



**CENTRAL TEXAS  
Regional Mobility Authority**

## AGENDA ITEM #6 SUMMARY

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Authorize negotiation and execution by the executive director of a contract to provide information technology consulting services to the Mobility Authority.

Strategic Plan Relevance: Innovation – To provide efficient and cost effective management of the Mobility Authority, the agency is seeking outside expertise in the area of Information Technology (IT). An IT consultant will allow the Mobility Authority to implement and maintain a stable and reliable state-of-the-art computer network that enhances productivity and supports innovation.

Department: Communications

Associated Costs: Not to exceed \$50,000 annually

Funding Source: Operating Budget

Board Action Required: Yes

Description of Matter:

The Executive Director seeks authority to enter into a contract with Sigma Information Group to provide IT consulting services. The term of the agreement would be for two years, for an amount not to exceed \$50,000 annually, with an option for two one-year renewals.

Reference documentation:

Board memo from Steve Pustelnyk, Director of Communications

Draft Resolution

RFP for Information Technology Consulting Services

Contact for further information:

Steve Pustelnyk, Director of Communications

# Memo



CENTRAL TEXAS  
Regional Mobility Authority

To: Board of Directors  
From: Steve Pustelnyk, Director of Communications  
Date: May 14, 2012  
Re: Information Technology Consultant Selection

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On February 29, 2012, the Board authorized the issuance of a Request for Proposals (RFP) for an Information Technology Consultant. The RFP was issued on April 13, 2012. The Mobility Authority received responses from GCS Technologies, Inc. and Sigma Information Group. The proposals were reviewed and scored by Mobility Authority Controller Cindy Demers, Communications Director Steve Pustelnyk and HNTB Technology Consultant Grant Fisher.

Sigma Information Group received a score of 91.5 out of 100 points. GCS Technologies, Inc. received a score of 83.7. Therefore, staff is recommending the Board authorize the Executive Director to enter into a contract with Sigma Information Group to provide Information Technology Consulting Services. The contract would be for a two year period with an option for two one-year renewals. The contract would be for an amount not to exceed \$50,000 annually.

**CENTRAL TEXAS  
REGIONAL MOBILITY AUTHORITY**

**REQUEST FOR PROPOSALS**

**FOR**

**INFORMATION TECHNOLOGY  
CONSULTANT SERVICES**

**RELEASE DATE: APRIL 13, 2012**

## Table of Contents

<b>Section 1. Introduction.....</b>	<b>3</b>
1.1 Summary of the Request for Proposals.....	3
1.2 Description of the Authority .....	3
<b>Section 2. Services Sought by this RFP .....</b>	<b>3</b>
<b>Section 3. Content of a Proposal Responding to this RFP .....</b>	<b>4</b>
3.1 Information about the IT Firm .....	4
3.2 Specific Expertise and Resources of the IT Firm .....	4
3.3 Experience and Available Resources.....	5
3.4 IT Firm Organization, Staffing and Procedures:.....	6
3.5 Required Disclosure of Business Relationships .....	6
3.6 Historically Underutilized (“HUB”) and Disadvantaged Business Enterprise (“DBE”) Participation .....	7
<b>Section 4. RFP Submittal Requirements and Process .....</b>	<b>7</b>
4.1 Contact Person for RFP Questions .....	7
4.2 Size Limits on Material Submitted .....	8
4.3 Delivery and Deadline for Submission of Responses.....	8
4.4 Anti-Lobbying Provision .....	8
4.5 Public Information Act; Release of Information .....	8
4.6 Proposal Participants.....	9
4.7 Responsiveness of Proposals .....	9
4.8 Right to Cancel or Amend .....	9
4.9 Request for Additional Information.....	9
4.10 Responsibility for Costs.....	9
<b>Section 5. Anticipated Contract Term; Invoice Requirements 9</b>	
5.1 Anticipated Contract Term .....	9
5.2 Invoice Requirements .....	9
<b>Section 6. Proposal Evaluation .....</b>	<b>10</b>
6.1 Evaluation Criteria .....	11
6.2 Rate Proposal .....	11

<b>RFP TITLE</b>	Information Technology Consulting Services
<b>ISSUING DATE</b>	April 13, 2012
<b>ISSUING AGENCY</b>	Central Texas Regional Mobility Authority
<b>CONTACT PERSON</b>	Steve Pustelnyk, Director of Communications
<b>PROPOSAL DUE DATE</b>	4:00 p.m. CDST, May 4, 2012

## **Section 1. Introduction**

### **1.1 Summary of the Request for Proposals**

This request for proposals (“RFP”) by the Central Texas Regional Mobility Authority (“Authority”) seeks proposals from firms interested in and capable of providing information technology consulting services to the Authority (“IT Firm”), including technical advice and support in the procurement, installation, maintenance, operation, updating, and upgrading of the computer systems and related technology used to provide the Authority’s general administration and office functions. The Authority solicits responses from well-established firms in the business of providing information technology consulting services to public and private sector clients in the Austin area.

### **1.2 Description of the Authority**

The Authority is a regional government entity with broad powers under state law to study, design, construct, operate, expand, enlarge, and extend transportation projects in the region of the Authority (currently Travis and Williamson Counties) and adjacent areas as permitted by law. Further information on the Authority and its current projects may be reviewed at the Authority’s website: [www.mobilityauthority.org](http://www.mobilityauthority.org).

## **Section 2. Services Sought by this RFP**

The Authority by this RFP seeks services from one or more IT Firms that:

- provide technical advice and support in procurement, installation, maintenance, operation, updating, and upgrading computer hardware used by the Authority, including but not limited to network servers, wireless and hard wired routers, switches, cables, desktop computers, laptops, netbooks, iPads, personal smart phones accessing the Authority’s network, printers, monitors, and related infrastructure and equipment;
- provide technical advice and support in procurement, installation, maintenance, operation, updating, and upgrading computer software and related services that are currently used or planned for use by the Authority;

- monitor the ongoing functionality of the Authority's computer systems and networks, rapidly identify failures or needed improvements, and make timely repairs to retain the continuing functionality of those systems and networks;
- provide technical advice and support necessary to ensure the security of the Authority's networks, prevent unauthorized access, and protect against computer viruses, phishing scams, spam email and other illicit or malicious activities;
- provide for and support backup and protection of data contained on the Authority's computer systems and networks;
- advise and assist the Authority to ensure its full compliance with all requirements and obligations imposed by software licensing agreements;
- work with other vendors to facilitate the procurement, installation, maintenance, operation, and upgrade of external systems that interface with the Authority's computer systems and networks; and
- undertake such other tasks related to information technology and the services identified in this section as may be requested from time-to-time in writing by the Authority, in accordance with mutually agreeable terms and conditions negotiated and incorporated into a final contract for consulting services.

### **Section 3. Content of a Proposal Responding to this RFP**

An IT Firm's proposal in response to this RFP must comply with the submittal requirements identified in Section 4 and must include information that responds to each of the following requests for information:

#### **3.1 Information about the IT Firm**

Include a brief history and general description of the IT Firm, including its name, business address, phone number, and website; its legal entity status (e.g., corporation, partnership, limited liability corporation, joint venture, etc.) and the date and state in which it was created; the names and titles of its officers and/or managers; and the name, phone number, mailing address, and email address of the individual designated by the IT Firm for the Authority to contact in connection with this RFP.

#### **3.2 Specific Expertise and Resources of the IT Firm**

Identify the IT Firm's specific experience in designing, procuring, installing, configuring, trouble-shooting, operating, and maintaining:

- a local area network with a minimum of 25 users; including both wired and wireless routers, switches, patch bays, and cabling.

- server hardware and Microsoft server software including Microsoft Exchange Server, Microsoft Hyper-V Server, Microsoft Windows Server, Microsoft SQL Server, Microsoft Virtual Server, Microsoft Forefront, and Microsoft Sharepoint;
- firewalls and security software such as Symantec and Forefront;
- data backup systems such as Symantec Backup Exec;
- desktop computers running Microsoft Windows, Apple OS software, or both;
- application software including Microsoft Office, Adobe Creative Suite, and various other business software products;
- Microsoft Dynamics NAV;
- VMWare and other virtualization software; and
- virtual private networks.

### **3.3 Experience and Available Resources**

A. Identify at least five clients of the IT Firm to whom it has provided information technology consulting services since April 1, 2009, and include for each such client the following information:

- Client name.
- Client office location(s).
- A brief description of the client and the scope of work being performed.
- Name, address, and telephone number of a client contact the Authority may contact for references and questions concerning the client's experiences with the IT Firm.

B. Include a summary of the IT Firm's significant active projects expected to be underway during 2012 through 2014, indicating staff levels by discipline that the IT Firm has committed to such projects, in sufficient detail to establish the IT Firm's ability to provide adequate staffing to perform the Authority's high priority assignments.

C. Include a summary of all regulatory and legal proceedings initiated on or after January 1, 2005, in which the IT Firm was named as a respondent or defendant, including the nature of the proceeding, the claim(s) made, and the resolution or current status thereof.

D. Include a summary of all regulatory and legal proceedings initiated by the IT Firm on or after January 1, 2005, as a plaintiff or claimant, including the nature of the proceeding, the claim(s) made, and the resolution or current status thereof.

### **3.4 IT Firm Organization, Staffing and Procedures:**

A. Provide a skeleton organizational chart identifying key project management and lead personnel for the IT Firm and any of its anticipated subconsultants. Include the position titles, relevant certifications (if any), and relevant areas of project responsibility for lead personnel. Identify the individual who will be directly responsible for coordinating and providing services by the IT Firm to the Authority, and the IT Firm offices from which those services will be provided.

B. Provide the name and resume of key personnel identified on the organizational chart who currently are full time employees of IT Firm and who definitely would be available to support current and potential Authority projects.

C. Provide an abstract of the IT Firm's quality assurance procedures.

D. Describe the procedures the IT Firm would follow to provide information technology services to the Authority, including response times, methods for monitoring system performance, and any unique services the IT Firm may be able to provide.

E. Complete the rate proposal set out in Section 6.2 by providing the hourly rates that will be charged to the Authority for all key personnel listed, and identify the employee who will provide the services identified. The number of annual hours provided in the rate proposal for each job classification is an estimate, and the actual assigned workload may vary from those numbers. If a subconsultant will be performing any of the key jobs listed, provide the hourly rate to be charged to the Authority for that subconsultant. The hourly rates submitted will be incorporated into a contract to be negotiated with the Authority, and there will be no increase to the rates charged during the initial two year contract period. The overall contract for all services provided to the Authority will be for an amount that does not exceed \$50,000 per year.

### **3.5 Required Disclosure of Business Relationships**

The IT Firm must disclose any and all contracts or informal business arrangements or agreements, including fee arrangements and consulting agreements, the IT Firm has with:

- a member of the staff of the Authority or any member of its Board of Directors;
- any entity that provides services to the Authority or TxDOT; and
- any governmental entity or political subdivision located in Travis or Williamson Counties.

The IT Firm must comply with the Conflict of Interest disclosure policies adopted by the Authority's Board of Directors and available at the Authority website, [www.mobilityauthority.com](http://www.mobilityauthority.com).

**3.6 Historically Underutilized (“HUB”) and Disadvantaged Business Enterprise (“DBE”) Participation**

- A. Indicate whether the IT Firm is a qualified HUB or DBE firm and, if so, provide supporting documentation including letters of certification of that status.
- B. Describe the provision for or the efforts made or that will be made by for HUB and/or DBE participation if the IT Firm were to receive the Authority assignment.
- C. Provide an organizational chart for the IT Firm indicating the total number of employees and the percentage of minority employees by standard classification for race and sex.
- D. Identify all subconsultants the IT Firm proposes to use on the project. List the name of the principal(s) and the office address for each firm. Indicate if the firm will have staff supporting the Authority based in Central Texas and what specific tasks the firm would be hired to accomplish. If any of the subconsultant firms are certified as a HUB or DBE firm, provide supporting documentation including letters of certification.
- E. Describe the IT Firm’s affirmative action plan.
- F. State whether the IT Firm will be able to conform with requirements of Authority’s Business Opportunity Policy participation of HUBs. A copy of the Business Opportunity Policy is available at:

<http://www.mobilityauthority.com/opportunities/policies.php>.

**Section 4. RFP Submittal Requirements and Process**

**4.1 Contact Person for RFP Questions**

All questions regarding the RFP shall be submitted in writing to the Authority, c/o Steve Pustelnyk, at the address shown below no later than 4:00 p.m. C.D.S.T., April 20, 2012. Informal verbal inquiries are not allowed. **NO QUESTIONS WILL BE ACCEPTED AFTER THIS DEADLINE.** Written questions may be submitted via U.S. mail, in person, via fax at 512-996-9784, or by email addressed to [spustelnyk@ctrma.org](mailto:spustelnyk@ctrma.org).

Steve Pustelnyk  
Director of Communications  
301 Congress Avenue, Suite 650  
Austin, TX 78701  
512-996-9784 (Fax)  
[spustelnyk@ctrma.org](mailto:spustelnyk@ctrma.org)

All questions received by the Authority and the Authority's response will be posted on the Authority's web site at:

<http://mobilityauthority.com/opportunities/index.php>

#### **4.2 Size Limits on Material Submitted**

Submittal text shall be limited to twenty (20) double-sided pages in length, exclusive of professional resumes, cover sheets, flyleaves, tables of content, dividers, etc., printed on two sides and double-spaced. Materials submitted in excess of the specified 20 pages will not be reviewed. Preprinted brochure material may be included in the submittal if desired and will not be counted in the 20-page maximum.

Five copies of the response of a firm shall be submitted.

#### **4.3 Delivery and Deadline for Submission of Responses.**

All proposals must be received by the Authority, Attention: Steve Pustelnyk, at 301 Congress Avenue, Suite 650, Austin, TX 78701, no later than 4:00 p.m. C.D.S.T., Friday, May 4, 2012. **No proposal will be accepted after the time and date specified.**

The responsibility for ensuring a proposal is received by the Authority on or before the stated time and date is solely and strictly the responsibility of the IT Firm.

#### **4.4 Anti-Lobbying Provision**

Except as provided above as to questions and clarifications concerning this RFP, from April 13, 2012, until a final decision is made to award or not award a contract under this RFP, an IT Firm may not directly or indirectly contact members of the Authority's Board of Directors, its employees, consultants, or contractors performing work for the Authority concerning the subject matter of this RFP. Violation of this restriction is grounds for disqualification from consideration.

#### **4.5 Public Information Act; Release of Information**

All proposals submitted in response to this RFP become the property of the Authority and may be subject to public disclosure under the Texas Public Information Act ("PIA"). Any material in a proposal deemed by an IT Firm to be proprietary, confidential, or otherwise exempt from disclosure under the PIA shall be clearly marked as such. It is not acceptable to designate all or substantially all of a proposal as "confidential" or "proprietary," and any such proposal will be returned without further consideration by the Authority.

The Authority will notify the IT Firm if a request for public information is received that may require the Authority to disclose any material in a proposal that the IT Firm has marked as proprietary, confidential, or otherwise exempt from disclosure under the PIA.

The Authority does not have, and does not assume, any obligation to assert or argue on behalf of the IT Firm that any information provided to the Authority is exempt from required disclosure.

#### **4.6 Proposal Participants**

An IT Firm may submit a proposal either solely or in partnership with other firms.

#### **4.7 Responsiveness of Proposals**

The Authority reserves the right to reject any proposal as non-responsive if the proposal fails to include any of the required information. The Authority may elect to waive as an informality any minor deviations in any proposal or proposal procedure, and may consider the proposal as responsive notwithstanding the minor deviation.

#### **4.8 Right to Cancel or Amend**

The Authority reserves the right to cancel or amend this RFP if it is determined to be in the best interest of the Authority.

#### **4.9 Request for Additional Information**

The Authority may request additional information from an IT Firm submitting a proposal.

#### **4.10 Responsibility for Costs**

All costs incurred by any party in responding to this RFP shall be borne by that party. The Authority shall have no responsibility for any associated direct or indirect costs incurred by a party responding to this RFP.

### **Section 5. Anticipated Contract Term; Invoice Requirements**

#### **5.1 Anticipated Contract Term**

The proposal should be based on the prospect that the contract for information technology consulting services with the Authority will be for an initial two year term, and may be extended for an additional two years, but that it may be terminated for convenience by either party with 60 days' notice.

#### **5.2 Invoice Requirements**

An IT Firm selected to provide consulting services requested by this RFP will be required to bill the Authority for its services in accordance with the following policies:

- **SERVICES:** All tasks performed directly by the IT Firm's staff or subconsultants shall be billed to the Authority on an hourly basis at the hourly rates submitted by

the IT Firm in the rate proposal. Each billing entry must include the employee's name, the tasks performed, and the amount of time spent performing that task.

- **HARDWARE AND SOFTWARE PURCHASES:** Hardware and software purchases shall normally be made directly by the Authority. If by written request or authorization the Authority has requested or authorized the IT Firm to purchase any item on behalf of the Authority, the purchase cost shall be billed to the Authority as a reimbursement with no mark up. The Authority is exempt from state sales tax and will not reimburse the IT Firm for any sales tax charges. The IT Firm shall be required to itemize all charges for hardware and software and to provide copies of supporting documentation (receipts) for those charges.
- **SUBCONSULTANTS:** If the IT Firm needs to procure a subcontractor for specialized work that was not originally anticipated the IT Firm must submit copies of individual invoices for any work performed by such subcontractors. All subcontractor invoices shall be reimbursed at cost with no markup.

## **Section 6. Proposal Evaluation**

The Authority will make its selection based on demonstrated competence, experience, knowledge, and qualifications, as well as the reasonableness of the fee compared to other IT Firms. A selection committee appointed by the Executive Director of the Authority will include representatives from the Authority, and may include representatives from other agencies or consulting firms that are not participating in this procurement. The selection committee will score the IT Firms proposals based on the evaluation criteria established by Section 6.1. The scores will be tallied and short-listed IT Firms may be invited to make oral presentations to the selection committee. Each IT Firm invited to make an oral presentation will be awarded additional points based on the quality of the oral presentation. A final score will be tallied and the committee will make a recommendation to the Executive Director regarding the most qualified vendor.

The Executive Director will then make a recommendation to the Authority's Board of Directors regarding selection of one or more IT Firms. The selection of a firm or firms, if any, will be made by the Board of Directors. The Authority has not committed itself to employ an information technology consultant, and neither the suggested scope of services nor the terms of an agreement should be construed to require that the Authority contract with an information technology consultant for any or all of the services described in this RFP. The Authority reserves the right to make those decisions, and the decision of the Board of Directors on these matters is final.

The Authority reserves the right to negotiate services to be provided and to reject any and all proposals. If selected, an IT Firm will be compensated for services rendered based on the hourly rates submitted in the rate proposal. Fees for services outside the Scope of Services described in this RFP, if any, will be negotiated on a case-by-case basis. The Authority will not pay a mark-up for subconsultant services or third party charges. The

**RFP for Information Technology Consulting Services**

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Authority is exempt from the payment of sales tax, and it is the responsibility of the successful IT Firm to invoice accordingly.

**6.1 Evaluation Criteria**

The scoring of proposals will be based on the following criteria:

<b>Scoring Criteria</b>	<b>Points</b>
Ability to successfully complete the tasks outlined in the Scope of Services	25
Successful management of similar contracts and projects	15
Experience of team members	20
Understanding of the Authority and its needs	5
Diverse workforce with emphasis on HUB/DBE involvement	10
Rates stated in Rate Proposal	20
Oral Presentation	5
<b>Total:</b>	<b>100</b>

**6.2 Rate Proposal**

<b>Position</b>	<b>Employee/Subconsultant Name</b>	<b>Hours</b>	<b>Hourly Rate</b>	<b>Total</b>
Agency Principal		40	\$	\$
Network/System Admin		100	\$	\$
Computer Admin (Help Desk)		300	\$	\$
Clerical Assistant		50	\$	\$
<b>Total</b>				<b>\$</b>
(Hours are estimated. Total amount may exceed actual contracted amount)				

**GENERAL MEETING OF THE BOARD OF DIRECTORS  
OF THE  
CENTRAL TEXAS REGIONAL MOBILITY AUTHORITY**

**RESOLUTION NO. 12-\_\_\_**

**AUTHORIZE NEGOTIATION AND EXECUTION BY THE EXECUTIVE  
DIRECTOR OF A CONTRACT TO PROVIDE INFORMATION TECHNOLOGY  
CONSULTING SERVICES TO THE MOBILITY AUTHORITY.**

WHEREAS, the Mobility Authority issued a request for proposals for information technology consulting services on April 13, 2012, (the "RFP"), and received two responsive proposals to the RFP by the May 4, 2012 response submittal deadline; and

WHEREAS, those proposals were reviewed and evaluated in accordance with the Mobility Authority's procurement policies; and

WHEREAS, after a review and analysis of the proposals by a review team and the Executive Director, the Executive Director recommends awarding the contract to Sigma Information Group.

**NOW, THEREFORE, BE IT RESOLVED** that the Board authorizes the Executive Director to negotiate and execute a contract with Sigma Information Group for information technology consulting services on terms and conditions acceptable to the Executive Director consistent with the RFP, Mobility Authority procurement policies, and the response of Sigma Information Group to the RFP.

Adopted by the Board of Directors of the Central Texas Regional Mobility Authority on the 30<sup>th</sup> day of May, 2012.

Submitted and reviewed by:

Approved:

\_\_\_\_\_  
Andrew Martin  
General Counsel for the Central  
Texas Regional Mobility Authority

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Ray A. Wilkerson  
Chairman, Board of Directors  
Resolution Number: 12-\_\_\_  
Date Passed: 5/30/2012