ATTACHMENT A

SCOPE OF SERVICES

Information Technology Consulting Services

1. PURPOSE

The Santa Cruz County Regional Transportation Commission (RTC) is seeking an experienced Information Technology (IT) Consultant to provide comprehensive, responsive, and proactive IT consulting and support services.

The primary purpose of this contract is to provide reliable day-to-day IT support and administration while maintaining the security, availability, performance, and continuity of the RTC's technology environment. Services will include end-user support, new hardware provisioning and deployment, troubleshooting, network and infrastructure management, Microsoft 365 administration, cybersecurity, user and access management, backup and recovery, technology asset management, vendor coordination, project support, and other related IT services.

The Consultant shall provide services in a manner that minimizes disruption to RTC operations and supports the RTC's hybrid work environment, public meetings, Commission meetings, remote work, field activities, and public-facing functions.

The Consultant shall comply with all applicable federal, State of California, and local laws, regulations, and RTC policies applicable to the services provided.

2. EXISTING IT ENVIRONMENT

The RTC operates a hybrid technology environment that includes approximately 30 employees working in a combination of onsite, remote, and field environments. The environment includes, but is not limited to:

- End-user laptop and desktop computers and associated peripherals;
- On-premises servers and network equipment;
- Microsoft 365, including Outlook, Teams, SharePoint, OneDrive, and related services;
- Wireless and wired network infrastructure;

- Virtual Private Network (VPN) and remote-access technologies;
- Zoom and Zoom Rooms/hybrid meeting technology;
- Printers, scanners, and other office technology;
- Specialized software and applications used by RTC staff;
- Cloud-based applications and services;
- Website and web-related technology supported by third-party providers;
- Telecommunications and internet services;
- Data backup and recovery systems; and
- Other third-party technology systems and services.

The RTC is continuing to evaluate and transition appropriate services and data from on-premises infrastructure to cloud-based platforms. The Consultant shall support the existing environment while assisting the RTC with planned technology modernization and cloud migration activities.

The Consultant will coordinate, as appropriate, with RTC staff, the County of Santa Cruz, telecommunications providers, software and cloud providers, website vendors, and other third-party technology providers.

3. SCOPE OF SERVICES

The Consultant shall provide the following services. The list is intended to describe the anticipated scope of work but is not necessarily exhaustive. Services reasonably related to the operation, maintenance, security, and support of the RTC's IT environment shall be considered within the scope of this contract unless specifically identified as a separately authorized project or service.

3.1 Service Desk and End-User Support

The Consultant shall provide responsive technical support to RTC employees and authorized users, including:

- Provide a centralized service desk/help desk for reporting, tracking, prioritizing, and resolving IT incidents and service requests.

- Provide remote technical support during standard service hours of Monday through Friday, 6:00 a.m. to 6:00 p.m. Pacific Time, excluding RTC observed holidays.
- Provide an after-hours/on-call support option for critical incidents occurring outside standard service hours. Proposers shall identify the proposed after-hours response time and applicable rates in their proposal.
- Troubleshoot and resolve hardware, software, network, connectivity, Microsoft 365, Zoom, cloud application, printing, peripheral, and other technology-related issues.
- Provide onsite technical support when an issue cannot reasonably be resolved remotely or when onsite assistance is otherwise authorized by the RTC Contract Manager or designee.
- Provide support for staff working remotely, onsite, and in the field.
- Configure, deploy, maintain, troubleshoot, and decommission RTC end-user devices, including laptops, desktop computers, mobile devices, docking stations, monitors, printers, and other peripherals.
- Assist with employee onboarding, transfers, changes in duties, and separation/offboarding, including equipment and account provisioning/deprovisioning.
- Provide user education and recommendations regarding IT best practices, cybersecurity, equipment care, and common issues that can be addressed through staff training.
- Maintain adequate documentation of recurring issues and solutions to support consistent service delivery.
- Provide status updates to the RTC Contract Manager for significant, recurring, or unresolved issues.

3.2 Network and IT Infrastructure Management

The Consultant shall monitor, administer, maintain, and support the RTC's IT infrastructure, including:

- Network infrastructure, switches, routers, firewalls, wireless access points, servers, endpoints, and related equipment.

- Wired and wireless network connectivity and performance.
- VPN and secure remote-access services.
- Internet connectivity and coordination with internet service providers.
- Network configuration, security, availability, and performance.
- Identification and remediation of network bottlenecks, configuration issues, obsolete equipment, unsupported systems, and other infrastructure risks.
- Routine maintenance and configuration of network and infrastructure equipment.
- Coordination with the County of Santa Cruz when County-managed infrastructure or services affect RTC operations.
- Recommendations regarding infrastructure upgrades, replacement, consolidation, or retirement.

The Consultant shall maintain appropriate documentation of the RTC's network architecture, equipment, configurations, and critical dependencies.

3.3 Microsoft 365 and Cloud Systems Administration

The Consultant shall administer and support the RTC's Microsoft 365 and cloud-based technology environment, including, as applicable:

- Microsoft 365 administration;
- Microsoft Outlook and Exchange Online;
- Microsoft Teams;
- SharePoint;
- OneDrive;
- Microsoft Entra ID/Azure Active Directory;
- Microsoft Intune or other endpoint-management tools;
- Microsoft Defender and related security services; and
- Other Microsoft 365 services utilized by the RTC.

Services shall include account administration, permissions, security configuration, troubleshooting, licensing support, system configuration,

monitoring, and coordination with Microsoft or other service providers when necessary.

The Consultant shall support the RTC's transition from on-premises file and application environments to appropriate cloud-based solutions. The Consultant shall provide recommendations regarding data migration, security, permissions, retention, accessibility, backup, and business continuity.

3.4 User, Identity, and Access Management

The Consultant shall administer user accounts and access in accordance with RTC authorization and established policies, including:

- User account creation, modification, suspension, and termination.
- Assignment and removal of licenses.
- Password and authentication support.
- Multi-Factor Authentication (MFA) administration.
- Security groups, distribution groups, shared mailboxes, and permissions.
- Access to SharePoint, OneDrive, Teams, network resources, applications, and other systems.
- Periodic review of user access and permissions.
- Implementation of least-privilege principles.
- Prompt removal or modification of access when employees separate from the RTC or change positions.
- Documentation of administrative access and privileged accounts.

The Consultant shall not grant, modify, or expand user access without appropriate RTC authorization.

3.5 Cybersecurity

The Consultant shall provide proactive cybersecurity services appropriate for a small public agency and aligned with generally accepted cybersecurity practices. Services shall include, as applicable:

- Maintain and periodically update a cybersecurity program and security controls.
- Monitor for security threats, vulnerabilities, suspicious activity, and security events.
- Maintain endpoint protection, anti-malware, antivirus, email security, spam filtering, and related security technologies.
- Support and maintain MFA for applicable accounts and systems.
- Manage security patches and critical updates.
- Conduct periodic vulnerability assessments and risk assessments.
- Recommend penetration testing or other security testing when appropriate based on risk.
- Identify, document, prioritize, and assist with remediation of cybersecurity vulnerabilities.
- Monitor security alerts and respond to suspected security incidents.
- Provide guidance regarding phishing, ransomware, malware, account compromise, and other cybersecurity threats.
- Assist with cybersecurity incident response, investigation, containment, recovery, and documentation.
- Provide recommendations for security awareness training for RTC employees.
- Assist with cybersecurity-related insurance, audit, compliance, or regulatory requirements.
- Maintain appropriate security logs and documentation.
- Provide periodic reports identifying significant security risks, vulnerabilities, incidents, and recommended corrective actions.

The Consultant shall identify in its proposal which cybersecurity services are included in the base fee and which, if any, would be provided as separately authorized services.

3.6 Backup, Business Continuity, and Disaster Recovery

The Consultant shall establish, monitor, maintain, and periodically test backup and recovery systems appropriate to the RTC's technology environment.

Services shall include:

- Monitoring the successful completion of scheduled backups.
- Identifying and addressing failed or incomplete backups.
- Maintaining appropriate backup retention and recovery procedures.
- Supporting backup of critical on-premises and cloud-based data and systems, as appropriate.
- Supporting recovery of files, applications, systems, and data following accidental deletion, hardware failure, system failure, cybersecurity incidents, or other disruptions.
- Periodically testing restoration procedures and documenting results.
- Recommending appropriate recovery objectives, including Recovery Time Objectives (RTOs) and Recovery Point Objectives (RPOs), based on system criticality.
- Maintaining documentation of backup architecture, critical systems, recovery procedures, and dependencies.
- Assisting the RTC in developing and maintaining a Disaster Recovery Plan (DRP) and Business Continuity Plan (BCP).

The Consultant shall evaluate the continued need for existing on-premises servers and provide recommendations for decommissioning, replacement, repurposing, or use as local backup/recovery infrastructure.

3.7 System Maintenance, Patch Management, and Endpoint Management

The Consultant shall provide proactive maintenance of RTC technology systems, including:

- Operating system updates and security patches.
- Application updates and patches.

- Firmware updates, where appropriate.
- Endpoint configuration and management.
- Monitoring of system health and performance.
- Identification and resolution of recurring performance issues.
- Maintenance of supported software versions and configurations.
- Identification of unsupported, obsolete, or end-of-life hardware and software.
- Coordination of scheduled maintenance to minimize disruption to RTC operations.
- Documentation of significant system changes.

Critical security patches shall be prioritized based on the severity of the vulnerability and the risk to RTC systems.

The Consultant shall provide documentation or reporting of significant patches, updates, and maintenance activities.

3.8 Zoom, Meeting Room, and Hybrid Meeting Technology

The Consultant shall support RTC's meeting and collaboration technology, including:

- Zoom administration and user support.
- Installation, configuration, and maintenance of Zoom Rooms and associated equipment.
- Cameras, microphones, digital displays, speakers, control systems, and related meeting-room technology.
- Troubleshooting of audio, video, connectivity, and presentation issues.
- Support for hybrid Commission, public, staff, and other meetings.
- Pre-meeting testing and troubleshooting when requested.
- Coordination with Zoom or other technology vendors when required.
- Recommendations regarding upgrades, replacement, or improvements to meeting-room technology.

Because RTC conducts public meetings in hybrid formats, the Consultant shall prioritize timely resolution of issues affecting the RTC's ability to conduct meetings effectively and reliably.

3.9 Software and Application Support

The Consultant shall provide technical support and coordination for software and applications used by RTC staff, including:

- Installation and configuration of approved software.
- Troubleshooting application issues.
- Compatibility and integration support.
- Licensing and renewal coordination.
- Coordination with software vendors.
- Support for specialized applications used by planning, engineering, finance, administration, human resources, and other RTC functions.
- Assistance evaluating new software and technology solutions.
- Coordination with application vendors when an issue requires vendor-level support.

The Consultant shall not be responsible for functional administration of specialized applications unless specifically identified and authorized by the RTC.

3.10 Public Records and Electronic Records Support

The Consultant shall support the RTC's technology needs associated with public records requests (see California Government Code Section 7920.000 et seq.) and electronic records searches.

This shall include:

- Develop and maintain a practical process for conducting searches of electronic files, email, Microsoft 365, SharePoint, OneDrive, and other applicable systems in response to authorized public records requests.
- Assist authorized RTC personnel in identifying, locating, collecting, exporting, and preserving responsive electronic records.

- Utilize appropriate search, e-discovery, records-management, and/or export tools available within the RTC's technology environment.
- Maintain appropriate chain-of-custody and preservation practices when directed by the RTC.
- Assist with searches involving employee mailboxes, shared mailboxes, network locations, cloud repositories, and other electronic sources, as authorized.
- Coordinate with the RTC's public records coordinator and/or legal counsel consultant when appropriate.

The Consultant shall follow RTC policies and procedures and shall not independently determine the legal responsiveness, exemption, or disclosure status of records.

3.11 IT Asset and License Management

The Consultant shall maintain an accurate inventory of RTC technology assets and software licenses, including, as applicable:

- Computers and laptops;
- Monitors and docking stations;
- Mobile devices;
- Printers and scanners;
- Network equipment;
- Servers;
- Zoom Room and meeting technology;
- Other significant technology equipment;
- Software licenses and subscriptions; and
- Warranties and service agreements.

The inventory shall identify, as appropriate, asset type, manufacturer, model, serial number, assigned user/location, acquisition date, warranty status, operating system, and disposition status.

The Consultant shall assist the RTC with asset lifecycle planning, including recommendations for replacement, budgeting, surplus, secure disposal, and data destruction.

3.12 Vendor and Third-Party Coordination

With authorization from the RTC Contract Manager or designee, the Consultant shall coordinate with third-party technology providers and vendors to diagnose and resolve technology issues.

Third parties may include, but are not limited to:

- Internet and telecommunications providers;
- Website hosting and development vendors;
- Microsoft and Microsoft partners;
- Zoom;
- Software application vendors;
- Hardware manufacturers;
- Cybersecurity providers;
- Cloud service providers;
- Copier/printer vendors; and
- County of Santa Cruz IT or other public agency technology partners.

The Consultant shall serve as a technical liaison when appropriate, assist in diagnosing cross-system issues, document vendor communications, track open issues, and escalate unresolved matters as necessary.

The Consultant shall not commit the RTC to additional costs, services, subscriptions, or equipment without prior authorization.

3.13 IT Project Support and Coordination

The Consultant may be requested to provide technical support for IT projects and initiatives, including:

- Technology planning and implementation.
- System upgrades and migrations.
- Cloud migration.

- New software implementation.
- Network improvements.
- Hardware refreshes.
- Security improvements.
- Meeting-room technology upgrades.
- Telecommunications projects.
- Microsoft 365 initiatives.
- Data migration and organization.
- Coordination among RTC staff, consultants, contractors, and technology vendors.

For significant projects, the Consultant shall provide a project work plan, schedule, estimated costs, dependencies, risks, and recommended implementation approach when requested by the RTC.

3.14 Staff Training and Technical Documentation

The Consultant shall provide technical documentation and staff training as appropriate, including:

- New employee IT orientation.
- Training on Microsoft 365, Teams, SharePoint, OneDrive, Zoom, cybersecurity, and other RTC-approved systems.
- Cybersecurity awareness and best-practice training.
- Short instructional guides for recurring technical issues.
- Recorded training sessions when appropriate.
- System administration and configuration documentation.
- Network and infrastructure documentation.
- Backup and recovery documentation.
- User and access-management procedures.

Documentation shall be maintained in a format accessible to authorized RTC personnel and shall be updated when significant system changes occur.

3.15 Strategic IT Planning and Annual Technology Assessment

At least annually, or at another frequency established by the RTC, the Consultant shall conduct an IT environment assessment addressing:

- Infrastructure condition and capacity;
- Network performance;
- Cybersecurity posture;
- Microsoft 365 and cloud environment;
- Backup and disaster recovery;
- Hardware and software lifecycle;
- Licensing;
- End-user technology;
- Meeting and collaboration technology;
- Vendor services;
- IT policies and procedures;
- Technology risks; and
- Opportunities for cost savings, efficiency, and modernization.

The Consultant shall provide a written assessment with prioritized recommendations, anticipated costs, implementation considerations, and suggested timelines.

3.16 Future and Separately Authorized Services

The RTC may request additional IT consulting services during the term of the contract. Such services may include, but are not limited to:

- Cloud migration and implementation;
- Microsoft Azure architecture and implementation;
- Migration of files and applications from on-premises servers to cloud platforms;
- Microsoft Teams Phone implementation, including telephone number porting, migration, forwarding, and configuration;

- Microsoft Copilot or other artificial intelligence solutions, subject to RTC policies, security requirements, and governance;
- Development of an Azure virtual network to support RTC GIS and other authorized applications;
- Configuration of secure virtual desktops or other remote-computing environments;
- Major hardware or network replacement projects;
- Cybersecurity assessments or penetration testing;
- Major software implementations;
- Business continuity and disaster recovery planning;
- Other specialized IT consulting services.

Specific project requirements, deliverables, schedules, and compensation for separately authorized services shall be established through the RTC's applicable contracting or task authorization process.

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4. SERVICE LEVELS AND RESPONSE REQUIREMENTS

The Consultant shall provide a service desk and escalation process appropriate for a small public agency.

At a minimum, the Consultant shall meet the following response standards:

Priority	Description	Minimum Response
Critical – Priority 1	Widespread outage, cybersecurity incident, loss of critical system, or issue preventing essential RTC operations	**Within 1 hour**
High – Priority 2	Significant impact to an employee, system, meeting, or business function with no reasonable workaround	**Within 2 business hours**

Normal – Priority 3	Standard service request or issue with limited operational impact	**Within 4 business hours**
Low – Priority 4	Routine request, non-urgent configuration, information request, or scheduled work	**Within 1 business day**

Response time means acknowledgment and initiation of appropriate troubleshooting or resolution activities. Response time does not necessarily mean resolution within the stated period.

For Priority 1 incidents, the Consultant shall provide continued communication and escalation until the issue is stabilized or transferred to an appropriate third-party provider.

Onsite support for issues requiring physical intervention shall generally be provided by the next business day, unless a different response is agreed upon based on the severity and circumstances of the issue.

Proposers shall identify any limitations, exclusions, or assumptions associated with the proposed service levels.

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5. MONITORING, REPORTING, AND COMMUNICATION

The Consultant shall provide appropriate system monitoring and alert management for systems within the Consultant's responsibility.

The Consultant shall provide a monthly service report that includes, at a minimum:

- Number and type of service requests;
- Requests opened, closed, and outstanding;
- Response and resolution performance;
- Priority 1 and Priority 2 incidents;
- Significant system outages;
- Security incidents and significant security alerts;
- Patching and maintenance activities;
- Backup status and significant failures;

- Major vendor issues;
- Work completed during the reporting period;
- Recommended corrective actions or improvements; and
- Upcoming planned work or technology risks.

The Consultant shall promptly notify the RTC Contract Manager of significant security incidents, outages, recurring problems, or other conditions that could materially affect RTC operations.

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6. DELIVERABLES

At a minimum, the Consultant shall provide:

1. Functional service desk/help desk and ticketing system.
2. Centralized tracking of service requests and incidents.
3. Remote and onsite technical support.
4. End-user device configuration, maintenance, and support.
5. Network and infrastructure monitoring and maintenance.
6. Workstation and peripheral support.
7. Microsoft 365 and cloud administration.
8. User account and access management.
9. Cybersecurity monitoring and maintenance.
10. Backup monitoring and recovery support.
11. IT asset and software license inventory.
12. Zoom and hybrid meeting technology support.
13. Public records electronic search and retrieval support.
14. Documentation of significant system configurations and changes.
15. Monthly IT service and performance reports.
16. Cybersecurity status and risk reporting.
17. Backup and disaster recovery documentation.

18. Annual IT assessment and recommendations.

19. Technical documentation and staff training as appropriate.

20. Other deliverables identified in an authorized work plan or task order.

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7. PERFORMANCE STANDARDS AND COMPLIANCE

The Consultant shall:

- Perform all services in accordance with generally accepted IT industry standards and applicable professional practices.
- Maintain all licenses, certifications, registrations, and authorizations required to perform the services.
- Comply with all applicable federal, State of California, and local laws, regulations, and requirements.
- Comply with RTC policies and procedures applicable to the services.
- Maintain the confidentiality, integrity, availability, and security of RTC information and data.
- Protect confidential, sensitive, personal, financial, employee, and other non-public information accessed in the performance of services.
- Maintain written information security and confidentiality policies and procedures appropriate to the services provided.
- Ensure that RTC data is not used for purposes unrelated to the performance of the contract without prior written authorization.
- Not sell, disclose, or otherwise provide RTC information to unauthorized third parties.
- Promptly notify the RTC of any actual or suspected security breach, unauthorized access, loss of data, or other security incident.
- Return or securely destroy RTC data, credentials, documentation, equipment, and other materials upon expiration or termination of the contract, as directed by the RTC.

- Maintain adequate documentation of systems, configurations, security controls, changes, and services performed.
- Cooperate with authorized audits, reviews, investigations, and records requests.
- Maintain insurance coverage required by the RTC's contract provisions and provide timely renewals to the RTC Contracts staff.

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8. RTC RESPONSIBILITIES

The RTC will:

- Designate a Contract Manager to coordinate services and authorize work.
- Provide the Consultant with reasonable access to RTC facilities, systems, equipment, and information necessary to perform authorized services.
- Provide timely authorization for changes, purchases, projects, and third-party coordination when required.
- Identify RTC policies and procedures applicable to the Consultant's work.
- Provide appropriate user and administrative credentials as necessary, subject to security controls.
- Pay third-party licensing, subscription, equipment, telecommunications, and other vendor costs unless specifically included in the Consultant's proposal or contract.

The Consultant shall identify in its proposal any RTC responsibilities, dependencies, or third-party services necessary for successful delivery of the proposed services.

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9. COORDINATION AND COMMUNICATION

The Consultant shall designate a primary account manager or technical lead who will serve as the RTC's principal point of contact.

The Consultant shall:

- Maintain regular communication with the RTC Contract Manager.
- Provide timely notification of significant issues, risks, outages, security concerns, and recommended actions.
- Coordinate with RTC staff and authorized third-party vendors.
- Maintain accurate records of service requests, changes, and significant technical activities.
- Obtain appropriate RTC authorization before making material changes to production systems or incurring additional costs.
- Obtain appropriate RTC authorization before providing services requested by RTC's consultants or vendors
- Provide sufficient documentation to enable the RTC to understand and manage its technology environment.

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10. PROPOSER SERVICE AND PRICING REQUIREMENTS

To allow the RTC to evaluate proposals on a comparable basis, proposers shall clearly identify:

- Monthly or annual base fee for routine IT services.
- Services included in the base fee.
- Hourly rates by labor category for services outside the base scope.
- After-hours, weekend, and holiday rates.
- Onsite support rates, if different from the base fee.
- Project management and specialized consulting rates.
- Any minimum service charges or minimum billable increments.
- Travel or other reimbursable expenses.
- Third-party costs that are excluded from the proposed fee.
- Any proposed software, monitoring, security, backup, or ticketing platform costs.

- Any assumptions regarding the number of users, devices, service requests, onsite visits, or other service volumes.
- Any proposed annual fee increases or escalation provisions.
- Any services the proposer considers optional or outside the proposed scope.

Proposers shall identify all material assumptions and exclusions in their proposals. The RTC intends to evaluate proposals based on the total anticipated cost of services and the value, responsiveness, qualifications, and capabilities offered.

The information provided here is intended to provide proposers with a general understanding of the RTC's current IT environment for purposes of developing proposals and pricing. Quantities are approximate and may change during the term of the contract. Proposers are responsible for identifying any assumptions regarding the size, configuration, equipment, users, systems, or service volumes used in developing their proposed fees. The RTC does not guarantee any minimum volume of services, service requests, equipment, projects, or billable work.

11. RTC EXISTING IT ENVIRONMENT

Approximate Inventory

IT Environment / Service	Approximate Quantity / Description
Employees / IT Users	Approximately 30
Laptop Computers	34
Mobile Devices / Tablets	Up to 3
Monitors	60
Docking Stations	30
Printers / Multifunction Devices	3
On-Premises Servers	1

IT Environment / Service	Approximate Quantity / Description
Network Switches	2
Routers / Firewalls	2
Wireless Access Points	4
VPN / Remote Access Users	30
Internet Connections	1
Microsoft 365 Users/Licenses	Approximately 30
Microsoft 365 Services	Outlook, Teams, SharePoint, OneDrive, etc.
SharePoint Sites / Libraries	___
Zoom Users	3 login accounts
Zoom Rooms	2 in-office
Conference / Meeting Rooms	2 in-office
Telephone / VoIP Users	30
Specialized Software Applications	See list below
Cloud-Based Applications	See list below
Backup Systems	___
Cybersecurity / Endpoint Protection	___
Website / Web Services	Cruzio
Third-Party IT Vendors	See list below
Other Significant IT Equipment	___

Major Specialized Applications

The following is a of RTC vendors the Consultant may be expected to support or coordinate with.

Application / System	Primary Function	Vendor / Provider	IT Support Expected
TransCAD	Transportation planning	onboarding in 2027	Technical/vendor coordination
Zoom	Meetings / collaboration	Zoom	Administration & troubleshooting
Microsoft 365	Productivity / collaboration	Microsoft	Administration & support
SharePoint	Document management / collaboration	Microsoft	Administration & support
Website	Public-facing website	___	Vendor coordination / technical support

Third-Party Vendor Coordination

Vendor / Provider	Service	RTC's IT Consultant Role
Internet/Telecommunications Provider	Internet / telecommunications	Troubleshooting & coordination
Website Consultant/Host	RTC website	Technical coordination
Zoom	Video conferencing	Administration & troubleshooting
Microsoft	Microsoft 365 / cloud services	Administration & vendor coordination

Vendor / Provider	Service	RTC's IT Consultant Role
County of Santa Cruz	Shared/related IT services, as applicable	Coordination
Software Vendors	Specialized applications	Technical/vendor coordination
Hardware Manufacturers	Computers/network equipment	Warranty & repair coordination