



## Tillamook County Transportation District

*"Connecting the community through sustainable transit services"*

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### Request for Quotation

#### Tillamook County Transportation District Information Technology Services

**This Service is Funded by Federal Transit  
Administration 5311 Funds**

*Tillamook County Transportation District is issuing this  
Request for Quotation and will be executing the final  
contract with the selected organization.*

**Doug Pilant,  
General Manager**

**DUE DATE:**

**May 12, 2017 5:00 PM**

**Tillamook County Transportation District  
3600 3<sup>rd</sup> Street, Suite A  
Tillamook, OR 97141**

## **Requirements**

You are invited to review and respond to this Request for Quote for IT Services (RFQ-ITS), entitled Tillamook County Transportation District Information Technology Services. In submitting your quote, you must comply with the instructions found herein. The services required are delineated in the Statement of Work. Please read the enclosed document carefully.

Quotes must be received no later than the date and time specified on the face of this RFQ-ITS and in Section I.D. Key Action Dates.

## **General Information**

### **Purpose**

Tillamook County Transportation District (TCTD) requires the services of a Contractor to provide information technology services District wide.

### **Availability**

The selected contractor must meet the requirements of this RFQ-ITS and be ready to begin work within ten (10) business days of the contract award date specified in Section I.D. Key Action Dates. If personnel offered by the selected contractor leave the contractor's firm or are otherwise unable to participate in the contract, they must be replaced with comparably qualified personnel who meet the minimum qualifications as stated within this RFQ-ITS. All replacement personnel are subject to approval by the District.

### **Period of Performance**

The term of the Agreement begins on the date as indicated on the Agreement and is for a term of three (3) years with the option for the District to extend the term for up to one year at the rates specified in Attachment 2 Cost Sheet that includes optional costs for optional extensions to the contract. The period of performance must be changed by a written Amendment to the Agreement, if the District exercises its option to extend services.

The Contractor shall not be authorized to deliver or commence performance of services as described in this Statement of Work (SOW) until written approval has been obtained from all entities. No delivery of performance of service may commence prior to the execution of the Agreement.

### **Key Action Dates**

Listed below are the key action dates and times by which actions must be taken or completed. If the District finds it necessary to change any of these dates, it will be accomplished via an addendum to the RFQ-ITS.

<b>Key Actions</b>	<b>Dates</b>
Release of RFQ-ITS	April 21, 2017
Submission of written requests	May 1, 2017
District response to questions	May 8, 2017
Submission of Quotes	May 12, 2017
Notice of Intent to Award Contract	May 19, 2017
Contract Award	May 30, 2017

All dates after the Submission of Quotes are approximate and may be changed if needed to allow the District additional time for evaluation and contract execution.

### **Written Questions**

All questions regarding the content of this RFQ-ITS must be submitted in writing by fax, mail, or electronically to [dpilant@tillamookbus.com](mailto:dpilant@tillamookbus.com) and must be received by the Key Action Date identified above. Questions not submitted in writing by the Key Action Date for submission of written questions shall be answered at the District's option.

When the District has completed its review of the questions, all of the questions and answers will be distributed in writing by fax or electronically mailed to all participating bidders.

### **RFQ-ITS Response Guidelines**

This RFQ-ITS and the Contractor's quote in response to this document will be make a part of the contract. Responses to the RFQ-ITS must contain all data/information requested and must conform to the format described in this RFQ-ITS. It is the Contractor's responsibility to provide all required data and any other information deemed necessary for the District's evaluation team to determine and verify the Contractor's ability to perform the tasks and activities defined in the Contractor's Statement of Work.

Facsimile machine bids will be considered only if they are sent to 503-815-8283. Quotes sent to any other fax number will not be considered. To be considered, all pages of the faxed quote that are to be received prior to submission deadline will be considered "the complete quote". The District assumes no responsibility if a supplier cannot transmit their bid via fax by the established deadline.

### **RFQ-ITS Response Content**

The following documents must be submitted in the RFQ-ITS response.

1. Cover Letter – Attachment 1

Submitter must complete and attach the cover letter included in this RFQ-ITS as Attachment 1

2. Cost Sheet – Attachment 2

Submitter must complete the cost sheet that identifies total cost per transaction as described in the Statement of Work using the format in Attachment 2 – Cost Sheet. This cost sheet includes an entry for Optional Contract Extension Cost. These costs would be in effect should the District exercise its option to extend the term for up to one-year.

3. Customer Experience References – Attachment 3

The submitter must submit a minimum of two (2) references or may submit up to five (5) references to validate experience providing IT services for organizations with similar scope of services.

4. Confidentiality Statement – Attachment 4

The Confidentiality Statement must be signed and dated by the submitter.

5. Federal Certification – Attachment 5

### Evaluation Information

#### Evaluation Process

Each RFQ-ITS response will be checked for the presence of required information in conformance with the submission requirements, including the statement of work for the project. The following three (3) sub-sections will be reviewed by the District's evaluation team.

#### Evaluation Criteria

The overall responsiveness of each RFQ-ITS response is based on the complete response from the submitter to the RFQ-ITS requirements, including the statement of work for the service. The following three (3) sub-sections and criteria will be reviewed by the District's evaluation team.

1. Administrative Requirements Evaluation Criteria (Pass/Fail)

Requirement	Yes	No	N/A
Cover Letter			
Cost Sheet			
Customer Experience			
References			
Confidentiality Statement			

2. Customer Experience

Project understanding and staff experience will be evaluated to determine how well the contractor demonstrates they have the capabilities required to meet the District’s expectations. This RFQ-ITS weights the bidder’s project understanding and staff experience at 50% of the total points available.

3. References

References will be evaluated based on confirmation that contractor has the capabilities required to perform the scope of services for the District. References will be weighted at 25% of the total points available.

4. Cost

The cost for this RFQ-ITS is weighted at 25% of the total points available. The contractor will be evaluated on the total extended cost for both the contracted term including any optional extension years.

**Scoring**

1. Administrative (Pass/Fail)

The administrative evaluation criteria will be scored pass/fail

2. Customer Experience (50 points)

The customer experience or project understanding and staff experience evaluation criteria will be scored on a scale of 0 through 10, with 0 being “does not meet” requirement and 10 “exceeds the requirement”.

3. References (25 points)

The reference evaluation criteria will be scored on a scale of 0 through 10, with 0 being “does not meet requirement” and 10 “exceeds the requirement”.

4. Cost (25 points)

Each submitter’s cost score will be calculated based on the ration of the lowest cost proposal to the bidders cost, multiplied by the maximum number of cost points available (25), as shown in the calculation below:

Lowest Total Cost Bid

X Total cost points available

Submitter Total Cost

Example: To help illustrate the process, refer to the table below, for an example of the cost score calculation process. Cost figures in the example below explain the calculations and have no other significance.

Cost Evaluation and Scoring Methodology

Submitter	Grand Total Cost	Calculation	Cost Points Awarded
A	\$400,000	$\frac{\$300K}{\$400K} \times 25$	19
B	\$350,000	$\frac{\$300K}{\$350K} \times 25$	21
C	\$300,000	$\frac{\$300K}{\$300K} \times 25$	25

5. Final Scoring Methodology

Submitter	Project Understand Score	Reference Score	Cost Score	Total Points Awarded
A	42	22	19	83
B	38	23	21	82
C	36	19	25	80

In this example, the highest scored proposal from Submitter A would be the intended awardee.

## Statement of Work

This Statement of Work (SOW) reflects the services to be provided by the Contractor for the District.

### Overview

Over the past few years, TCTD has invested in bringing high-speed internet into the facility and has invested in a new web-based telecommunications network. Beginning next year, the District will begin investing in a new computer infrastructure and web-based computer-aided dispatching software. Below is an overview of the configuration of the District's current computer/server infrastructure.

1. Internet/Phone

The communication services for Tillamook County Transportation District are provided by CoastCom by Wave, a regional fiber-optic company. They deliver fiber optic internet and VoIP services at both locations in Tillamook. The phones use VLAN 3 across the District.

2. Internet/Phone

The communication services for Tillamook County Transportation District are provided by CoastCom by Wave, a regional fiber-optic company. CoastCom delivers fiber optic internet and VoIP services at the District's Transit Visitor Center at 204 Laurel Avenue in downtown Tillamook and at the TCTD Administrative and Operations Center located at 3600 3<sup>rd</sup> Street, Suite A, in Tillamook. The phones use VLAN 3 across the District

3. Network

The network at the TCTD facilities is straightforward. The District uses a Netgear 316G Firewall. The VPN feature is currently unused. DHCP pools are currently handled by the Netgear Firewall. The Netgear is not bound to the AD domain. DNS is handled both by the Netgear Firewall and PowerEdge 310. Backups are currently handled on both an external hard drive onsite as well as in the Cloud using Carbonite software.

4. Servers

TCTD currently runs one (1) Dell PowerEdge T310. The server currently is currently host to Transit Ace Scheduling and Dispatching Application, Abila MIP Accounting Software, Abila HR Module, Quickbooks, AD, Windows Backup and Carbonite Cloud Backup. The server has a Perc6SAS adaptor and no virtual disks configured. There is no hard disk redundancy in case of a failure. The server configuration is currently not optimal and causes the Transit Ace to perform poorly. There are currently 4HDD installed running independently of each other:

- 1TB Windows Server 2008R2 and system files
- 1TB Programs Data
- 1TB Abila Accounting Backups
- 1TB TransitDrive

5. Domain Information

The District uses the TCTD.LOCALE domain. Active Directory and File Sharing roles are installed.

6. Desktop Security

Currently, the District uses Norton Security which seems to slow down performance and does not allow users to change settings without a Norton login account. All accounts are tied to one (1) account.

7. Wi-Fi

TCTD currently uses three (3) access points at the facility. Locations are in the Server Room, Bus Maintenance Facility (BMF), and Network Closet. All devices are of different make and model.

8. Email

TCTD uses Exchange Online via Office 365 as its email platform. Archiving is not currently being used and should be. Current Exchange configuration does not tie in with Domain Controller via Azure services.

9. Contractor Tasks and Responsibilities

- a. Initial review and assessment of the TCTD systems with recommendations on enhancements that are needed.
- b. Troubleshoot with General Manager upon having hardware and software issues.
- c. Establish a plan for TCTD employee access and a list of credentials.
- d. Emergency service to mitigate any downtime. (please indicate guaranteed response time).
- e. Preventative Maintenance.
- f. Address and resolve current issues with slow server performance and accessibility.
- g. Propose a plan to effectively separate applications on server to individual and virtual machines.
- h. Establish a security plan against cyber intrusions and illicit entry email or spoofing.
- i. Propose and apply any effective and proven Disaster and Recovery Plan.



10. Deliverables

- Quarterly reports on system stability and performance
- Recommended preventative maintenance schedule

11. Acceptance Criteria

- Deliverable will be submitted via USPS or email
- Addresses to be provided upon selection of contractor

12. Rates

See Attachment 2

13. Contractor and Staff Qualifications

- Provide Principal's qualifications along with any certifications
- Provide staff qualifications along with any certifications

14. Holiday Schedule

The District has operations on all holidays except for New Year's Day, Memorial Day, Independence Day, Labor Day, Thanksgiving Day and Christmas Day.

15. Payments

Monthly invoices to be provided by contractor

**Attachment 1 – Cover Sheet**

This submission of this quote does not obligate the District to fund the proposed contract. If the quote is approved for funding, a contract will be executed between the District and the contractor.

The undersigned submitter hereby proposes to furnish all labor, materials, tools and equipment, to provide services in accordance with the specifications and provisions received with the RFQ-ITS.

Full Legal Name of Submitter’s Organization:

\_\_\_\_\_

Mailing Address:

\_\_\_\_\_  
Street City State Zip

\_\_\_\_\_  
Telephone Email Fax

Federal Taxpayer Identification Number: \_\_\_\_\_

Principle who is authorized to bind the submitter:

\_\_\_\_\_  
Name Title

\_\_\_\_\_  
Signature Date

Submitter’s contact person shall be: \_\_\_\_\_  
(Name and Phone Number)

**Attachment 2 – Cost Sheet**

1. Fiscal Year 2017-2018 (July 1- June 30)

- a. Cost Per Hour \_\_\_\_\_
- b. Estimated # of Hours \_\_\_\_\_
- c. Total Cost \_\_\_\_\_

2. Optional Contract Extension Rates (should the District opt to extend the contract)

- a. Cost Per Hour \_\_\_\_\_
- b. Estimated # of Hours \_\_\_\_\_
- c. Total Cost \_\_\_\_\_

3. Grand Total Cost

Enter Cost from #1 above \$ \_\_\_\_\_  
+  
Enter Cost from #2 above \$ \_\_\_\_\_  
Grand Total Cost for Evaluation \$ \_\_\_\_\_

4. Optional Service Contract Pricing FY2017-2018

Cost Per Month \$ \_\_\_\_\_

5. Optional Contract Extension Rates (should the District opt to extend the contract)

Cost Per Month \$ \_\_\_\_\_

6. Grand Total Cost

Enter Cost from #4 above \$ \_\_\_\_\_  
+  
Enter Cost from #5 above \$ \_\_\_\_\_  
Grand Total Cost for Evaluation \$ \_\_\_\_\_

### Attachment 3 – Customer Experience Reference Form

The submitter must provide a minimum of two (2) and a maximum of five (5) client references for services it has performed within the past three (3) years that are similar in size, scope and type of service as specified in the RFQ-ITS. Complete this form for each corporate reference.

Submitter's Name:
Company/Organization:
Contact:
Address:
Telephone:
Email:
Start/End Date:
Describe experience for this project as it relates to the RFQ-ITS. The description of the project must be detailed and comprehensive enough to permit the District to assess the similarity of those projects to the work anticipated in the award of the contract resulting from this procurement.

## Attachment 4 – Confidentiality Statement

As an authorized representative and/or corporate officer of the company named below, I warrant my company and employees will not disclose any documents, diagrams, information and information storage medial made available to us by the District for the purpose of responding to RFQ-ITS or in conjunction with any contract arising there from. I warrant that only those employees who are authorized and required to use such materials will have access to them.

I further warrant that all materials provided by the District will be returned promptly after use and that all copies or derivations of the materials will be physical and/or electronically destroyed. I will include with the returned material, a letter attesting to the complete return of materials, and documenting the destruction of copies and derivations. Failure to so comply will subject this company to liability, both criminal and civil, including all damages to the District and third parties. I authorize the District to inspect and verify the above.

I warrant that if my company is awarded the contract, it will not enter into any agreements or discussions with a third party concerning such materials prior to receiving written confirmation from the District that such third party has an agreement with the District similar in nature to this one.

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Signature of representative

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Date

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Name of representative

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Name of company

## Attachment 5 – Federal Certifications

### GOVERNMENT-WIDE DEBARMENT AND SUSPENSION (NONPROCUREMENT)

Instruction for Certification: By signing and submitting this bid or proposal, the prospective lower tier participant is providing the signed certification set out below.

1. It will comply and facilitate compliance with U.S. DOT regulations, “Nonprocurement Suspension and Debarment, 2 CFR part 1200, which adopts and supplements the U.S. Office of Management and Budget (U.S. OMB) “Guidelines to Agencies on Governmentwide Debarment and Suspension (Nonprocurement),” 2 CFR part 180.
2. To the best of its knowledge and belief, that its Principles and Sub-recipients at the first tier:
  - a. Are eligible to participate in covered transactions of any Federal department or agency and are not presently:
    - i. Debarred
    - ii. Suspended
    - iii. Proposed for debarment
    - iv. Declared ineligible,
    - v. Voluntarily excluded, or
    - vi. Disqualified
  - b. Its management has not within a three (3) year period preceding its latest application or proposal been convicted of or had a civil judgment rendered against any of them for:
    - i. Commission of fraud or a criminal offense in connection with obtaining, attempting to obtain, or performing a public (Federal, State, or local) transaction, or contract under a public transaction,
    - ii. Violation of any Federal or State antitrust statute, or
    - iii. Commission of embezzlement, theft, forgery, bribery, falsification or destruction of records, making any false statement, or receiving stolen property,
  - c. It is not presently indicted for, or has otherwise been criminally or civilly charged by a government entity (Federal, State, or local) with commission of any of the offenses listed in the preceding subsection 2.b of this Certification,
  - d. It has not had one or more public transactions (Federal, State, or local) terminated for cause or default within a three (3) year period preceding this Certification,
  - e. If at a later time, it receives any information that contradicts the statements of subsections 2.a – 2.d above, it will promptly provide that information to the District and FTA,

- f. It will treat each lower tier contract or lower tier subcontract under its Project as a covered lower tier contract for the purposes of 2 CFR part 1200 and 2 CFR part 180 if it:
  - i. Equals or exceeds \$25,000
  - ii. Is for audit services, or
  - iii. Requires the consent of a Federal official and
- g. It will require that each covered lower tier contractor and subcontractor:
  - i. Comply and facilitate compliance with the Federal requirements of 2 CFR parts 180 and 1200, and
  - ii. Assure that each lower tier participant in its Project is not presently declared by any Federal department or agency to be:
    - 1. Debarred from participation in its federally funded Project,
    - 2. Suspended from participation in its federally funded Project,
    - 3. Proposed for debarment from participation in its federally funded Project,
    - 4. Declared ineligible to participate in its federally funded Project,
    - 5. Voluntarily excluded from participation in its federally fund Project, or
    - 6. Disqualified from participation in its federally funded Project, and
    - 7. It will provide a written explanation as indicated on a page attached in FTA's TEAM-WEB or Signature Page if it or any of its principals, including any of its first tier Subrecipients or its Third Party Participants and a lower tier, is unable to certify compliance with the preceding statements in the Certification Group.

Certification

Contractor: \_\_\_\_\_

Signature of Authorized Official: \_\_\_\_\_ Date: \_\_\_\_\_

Name of Authorized Official: \_\_\_\_\_

Title Authorized Official: \_\_\_\_\_

## FEDERAL CLAUSES



## **SAMPLE SERVICES CONTRACT**

