Santa Cruz County Regional Transportation Commission
1101 Pacific Avenue, Suite 250, Santa Cruz, CA 95060

Request for Proposals (RFP2626) IT Consultant

REQUESTS FOR CLARIFICATION/ QUESTIONS SUBMITTED

Responses issued November 13, 2026

	QUESTION	RESPONSE
1	While the evaluation criteria on page 18 refer to at least five years serving state or local government. Is five years of government-client experience a mandatory qualification or an evaluation preference?	Five years of experience working with public agencies is preferred but not mandatory.
2	The page-limit exclusions on pages 10 and 17 differ. Do required forms, references and the separate cost proposal count toward the 15-page limit?	No, the required forms, references, and cost proposal do not count toward the 15-page limit. The RTC encourages clear, concise responses to this RFP.
3	Form 2 refers to Attachment C, while this RFP identifies the sample agreement as Attachment B. Please confirm the applicable agreement and exceptions form.	Attachment B is the sample agreement and the link to Form 2 has been updated.

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4	Does SCCRTC need unlimited Remote Support or unlimited remote support with On-site support? We build our proposals based on the number of users we need to support and whether the service is for unlimited remote support or for unlimited remote support with on-site support.	We will need unlimited support. The virtual or on-site depends on how you and the RTC set it up. For example, we have our current IT support help to install equipment that provides for better Wi-Fi service, this requires and on-site visit, however for 99% of staff support is done virtually.
5	Also, for business continuity and disaster recovery, we will need to know how many servers need to be protected and how much data each server holds in terms of storage size.	We currently have one server and hope to be without an on-premises server in the near future and only with a virtual server or servers.
6	Servers: Could the RTC describe the single on-premises server (physical or virtual, operating system, approximate age, warranty status, and primary roles such as file shares, Active Directory, or line-of-business applications)? Are any other servers or workloads hosted in Azure or another cloud platform?	We currently have 1 server on-premises. It is used as a Hyper-V host running 4 virtual servers: DC: Active Directory domain controller. RTCSERV2 is a file server Exchange server (running in a hybrid environment) SQL Server: SQL Server (retired). The server also runs the directory sync between Active Directory and Microsoft Office 364 (Azure AD Connect), and the Veeam backups, which go to the Synology NAS
7	Workstations: For the 34 laptops (and any desktops referenced in Section 2), could the RTC provide the approximate manufacturer/model mix, age, operating system versions, and whether devices are covered by manufacturer warranties, and through what dates?	Staff all have laptops. Laptop manufacturers are Dell, Lenovo and Microsoft Surface. Age are no older than 5 years, Windows 10 and 11 only the new machines would be covered by the manufacturer warranties.

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8	Network equipment: Could the RTC identify the make/model and support/licensing status of the two firewalls/routers, two switches, and four wireless access points, and confirm whether all equipment is at a single office location?	Network equipment is at a single office location. Ubiquiti UDM-PRO version 5.1.35 memory usage 63%
9	Sites and remote work: Does the RTC operate from a single office, or are there additional sites? Approximately how many staff work primarily remotely or in the field, and what equipment do field staff use?	RTC has one office site and all staff work both in-office and remotely.
10	Microsoft 365: What Microsoft 365 license plan(s) are in use (e.g., Business Premium, E3/E5, or Government/GCC), are devices joined to Entra ID and/or enrolled in Intune, and is an on-premises Active Directory still in use?	Exchange online Plan 1-Government Office 365 G3 GCC Staff enter their ID, Yes Active Director is still in use
11	Telephone system: What telephone/VoIP system and provider currently serve the 30 users, and is the Consultant expected to administer the phone system within the base scope or only coordinate with the provider until a future Teams Phone project?	The consultant will not be required to administer the existing VoIP phone system.

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12	Backup: Section 11 leaves "Backup Systems" blank. Could the RTC describe current backup tools, what is backed up (server, endpoints, Microsoft 365 data), retention, and whether a copy is kept off-site or in the cloud?	Files are backed up through Veeam which saves backups to a Synology NAS. Currently they are all backed up through our consultant's service which operates through Ninja RMM.
13	Security tools: Section 11 leaves "Cybersecurity / Endpoint Protection" blank. What endpoint protection, email filtering, and monitoring tools are currently in place, and are any subscriptions owned by the RTC versus provided through the current support provider?	End point security is BitDefender Gavity Zone. Email is filtered b Microsoft Exchange online protection (EOP) which is built into our Microsoft Office 365.
14	Applications: Beyond TransCAD, Zoom, and Microsoft 365, could the RTC list the specialized and cloud applications in use (e.g., finance, HR/payroll, GIS), including which are hosted on-premises versus cloud?	GIS, we currently connect to Santa Cruz County for our Finance (Finance Enterprise) through a county provided VPN (GlobalProtect), which the consultant will need to assist with. Payroll is doe via a third-party web-based system called Paylocity, consultant has not been involved with this system. We may be also considering
15	Meetings: Where and when are Commission and other hybrid public meetings typically held (RTC office versus other venues, daytime versus evening)? Is the Consultant expected to provide onsite support during those meetings, and how often?	Commission monthly meetings are held off site at other jurisdictions, like the board of Supervisors chambers or city council chambers. RTC Committee meetings are held in the RTC office and require Zoom capabilities. Consultant is not required to be present at any of these meetings but is required to keep the conference room Zoom equipment up to date and may be called if equipment is not working.

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16	Onsite expectations: Beyond issue-driven visits, does the RTC expect a regularly scheduled onsite presence (e.g., weekly or monthly)? If so, at what frequency?	On-site is only required as needed.
17	Budget and project work: Is there an established annual budget or not-to-exceed amount for this contract, and are separately authorized projects (Sections 3.13 and 3.16) expected to be funded within that amount or through separate task orders?	The RTC approves its budget on an fiscal year basis. The current day-to-day IT needs are budgeted as part of the Administration budget. Special projects will be budgeted separately as needed. Current FY26-27 budget is set at an amount not to exceed $30,000.
18	Business continuity / disaster recovery: Section 3.6 includes assisting with a DRP and BCP, while Section 3.16 lists business continuity and disaster recovery planning as a separately authorized service. Could the RTC clarify which elements are expected in the base fee?	We will work with the consultant to determine the best options for the RTC needs
19	Hardware and software procurement: Will the RTC purchase hardware and licenses directly, or is the Consultant expected to quote, procure, or resell equipment and subscriptions? Does the RTC have preferred purchasing vehicles or standards?	Most of the equipment is purchased by the RTC directly, however, the consulted will be consulted on any specific equipment that is recommended by the consulted and at times as to procure the equipment

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20	Transition and documentation: What existing documentation (network diagrams, asset inventory, password/credential records, vendor contracts) will be available at transition, and will administrative credentials for all systems (Microsoft 365, firewall, server, Zoom, domain/DNS) be transferred to the selected Consultant?	Yes, transition documentation will be provided as well as all passwords needed.
21	Tooling: May the selected Consultant deploy its own ticketing, remote monitoring, endpoint security, and backup platforms as part of the base fee, or does the RTC prefer to retain any existing platforms?	Staff in collaboration with the consultant will deploy a ticketing system. If the consultant already has systems that are working well for other clients, staff will prioritize consideration of the systems.
22	Public records support: Approximately how many public records requests requiring electronic searches does the RTC receive each year? Does the RTC currently use any tools or services for these searches, such as Microsoft 365 Purview eDiscovery, archiving, or retention policies? What does a typical request look like (date range, number of mailboxes or custodians, file types), and how long does it usually take to produce a response today? Are any legal holds currently in place?	It is difficult to list a number of searches that will be needed at any given time. The consultant will be required to recommend tools/software to assist with the searches. A typical search may result in 50-1,000 records. Searches may also require that the consultant work directly with our legal counsel when confidentiality is a criterion. The current process needs to be updated with tools currently available that are not currently used by the RTC. The consultant will also be required to work collaboratively with staff to create a concise search criteria based on the request.

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23	Service volume: Could the RTC share approximate historical monthly ticket volume and onsite visit counts to help proposers size their pricing?	
24	After-hours: How frequently has after-hours or weekend support been needed historically, and does the RTC prefer after-hours support priced per incident/hour or included in the base fee?	After hours service is a must as we have managers and staff working on the weekends and afer 5pm frequently. Normally the service is to restore a file or if a system has stopped working. After hours support should be included in the base price but RTC is open to a fee depending on projects.
25	Facilities: Are there multiple facilities that the Consultant would be supporting? If so, what are their locations and approximate sizes (staff and devices at each)?	There is one facility.
26	Staffing mix: What is the approximate ratio of in-office staff to remote workers at the RTC?	All staff perform in-office and remote work.
27	Help desk history: Does the RTC have a list or summary of previous help desk requests available for proposers to review, so we can understand the ongoing support workload and the most common issue types?	Answer will be posted by Monday
28	Zoom Rooms hands-on: For Attachment A Section 3.8, what does the RTC expect	a) The consultant is expected to maintain existing Zoom Room equipment and install new equipment as needed.

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	onsite versus remote? Specifically: (a) Is the Consultant expected to physically install new Zoom Room equipment, or only configure and maintain the existing rooms? (b) Which make and model of Zoom Room hardware, cameras, microphones, displays, and control systems are in each room, and are they under a vendor warranty or AV integrator support contract? (c) For hybrid Commission and public meetings, does "support" mean remote pre-meeting testing, an onsite technician present for the full meeting, or on-call availability during the meeting? (d) How many such meetings per month, at which locations, and at what times? (e) Is any meeting AV outside the 2 RTC office rooms (for example, a Board chambers or other venue) in scope?	b) TV monitors are Samsung and LG. Digital touch screen display is Sharp. The sound systems are Neat as are the Zoom Room controllers. c) IT consultant is not used for Commission meeting IT needs d) See answer in #15 above. There is one offsite meeting each month. e) No AV equipment is only located in our conference rooms
29	Location: can services be delivered primarily remotely, with on-site visits as needed? Our team is based in New Jersey.	Please refer to Section 4 of the Scope of Services (Attachment A) "Service Levels and Response Requirements," regarding response times for onsite services.
30	Certifications: are Microsoft certifications required for proposed staff, or preferred?	Preferred
31	Remote access / VPN: You said staff currently use VPN to reach the on-premise server, and that replacing VPN	This will not be a rushed project we can work with consultant on timeline. In terms of the plan-we will work with consultant on what works best for RTC

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	is a top priority. Is there a timeline driving that replacement, and would you want the new consultant to own the plan for what replaces it, including Entra ID / Azure-based access and the new Azure virtual server?	
32	Zoom / conference rooms: For the two Zoom rooms, with the TVs shutting off, camera angles, and audio issues you described, would you want the consultant to assess the current cameras, microphones, displays, and wiring and provide a priced refresh list, or to keep the rooms running and flag issues as they come up? Is there a budget range for a refresh?	Yes replacinf equipment is an option. I am not able to provide an exact budget
33	Backup: You said files are backed up through Veeam to a NAS, and also through Ninja RMM. Could you confirm how much data is being backed up, and whether the Ninja RMM license is owned by RTC or by the current consultant? Is there an off-site or immutable copy, and when was a full restore last tested?	Answer will be posted by Monday

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34	Ticketing: You said staff currently call the consultant, who creates a ticket in their system, and staff do not create tickets themselves. Would you want the new consultant to provide a ticketing system where RTC staff create their own tickets, and if so, is there a preferred system, or may we propose one?	Please see response to Question #21 above.
35	Onsite response: You said onsite is needed within a couple of hours for emergencies, and as soon as possible for other onsite issues, with about 95% of requests handled remotely. Could you confirm how "in person within one business day" in the RFP should be measured for emergencies versus routine onsite work?	Standard onsite response time is the next business day, though critical or high-severity issues may require a response within two hours.
36	Monthly reporting: You said you want regular reporting to track issues and be proactive, with no specific format yet. Could you confirm whether monthly reporting is sufficient, what it should cover — ticket volume by issue, repeat problems, onsite visits — and who should receive it?	Reports are submitted or made available to the RTC Administrative Services Officer. Please refer to Section 5. "Monitoring, Reporting, and Communication" of the Scope of Services (Attachment A) for service report details.

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37	Out-of-State Bidder Eligibility: Can a Maryland-based company such as Natumatic LLC participate in this solicitation without having an existing California business registration?	This procurement is open to all qualified proposers. Proposers are responsible for ensuring that they meet all applicable qualification, licensing, registration, and other legal requirements necessary to conduct business in the State of California.
38	Local Business Licences: Are any California state, Santa Cruz County, or local business licences, permits, registrations, or certifications required to submit a proposal or perform the contract?	See response to Question #37 above.
39	Small and Minority Business Certification: Does RTC recognize Maryland-based MBE and SBR certifications for this solicitation? Are there any California-specific MBE, SBE, DBE, or other certifications that bidders must hold?	There are no disadvantaged business or local business participation requirements for this procurement.
40	Additional Requirements: Are there any other mandatory bidder qualifications, professional certifications, vendor registrations, or compliance	See response to Question #37 above.

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	requirements that an out-of-state company must satisfy?	
41	Local Onsite Support: Would RTC permit a Maryland-based prime contractor to partner with a California-based IT service provider to meet the requirement for onsite support within one business day?	Subconsultants are allowed on this contract.