & conditions and sample contract documents?

A82. Yes, VTA will review your exception(s).

Q83.
When will the agency release the recording for the pre-proposal call happened on September 29, 2020?

A83. No, a recording will not be made available.

Q84.
Page 3: About Request for Proposal - Will you consider vendors who bid for this project separately?

A84. Yes.

Q85.
Page 17: Proposal Format and Content – Qualifications of the Firm – References - Can these references not be from a government/ public utility organization?

A85. Yes, your reference can be any best 3 public or private firms.

Q86.
Page 17: Proposal Format and Content – Project Staffing - What are the guidelines and timeframe for approval for any proposal changes?

> **A86**. Refer to A3 and A40. Project Staffing will be scrutinized in detail at the time of contracting for a scope of work. This RFP is expecting examples of Project Staffing that may be available at the time of the aforementioned.

Q87.
1. Audio/Video
On an as-needed basis, provide services related to the planning, designing, implementation, operations, maintenance, and management of various audio/ video technologies used, or planned to be implemented at **VTA**. Support will include, but is not limited to, the following technologies:

a. Audio/Video hosting, conferencing, and webcasting. What does this mean, is this to be done as a fixed installation or part of an event? Who is to provide the equipment and how will it be used?

> **A87.** This would be an event and the vendor will provide the equipment. VTA will provide the location of the streaming site and the application to work with some of the presentations.

Q88.
b. Audio/Video setup and teardown. Similar question, set up for what function, tear down to be stored where? Who provides the equipment, who manages the equipment?

> **A88.** This is part of the event setup and cleanup. This will also be another part of design, setup, configuration and even dismantling of conference rooms AV needs.

Q89.
c. Audio/Video archiving and DVD mastering. What is the archival source, is there a library management system? What software is it or do these standards need to be developed?

> **A89.** There's no library management system as a target at play here. Typically VTA will provide access to our YouTube channel to stream or place video.

Q90.

d. Ceiling projector installation and support? Is it really just a projector or is this a fully integrated room with audio sources, video sources switching and control?

A90. Fully integrated rooms with audio sources, video source switching and control

Q91.

e. Multimedia presentation creation support, and event production development and support

· Multimedia presentation creation and support

· Event production development and support

A91. This question is vague. These support needs may be required but typically VTA internal resources are utilized. With that said, recommend providing proposals in this area/category as the need may arise especially in consideration of VTA's multi-billion $ BART extension tunnel project into San Jose.

Q92.

f. See Form 4. Cost Proposal Form, must include the following classifications:

· Audio/Video Technician

· Creative Work Technician Can you please define what "Creative Work Technician is and what tools are going to be required as well as what is the end product?

A92. This position can help VTA to creatively configure the events for video presentations. These large events or captured and streamed via YouTube.

Q93.

How many vendors do you anticipate selecting for the following Scope of Services for Technology # 3. Content and Records Management and # 12. SharePoint?

A93. SharePoint is a complex CMS platform requiring a lot of expertise. The number of vendors selected is directly related to the breadth of services each team provides. In all, we are estimating 3 – 5 vendor teams.

Q94.

Regarding Section IV. PROPOSAL FORMAT AND CONTENT, Paragraph 3. WORK PLAN/PROJECT UNDERSTANDING, on the preproposal conference call, a VTA representative indicated that a "sample work plan" would satisfy the RFP requirements;

can you please confirm this? If not, please provide additional guidance related to the scope and required details for the requested Work Plan.

A94. The Proposer needs to demonstrate their firm's ability in providing a typical approach when engaging a customer's initiative. The proposal should provide enough content to enable to the selection panel to measure the proposer's team's ability to provide VTA a quality product. This can be achieved multiple ways, but a common way is to provide sample work plans.

Q95.
Regarding EXHIBIT A7 REQUIRED FTA CLAUSES PART 2, Paragraph B. BONDING REQUIREMENTS; is a bond required for the Content and Records Management or SharePoint Scope of Services categories?

A95. Bonding requirement does not apply to this RFP.

Q96.
On a scale from 1 to 5 where 1 represents "None" and 5 represents "Expert", can you please indicate what SharePoint/O365 skills you currently have in house related to:

      a. Infrastructure, Administration and Maintenance
      b. Information Architecture Design and Implementation
      c. Content Owner/Authorship
      d. PowerShell and C# Development

A96. Current in-house SharePoint/O365 skills are approximately 3-4 across the board.

Q97.
On a scale from 1 to 5 were 1 represents no Taxonomy and 5 represents a comprehensive Taxonomy including all necessary Content Types and Term-Sets in SharePoint/O365 to fully support search, workflow, document/records management, etc., how would you rank your current Taxonomy implementation?

A97. VTA does not currently have the expertise to assess our current Taxonomy state. We are pretty strong at Content Types, Term-sets and search. Workflows, DM and especially RM are scaled much lower.

Q98.

Regarding the Scope of Services for Content and Records Management:

      e. Are you currently using any add-ons for SharePoint/O365 (e.g. Record Point, Gimmal, or Collabware)?

      f. Would you like us to provide information about our expertise, solution accelerators, etc. related to the implementation of these add-ons, which will further demonstrate our knowledge and skill related to Content and Records Management?

      g. Lastly, if you are interested in pricing related to these add-ons and our solution accelerators, please answer the following:

          i. Approximately how many Record Categories/Types/Series need to be supported for documents that reside in SharePoint/O365 (i.e. as indicated in your Retention Schedule)?

          ii. Approximately how many *electronic* records need to be managed?

          iii. What is the approximate amount of digital content in GB/TB that needs to be managed in the 1st year?

          iv. Approximately how many *paper* records need to be managed?

          v. Is there a need to manage documents on File Shares or in Box, FileNet, or OpenText?

A98.

E: SharePoint On-prem utilized AvePoint and Collabware CLM. Cloud is vanilla.

F: Yes, provide as much information, not just brochures, which help separate the competition.

G: No pricing on add-ons etc. Within this RFP, only professional services.

Q99.

The Content and Records Management Scope includes "Records information management (RIM) **document scanning and destruction**"; if you would like information and pricing related to a SaaS-based document capture solution for SharePoint/O365, please answer the following:

      h. How many *documents* do you anticipate scanning *per year*?

      i. What is the anticipated *growth rate* in documents scanned per year over the next 3 years (e.g. 5% growth in each of years 2 and 3)?

A99. This RFP is for Services not Tools/Solutions.

Q100.

In addition to Nintex, K2 and AvePoint SharePoint Backup as mentioned in the RFP, what other third-party products for SharePoint/O365 are you licensed for/using?

> **A100.** Collabware CLM on-premise

Q101.

Is the Authority interested in and/or planning to migrate workflows from Nintex and K2 to the Power Automate platform (i.e. if so, we will include information about our experience with Power Automate in our response)?

> **A101.** VTA is interested in Power Automate Platform and other workflow/forms solutions.

Q102.

The use of Remote Blob Storage (RBS), which was mentioned on the preproposal conference call, has proven to be problematic for some of our customers; as such, can you please provide details about VTA's use of RBS?

> **A102.** VTA's construction division, in particular, creates very large AutoCAD files (as-builts) saved as PDFs which exceed Microsoft limits. We attempt to break them up into manageable sizes but not always an option.

Q103.
We have experience migrating content from several legacy ECM and Document Management systems (e.g. FileNet) and would like to better understand the requirement stated as "VTA legacy document management products"; can you please provide additional details and use cases for this requirement so that we can ascertain if we are a fit for this Scope of Services item?

What, if any, *training* products, services, or vendors do you currently employ for training related to SharePoint/O365?

> **A103.** We've utilized AvePoint for several content migrations. We have several legacy solution, such as older SharePoint versions and other CMS like

Hummingbird/OpenText, Kovis & Aconex that need to be migrated onto our current SharePoint platform.

We leverage LinkedIn Learning and attend various conferences and webinars.

Q104.
The RFP mentions "Microsoft Project"; are you currently using Project Online (i.e. we have expertise in this configuration and use of this product)?

> **A104.** VTA utilizes Microsoft Project and are looking into Project Online. Most of our heavy-duty project scheduling utilizes Oracle Primavera P6.

Q105.
Can you please provide details about the Authority's current deployment and future requirements related to Microsoft Teams (i.e. it is not mentioned in the RFP however, it seems to be germane to the Scope of Services?

> **A105.** VTA leverages MS Teams quite extensively. It has enabled VTA to function, quite frankly, through the Pandemic in a mixed On Premise/Off Premise work environment. As an aside, VTA is quite concerned about mitigating risk around recorded sessions, chat, allowing externals in etc. VTA realizes that Microsoft wants it to be open-collaboration- but VTA is concerned about these Teams / Channels becoming unmanageable.

Q106.
We typically conduct the majority of our project delivery via virtual meetings using Microsoft Teams because this:
- Reduces the cost of the project in terms of both travel time and expenses
- Enables us to record the sessions for review by anyone who could not attend and/or for future reference
- Enables participants from multiple customer locations to participate independent of their location
- Enables us to have the most qualified resource on our team conduct the session, independent of location

Will this way of conducting project delivery, especially in light of the current COVID19 crisis, meet your requirements?

> **A106.** Yes, except for the concerns stated in A105's answer.

Q107.
We have an add-on that facilitates public access to designated documents in O365 (e.g. to support self-service Public Records Requests from a public website); is this of interest to the Authority and if so, should we include information about this module in our RFP response?

A107. VTA is interested but not in this professional service master RFP.

Q108.
would like to request a clarification on what format/content is the VTA expecting for Project Plan. We are going to be submitting a response for Item # 16 - CRM and BI Services. The request that will be made to the Contractor are going to be on an as-needed basis.

A108. Question is unclear – your project plan or project delivery approach should clearly demonstrate your teams' ability and lead to a selection for this RFP. Once an initiative has been identified, scope of work will be provided to all selected in-category proposers.

Q109.
Regarding Form 8 instructions: solicitation states: "For each checkmark, Proposers must include a brief description of the services they wish to provide in this area. …… For each area marked on the matrix, Proposers must also provide supporting evidence to document their qualifications for the areas in which they are competing"

Does VTA want this information to be included on Form 8 or the solicitation response or both?

A109. Comment column in FORM 8. TECHNOLOGY MATRIX is optional.

Q110.
LogRhythm is mentioned many places, but not under Cybersecurity - does VTA need monitoring and/or management of this environment?

A110. Yes.

Q111.
SCCM is mentioned, but not under Cybersecurity - does VTA need monitoring and/or management of this environment?

A111. Yes.

Q112.
Carbon Black is mentioned, but not under Cybersecurity - does VTA need monitoring and/or management of this environment?

A112. Yes

Q113.
Cisco technologies are mentioned for monitoring under Networking, but not under Cybersecurity - does VTA need management of this environment?

A113. Yes

Q114.
Does VTA expect the security vendor to actually provide physical security personnel mentioned under Cybersecurity or just to consult with an existing team?

A114. No.

Q115.
During the call it was stated that <u>no</u> services could be provided outside of the US. Does this absolutely exclude services such as 1st level call triage, or 24-hour threat monitoring?

A115. Please refer to A35.

Q116.
For SSL/TLS certificate security, mentioned in Cybersecurity, is VTA looking for a managed service or simply best practice consulting?

A116. Yes, to both.

Q117.
1.Instructions to proposers / Letter F, in reference to Form 8 - The instruction states that for each area marked on the matrix, proposers must provide supporting evidence to document their qualifications for each area they are competing. Do you want this

documented in the comments on Form 8 or within the technical proposal response? What type of evidence are you seeking?

A117. Stating qualifications is sufficient. Showing qualifications or providing credentials maybe required when competing specific scope of work.

Q118.
Do addenda need to be signed and returned with the proposal response? If yes, where in the response would you like them included?

A118. See ACKNOWLEDGMENT FORM attached.

Q119.
Resumes and Certificates - Within each category's minimum requirements, are you looking for sample resumes and certifications, or actual resumes and certifications to be included with the proposal response?

A119. Actual if available but sample suffices for this RFP.

Q120.
III. Evaluation and Selection #2 Staffing and Project Organization:
This criteria states that points will be provided based on qualifications of project staff, key personnel, project manager, however, as stated on the pre-bid call - there is not specific defined projects at this time. What information should be provided to gain the maximum allowed points for this section?

A120. Example project staffing utilized on other projects suffices. Proposals need to demonstrate that the proposing entity has the skills at their disposal and sound project management methodology for utilizing those skills.

Q121.
III. Evaluation and Selection #3 Work Plan/Project Understanding:
Per the pre-bid conference, it is understood that no specific project has been defined at this time and that we should provide a general project management / implementation response. Is this accurate?

A121. That is correct.

Q122.

It was stated on the pre-bid call that all categories can be included in one single response to VTA. Please clarify if you would like each category to include all content outlined in Section IV (1. profile, 2. qualifications., 3 workplan, 4 project staffing), or if this is just one response based on vendor experience and then subsequent sections of the response should include a breakout of categories being bid, and how we meet the minimum requirements for each of those categories?

> **A122.** The latter would be the best approach. From a profile, qualification, workplan and staffing perspective- the proposer should use this area as a generic response covering all bid categories. The proposer should provide more detail in subsequent sections in response to specific categories as bid. This is to help the panel determine the overall stability of the firm and then to judge on category expertise.

Q123.

Form 3 Exceptions to the contract - We understand that VTA is requesting exceptions to the contract be captured on Form 3. We see it as a best practice to negotiate with our clients after selection, so we can clearly understand your needs and reach mutually beneficial terms. Given this, will VTA:
• Accept no redlines based on the agreement and understanding that our firms will negotiate to mutually agreeable terms; or
• Accept a summary of points we would like to discuss in negotiations between our firms to determine mutually agreeable terms?

> **A123**. VTA will review each proposer's exception before selection. Negotiation will occur after a firm is selected. (Ephraim to confirm)

Q124.

I. Instructions to proposers / Letter K - Audit Report - Is an audited financial statement required as part of this submission?

> **A124.** No, audited financial statement is not required as part of this submission.

Q125.

I. Instruction to proposers / Letter F - Submission of proposals - File size not to exceed 25MB - will you accept multiple emails (not to exceed a total of 25MB)? Will you accept a zip file?

> **A125.** Yes, to ensure email proposals are received, Subject line must include "RFP #, Title and the order of each file (such as, "RFP S20128 Technology Professional Services, 1of 3)

Q126.
SAP – Basis and database support - What is the current landscape? Cloud or on premise? Which could platforms – AWS, Azure, SAP HANA Cloud? No of users? Application versions – both ECC and S/4? Inventory of interfacing applications?

A126. SAP Basis and databased support are provided internally. On premise, Oracle Database. ECC 6.0 EHP 8. Received upload file from Trapeze, K2, etc.

Q127.
SAP - Data Archiving - What is the scope of data archiving? What are they currently doing?

A127. No plan for archiving yet.

Q128.
SAP Landscape Design - What is expected in terms of landscape design? Need to understand this requirement.

A128. Currently ECC 6.0 EHP 8. Plan to migrate to SAP S/4HANA and to cloud in year 2023 or 2024

Q129.
HANA database - Please provide current landscape and db versions.

A129. Currently it's Oracle database, will migrate to HANA database along with S/4HANA

Q130.
SAP Fiori/Screen Personas support - How many Fiori apps / Personas to be supported?

A130. Currently only 6 Fiori tiles created, will add more during EAM project which will start in Jan 2021

Q131.
SAP Solution Manager development and support - SolMan is very broad. What is the scope?

A131. Currently use SolMan to apply the OSS notes

Q132.

SAP GRC (Governance, Risk Management and Compliance) security development and support - GRC also very broad. Please provide detailed scope – what is implemented? What is to be implemented?

> **A132.** Primary used to request for the Access and mitigation

Q133.

SAP ECC (Public Sector Industry Solution) functional and technical support - What modules were implemented? What is the future scope?

> **A133**. Fund Management and Grant Management

Q134.

SAP S/4HANA technical and functional support - Is this for migration to S/4 HANA? What is the plan for conversion from ECC to S/4?

> **A134**. Yes, for migration to S/4HANA. Also help data cleanse before convert from ECC to S/4

Q135.

SAP Linear Asset Management Support - Is this a separate instance? Is this part of migration to S/4?

> **A135.** It's the upcoming EAM project which will start Jan 2021

Q136.

SAP Success Factors/Concur support - What modules in SuccessFactors? How many employees for both SF and Concur?

> **A136**. Goal, Performance and Learning modules. Around 2200 employees for both SF and Concur.

Q137.

Any enhancement to SAP functionalities, such as re-engineering the business processes or advanced reporting requirements - Is this discovery of S/4 based on what is implemented to ECC and for added scope?

> **A137.** Yes, based on what is implemented to ECC and added scope if needed.

Q138.
Programming support - Could you please provide current landscape, functional scope, and estimated number of WRICEF objects?

    A138. Programming support may be needed if there is a new project underway.

Q139.
Mobil SAP application development - How many mobile apps?

    A139. Not right now, but mobility function will be added during EAM project which starts 1/2021

Q140.
Any interface between SAP and non-SAP Application - Provided estimated number of interfaces and inventory of interfacing applications?

    A140. Primary using upload file to import data from non-SAP application to SAP. e.g. Trapeze, K2, etc.

Q141.
Web integration with SAP - How many business processes are planned to be integrated with Web?

    A141. Currently only integrate from Concur to SAP.

Q142.
Diversity Requirements - It was stated on the pre-bid call that individual task orders will have specific Diversity Supplier Goals - can you provide a range of what those percentages are?

    A142. From no goal to 100% depends on scope of work.

Q143.
General questions:
- How many responders/resources does VTA need in total?
- What does the term "as needed" mean in context of this RFP?
- Who is managing resources from day to day: GDT or VTA?
- Are contractors expected to work onsite or remote?

A143. Evaluator

- How many responders/resources does VTA need in total? Enough to fill each category. No set number of responders stated.
- What does the term "as needed" mean in context of this RFP? "As needed" typically refers to the needs as stated in future Task Orders or scope of work.
- Who is managing resources from day to day: GDT or VTA? The VTA project manager will manage task or project scoped resources.
- Are contractors expected to work onsite or remote? Contractors are expected to mostly work onsite but remote work is available depending on the category.

Q144.
Section 3B - Does VTA have a data classification policy and retention schedule in place currently?

    A144. VTA has a Records Management Policy, procedures and retention schedule.

Q145.
Section 4A - What is the current make-up of the IT security team/function? (How many FTEs are dedicated to security?)

    A145. VTA has one dedicated team member for the IT security and he works with other groups such as networking, system administrators, and desktop to implement his security parameters.

Q146.
Section 4B - Does VTA have a documented and implemented SDLC in place currently?

    A146. Yes**.**

Q147.
Section 4C - Does VTA have a documented and implemented Change Management program in place currently?

    A147. VTA does have a change management process and utilizes the current ticket system to submit, track and manage the changes management.

Q148.

Section 5A - Is there a more detailed scope of services available pertaining to VTA's request for Help Desk staffing and management, administration, and procurement support?

> **A148.** These are outlined in the job duties of the Information systems administrator and the information systems analyst position posted on VTA.org