



## ***Jackson Area Transportation Authority***

# **IT Backup/Storage System Upgrade**

## **Request for Proposal Project # 2018-P19-03**

### **SCHEDULE OF ACTIVITIES:**

RFP Released:	Thursday, July 12, 2018
Written Questions from Vendor Due to JATA:	Thursday, July 26, 2018 @ 4:00 P.M. (EDT)
JATA's Responses to Questions Released:	Friday, July 27, 2018
Pre-Proposal Meeting ( <b>optional/must RSVP</b> ):	Tuesday, July 31, 2018 @ 10:00 A.M.
Number of Proposals and Due Date:	Submit (3) proposal copies and (1) electronic ("PDF") copy on CD/DVD or flash drive by <b>4:00 P.M. (EDT) on Monday, August 6, 2018</b>
Oral Presentations ( <b>if deemed necessary</b> ):	Appointments may be scheduled during the week of August 13-15, 2018
Anticipated Award Date:	Friday, August 17, 2018

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## SECTION I: STATEMENT OF WORK

### I-A BACKGROUND

The Jackson Area Transportation Authority (JATA) is the public transportation provider serving the Jackson, Michigan area. JATA operates nine fixed-routes in the City of Jackson and provides demand-response service throughout Jackson County.

### I-B PROJECT SUMMARY

JATA is also seeking to upgrade its current backup storage service to backup vital information. The backup system should consist of hot and cold storage. Hot storage refers to important data that must be accessed readily. Cold storage is data that is accessed less often or rarely. The system must be able to store media such as video, audio, and photo. The service should feature mobile and tablet backup access and be able to allow for access from at least 10-15 users at any given time. The service must offer 24/7 customer support and protect against hardware failure, theft, and ransom/malware. The backup files/media service should be continuous and should allow for unlimited storage. The service should allow for migration of current onsite data backup to the new backup/storage service. The service should have a disaster recover feature or capability that would allow JATA to resume services should any disaster occur that would impede the agency from continuing it's normal operations. The service overall should be appropriate for a small transit agency like JATA. The successful Vendor shall provide all labor, equipment, materials and installation.

### I-C PROJECT SPECIFICATIONS

Component	Requirements
Storage/Backup	Unlimited or option to increase (hot/cold storage capability), continuous backup of data. All JATA data must be allowable for backup on the new system
Migrate JATA Current Backup/Onsite Storage	Must migrate data from current onsite backup/storage to new backup/storage system
Platform Compatibility	Windows, Android, Apple platforms
Employee Training	Training to JATA employees must be completed on how the system works and how to maintain the service
Disaster Recovery Capability	The system must allow for disaster recovery capability. The system should allow for JATA to recover all files and allow for services to continue on.
Mobile/Tablet Compatibility	Compatible w/ mobile or tablet accessories
Users	10+ users, able to add more if necessary
Media Storage	Must store video, audio, and photo files
Cloud compatible	Must allow for Cloud capabilities should JATA pursue that option
Customer Service	Must be 24/7 customer service
Security	Two-factor authentication, single sign-on (SSO), protects against all forms of data breaches, ransomware/malware etc...
Installation/Labor/Equipment	Install, service, and provide appropriate materials/equipment to use service

## SECTION II: PROCUREMENT PROCESS

### II-A ISSUING OFFICE

This Request for Proposal (“RFP”) is issued by the Jackson Area Transportation Authority (JATA), 2350 East High Street, Jackson, MI 49203.

All communications regarding this project during the procurement process must be in writing and addressed to the Government and Community Relations Manager:

Jeffrey Wickman  
Government and Community Relations Manager  
Jackson Area Transportation Authority  
2350 E. High Street  
Jackson, MI 49203  
E-mail: [Jeffrey.Wickman@jacksontransit.com](mailto:Jeffrey.Wickman@jacksontransit.com)

### II-B PROJECT MANAGEMENT

The person designated to perform as JATA’s Project Manager AFTER AWARD of the Project is named below. This person is not to be contacted by respondents prior to award. The only JATA contact during the RFP process is JATA’s Government and Community Relations Manager named above.

Calvin Miller  
Customer Support Services Manager  
Jackson Area Transportation Authority  
2350 E. High Street  
Jackson, MI 49203

### II-C PROJECT OVERSIGHT

The oversight of this JATA Project is the responsibility of the JATA Project Manager, or his/her designee, named in Project Management Section above.

The Contractor will be required to work with JATA staff and service agencies as directed by JATA throughout the duration of the Contract and attend Progress Meetings as required by the JATA Project Manager.

### II-D INCURRING COSTS

JATA is not liable for any cost incurred by any party prior to signing of a contract with that party and then only upon written authorization from JATA to proceed with the project.

## II-E CONTRACT TERM

The term of the proposed contract will commence once both parties have signed the agreed upon legal document and continue for a period of up to six months or until all contract requirements have been met. Provided, however, that the Vendor's obligations concerning indemnity and any and all warranties shall remain in effect after termination of the contract.

JATA reserves the right to extend the term of the contract resulting from this RFP with up to one 3 month extension. Any extension will be in writing.

## II-F QUESTIONS/CHANGES TO THE RFP

JATA will provide the same information to all interested parties to ensure fairness and impartiality in the procurement process. To that end, JATA will not respond to telephone inquiries or personal visits. Visitation by respondents or their representatives may be made to JATA only at the pre-proposal meeting, if held.

Submit written questions by email to the JATA Government and Community Relations Manager at: [Jeffrey.Wickman@jacksontransit.com](mailto:Jeffrey.Wickman@jacksontransit.com) no later than the date and time indicated on the Schedule of Activities. Any changes made to this RFP, in response to the questions or concerns raised in any scheduled pre-proposal meeting, will be sent to all firms attending any scheduled pre-proposal meeting or otherwise indicating an interest in this project by the date stated on the above Schedule of Activities page, and will be posted on JATA's website at [www.jacksontransit.com](http://www.jacksontransit.com).

## II-G PRE-PROPOSAL MEETING

An optional Pre-Proposal Meeting will be held on July 31, 2018 at 10:00 A.M. at the JATA administrative building located at 2350 E. High Street, Jackson, Michigan 49203. Those interested in attending MUST RSVP by July 30, 2018 at 4:00 P.M. They may do so by emailing the Government and Community Relations Manager at [Jeffrey.Wickman@jacksontransit.com](mailto:Jeffrey.Wickman@jacksontransit.com).

## II-H PROPOSALS

Proposals must only be submitted to JATA. No other distribution of proposals is to be made. Proposers must submit three (3) hard copies and one electronic copy of their proposal. **THE RFP DOCUMENTS SENT WITH THIS PACKET MUST BE SIGNED IN INK BY AN OFFICIAL OF THE PROPOSING ORGANIZATION** authorized to bind the contractor to the provisions of the RFP, including costs. The proposal itself must remain valid for a period of at least ninety (90) days from the proposal due date.

Proposal shall contain a cover letter signed by a person authorized to bind the Proposer (i) agreeing that the Proposal shall remain valid for not less than 90 days and providing a name, physical address, and email address of such person who is administering the

Proposal, who has authority to bind the Proposer and to whom JATA may submit notices and writings regarding this RFP. It is to this person and at this email address that JATA will provide notices and other matters regarding this RFP.

Proposals, including Price Proposal Forms, must be submitted to JATA by the time and date set as the Proposal Due Date indicated on the Schedule of Activities page above. The respondent is solely responsible for the timely delivery of the proposal to JATA. Late proposals will not be considered.

Proposals must include a description of examples of similar projects. We are requesting at least TWO examples. The proposals also must include THREE references of those that have worked with the proposing entity on previous projects and references must be within the last five years.

Proposals shall be organized as follows:

Section 1: Signed Cover Letter

Section 2: List of references (3)

Section 3: Examples of similar projects (2)

Section 4: Price Proposal Form – (Attachment 1) must be in sealed envelope

Section 5: Signed Federal Certifications

The following section describes mandatory descriptions and documents that shall be addressed in or included with each submittal. Failure to address or include all of the items discussed in this section may subject the submittal to immediate rejection.

JATA will be the final authority in determining the responsiveness of submittals. All materials submitted become the property of JATA.

## II-I SUBMISSION OF PROPOSAL

Proposals may be hand delivered, mailed or sent via a reputable national courier (such as UPS or Fed-Ex). All Proposals must be delivered to the following address:

Jackson Area Transportation Authority  
Attn: Government and Community Relations Manager  
2350 E. High Street, Jackson, MI 49203

The proposal must be received by JATA by the date and time set forth in the Schedule of Activities of the Proposal Cover Page.

Any Proposal not timely received may, in JATA's sole and absolute discretion, be rejected. All proposals submitted in response to this RFP will become the property of JATA and will not be returned to the respondent.

The Attachment 1 - Price Proposal Form must provide lists of itemized costs, and must be **included** with the proposal in a separate, sealed envelope. Failure to submit the Attachment 1 - Price Proposal Form and its attachments in a separate, sealed envelope will result in the **immediate disqualification** of the proposer as **non-responsive**. This requirement is to prevent the possibility of the proposed price influencing the scoring of the other evaluation criteria.

- **Proposal Price:** The proposal price given in Attachment 1 - Price Proposal Form must include all purchase, installation and training costs. A detailed, cost breakdown of the proposal price must be attached to Attachment 1 – Price Proposal Form.
- **Ongoing, Annual Costs:** The Best Value determination will include an assessment of the ongoing, annual costs given in Attachment 1 – Price Proposal Form. Ongoing, annual costs must be clearly identified and not included in purchase, installation and training costs. A detailed, cost breakdown of the ongoing, annual costs must be attached to Attachment 1 – Price Proposal Form.

## II-J ACCEPTANCE OF PROPOSAL CONTENT

The contents of this RFP, its attachments, and the proposal will become contractual obligations if a contract ensues. Failure of the successful respondent to accept these obligations may result in elimination of the respondent from the selection process. JATA reserves the right to waive any minor informalities or irregularities.

## II-K PRIMARY CONTRACTOR RESPONSIBILITIES

The successful Vendor shall provide all labor, equipment, materials and installation required for the operation. The selected contractor will be required to assume responsibility for all products and services offered in its proposal whether or not the contractor performs them. Further, JATA will consider the selected respondent to be the sole point of contact with regard to contractual matters, including payment of any and all charges resulting from the contract. If any part of the work is to be subcontracted, the prime contractor must provide a complete description of work subcontracted and descriptive information about the subcontractor's organization, capabilities, and Certified Disadvantaged Business Enterprise ("DBE") status.

The prime contractor is totally responsible for adherence by the subcontractors to all provisions of the contract. DBE firm's and subcontractor's FTA and DBE certifications must be included in the proposals. All subcontractors must be included in the proposal with descriptions of the firms' qualifications and the qualifications of the key individuals assigned to this project. All subcontractors are subject to JATA review and written approval prior to their participation in the project.

## II-L OTHER DUTIES ASSIGNED BY JATA

The contractor may be asked to provide additional goods or services that have not been outlined in this RFP. When additional goods or services beyond those outlined in this RFP and in the Contractor's proposal are identified, JATA and the contractor will discuss the Contractor's ability to complete this work. If JATA determines the contractor should provide such additional goods or services, contractor will provide a Request for a Task Order describing the goods or work to be done and all associated costs and prices. A written task order will then be issued by JATA. Task orders may have to be reviewed by the Michigan Department of Transportation (MDOT) before issuance, and cannot constitute a cardinal change.

## II-M SELECTION CRITERIA

The selection panel members will be the Agency Executive Director, Government & Community Relations Manager and Facilities Manager. Submittals will be evaluated on the basis of the following factors. Each evaluation factor is equally weighted. JATA will award to the Vendor whose offer conforming to the solicitation represents the Best Value to JATA.

- **Qualifications and Experience of firms of similar size.**
  - Based on references
  - Experience with similar projects.
  
- **Price.**
  - Price will be evaluated based on the total price of backup system for the first year and on-going annual costs as listed on the Price Proposal Form. Price will be evaluated using the following formula: lowest first year price plus ongoing annual price divided by the price being evaluated multiplied by the points available.

## II-N AWARD OF CONTRACT

JATA may select those Respondents that are determined to be within the competitive range to participate in interviews or discussions and in further negotiations regarding their proposals. Original scoring of the evaluation criteria may be modified based on the results of the interview. All firms within the competitive range will have equal participation in the interviews or discussions. JATA's goal is to obtain final and best offers from each of the firms from which it may then make a selection for final negotiations and the procurement award.

After the Selection Committee scores the proposals, the separate envelopes containing the Attachment 1 – Price Proposal Form with attachments will be opened and evaluated to determine which proposal represents the Best Value to JATA. Best Value is defined by federal guidance as a competitive procurement process in which the grant recipient reserves the right to select the most advantageous offer by evaluating and comparing factors in addition to cost or price such that a recipient may acquire technical superiority even if it must pay a higher price.



## II-O RESERVATION OF RIGHTS

JATA reserves its rights to cancel, amend, or reissue this RFP or the Project at any time and may cancel any award pursuant to this RFP or seek amended or new proposals for a sound, documentable, business reason.

JATA further reserves the right to:

- Reject all proposals and re-solicit or cancel the RFP, if deemed by JATA to be in its best interest to do so and based on a sound, documentable, business reason;
- Enter into a contract with any Respondent, based upon the initial proposal, or on the basis of a Best and Final offer, with or without conducting written or oral discussions;
- Award a contract to a Respondent other than the Respondent that submitted the lowest price proposal.

## II-P INDEPENDENT PRICE DETERMINATION

By submission of a proposal, the respondent certifies or, in the case of a joint proposal, each party thereto certifies as to its own organization, in connection with this proposal:

- The prices in the proposal have been determined independently and without consultation, communication, or agreement for the purpose of restricting competition as to any matter relating to such prices with any other respondent or with any competitor.
- Unless otherwise required by law, the prices that have been quoted in the proposal have not been knowingly disclosed by the respondent prior to award directly or indirectly to any other respondent or to any competitor.
- No attempt has been made or will be made by the respondent to induce any other persons or firm to submit or not submit a proposal for the purpose of restricting competition.

The person signing the Price Proposal Form certifies that she/he:

- Is the person in the respondent's organization responsible within that organization for the decision as to the prices being offered in the proposal and has not participated (and will not participate) in any action contrary to the requirements indicated in the bullets above.

## II-Q PAYMENT & CONTRACT TYPE

Progress payments for completed work may be made based upon milestones agreed to by the Project Manager. This solicitation will result in a firm, fixed price contract. The successful Vendor shall provide all labor, equipment, materials and installation required for the operation.

# ATTACHMENT 1 - PRICE PROPOSAL FORM

## IT Backup System/Storage Upgrade RFP # JATA 2018-3

### Proposers must submit separate prices for:

Proposal Price (On-site data back-up storage) \$ \_\_\_\_\_  
(Includes all software, hardware, installation, and training)

First Year Annual Costs \$ \_\_\_\_\_  
(Includes licensing, service, & other fees associated with full, system functionality)

Total First Year Costs \$ \_\_\_\_\_

\*\*\*\*\*

Ongoing Annual Costs \$ \_\_\_\_\_  
(Includes licensing, service, & other fees associated with full, system functionality)

Number of years Ongoing Annual Costs guaranteed \_\_\_\_\_

Explanation of fee schedule \_\_\_\_\_

\_\_\_\_\_

The Attachment 1 -- Price Proposal Form **must** be submitted with the proposal in a separate, sealed envelope. **Failure** to submit the Price Proposal Form in a separate, sealed envelope will result in the **immediate disqualification** of the proposer as non-responsive. A complete list of detailed, itemized proposal costs, first year annual costs, and ongoing annual costs related to the project/solution is required and must be attached to Attachment 1 – Price Proposal Form.

Firm Name: \_\_\_\_\_

Signer's Name and Title (Please print): \_\_\_\_\_

\_\_\_\_\_  
Signature

\_\_\_\_\_  
Date

## ATTACHMENT 2: BID PROTEST PROCEDURES

All protests lodged by potential or actual bidders, contractors, or proposers must be made in writing and contain the following information:

- Name, address, and telephone number of the protester.
- Identification of the solicitation or contract number and title.
- A detailed statement of the protest's legal and factual grounds, including copies of relevant documents.
- Identification of the issue(s) to be resolved and statement of what relief is requested.
- Argument and authorities in support of the protest.
- A statement that copies of the protest have been mailed or delivered to all interested parties in the Invitation for Bid or Request for Proposal process. In the case of Requests for Proposals, the JATA's Government & Community Relations Manager shall direct the protester to mail or deliver the protest to relevant parties.

Mail or hand-deliver the protest to:

Government & Community Relations Manager  
Jackson Area Transportation Authority  
2350 E. High Street  
Jackson, MI 49203

Faxed or e-mailed protests will not be accepted.

JATA's Program Manager will respond, in written detail, with counterclaims to each substantive issue raised in the protest. JATA will also perform the following analysis:

- Price Analysis or Cost Analysis for each claim.
- Technical Analysis to determine the validity of the claim(s) and determine the appropriate response(s).
- Legal Analysis to consider all the factors available after the price, cost and technical analyses have been conducted to determine the contractor's, JATA's, and FTA's legal positions.

The Executive Director has the authority to render the final determination regarding the protest. Any determination rendered by JATA will be final. The Federal Transit Administration will entertain appeals only in cases stated below:

- If the Protester has exhausted all administrative remedies with JATA, and
- If JATA has failed to follow its protest procedures or failed to review a complaint or protest.

The Protester's appeal must be received by the FTA Region V Office within five (5) working days of the date the Protester knew or should have known of the violation.

Office of Operations and Program Management

U.S. Department of Transportation  
Federal Transit Administration Region V  
200 West Adams Street  
Suite 320  
Chicago, IL 60606  
Phone: 312-353-2789

### **PRE-BID OR SOLICITATION PHASE PROTEST**

A Pre-Bid or Solicitation Phase Protest must be received in writing by JATA Program Manager a minimum of five (5) full work days prior to the bid opening or proposal due date. If the written protest is not received in the time specified, the award may be made following normal procedures, unless the Program Manager, upon investigation, determines that remedial action is required on the grounds of fraud, gross abuse of the procurement process, or otherwise indicates substantial prejudice to the integrity of the procurement system, and said action should be taken. Within three (3) work days from the time the protest is received, the [AGENCY] Program Manager will notify all potential bidders, contractors, or proposers that a protest has been lodged and the nature of the protest. The Program Manager will respond to the protest in writing within five (5) working days from the time the protest was received. If the Program Manger decides to withhold the award pending the resolution of the protest, the Program Manager may request a time extension for award acceptance from those bidders, contractors, or proposers whose bids or proposal might become eligible for award. This extension for award acceptance must be with the consent of sureties, if any, in order to avoid to the need for re-advertising.

JATA will not make an award prior to five (5) working days after the protest is resolved, or if the protest has been filed with FTA during the protest negotiation period, unless JATA determines that:

- The items or services to be procured are urgently required;
- Delivery or performance will be unduly delayed by failure to make the award promptly; or
- Failure to make the award will otherwise cause undue harm to JATA or the federal government.

The Program Manager will document this action and give written notice of the decision to proceed with the award to the Protester, and to other parties where deemed necessary.

### **PRE-AWARD PROTEST**

Protests may be lodged after the Bid Opening or Close of Request for Proposal deadline and prior to Notice of Award. Within three (3) work days from the time the protest is received, JATA's Program Manager will notify all potential bidders, contractors, or proposers that a protest has been lodged and the nature of the protest. The Program Manager will respond to the protest in writing within five (5) working days from the time the protest was received. If the Program Manager decides to withhold the award pending the resolution of the protest, the Program Manager may request a time extension for award acceptance from those bidders, contractors, or proposers whose bids or proposal might

become eligible for award. This extension for award acceptance must be with the consent of sureties, if any, in order to avoid the need to re-advertise.

JATA will not make an award prior to five (5) working days after the protest is resolved, or if the protest has been filed with FTA during the protest negotiation process, unless JATA determines that:

- The items or services to be procured are urgently required;
- Delivery or performance will be unduly delayed by failure to make the award promptly; or
- Failure to make the award will otherwise cause undue harm to JATA or the Federal Government.

The Program Manager will document this action and give written notice of the decision to proceed with the award to the Protester, and to other parties where deemed necessary.

### **POST-AWARD PROTEST**

JATA Program Manager will receive protests in writing within three (3) working days after the Notice of Award and letters of notification should have been received by bidders or proposers. Upon receipt of a protest, the Procurement Officer shall notify the bidder or proposer awarded the contract. The Procurement Officer will render a determination to proceed with the contract or suspend the project until the protest is resolved. The Procurement Officer will respond to the protest in writing within five (5) working days after receipt of the protest.

## **ATTACHMENT 3: FEDERAL CLAUSES**