

Yuba-Sutter Transit Authority Information Technology Services RFP #02-2018

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Answers to written questions submitted via email and from the January 10, 2018 non-mandatory pre-proposal conference are below. Every effort has been made to accurately and completely answer questions submitted. Please contact Adam Hansen at 634-6880 or ahansen@yubasuttertransit.com if clarification is needed.

Questions and Responses

1. Can a non-intrusive IT assessment tool be plugged into the Yuba-Sutter Transit System to gather network information?

Answer: Yes, non-intrusive IT assessment tools can be used to analyze the current IT infrastructure. Please arrange a time with the Program Manager to utilize the tool.

2. Is Yuba-Sutter Transit looking for a vendor who offers break/fix hourly repair, who are available for service requests and bill hourly for each task assigned?

Answer: Our current IT support is provided on an as needed basis. We feel this system has met our current needs. However, as additional IT infrastructure is installed at Yuba-Sutter Transit over the following months and years, we feel that a more hands on approach may be needed to ensure the continued and efficient operation of the system.

3. Is Yuba-Sutter Transit looking for a vendor, who is a Managed Service Provider that provides a constant level of network maintenance, support and affords a Service Level Agreement?

Answer: Yes. If a Service Agreement is proposed that includes a monthly service fee, please describe the specific services that are covered by the service fee and what services require an additional hourly fee.

4. What is the primary reason(s) YSTA is going out to RFP for IT services? Has YSTA been utilizing an IT vendor? Has there been any dissatisfaction with the existing IT provider's services? Please describe issues and what YSTA is specifically hoping to see improved. Will the existing provider also be providing a proposal in response to the RFP?

Answer: Our current part-time IT support provider works for a local partner agency. Due to increasing demands of his full time job, he is no longer able to provide the IT support that meets Yuba-Sutter Transit's needs. As a one person IT support provider, he wasn't always available when support was needed and after hours or weekend work was difficult to schedule. Yuba-Sutter Transit is looking for a more hands on approach so essential systems and services are monitored and maintained. The current IT provider will not be responding to the RFP but will be available to answer questions and help with the transition to a new vendor.

5. Is there any internal IT staff? Please describe IT staffing level, if any.

Answer: Yuba-Sutter staff is capable of doing basic IT functions. The Planning Program Manager oversees the IT infrastructure and addresses issues as they arise. Planning Program Manager will continue to be available to occasionally assist in addressing IT issues as needed.

6. What is the budgeted/estimated amount for the upcoming contract? If unknown, what was the previously contracted monthly/annual amount?

Answer: Previous IT support was provided as on-call service and Yuba-Sutter Transit was billed on a time and material basis. The annual amount has fluctuated greatly and has been minimal in the past year as the current IT provider has very little time and minimal support. This RFP process will assist Yuba-Sutter Transit in developing the budget for IT support for FY 2018/19.

7. What operating system is being ran on Yuba-Sutter Transit Computers? What is the general age/condition of the workstations? Is there budget allotted to update these computers? Could you provide more information on the Microsoft based tablet?

Answer: There are eight desktop computers and a tablet with Windows 7, and one computer with Windows 10. The budget to replace computers will be formalized once Task 4 from RFP Section 4.2 "Develop IT infrastructure replacement schedule" has been completed. All computers are currently in good working order. The tablet is a rugged touchscreen tablet manufactured by Motion Computing Model J3600 purchased in the fall of 2016. It is used only for retrieving video from the three park & ride lots.

8. YSTA's R210 server is nearly 6-1/2 years old. Has any budget been allotted to replace it?

Answer: Task 4 from RFP Section 4.2 "Develop IT infrastructure replacement schedule" will determine schedule/need for server replacement. Selected vendor will work with Yuba-Sutter Transit staff to develop and implement the IT infrastructure replacement schedule. The Transit Manager has the authority to authorize purchases to meet immediate needs.

9. Please provide the current ISP (Internet Service Provider) at your office, type of connection, and Internet UP/DOWN speeds?

Answer: AT&T DSL is the current ISP. Current download speed is 1.6 Mbps and upload speed is 0.5 Mbps. Yuba-Sutter Transit has paid for the installation of Comcast High Speed Internet. Comcast has recently received the final permits to authorizing the installation of the connection to the Yuba-Sutter Transit Facility and construction/installation is being scheduled. Comcast high speed internet is anticipated to be installed in February or March 2018.

10. How are Backups currently handled? What is the monthly cost of the offsite backups? Is this amount included in the existing contract, or is it a separate cost?

Answer: The existing tape backup system is no longer functional. Servers are not backed up offsite at this time due to restricted internet speed. Proposals should address Section 4.2 Task 3. "Verify essential data is being backed up and is secure." Based on the recommendation of selected vendor, a more suitable backup solution will be implemented. Costs for the selected backup plan will be borne by Yuba-Sutter Transit.

11. Are there any ongoing/repetitive IT problems/issues? Please describe.

Answer: 1) Slow internet speeds have caused issues that should be resolved with the installation of Comcast high speed internet this spring.

2) Surveillance cameras at two of the three park and ride lots are working intermittently due to LAN connection issues and the age of batteries that power the camera systems.

3) Existing tape backup is not functional as described in the response to question #10.

12. Is there an existing IT Strategic Plan? If so, could you please provide a copy?

Answer: While there is no IT plan, Yuba Sutter Transit has a short range transit plan that includes a section on technology. It can be found on our website at

<https://www.yubasuttertransit.com/plans-projects>

13. Besides the upcoming CAD/AVL and Connect Transit Card transitions, are there any other IT projects on the immediate horizon?

Answer: We are also exploring installing real-time traveler information systems at our main transit centers. This may be done concurrently with improvements to the CAD/AVL depending on the contractor selected.

14. The RFP mentions that YSTA is currently investigating adding CAD and AVL products to the fleet. Are there any specific products being researched?

Answer: We are looking for a firm(s) that can provide a complete turnkey solution that existing staff can be trained to operate and maintain. The system needs to be scalable so additional capabilities can be added in the future as budget becomes available. The system will likely be cloud based with minimal impact on our current IT infrastructure. No specific products are being specified in the RFP.

15. Could you please clarify the expectations for “monitoring the park & ride surveillance systems”? Are the remote surveillance systems connected back to the main facility via some network connection? Or is it purely a manual, on site connection with the tablet?

Answer: Upon request by the public or law enforcement, staff takes the tablet with ExacqVision software to a specific park & ride lot to download requested video. Requests are sporadic and are not evenly distributed between the three park & ride lots. As a result, a specific lot may not get visited for 6-9 months. Monitoring means verifying that the systems are operational so video can be retrieved when requested. This may require quarterly visits to sites and documenting health of the surveillance systems.

16. Connect Transit Card: Is there an agreement with Sacramento RT regarding support for the CSW computer and printer? Who is responsible for the connection between the busses and the facility? Is that link “in scope?”

Answer: The CSW computer and card printer is owned and maintained by Yuba-Sutter Transit. However, if the printer becomes nonoperational, a replacement may be obtained from Sacramento RT until the printer is fixed. Yuba-Sutter Transit is responsible for onsite hardware/software used to provide connectivity between buses and the network. Sacramento

RT and Yuba-Sutter Transit are jointly responsible for the connection between Yuba-Sutter Transit and Sacramento RT.

17. Who is the vendor for YSTA's leased copiers? Does YSTA have a service agreement for this equipment?

Answer: The current service agreement with Advanced Documents expires April 30, 2018.

18. Server/network environment: Are the workstations joined and managed to a domain?

Answer: Yes all computers are joined to the domain except tablet used for surveillance video retrieval.

19. What is the relationship/expectations for Transdev's equipment? Is that equipment on the same logical network/LAN as YSTA's equipment? Does Transdev provide their own internet circuit?

Answer: We are not responsible for Transdev IT equipment. Transdev has a dedicated T1 line and has their own network/server. Occasional coordination with Transdev IT may be needed as systems become more integrated.

20. Remote access – several references to air cards and mobile connectivity are included in the RFP, however only one tablet is identified. Is there other mobile equipment in scope?

Answer: 1) Modems are being added to commuter buses to provide Wi-Fi access for customers as well as the ability to track buses in real-time using GPS.

2) Some staff sync their personal cell phone to their Outlook email and calendar. Only minimal support would be needed to maintain this connection if link to Microsoft Outlook email system became nonoperational.

21. Firewall – Is the Palo Alto firewall under a support/services agreement? What is the age of the Palo Alto?

Answer: Palo Alto Firewall was purchased in August of 2015 with a 3 year support contract.

22. Are the servers covered under any kind of backup service currently?

Answer: No

23. NEC Phone System: Which model of NEC system is in place? Is there a support agreement with Telelink Communications for this system? Does YSTA maintain software assurance with NEC? What type of maintenance is needed for this system?

Answer: NEC SV8100 CD-LTA. We do not have a support agreement with Telelink Communications nor do we have software assurance with NEC. If an issue arises with the phone system we would call Telelink and pay for needed repairs. Minimal maintenance has been needed to date.

24. Are there any growth expectations (new buildings, expansions, etc.) in the next 3-5 years?

Answer: No expected growth.

25. Does YSTA have a regular budget for IT services and purchases? Or do all expenses come out of a general fund?

Answer: Yes, we budget annually for IT services and purchases.

Questions from January 10, 2018 Pre-Proposal Meeting

26. How long have you been with Sutter Buttes Communications?

Answer: Yuba-Sutter Transit has a longstanding relationship with Sutter Buttes Communications which supplies radio communications.

27. Are there computers in buses?

Answer: The REI surveillance video system has a DVR that records and transmits information and requested video/audio when the vehicle returns to the maintenance yard. The Connect Card fare system has a component called the COPILOTpc which operates the card fare system. Other components of the system include the TOUCHit (driver interface), ProxMobile (customer interface). The electronic fare card system was installed and is maintained by Init <https://www.initse.com/ende/home.html>.

28. Is there a VPN for the system?

Answer: The Palo Alto Firewall has VPN capabilities but would need to be configured. Outbound VPN's such as TeamViewer are allowed and are currently in use.

29. What is the amount of storage needed currently for a backup system?

Answer: The current content of the file server is approximately 150 GB in size.

30. What is the age of the Aruba system?

Answer: Age of various components varies. System was installed in 2011.

31. Are supported computers used every day?

Answer: Yes the computers are used by staff or dispatch on a daily basis. The one exception is the tablet used to retrieve video from the park & ride lots. It is used sparingly and only when needed which is normally monthly.

32. What would happen if file server were to go down today?

Answer: Staff would lose access to essential files and the financial management software and would not be able to work efficiently. Every effort would need to be made to restore the system as quickly as possible.

33. Does Yuba-Sutter Transit purchase through CDW?

Answer: No. We currently purchase through Yuba City. Purchasing through CDW is an option in the future.

34. What cyber security or ransom ware is used to protect from virus attacks?

Answer: We currently use Windows Defender. If needed, a secondary anti-virus program such as Malwarebytes used to conduct scans.

35. Are any ports or services currently open on the firewall?

Answer: None that we know of at this time.

36. What is expected in regards to afterhours service?

Answer: After hour service would only be required under special circumstances:

1. If system maintenance and/or upgrade cannot be done during business hours (or completed during lunch) due to significant disruption of office staff.
2. If a critical component of the system is down that disrupts the job duties of staff or access to critical data and progress can be made after hours to repair the system, then after hours work would be expected.