



**ADDENDUM NO. 1
ALAMEDA CTC RFP NO. R22-0006
INFORMATION TECHNOLOGY SUPPORT SERVICES**

December 17, 2021

Request for Proposals (RFP) No. R22-0006 is modified as set forth in this Addendum No. 1. The original RFP remains in full force and effect, except as modified by this Addendum, which is hereby made part thereof and subject to all applicable requirements hereunder as if originally shown and/or specified. Proposers shall take this Addendum into consideration when preparing and submitting proposals.

The RFP is hereby revised per the following:

- 1. A new sentence shall be added to paragraph 2 under Section II.2.A (General Instructions) as shown in the following tracked changes:**

A. General Instructions

By the proposal due date, interested proposers shall submit:

- Technical Proposal (written proposal, without cost proposal or cost elements): the complete set of electronic files comprising the proposal in PDF format, except the Resources Form (Appendix D) which shall be provided in source (i.e., XLS/XLSX) and PDF formats. All PDF documents must be formatted with Optical Character Recognition to ensure text is searchable and may be copied.
- Cost Proposal (in a separate digital folder from the technical proposal and labeled “Cost Proposal,” as identified in Section II.2.E.5): the complete set of electronic files comprising the cost proposal in source (i.e., XLS/XLSX) and PDF formats.

Electronic files shall be sent via email attachment or file sharing service. Proposers can send multiple attachments in each email, but the total size of all attachments with each individual email may not exceed 20 MB. If a proposer needs to submit more than 20MB in attachments via email, the files must be sent in separate emails which each stay below the 20MB attachment limit. Files should be clearly named. Proposers should allow sufficient delivery time to ensure timely receipt by Alameda CTC. Late submissions will not be accepted. Submissions transmitted by facsimile or hard copies will not be accepted.

- 2. New paragraphs shall be added to RFP Appendix A (Required Scope of Work, Deliverables, and Staffing) as paragraphs 8 and 9 as shown in the following tracked changes:**

Alameda CTC is soliciting proposals from qualified professional firms for information technology (IT) support services to provide on-site and remote technical support. The vendor must be able to offer a full range of IT services including on-site network, infrastructure, desktop and phone support services. This is an ongoing relationship with the selected consultant functioning as Alameda CTC’s IT Services division as opposed to a one-time project. As such, the selected consultant team shall fulfill all functions associated with IT support services.

The consultant must be innovative in the manner in which it provides technical services so that Alameda CTC employees and contractors/consultants (collectively, users) may focus on serving the

public. The consultant shall provide reliable forward thinking solutions to technical problems in a precise and timely fashion in order to better serve Alameda CTC users.

The consultant reports directly to the Alameda CTC Project Manager and/or designee thereof.

The consultant must implement, upgrade, and/or maintain desktops, printers, copiers, mobile devices, phones, network infrastructure, and manage the Alameda CTC's third-party IT contracts. The consultant must provide direction to Alameda CTC in regards to information systems long-term planning, software and hardware refresh cycles, and network security. The consultant must maintain data integrity and remote access support.

Alameda CTC has approximately 60 users.

Regular business hours are defined as Monday to Friday between 8:00 a.m. and 5:30 p.m. Hours are extended to cover, among other things, meetings of the Alameda CTC Commission and its committees. Services provided after regular business hours will be requested on an as-needed basis.

The consultant team must be knowledgeable and experienced working with the network, systems, hardware (including equipment and warranties), and software (including subscriptions and warranties) listed in Appendix B. Accordingly, proposals must include a statement in the work plan describing such knowledge and experience with the requirements in [Appendix A](#) (Required Scope of Work, Deliverables, and Staffing) and [Appendix B](#) (Reference Materials).

Consultant shall be available for onsite weekly or daily scheduled support, as needed or required. When Consultant is not on-site, Consultant will provide the necessary service as quickly as possible, and in most cases, Consultant will respond in less than 30 minutes, resolve over 90% of reported emergency issues in less than 1 hour, and resolve most other issues within 2 hours. The consultant team shall guarantee a non-automated response within 30 minutes from any initial service request.

Alameda CTC's Project Manager and/or designee thereof may provide to the consultant a written evaluation of the team's performance at least quarterly throughout the contract. If the performance is noted as unsatisfactory, consultant shall be given 30 calendar days to correct performance issues. If a second notice of dissatisfaction is issued, consultant shall provide a written corrective action plan and provide regular status updates as requested by Alameda CTC (e.g., weekly, monthly, etc.) until such issues have been rectified.

Approved for issuance:



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