



**REQUEST FOR PROPOSALS
RFP # 2995**

Issue Date: July 5, 2022

Title: Request for Proposals: Managed IT Services

Issuing and Using Agency:

Jaunt, Inc.
Attn: Mike Mills, Procurement Specialist
104 Keystone Place
Charlottesville, VA 22902

Qualifications for Furnishing the Services Described Herein will be received until: 4 : 3 0 p.m. local time on August 5, 2022.

All Inquiries For Information Should Be Directed To: ISSUING AGENCY, address listed above at phone: (434) 296-3184, extension #145.

IF QUALIFICATIONS ARE MAILED, HAND DELIVERED, OR SENT BY COURIER, SEND DIRECTLY TO: JAUNT, INC, PURCHASING DEPARTMENT, 104 KEYSTONE PLACE, CHARLOTTESVILLE, VA 22902. The RFP number, date and time of proposal submission deadline, as reflected above, must clearly appear on the face of the returned proposal

In Compliance With This Request for Proposals And To All Conditions Imposed Therein and Hereby Incorporated By Reference, The Undersigned Offers And Agrees To Furnish The Goods/Services Described Herein In Accordance With The Attached Signed Proposal Or As Mutually Agreed Upon By Subsequent Negotiation.

Name and Address of Firm: _____

_____ Zip Code: _____

Telephone: (_____) _____

By: _____
(Signature in Ink)

Name: _____
(Please Print)

Title: _____

E-Mail Address: _____

SBSD - DBE-CERTIFIED DISADVANTAGED BUSINESS ENTERPRISE: () YES () NO

If YES, Certification Number: _____

SBSD – SWAM CERTIFIED SWAM BUSINESS ENTERPRISE: () YES () NO

If YES, Certification Number: _____

Note: This public body does not discriminate against faith-based organizations in accordance with the *Code of Virginia*, § 2.2-4343.1 or against a bidder or offeror because of race, religion, color, sex, national origin, age, disability, sexual orientation, gender identity, political affiliation, or veteran status or any other basis prohibited by state law relating to discrimination in employment. Faith-based organizations may request that the issuing agency not include subparagraph 1.f in General Terms and Condition C. Such a request shall be in writing and explain why an exception should be made in that invitation to bid or request for proposal.

THIS SOLICITATION CONTAINS 17 PAGES.

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INTRODUCTION

Sealed proposals shall be received by Jaunt, Inc., Attention: Procurement Specialist, at 104 Keystone Place, Charlottesville, VA 22902 at or before **August 5, 2022, 4:30 PM Eastern Standard Time (EDST), Friday**, for **Managed IT Services** as described in this Request For Proposal (RFP) document. Proposals received after the date and time specified above shall be considered late proposals and shall not be considered.

Jaunt intends to make firm selections based on “best value” where price is not the sole determining factor in selecting a firm. Jaunt reserves the right, in its sole and exclusive discretion to accept or to reject any and all proposals, in whole or in part. All proposals shall be subject to all applicable state and federal laws. The award to be let under this solicitation is subject to financial assistance contracts between Jaunt, the Federal Transit Administration, and the Commonwealth of Virginia. Proposal documents shall be clearly marked with the **RFP number 2995** and shall be mailed or delivered to:

Jaunt, Inc.
 ATTN: Mike Mills
 Procurement Specialist
 104 Keystone Place
 Charlottesville, VA 22902
 Fax: 434-296-4269

The anticipated schedule for selection of a Proposer is as follows:

Request for Proposal Released	July 5, 2022
Deadline for Questions Regarding the RFP	July 15, 2022 @ 4:30 p.m. EST
Response to questions (<i>tentative</i>)	July 22, 2022
Proposals Due	August 5, 2022@ 4:30p.m.
Interviews (<i>if deemed necessary; tentative</i>)	Week of August 15, 2022
Contract Award (<i>tentative</i>)	August 22, 2022

Contact Information

For questions or additional information, contact the buyer via email: Mike Mills, Procurement Specialist, mikem@ridejaunt.org, or at (434) 296-3184 ext 145. Include the RFP number on the subject line of all email correspondence.

Proposers are encouraged to contact the Procurement Specialist if there is anything in the specifications that would prevent them from submitting a proposal. Electronic submissions are the preferred method of answering questions, although written submissions via mail or fax will be accepted and must be received no later than **July 15, 2022 @ 4:30 p.m. EST.**

REQUESTED SERVICES

Jaunt is seeking a highly qualified firm to manage its Information Technology (IT) function. The main location of services is at Jaunt's administrative building located at 104 Keystone Place, Charlottesville, VA.

Background

Jaunt provides regional paratransit and fixed route transit in central Virginia including Albemarle County and the City of Charlottesville as well as with Louisa, Nelson, Fluvanna, Greene, and Buckingham counties. Organized in 1975, Jaunt is recognized statewide and nationally for the high quality of its efficient service and driver training. Our buses make about 300,000 trips each year throughout a 2,600-square-mile service area, carrying riders to work, medical appointments, stores, leisure activities, and other destinations. Jaunt uses local, state, and federal funding to supplement fares and agency payments. With 85 vehicles, Jaunt maintains an outstanding record of safety; reliability; and courteous, cost-effective service.

Scope of Services

IT Management Services:

Provide proactive and ongoing monitoring, management, support and planning of all IT systems as well as support for employees utilizing these systems. Jaunt is looking for a flexible engagement as IT needs change. We are looking for a fiduciary level relationship in an "extension of staff" role. Note that Jaunt currently has an in-house Help Desk technician who can assist in these activities within his technical skill level. The scope of services shall include such IT related activities as follows (these services and support activities shall be standard and included in the lump sum monthly service fee):

- Conduct server performance remote monitoring, management, and maintenance such as:
 - Firewall SOW/Port Cleanup
 - Active Directory Cleanup for users, computers and security groups
 - Patching/definition updates
- timely remote and onsite technical assistance
- Technical support for network servers, fifty (50) employee desktop workstations, 34 laptops and 32 Total Servers – 13 physical servers
- Installation and setup of all workstation replacements/upgrades and network related hardware and software equipment and systems as well as insuring Windows updates and virus protection software protection is up to date.
- Short- and Long-range network solutions with IT planning and budgeting including but not limited to:
 - review of current network layout and recommendations for improvements/modifications
 - local failover plan
 - Cyber security assessment
 - review and provide an Acceptable Use Security Policy for network and users with procedures and best practices
- network, workstation, printer/copier, and laptop hardware troubleshooting and technical assistance
- Mitel Phone System support and maintenance
- Recommendation and installation of new computer hardware and software
- Provide Customer Activation Support as needed

- Assistance with onboarding new employees e.g., setting up on network access
- Support and coordination with other third-party software and hardware providers such as but not limited to applications listed on Attachment F: Technical Overview
- Network Support (OLT card activation, RMA defective equipment, etc.)
- Troubleshoot connectivity issues with public Wi-Fi systems
- Provide Server and Proxy server support for NRTC applications
- Troubleshooting firewall configuration/network traffic issues
- Troubleshooting and creation Network Support requests
- Assist Dedicated Internet Service Providers as needed
- Fiber Network Ring support activities
- Provide Monthly Activities Reports, Ticket categorization, Yearly Report
- Quarterly Business Review

Special Projects/Services:

Not included in the standard monthly fee for services and support will be certain “special projects” and services activities which would be billed out on an hourly or material cost basis, as referenced on **Attachment E: Price Proposal Sheet**, after an approved estimate of time/materials is agreed upon and approved by the **Jaunt**:

- Replacement/upgrade of Network Server
- Replacement/upgrade of Network Backup System
- Replacement/upgrade of Network Firewall security system
- The cost of any hardware or other specialized equipment/components shall not be covered under the Standard Service Plan.
- Assistance in implementing multi-factor authentication for remote work including VPN access.
- develop a three to five-year IT Strategy for the implementation of new equipment and software as well as a recommended replacement/upgrade schedule
- Data warehouse
- review of current network data backup systems and plan[special project]
- disaster recovery plan [special project]
- Assist selected VOIP provider with install and maintenance as needed
- Other projects to be assigned

PROPOSAL CONTENT

Proposers must submit adequate information to allow Jaunt to evaluate each of the criteria listed below.

Experience and References A statement setting forth a list of all entities, public and private, for which the proposer has performed service similar to the scope of services in this RFP during the past five years, including an identification of the work performed and its current status. This list shall include the current addresses of such entities and current telephone numbers of appropriate contact persons. Jaunt may contact any person listed as a reference.

Firm and Staff Background General background with respect to the firm and consultants to be assigned to this engagement.

Fee Proposal Proposers should propose a flat fee for services. The fee quote should be all-inclusive indicating labor and out-of-pocket costs.

Adequacy of Resources and Ability to Respond in a Timely Manner Indicate a project schedule and resources available to support this engagement.

Proposal Format

Jaunt requires five (5) copies of all documents, one unbound original and four copies. Further, an electronic copy on a CD or jump drive is required. Each must be clearly labeled on the front sheet. Proposals shall be prepared simply and economically on letter sized paper with tabbed or marked sections. Documents can be stapled or assembled with a plastic or wire spine. No three ring binders please.

Proposals shall provide a straightforward, concise delineation of the proposers' capability to satisfy the requirements of this Request for Proposals (RFP). The proposal page limit is 20 pages. If a Proposer submits a proposal exceeding this limit, Jaunt will consider the pages up to the allowable number and discard all subsequent pages.

The following are excluded from the page count:

- Title Page
- Table of Contents
- Letter of Transmittal
- Tabs or Indices
- Additional lists of references
- Résumé/background information (please restrict to a maximum of two (2) pages per individual)

One page is defined as one side of a single, 8-1/2 x 11" page, with 11-point minimum font size for the substantive text. Any page over this size will be counted as two (2) pages. Any page or partial page with substantive text, tables, graphics, charts, résumés, etc. will be counted as one (1) page. Proposers may use their discretion for the font size of other materials (e.g., graphics, charts).

Each proposal should enable the evaluation committee to make a thorough evaluation and arrive at a sound determination as to whether the proposal will meet Jaunt's requirements. Each proposal must be so specific, detailed, and complete as to clearly and fully demonstrate that the Proposer has a thorough knowledge and understanding of the requirements. Statements which paraphrase the requirements or state that "standard procedures will be employed" are inadequate to demonstrate how the Proposer will comply with the requirements of this procurement.

Each proposal must be submitted in the requested format and provide all pertinent information. Each proposal must be signed in ink by a duly authorized officer of the company.

All proposals received become the exclusive property of Jaunt. At such time as a Contract award is recommended to the Jaunt Board of Directors, all proposals submitted in response to this RFP shall become a matter of public record and shall be regarded as public records, with the exception of those

elements in each proposal which are trade secrets and which are so marked as "TRADE SECRET," "CONFIDENTIAL" or "PROPRIETARY." Jaunt shall not in any way be liable or responsible for the disclosure of any such records or portions thereof, including, without limitation, those so marked if disclosure is deemed to be required by law or by an order of a court. Proposals which indiscriminately identify all or most of their proposal as exempt from disclosure without justification may be found technically unacceptable.

Proposers shall provide a written proposal, which includes the required elements, identified by separate sections or parts, each of which is set forth in this section. Any proposal that fails to include each of these elements in full is subject to being found technically unacceptable and eliminated from further consideration.

PROPOSAL EVALUATION

Jaunt intends to award a contract or contracts to the firm or firms that best satisfy the needs and provides the "best value" to Jaunt. The proposals will be evaluated according to the following criteria.

1. Experience and references (30%)
2. Firm and Staff Background (25%)
3. Fee Proposal (25%)
4. Adequacy of Resources and Ability to Respond in a Timely Manner (20%)
5. Disadvantage Business Enterprise (DBE) (extra credit consideration)

Competitive Range

The competitive range is determined through a preliminary evaluation of proposals, which applies the evaluation criteria as set forth above. The groups remaining in the competitive range may be invited to participate in additional evaluations, interviews, Best and Final Offer, or negotiations.

Negotiation

Jaunt may undertake concurrent negotiations with Offerors determined to be within a competitive range. Jaunt does, however, reserve the right to award a contract based on the original proposal without any negotiations. The decision to award without negotiation may be made by Jaunt if, in the sole opinion of Jaunt, preliminary evaluation of the proposals received indicates that the best achievable and technically acceptable proposal has been received.

Concurrent negotiations with all Offerors whose proposals are within the competitive range may be conducted by Jaunt. Negotiations may be entered with one or more Offerors to finalize contract terms and conditions. In the event negotiations are not successful, Jaunt may initiate negotiations with the next ranking Offeror or reject proposals.

Negotiation of a Contract will be in conformance with all applicable federal, state, and local laws, regulations, rules, and procedures. The objective of the negotiations will be to reach agreement on all provisions of the proposed Contract.

Upon completion of negotiations, the proposal that best meets the requirements of the RFP and ranksthe highest evaluation score earned by its proposal based on the evaluation criteria shall be recommended to Jaunt’s Board of Directors as the successful Offeror for award.

Errors and Administrative Corrections

Jaunt reserves the right to allow corrections or amendments to be made that are due to minor administrative errors or irregularities, such as errors in typing, transposition or similar administrative errors. Erasures or other changes or entries made by the Offeror must be initialed by the person signing the Proposal.

Rejection of Proposals

Jaunt reserves the right to reject any or all proposals and waive any minor informalities or irregularities.

Collusion

The Offeror guarantees that the proposal submitted is not a product of collusion with any other Offeror, and no effort has been made to fix the proposal price of any Offeror or to fix any overhead, profit, or cost element of any proposal price (Attachment D). Failure to submit the signed affidavit at the time of proposal opening shall be grounds for disqualification of the Offeror's offer.

If Jaunt determines that collusion has occurred among Offerors, none of the proposals from the participants in such collusion shall be considered. Jaunt’s determination shall be final.

ELIGIBILITY FOR AWARD

In order to be eligible for award, Offerors must be responsive and responsible.

- A. Responsive proposals are those complying in all material aspects of the solicitation, both asto the method and timeliness of submission and as to the substance of the resulting Contract.Proposals that do not comply with all the terms and conditions of the solicitation may be rejected as non-responsive.
- B. Responsible Offerors are those prospective Contractors who, at a minimum, must:
 - 1. Have adequate financial resources, as required during performance of the Contract.
 - 2. Are able to comply with the required or proposed delivery or performance schedule,taking into consideration all existing business commitments.
 - 3. Have a satisfactory record of past performance.
 - 4. Have necessary technical capability to perform.
 - 5. Certify that they are not on the U.S. Comptroller General's list of ineligible Contractors.
 - 6. Are qualified as a regular provider of the services being offered.

7. Are otherwise qualified and eligible to receive an award under applicable laws and regulations.

Contract Award

Contract award, if any, will be made by Jaunt to the responsible Offeror(s) whose proposal meets the requirements of the RFP, and will be the most advantageous to Jaunt with respect to operational plan, quality, and other factors as evaluated by Jaunt. Jaunt shall have no obligations until a Contract is signed between the Offeror and Jaunt. A copy of the contract is attached to this RFP.

Execution of Contract and Notice to Proceed

The Offeror(s) to whom Jaunt intends to award the Contract shall sign the Contract and return it to Jaunt. Upon authorization by Jaunt's Board of Directors, or designee, the Contract will be countersigned. Upon receipt by Jaunt of any required documentation and submittals by the Offeror, a Notice to Proceed may be issued, if appropriate.

PUBLIC DISCLOSURE OF PROPOSALS

Jaunt is subject to the Virginia Freedom of Information Act. Therefore, the contents of this RFP and the Contractor's proposal submitted in response to this RFP shall be considered public documents and are subject to the Virginia FOIA statutes. As such, all proposals submitted to Jaunt will be available for inspection and copying by the public after the selection process has been concluded.

There are, however, various items that may be exempt under public disclosure laws. If any proprietary, privileged, or confidential information or data is included in the Contractor's proposal, each page that contains this information or data should be marked as such (e.g., "Proprietary," "Confidential," "Business Secret," or "Competition Sensitive") in order to indicate your claims to an exemption provided in the Virginia FOIA. It is Jaunt's sole right and responsibility, however, to make the determination whether these items are exempt or not exempt under the Virginia FOIA statutes.

All data, documentation and innovations developed as a result of these contractual services shall become the property of Jaunt.

ATTACHMENT A: VENDOR CHECKLIST

(To verify that all necessary documents are included)

This form must be completed and returned with the technical proposal. Failure to return this form may be cause for considering your proposal non-responsive.

Item	Vendor Check-off	Jaunt Check-off
Cover Letter		
RFP Cover Page		
Attachment B Addendum Page		
Attachment C Government-Wide Debarment and Suspension		
Attachment D Non-Collusion Affidavit		
Attachment E Certifications and Restrictions on Lobbying		
Attachment F Price Proposal		
Proposal		

ATTACHMENT B: ADDENDUM PAGE

The undersigned acknowledges receipt of the following addenda to the Documents.

(Give number and date of each)

Addendum Number _____ Dated _____

Failure to acknowledge receipt of all addenda may cause the proposal to be considered non-responsive to this Request for Proposal, which will require rejection of the proposal.

Signature

Title

ATTACHMENT C: GOVERNMENT-WIDE DEBARMENT AND SUSPENSION (NONPROCUREMENT)

Instructions for Certification: By signing and submitting this bid or proposal, the prospective lower tier participant is providing the signed certification set out below.

- (1) It will comply and facilitate compliance with U.S. DOT regulations, "Nonprocurement Suspension and Debarment," 2 CFR part 1200, which adopts and supplements the U.S. Office of Management and Budget (U.S. OMB) "Guidelines to Agencies on Governmentwide Debarment and Suspension (Nonprocurement)," 2 CFR part 180,
- (2) To the best of its knowledge and belief, that its Principals and Subrecipients at the first tier:
- a. Are eligible to participate in covered transactions of any Federal department or agency and are not presently:
 1. Debarred,
 2. Suspended,
 3. Proposed for debarment,
 4. Declared ineligible,
 5. Voluntarily excluded, or
 6. Disqualified,
 - b. Its management has not within a three-year period preceding its latest application or proposal been convicted of or had a civil judgment rendered against any of them for:
 1. Commission of fraud or a criminal offense in connection with obtaining, attempting to obtain, or performing a public (Federal, State, or local) transaction, or contract under a public transaction,
 2. Violation of any Federal or State antitrust statute, or,
 3. Commission of embezzlement, theft, forgery, bribery, falsification or destruction of records, making any false statement, or receiving stolen property,
 - c. It is not presently indicted for, or otherwise criminally or civilly charged by a governmental entity (Federal, State, or local) with commission of any of the offenses listed in the preceding subsection 2.b of this Certification,
 - d. It has not had one or more public transactions (Federal, State, or local) terminated for cause or default within a three-year period preceding this Certification,
 - e. If, at a later time, it receives any information that contradicts the statements of subsections 2.a – 2.d above, it will promptly provide that information to FTA,
 - f. It will treat each lower tier contract or lower tier subcontract under its Project as a covered lower tier contract for purposes of 2 CFR part 1200 and 2 CFR part 180 if it:
 1. Equals or exceeds \$25,000,,
 2. Is for audit services, or,
 3. Requires the consent of a Federal official, and
 - g. It will require that each covered lower tier contractor and subcontractor:
 1. Comply and facilitate compliance with the Federal requirements of 2 CFR parts 180 and 1200, and
 2. Assure that each lower tier participant in its Project is not presently declared by any Federal department or agency to be:
 - a. Debarred from participation in its federally funded Project,
 - b. Suspended from participation in its federally funded Project,
 - c. Proposed for debarment from participation in its federally funded Project,
 - d. Declared ineligible to participate in its federally funded Project,
 - e. Voluntarily excluded from participation in its federally funded Project, or
 - f. Disqualified from participation in its federally funded Project, and
 3. It will provide a written explanation as indicated on a page attached in FTA's TrAMS platform or the Signature Page if it or any of its principals, including any of its first tier Subrecipients or its Third-Party Participants at a lower tier, is unable to certify compliance with the preceding statements in this Certification Group.
- (3) It will provide a written explanation as indicated on a page attached in FTA's TrAMS platform or the Signature Page if it or any of its principals, including any of its first tier Subrecipients or its Third-Party Participants at a lower tier, is unable to certify compliance with the preceding statements in this Certification Group.

Certification

Contractor:

Signature of Authorized Official: _____ Date / /

Name and Title of Contractor's Authorized Official:

ATTACHMENT D: NON-COLLUSION AFFIDAVIT

Affidavit of Non-Collusion

I hereby swear (or affirm) under the penalty for perjury:

1. That I am the Offeror (if the Offeror is an individual), a partner in the proposal (if the Offeror is a partnership), or an officer or employee of the proposing corporation having authority to sign on its behalf (if the Offeror is a corporation);
2. That the attached proposal(s) has been arrived at by the Offeror independently and have been submitted without collusion and without any agreement, understanding, or planned common course of action with any other vendor or materials, supplies, equipment, or service described in the invitation to proposal, designed to limit independent proposals or competition;
3. That the contents of the proposal or proposals has not been communicated by the Offeror or its employees or agents to any person not an employee or agent of the Offeror or its surety on any bond furnished with the proposal or proposals, and will not be communicated to any such person prior to the official opening of the proposal or proposals; and
4. That I have fully informed myself regarding the accuracy of the statements made in the affidavit:

Signed _____

Firm Name _____

Subscribed and sworn to before me this ___ day of _____, 20

Notary Public

My Commission expires _____, 20 __

Offeror's E.I. Number _____ (number used on Employer's Quarterly Federal Tax Return)

ATTACHMENT E: CERTIFICATION AND RESTRICTIONS ON LOBBYING

I,

_____ hereby certify

_____ (Name and title of official)

On _____

behalf _____

of _____

that: _____

_____ (Name of Bidder/Company Name)

- No federal appropriated funds have been paid or will be paid, by or on behalf of the undersigned, to any person for influencing or attempting to influence an officer or employee of any agency, a Member of Congress, and officer or employee of Congress, or an employee of a Member of Congress in connection with the awarding of any federal contract, the making of any federal grant, the making of any federal loan, the entering into of any cooperative agreement, and the extension, continuation, renewal, amendment, or modification of any federal contract, grant, loan, or cooperative agreement.
- If any funds other than federal appropriated funds have been paid or will be paid to any person influencing or attempting to influence an officer or employee of any agency, a Member of Congress, and officer or employee of Congress, or an employee of a Member of Congress in connection with the federal contract, grant, loan, or cooperative agreement, the undersigned shall complete and submit Standard Form – LLL, “Disclosure Form to Report Lobbying,” in accordance with its instructions.
- The undersigned shall require that the language of this certification be included in the award documents for all sub-awards at all tiers (including sub-contracts, sub-grants and contracts under grants, loans, and cooperative agreements) and that all sub-recipients shall certify and disclose accordingly.

This certification is a material representation of fact upon which reliance was placed when this transaction was made or entered into. Submission of this certification is a prerequisite for making or entering into this transaction imposed by 31 U.S.C. § 1352 (as amended by the Lobbying Disclosure Act of 1995). Any person who fails to file the required certification shall be subject to a civil penalty of not less than \$10,000 and not more than \$100,000 for each such failure.

The undersigned certifies or affirms the truthfulness and accuracy of the contents of the statements submitted on or with this certification and understands that the provisions of 31 U.S.C. Section 3801, et seq., are applicable thereto.

Name of Bidder/Company Name: _____

Type or print name: _____

Signature of authorized representative: _____ Date ____ / ____ / ____

Signature of notary and SEAL: _____

ATTACHMENT F: PRICE PROPOSAL

Offerors should specify the pricing unit, units, and extension. Offeror is encouraged to include services not specified but presented as a "menu."

Service	Description of services included	Unit Price	Units (specify)	Extension (Unit price times unit)
On-boarding				
Managed Services				
Help Desk				
System Administration				

Pricing assumptions should be listed that identify the services provided by the Offeror versus those expected to be provided by Jaunt.

Special Projects

Offeror should include an hourly rate schedule for technical execution of special IT projects.

ATTACHMENT G: TECHNICAL OVERVIEW

Jaunt Assets by location and employees –

Primary Location: Jaunt, Inc, 104 Keystone Place, Charlottesville, VA 22902

1. Number of employees at the site: 40
2. Number of Workstations: 50 (this includes some spares and new machines)
3. Number of Laptops: 34
4. Number of Android Tablets: 120 (used on buses and this includes roughly 40 spares)
 1. 80 currently installed bus Tablets are all Verizon cellular data through government contract. Tablets are supported by Jaunt employees at the Jaunt site
 2. Maintenance staff use iPad for ticketing and fleet IO app have 8 of these
5. Servers: 32 Total Servers – 13 physical servers
6. Internet Service Providers: 2
7. Router/Firewall
8. Switch makes and model, numbers installed: This includes some spares.
9. 12 Buses are setup as “Connect” Bus Routes with Access points, make and model, numbers w/ 12 cradle point from Verizon IBR1700, managed through the cradle point MDM, they have public and private wi-fi on the buses, brite sign digital signage.
10. Phone system: Mitel On-Premise HQ server, ECC Server, and SA100 with recording feature installed on HQ

Applications:

- On-premise Line of Business Software: Trapeze (LOB), PASS Workstation (Trapeze desktop app, LOB), Tableau (on-premise), SQL Server (backend of Trapeze), Second SQL for data Warehouse, Exchange 2016 with Edge server, Jasper Soft (business intelligence driver report cards), Microsoft Dynamics GP on-premise 2016
- Cloud-Based Line of Business Software: RouteMatch, FleetIO (fleetio DOT compliance, vehicle daily inspections maintenance), clickUP for project management
- General Productivity Platform and Email System (such as Office365 or Gsuite): Office365
- IT Infrastructure management (RMM or screen sharing) tools or ticketing system in place: Spiceworks ticketing system
- Mobile Device Management Platform: IBM MaaS360 for android tablets. This is not setup
- Backup System: Veeam Backup and Recovery