

August 13, 2025

RESPONSES TO QUESTIONS

regarding

Request For Proposals

for

Information Technology Consulting and Support

Questions	Response
Could you please provide detailed information about your infrastructure, including the number of routers, switches, access points, firewalls, servers, etc.?	Firewalls – 3 Switches – 6 Access Points – 7 Servers – 3 physical, 1 virtual
How many support tickets are received on average per month?	Roughly 30 tickets per month.
Do you have an incumbent? If yes, could you please let us know their name?	TTD is currently under contract with Infinity Technologies.
How many employees do you currently have?	64
Is there a mandatory Subcontracting goal for DBE. If yes, what is the goal or do we need to submit good faith efforts?	There is no DBE goal for this procurement.
Which NAICS code(s) does TTD expect this procurement to fall under?	It appears that “485111 - Mixed Mode Transit Systems” would be the best fit.
Is this procurement designated under any set-aside programs (e.g., SB, MBE, DBE, WOSB)?	No
Does TTD anticipate multiple awards, or is this intended to be a single-award contract?	Single contract award.
What is the current infrastructure architecture (on-premises, cloud, hybrid)?	Hybrid
Which core platforms and software does TTD use today (email, ERP, scheduling, ticketing, etc.)?	Microsoft 365 – includes email, calendaring, files, internal communications Microsoft Dynamics – financial software Support Ticketing provided by Infinity Bus related – AngelTrax and Avail
Are there any current modernization initiatives already in progress?	TTD is constantly adding and upgrading technology.
What are the biggest recurring IT issues or pain points today?	Connectivity and information sharing via APIs.

Does TTD currently follow a cybersecurity framework (e.g., NIST CSF, CIS Controls, ISO 27001)?	TTD's provider follows NIST when managing systems
Are there any compliance requirements unique to TTD (e.g., FTA, DOT, state security mandates)?	No.
Has TTD conducted a recent risk assessment? If so, can results or summaries be shared?	N/A
What Service Level Agreements (SLAs) are most important to TTD (e.g., ticket response time, system uptime)?	Response time to assist in resolving issues whether remote or onsite coupled with expertise in actually resolving challenges.
Will the selected vendor be expected to provide 24/7/365 support?	Yes.
Is there a current IT vendor providing services? If so, will they participate in the transition? Are they participating in this RFP process?	Yes. Yes. Limited to technical knowledge to respond to questions.
Are there any current internal IT staff who will remain, and how should the selected vendor integrate with them?	No.
What is the desired timeline for full operational takeover by the awarded vendor?	November 1, 2025.
Are there any "must-complete" modernization projects in Year 1?	All work assigned is "must complete."
What is the anticipated annual budget range for these services?	TTD prefers the service to drive the budget rather than the budget driving the service.
Will hardware/software procurement be part of the vendor's responsibility?	As needed.
How will proposals be evaluated and scored (detailed criteria breakdown)?	As noted in the RFP.
Will there be an opportunity for an oral presentation or Q&A during evaluation?	There was a pre-proposal meeting held August 4. Virtual Interviews will be scheduled for firms in the week of September 2.
Are there site visits planned for proposers before submission?	No.
Do you have a sense of the expected team size for this IT Services work?	Proposer should suggest the necessary staff to complete the scope of work successfully.
How many resources are currently active at this time under the incumbent contract?	Incumbent staffing is irrelevant.
Are there any recurring IT challenges or bottlenecks the current consultant faces that the new consultant should be aware of and address?	Proposer should be prepared to complete the scope of work.
Are there any internal IT resources supporting the agency today? If so, how many?	No.
Are you open to multiple consultants providing support throughout the engagement to address specific areas of expertise?	This is a single contract procurement. Any proposed sub-contract relationships should be disclosed in your proposal.

Should we assume monthly support services begin on the official project start date, or will there be an overlap period with the incumbent provider to allow for knowledge transfer and transition of support?	Support services being on the project start date. Any overlap required should be noted in your proposal.
Are there specific recovery time objectives (RTO) or recovery point objectives (RPO) defined for critical systems in the disaster recovery plan?	N/A
The RFP indicates that vendors must carry cybersecurity insurance but does not specify the required coverage limits or policy types. Could you please clarify the minimum coverage amounts and the types of policies expected?	\$5M per claim.
Do you have a business continuity plan and disaster recovery plan in place (BCP / DRP)? How often do you conduct disaster-recovery testing?	Microsoft 365 cloud is tested and restores weekly.
Do you currently conduct annual security audits, or would the IT consultant be responsible for initiating one?	Security audits are the responsibility of the contractor.
How is compliance with FTA security and cybersecurity guidance handled now? Are there specific reporting formats or tools in use?	FTA requirements are satisfied through National Transit Database (NTD) reporting. This is handled by TTD staff.
Do you require formal incident response planning and testing as part of this contract?	Not at this time.
The RFP mentions mobile Device Maintenance (MDM), are you currently leveraging an MDM to manage your endpoints. If so, which one (e.g., Intune, Simple MDM, Manage Engine)?	Jamf
Are there current pain points with existing systems that you'd like the vendor to tackle early?	Contract should be prepared to complete the entire scope of work.
Is there any planned transition away from or evaluation of alternatives to your core software platforms?	TTD is constantly adding and upgrading technology.
Regarding video systems: you note testing "Verkada" — Is there a specific timeline you're looking to implement Verkada or another solution? Is there budget already allocated for this initiative?	Verkada cameras are being piloted. If selected, the timeline will be discussed with TTD Facilities, Verkada, and our IT consultant. Budget is available.
How frequently did you have an "emergency outage" over the last year?	A few times at TTD's Shop Street location due to power outages.
What do you consider an emergency that would trigger an onsite response?	Should a major system cease to function and the IT consultant is unable to repair remotely, onsite response would be required.
What level of existing system documentation and process documentation will be provided?	The current provider keeps all the documentation. TTD will provide that during the transition.
Are most users working onsite, remotely, or in a hybrid model?	Hybrid.

What is the annual spending to date for the existing incumbent vendors?	FY25 was approximately \$60,000.
How have you set up your budget and have you allocated budget separately for certain line items, such as labor and infrastructure (e.g., hardware, software, licenses, subscriptions)?	Proposals should include all expenses and transparent billing.
Should travel costs for Board/Committee meeting support be rolled into the hourly rate, or identified as a separate billable expense?	Proposed costs should be comprehensive and transparent.
What KPIs or service metrics are most important to your team when evaluating IT support performance (e.g., ticket response time, resolution time, user satisfaction)?	Responsiveness; success rate; resolution speed; schedule adherence; communication; innovation.
Are there cybersecurity-specific KPIs you're tracking or would like us to implement (e.g., endpoint coverage, vulnerability remediation time, phishing test success rates)?	TTD uses reports from our Endpoint Cybersecurity software that we use to track Cybersecurity items. The current vendor has a RMM that provides accurate inventory of all devices.
What are the most important outcomes or success metrics for this engagement over the next 12–24 months?	Successful completion of the scope of work.
Are there organizational or broader business performance metrics that the IT strategy is expected to support (e.g., network uptime, ticket response times, audit readiness)?	Responsiveness; success rate; resolution speed; schedule adherence; communication; innovation.
Will TTD consider extending the proposal due date?	No.