

Transportation Authority of Marin

Questions and Answers for the IT Support Services RFP

1) Is this a single award or multiple award contract?

It is a single 3-year award with the option to extend it up to 5 years.

2) Is there an incumbent on the contract? If yes, could you please share any estimate based on the historic data about the total number of personnel proposed or working currently along with the hourly rate and spending done on contract.

Yes, as stated in the request for proposal (RFP), TAM has no in-house IT staff and has been outsourcing all its IT support over the years. The current team has two members working with TAM and the average monthly routine IT support cost is about \$2,000 to \$3,000 over the years.

3) Please specify the total budget allocated for this contract.

Budget for routine IT support will be not to exceed \$3,000 monthly on average. Additional budget will be provided for major upgrade and special projects.

4) How many resources do we have to propose for each of the Service Areas? Is it possible to club some Service Areas and propose a single FTE to execute the work?

TAM's IT support needs are stated in the RFP, the answer to this question should be based on your team's understanding of the work and TAM's operation needs. A virtual or in-person site visit of TAM's office and inspection of its current IT equipment and system setup was offered during the week of October 11 in case you have specific questions and/or want to better understand the service needs.

5) Considering the current COVID-19 pandemic situation, if the proposed candidates are not available at the time of award, will the agency allow us to provide replacement personnel with similar or more skill sets.

Yes, it's allowed but minimum 30-day notice would be appreciated.

6) We are an SBE based out of PA, and are licensed to do business all over the USA. Is it mandatory to have an office in the State of California?

No, physical office in California is not required.

7) We are not a Disadvantaged Business Enterprise (DBE). Is it something mandatory? If yes, can we utilize a Subcontractor to meet the requirement?

This contract will be funded with local funds. DBE is preferred but not required.

8) Is there a possibility of remote operations?

Most of the IT support should be and are currently provided remotely. However, there are work tasks that will require in-person visits.

9) What are the holidays that the Transportation Authority of Marin observes?

New Year's Day
Martin Luther King, Jr. Birthday
Presidents' Day
Memorial Day
Independence Day
Labor Day
Veteran's Day
Thanksgiving Day
Day after Thanksgiving
Christmas Eve
Christmas Day

10) We have a Federal Tax Identification Number assigned by the Internal Revenue Service (IRS). Could we use the same to fulfil the RFP requirement "State taxpayer identification numbers of the firm"? If not, please specify if we need to have the State taxpayer identification number in the State of California prior to the submission of the proposal due date or could we get it at the time of award?

State tax ID is not required to be part of the RFP process and contract award. However, your company shall be solely responsible to pay all required taxes for your operations in the State of California.