



QUESTIONS AND ANSWERS ALAMEDA CTC RFP NO. R22-0006

The following answers are in response to questions submitted by prospective proposers for information technology support services, Alameda County Transportation Commission (Alameda CTC) Request for Proposals (RFP) No. R22-0006. This document provides the written responses to all questions that were received by Alameda CTC on or before December 9, 2021. Questions may have been edited for grammar and clarity.

Q1. How much time does it take to process a certification under the Local Business Contract Equity (LBCE) Program?

A1. The application processing period for LBCE Program certification – i.e., certifications for Local Business Enterprise (LBE), Small Local Business Enterprise (SLBE) and Very Small Local Business Enterprise (VSLBE) – is approximately thirty (30) calendar days from the date a valid and complete application is received by Alameda CTC. There is no guarantee that certifications will be approved and issued by an exact date, such as by or before the RFP proposal deadline, but please reference RFP No. R22-0006 when contacting the Certification Team or submitting the certification application, so that the Certification Team is made aware of any time constraints. More information is available on the Alameda CTC website at <https://www.alamedactc.org/get-involved/contract-equity/>. Please feel free to email certification@alamedactc.org with any certification or LBCE Program related questions.

Q2. Can we get certified under the LBCE Program after the submitting the proposal?

A2. Certifications obtained after proposal submittal cannot be used to meet the LBE and/or SLBE goals. Per RFP Section I.1.3 (Local Business Contract Equity Program), “Certification applications should be submitted to the Certification Team at the certification@alamedactc.org. All firms utilized to meet an LBE and/or SLBE goal must be certified by the time of proposal submission, and proof of certification must be submitted with the proposal. Applications for LBE and/or SLBE certification will not be accepted with the proposal.”

Q3. How can we confirm our eligibility for certification under the LBCE Program?

A3. To confirm eligibility for certification, or to apply for certification, please contact the Certification Team at certification@alamedactc.org for assistance or visit www.alamedactc.org/contract-equity for more information.

Q4. The RFP scope includes requirements such as Antivirus/Spyware/Spam Filtering Software. We feel that it would be beneficial as vendors to know if you are happy or unhappy with the systems that Alameda CTC is currently using. Do you provide information on the software that is currently being used in the RFP? Will this information be shared if it is not stated in the RFP?

A4. No, Alameda CTC does not intend to provide this information. Per RFP Appendix A (Required Scope of Work, Deliverables, and Staffing), we are looking for the successful proposer to “provide direction to Alameda CTC in regards to information systems long-term planning, software and hardware refresh cycles, and network security.”

Q5. Is the network based in 1111 Broadway, Suite 800 Oakland, CA 94607 and is that where your server room is located?

A5. Yes.

Q6. Do you already have a disaster recovery determined?

A6. Yes.

Q7. Who is the incumbent on the contract?

A7. The incumbent on the contract is Novani, LLC.

Q8. What is the budget range for this requirement?

A8. Alameda CTC does not provide budget information for RFPs.

Q9. Please provide clarification regarding the Reference Questionnaire. Is it correct that each key personnel needs to create three Reference Questionnaires? Do we need to include the Reference Questionnaire with our response? Do we send the form to the reference and then they go to the website to complete the Reference Questionnaire? What happens if the reference does not complete the Reference Questionnaire by the due date?

A9. The Reference Questionnaires are completed by the proposer’s references (e.g., former clients), not by the proposer or its key personnel.

Per RFP Section II.2.G, “Proposer shall ensure that Alameda CTC receives a minimum of three (3) completed Reference Questionnaires from appropriate client references for each key team member on the proposal, related to previous projects similar to this project, or elements of this project, on which the key team member had significant involvement within the past five (5) years.” Submittal of Reference Questionnaires to Alameda CTC is not required for proposal acceptance; per RFP Section II.3.A (Review for General Responsiveness), “A proposal that fails to include one or more items requested in Section II.2 (Proposal Content and Format), may be considered complete and generally responsive, if evaluation in every criterion is possible.”

Although the Reference Questionnaire does not need to be included in the proposal, per RFP Section II.2.G, the proposer shall include reference project information in an appendix.

The Reference Questionnaire is a web-based form (Google Form) for the proposer’s reference to complete and submit. Reference Questionnaires, if submitted by the RFP deadline, are considered during the Selection Review Panel’s evaluation as part of Criteria 4 (Staffing Plan and Availability) under Section II.3.C (Proposal Criteria).

Q10. Who should complete the Reference Questionnaire?

A10. The Reference Questionnaires are completed by the proposer’s references (e.g., former clients), not by the proposer or its key personnel. Please see Q9/A9 above.