



Capital Area Transportation Authority
4615 Tranter Street
Lansing, MI 48910

AMENDMENT NO. 1 TO THIRD PARTY TECHNOLOGY CONSULTING

1. AMENDMENT NO: 1	2. SOLICITATION NO: RFP 2022-130	3. SOLICITATION NAME: THIRD PARTY TECHNOLOGY CONSULTING	4. AMENDMENT DATE: August 3, 2022
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5. ISSUED BY
Capital Area Transportation Authority
Purchasing and Contracts Department
4615 Tranter Street
Lansing, MI 48910

6. DESCRIPTION OF AMENDMENT:
The following documentation has been attached to this Amendment:

1. CATA responses to vendor questions.
2. All other terms and conditions remain unchanged.

PLEASE NOTE: Contractor is required to sign this document and return it with the bid/proposal/quote.

NAME / TITLE OF OFFEROR (Type or Print)	COMPANY NAME
(Signature of person authorized to sign)	(Date Signed)



August 3, 2022

Capital Area Transportation Authority Request for Proposal 2022-130
Third Party Technology Consulting
CATA Responses to Vendor Questions

VENDOR QUESTIONS AND CATA'S RESPONSES:

- 1. I saw an RFP for Capital Rea Transportation Authority, however I was unable to locate the RFP via the website: Can you either provide via email or specific link to the RFP**

This information is posted on our website at www.cata.org.

- 2. We are working on a response for the Bid issued (below) for "Third Party Technology Consulting", but we wanted to ask if you are willing to allow multiple vendors to be selected for different portions of the project? We are not able to assist w/ one of the required sections, but would like to offer our Proposed Solution for the parts of the bid we CAN handle. Please let me know if this is acceptable or if you would rather only go with one vendor for ALL portions.**

CATA reserves the right to award the contract to one or multiple vendors at its sole discretion.

- 3. I would like to request you to share the RFP 2022-130, Third Party Technology Consulting RFP documents with me.**

Please refer to question #1 for our response.

- 4. I saw the listing for the below RFP but the link did not get me the RFP documents. With the deadline for questions due tomorrow, and the deadline for response due 8/17, I am hoping that you can send me the RFP document & any related documents (e.g. statement of work). Please advise ... thank you**

Please refer to question #1 for our response.

- 5. What is the count of servers involved, both physical and virtual?**

Physical Count of CATA servers:

- Four (4) VXRail Dell servers (2022 purchase)
- Two (2) Horizon Dell (2022 purchase)
- Three (3) older (2018 and 2019 purchase) Dell servers running VMWare
- Three (3) camera servers (2022 purchase)
- Two (2) stand alone backup application servers running Veeam
- Three (3) physical storage appliance servers Dell (Starwinds)
- One (1) stand-alone server (Dell) running vendor specific application (GenFare)
- One (1) stand-alone backup application server running DPM



We currently have approximately 65 production virtual servers and 30 virtual test environment servers.

This is subject to change as the organization changes/adapts to needs. There are no drastic changes currently anticipated.

a) How many desktop computers, laptops, tablets across the 5 sites are to be supported?

You will not be required to support desktops, laptops and tablets, except as they interact with infrastructure. However, there are approximately 50 desktops and 150 laptops, with approximately 75 active tablets (mostly located in vehicles). This is subject to change as the organization changes/adapts to needs. There are no drastic changes currently anticipated.

b) How many in vehicles?

You will not be required to support technology in vehicles, however there are approximately 5 laptops in vehicles and 60 tablets in vehicles. However, the point of this RFP is not the end devices, but the infrastructure. This is subject to change as the organization changes/adapts to needs. There are no drastic changes currently anticipated.

c) In essence, we are looking for a full seat count of Servers, PCs, laptops and tablets to better ascertain the size of the I.T. Infrastructure.

Please refer to the response above.

6. Is this a Co-managed environment?

a. Meaning, will the awarded company be working with an internal IT Director/ IT Team?

Yes. The Contractor will be working with the IT department, comprised of seven (7) employees.

b. Does this support only extend to the servers, 365 environment, network backbone (switches and firewalls, wireless), Backup and Auditing, as listed on page 9?

- i. Or does it include desktops and laptops as regards security/support? Page 9 mentions Windows server and client, so currently the assumption would be that desktop and laptop level support and security would be part of the overall desired solution.**
- ii. Support for in-vehicle tablets or laptops?**

This RFP applies primarily to the infrastructure listed. While there may be a certain amount of overlap with end devices for shared problems between servers/network and end devices, the intent of this RFP is to provide support for the infrastructure, not the end devices.

7. Would CATA be open to accepting a Bid that does not cover all Items in the scope? Specifically a response that does not include Section B) SQL Database Support

Please refer to question #2 for our response.



8. Does CATA use any monitoring platform today?

Our monitoring platforms are LanSweeper and Absolute. We are in the process of deploying Absolute. We do not currently have any alerts configured in either system.

9. When it states a 4 hour response for a critical issue, what is meant by response? Would this mean an engineer reaching out, or a resource on site.

This would mean opening communication with an engineer. Engineer would not necessarily need to be on site at that initial response.

10. Could CATA share a diagram or list of quantities of the equipment you want to be covered?

In addition to the servers listed above in question #5, we have four (4) Palo Alto firewalls, two (2) configured as redundant firewalls and two (2) configured for VPN concentration. There are two (2) primary, redundant switch stacks in the core server room, each consisting of one (1) core and three (3) stacked switches for port count. There are approximately five (5) edge switches in different IDFs. There is one (1) switch at the East Lansing Capital Area Multi-Modal Gateway and one (1) switch at downtown, CATA Transportation Center (CTC). There is an Aruba wireless network with approximately 60 access points, with most being at the Administration Building. This is subject to change as the organization changes/adapts to needs. There are no drastic changes currently anticipated.

11. Related to II-C Scope of Work, A) IT Infrastructure Support:

a) Is CATA requesting monthly checks on clients also or just the major network infrastructure elements listed?

CATA is requesting monthly checks for the major infrastructure elements listed.

b) Will vendors be allowed to install their own monitoring tools and agents on CATA systems to facilitate and automate monitoring?

This depends on the request. If you need to install something to monitor, include the details of that in the RFP response.

12. Related to II-C Scope of Work, C) Audit Support

a) Are there any specific security audit standards or requirements for which CATA must demonstrate compliance?

Yes, CATA adheres to PCI compliance. In addition, we follow general industry standard guidance.