

**Board Report**

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**File #:** 2015-0310, **File Type:** Contract**Agenda Number:** 13.

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**REVISED  
FINANCE, BUDGET AND AUDIT COMMITTEE  
JULY 15, 2015****SUBJECT: INFORMATION TECHNOLOGY (IT) SERVICES BENCH****ACTION: ESTABLISH AN IT SERVICES BENCH****RECOMMENDATION**

AUTHORIZE the Chief Executive Officer to:

- A. **establish an IT Services Bench**, through (RFIQ) No. PS92403383, consisting solely of vendors who have been deemed qualified to participate in future IT task order work for technical disciplines 1 through 16 below. The qualified vendors recommended in Attachment B for a five-year period will openly compete to perform individual professional service task orders for a cumulative total value of \$17 million. Individual task orders will be awarded based on a competition via the Request for Proposal (RFP) process.

1. Platform / End User Computing Systems

**ISSUE**

The Information and Technology Services Department (ITS) manages multiple programs to support the Agency's technology goals and objectives. Each program utilizes specialized technical services to maintain, plan, and enhance Metro's vast array of technology services.

Many of the Agency's technology projects require substantial support from various technical disciplines through all phases of the project lifecycle and, based on project schedule needs, the number of concurrent resources required for limited durations may exceed the number of available budgeted full time equivalents in the Information and Technology Services (ITS) department. Use of contracted resources on an as-needed basis is the most cost-effective method to address the varied project support requirements in a timely manner.

The IT Services Bench will enable many small/mid-scale task orders to be awarded more efficiently since the initial qualification reviews have been completed. All the recommended firms for the proposed IT Services Bench have been determined to have the skills and experience needed to provide the required services identified for their respective technical disciplines.

## **DISCUSSION**

The IT Services Bench model has proven to be a very successful method for the procurement of these services and has allowed for projects to be completed in a more efficient manner.

Thirty-four (34) firms are recommended, of which 13 are SBEs and/or DBEs. The scope for the bench consists of 16 technical disciplines. The Diversity and Economic Opportunity Department (DEOD) has recommended a 12% overall SBE/DBE goal and requirements will be established in the competition for the task orders. Source Selection Committees (SSCs) were established for each discipline and were comprised of technically qualified staff. All SSC members have experience in their respective disciplines and were qualified to perform the evaluations. In addition, the stated evaluation criteria were included in the solicitation package to afford interested proposers the opportunity to review them prior to submitting proposal. The submitted Qualification Statements were rated strictly on the basis of the evaluation criteria and scored accordingly.

### **THE BENCH EXPANSION IS DIRECTLY RELATED TO THE EXPANDING ROLE OF ITS**

ITS has been utilizing Technology Services benches since 2003. The first bench was established in 2003 and expired in 2008. It consisted of 3 vendors with one discipline.

The past IT Service Bench was established in 2008. It expired in 2014 and consisted of 10 vendors with 6 disciplines. The current bench will have 34 vendors with 16 disciplines. The increased number of disciplines is a direct relationship to both the expanding role of ITS and the increasing technology needs of the Agency.

ITS consists of seven major program areas: Business Application Services, IT Operations and Service Delivery, Information Security Services, Systems Architecture and Technology Integration, IT Project Management Office, Research and Records Information Management, and Digital Strategy and Innovation Services. As the agency expands its initiatives and projects, the roles and functions of the ITS department have also increased. ITS' expanded responsibilities since the previous 2008 bench are detailed below:

- **Digital Strategy and Innovative Services** - The goal of this new program is to coordinate and contribute efforts to transform the Metro customer experience through the use of technology and innovation. Among other objectives, the program keeps a pulse on emerging trends, developing and implementing a roadmap for investments in technology to enhance mobility in the region.
- **Business Application Services (BAS)** program provides functional, business and technical programming services to support approximately 125 business applications used daily for Transit Operations, Finance, Vendor and Contract Management and other business units in Metro. ITS now provides system support services for the Advanced Transportation Management Systems (ATMS) and HASTUS systems that were previously managed outside the ITS department.

- **Operations and Service Delivery (OSD)** program provides 24x7 installation and maintenance services for Metro's enterprise technology infrastructure including over 4,000 desktop/laptop/kiosk computers, 45 telephone PBX systems, 8,000 phone devices, 2,100 telecommunications data lines and audio-visual services covering the USG facility and over 35 divisions and other Metro locations. With the increase in Measure R construction projects, ITS is responsible for supporting all the technology growth to support this program.
- **Information Security Services** program provides the Agency's cyber security activities protection and ensures the confidentiality, integrity and availability of the agency's critical information assets while ensuring its goals and objectives are being met. ITS now provides cyber security oversight services to Metro's operational and business systems (SCADA, TAP, Express Lanes, and the Project Management Information System) that are managed outside of the ITS department.
- **Systems Architecture and Technology Integration** program provides system administration, 24/7 data center operations, and disaster recovery services for Metro's enterprise technology network communications and database infrastructure. This includes over 350 physical and virtual servers, more than a petabyte of data, 4,500 network accounts and over 500 leased line circuits. ITS now provides data center and infrastructure support services to TAP operations that were traditionally outsourced.
- **IT Project Management Office** provides ITS strategic program/project planning, IT support for construction projects, financial administration, and policy & audit administration services. ITS has developed this departmental PMO to better support the technology expansion requirements for the new Measure R projects as well as for strategic planning.
- **Research and Records Information Management** program administers the well-regarded transportation research library, as well as creates and governs policy on storage of Metro records. ITS now provides management support for this program that was previously managed outside the ITS department.

### **DETERMINATION OF SAFETY IMPACT**

The approval of this recommended action will not have any direct impact on the safety of our customers and employees.

### **FINANCIAL IMPACT**

Funding for FY16 is included in the department, cost center budgets. Each task order awarded to a Contractor will be funded with the source of funds identified for that project. Since this is a multi-year contract, the departmental cost center managers will be responsible for budgeting costs in future years.

Impact to Budget

The funding for these task orders is dependent upon the specific projects.

**ALTERNATIVES CONSIDERED**

1. Solicit competitive proposals to contract for each individual task as it becomes due. This is not recommended as it would require extensive additional staff time to process each request and result in project delays due to the lead time required to complete each procurement cycle. Additionally, contracting for these services on a per assignment basis does not provide opportunities for economies of scale. Additionally, the Board could elect not to increase the CEO's administrative authority to award individual task orders up to \$1 million. This is not recommended as our experience has shown that the requested task order threshold is needed as it will allow for many mid-scale project procurements to be expedited.
2. Utilize existing Information & Technology Services staff to provide the required technical support. This is not feasible as the current budgeted ITS capacity is fully utilized to maintain Metro's existing computer and network systems. There would not be sufficient existing staff to re-assign to provide technical support to the various ITS capital projects.

**NEXT STEPS**

Upon Board approval, we will notify successful proposers and establish the IT Services Bench. As needed, we will solicit responses to individual task orders from specific disciplines.

**ATTACHMENTS**

Attachment A -Procurement Summary

Attachment B -Recommended Firms by Disciplines

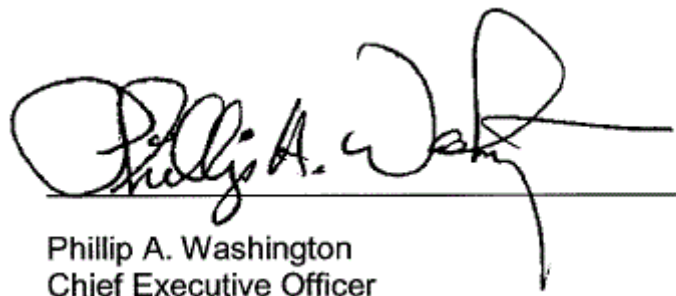
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Phillip A. Washington  
Chief Executive Officer

## PROCUREMENT SUMMARY

## IT SERVICES BENCH

<b>1.</b>	<b>Contract Number:</b> PS92403883 (Task orders will be identified by sequential numbers)	
<b>2.</b>	<b>Recommended Vendor:</b> 34 Contractors (see Attachment B).	
<b>3.</b>	<b>Type of Procurement</b> (check one): <input type="checkbox"/> IFB <input type="checkbox"/> RFP <input checked="" type="checkbox"/> RFIQ <input type="checkbox"/> Non-Competitive X Modification	
<b>4.</b>	<b>Procurement Dates:</b>	
	<b>A. Issued:</b> August 28, 2014	
	<b>B. Advertised/Publicized:</b> in the following eight (8) publications: LA Opinion (8/30/2014), Rafu Shimpo (9/3/2014), LA Watts Times (9/4/2014), Daily News Los Angeles (8/30/2014), Los Angeles Times (8/29/2014), Govtech website (8/28/2014), Silicon Beach Tech website (8/28/2014), Passenger Transport C/O America (9/8/2014)	
	<b>C. Pre-proposal/Pre-Bid Conference:</b> September 8, 2014	
	<b>D. Proposals/Bids Due:</b> October 2, 2014	
	<b>E. Pre-Qualification Completed:</b> In process	
	<b>F. Conflict of Interest Form Submitted to Ethics:</b> Yes	
	<b>G. Protest Period End Date:</b> July 22, 2015	
<b>5.</b>	<b>Solicitations Picked up/Downloaded:</b> 143	<b>Bids/Proposals Received:</b> 41
<b>6.</b>	<b>Contract Administrator:</b> Terry Schaefer	<b>Telephone Number:</b> 213-922-2613
<b>7.</b>	<b>Project Manager:</b> Bill Balter	<b>Telephone Number:</b> 213-922-4511

**A. Procurement Background**

This Board Action is to establish a pool of qualified vendors to be on a Task Order Bench (Bench) to support the Information Technology Services (ITS) Department in 16 ITS disciplines.

A Request for Information and Qualifications (RFIQ) was issued in accordance with Metro's Acquisition Policy and Procedures.

Four amendments were issued during the solicitation phase as follows:

- Amendment No. 1, issued August 29, 2014, provided clarification on the Pre-Proposal Conference date;
- Amendment No. 2 issued September 18, 2014, provided due date for questions pertaining to the RFIQ;
- Amendment No. 3 issued September 24, 2014, changed the proposal due date; provided documentation related to the Pre-Proposal conference; and responses to questions received; and
- Amendment No. 4 issued October 6, 2014, provided responses to questions received.

All firms listed have previously conducted work for Metro and have performed satisfactorily.

This professional services Bench is anticipated to have a cumulative total of \$17,000,000 in task orders over the five year life of the Bench. Individual task orders will be issued for each IT Statement of Work requirement and will be competed via a Request for Proposal (RFP). The RFP will only be released to those qualified vendors under the Bench within the designated IT discipline area.

The Task Order performance period may exceed the five year Bench period of performance provided that the Task Order is fully executed and performance started prior to expiration of the Bench.

Task Order requirements will be competed among Bench firms qualified for that skill set and each of the qualified firms will be sent an RFP for that specific Task Order requirement. The proposal must be compliant with any small business requirements set forth in the RFP. Additionally, price fair and reasonableness determination will be made for each Task Order at the time of Task Order award.

Due to unforeseeable circumstances, such as loss of contracted for technical skills, change of ownership, bankruptcy, cessation of business, or similar kind of change of business circumstance, of any of the selected Bench Contractors during the active period of performance of the Bench, Metro reserves the right to replace such Contractor (s) through a competitive procurement process. Any Contractor replaced as a result of this process shall not be permitted to participate in the replacement solicitation process.

## **B. Evaluations of Proposals**

Qualification Statements were sought and reviewed by the Source Selection Committee (SSC). They were evaluated for qualification content and technical competency to perform the required work in the specific disciplines proposed.

The RFIQ contained neither price nor a specific Statement of Work. Each future contract/Task Order will contain a specific Statement of Work which will be sent to all qualified vendors under the Bench in the specific discipline area. The qualified vendors will propose according to the requirements of the RFP.

Placement on the Bench will not guarantee an award of any contract/Task Order.

- A total of 41 proposals were received on October 15, 2014, covering sixteen (16) disciplines. Source Selection Committees (SSC) were established for each discipline consisting of staff from the following departments: Information and Technology Services and the TAP Departments. Each SSC conducted an independent, comprehensive technical evaluation on the qualification statements received for each designated disciplines.

The proposals were evaluated based on the following evaluation criteria:

- o Contractor’s Business Profile 10%
- o Technical Discipline Qualifications 30%
- o Technical Discipline Experience 60%

The evaluation criteria are appropriate and consistent with criteria developed for other, similar professional services Bench procurements. The intent of the Bench is to have a pool of qualified contractors’ pre-qualified/pre-screened in one or more disciplines that will compete for task orders. Placement on the Bench will not guarantee an award of any task order.

Of the 41 proposals received, 34 proposals were determined to be qualified and are listed in Attachment B. Of the 34 proposals 13 proposals came from certified Metro Small Business Enterprises (SBE) and/or Disadvantaged Business Enterprises (DBE). Several of the SBE/DBE firms have been qualified for one or more disciplines.

**C. Cost/Price Analysis Explanation of Variances**

This Section is not applicable to the Bench. Cost/Price analysis will be performed, as appropriate, on resultant Task Order.

**D. Qualifications Summary of Firms Within the Competitive Range:**

**22nd Century Technologies, Inc.**

22nd Century Technologies, Inc. (TSCTI) is a large, well-developed and matured IT consulting and staffing company incorporated in 1997 and headquartered in Somerset, New Jersey. TSCTI is government focused and has a strong presence in 37 states. They are CMMI Level 3, ISO 9001, and have established many state and federal contracts, multiple CA awards, with 263 employees, and \$25M in revenues.

**Accenture LLP**

Accenture LLP (Accenture) is a multinational management consulting, technology services and outsourcing company established in 1989 and is headquartered in Dublin, Ireland. Accenture operates in a matrix structure and has five Operating Groups (Communications, Media & Technology, Financial Services, Products, Resources, and Health & Public Service). Accenture has experience working with similar projects to those identified under the discipline for which they have qualified. Accenture has previously worked with Metro and has performed satisfactorily.

**Accuvant**

Accuvant delivers comprehensive suite of solutions and services for enterprise–class businesses, government agencies and educational institutions to successfully plan, build and operate their security systems and programs. Accuvant is headquartered in Denver, CO, incorporated in 2002 and has 652 employees.

Accuvant has previously worked with Metro and is currently performing circuit board engineering work.

**Aeon Group, LLC**

The AEON Group, LLC (AEON) is a women-owned, small business and disadvantaged enterprise established in 2001 and based in Los Angeles, CA. They have two (2) employees and earned \$1.5M in revenue over 5 years. AEON is a management and technology consulting company that specializes in staffing. AEON's team has a history in providing consulting services covering the technical disciplines applied for in both government and commercial sectors including transit providers, regional planning organizations, cities, and other like organizations. AEON is very familiar with Metro's culture and requirements and is currently engaged on multiple projects with Metro.

**ALINC Consulting, Inc.**

ALINC Consulting, Inc. (ALINC) founded in 2003 is based in California (Daly City and Del Mar). ALINC provides technical, payment systems consulting, bank card industry expertise, "installation-to-operations" solutions, and program management assistance to transit agencies, in the areas related to fare collection, fare technology, fare policy, revenue tracking, credit/debit card payment processing, financial clearing, settlement and reconciliation, inter-agency revenue agreements, complete card procurement and card services management, sales device (point of sales) installation oversight and operations management, bank-card technology, and program integration. The principals and staff at ALINC have collectively over 30+ years of experience in Electronic Fare Collection Systems, Program Management, Planning, Technology Evaluation, and Operational Support and are currently engaged with Metro.

**AST Corporation**

Application Software Technology Corporation (AST) founded in July, 1995 specializes in Oracle systems integration. AST's headquarters are located in Naperville, IL. They are a well-developed and mature business with \$50M in annual revenues in 2013. AST works exclusively with Oracle software and is one of the largest providers of ERP software in the industry and have a working track record with Metro ITS on large scale Oracle upgrade projects.

**AT&T**

AT&T Consulting, a wholly owned subsidiary of AT&T, is a strategic IT consulting firm that focuses on assisting business and government customers with some of their most complex IT challenges. AT&T has been in business for more than 138 years and continues to show positive growth in total operating revenues. AT&T serves 110 million wireless subscribers and is a premier provider of broadband, long distance and local voice services.

**Auriga Corporation**

The Auriga Corporation, a certified "Small Business" was established in 1990 and is located in Milpitas, California. Auriga provides management and technical consulting services to federal, state and local agencies. Auriga has a proven track



record of providing services to rail and transit agencies in the Bay Area and other parts of the US for the past 24 years. They have offices in LA, have worked with LACMTA on projects, and are on the current IT Services Bench working with another firm, Capgemini, to support them with IT consulting services. Auriga has experience with Transit agencies and their core service is in infrastructure and construction startup.

**Birdi & Associates, Inc.**

Birdi & Associates, Inc. (B&A) was established in 2006, are headquartered in Los Angeles, CA and is a certified Small Business and Disadvantaged Business. B&A has a staff of 45 members and has provided services to government agencies throughout Los Angeles. B&A has successfully provided On-Call and task-based Information Technology Services to several agencies including the Port of LA, LA World Airports, LA Department of Transportation and LA Department of Building and Safety. B&A's core services are aligned with the disciplines they subscribed to.

**Black Box Network Services**

Black Box was founded in 1976 and is a publicly traded organization with a large client base and 4,000 Team Members worldwide. Black Box claims that it's the world's largest technical services company that is dedicated to designing, building and maintaining data and voice infrastructure systems. Black Box is a well-developed and mature company that has previously provided work for LA Metro. Black Box's core services are aligned with the disciplines they subscribe to.

**CH2M HILL**

CH2M HILL, founded in 1946, provides consulting, design, design-build, operations and program management services. They are headquartered in Englewood, Colorado with offices and staff worldwide including Los Angeles. CH2M HILL offers a wide spectrum of expertise, knowledge, and services across various industries and government agencies. CH2M HILL has provided Metro with many of the technical services including Fare Collection, Geology, Communications, Train Control Engineer, Civil Engineering, Testing/Commissioning, Electrical Engineering, Structural Engineering, Vehicle Integration, Traffic Engineering, CADD, ITS System, and other engineering disciplines. CH2M HILL has worked on several Metro projects and has performed satisfactorily.

**CIVIC RESOURCE GROUP**

Located in Los Angeles, California, Civic Resource Group (CRG) was founded in 2002 and provides services in technology and programming. They specialize in software and Web development coupled with analytics, research and optimization solutions. CRG has worked on several Metro projects and has performed satisfactorily.

**DIGITAL SCEPTER**

Digital Scepter was established in 2007 and is a leading provider of robust and reliable information security systems. Digital Scepter has seven (7) years of experience implementing and integrating a variety of technologies to enable

security programs. Digital Scepter has experience working with LA Metro on the ASA/PIX firewall conversion project and has performed satisfactorily.

### **E DEMAND INC**

E Demand established in 2004 is a small boutique transit technology consulting practice that is a Small Business Entity. E Demand is incorporated and is headquartered in Georgia. The company's core competencies are aligned with the disciplines they subscribed to and they have ample resources for the specialized services they provide, UFS/TAP and PCI compliance, and security.

### **ECO & ASSOCIATES**

Eco & Associates (Eco) was founded in June, 2001 and is a Women-owned Business Enterprise (WBE) and Disadvantaged Business Enterprise (DBE) business. Eco's core service competencies include environmental services as well as IT services that are focused on application development, GIS, trip Master, and large scale hosting support expertise. Eco is headquartered in Orange, California and the company's core services are aligned to the IT disciplines.

### **EPLUS TECHNOLOGY INC**

ePlus Technology, Inc. was founded in 1990 and is a publically reporting entity with annual revenues totaling \$1.057 Billion fiscal ending March 31, 2014. ePlus is headquartered in Herndon, VA and has a local office in Irvine, CA. The company is an enterprise solutions integrator that can design, implement, and manage an IT infrastructure throughout its complete lifecycle. ePlus has more than 900 associates serving federal, state, municipal and commercial customers nationally. The company's core services are aligned to the IT disciplines.

### **HERSHEY TECHNOLOGIES**

Hershey Technologies was founded in 1991 is based in San Diego, CA with consultants located in Los Angeles, Orange and Riverside Counties. Hershey has 20 full-time employees and is a certified Small Business and a Disadvantaged Business Enterprise. Hershey specializes in document management and its core service is aligned to the IT discipline.

### **HUB COMPANIES LLC**

Hub Companies, LLC founded in 2011 is a mobile development organization and marketing company. Hub Company develops mobile applications for governments and municipalities with a focus on Transportation Agencies and Organizations. Hub Companies' core services are aligned to the IT discipline.

### **INFORMATION MANAGEMENT RESOURCES INC**

Information Management Resources, Inc. (IMRI) was established in California in 1986. On April 1, 1992, the company was acquired by the present owner, and sole shareholder. IMRI provides business and technology consulting services to public and private sector clients, state and local and federal agencies. IMRI core competencies include; computer operation support, data center/cloud computing, cyber security, software development and they are ISO certified. The company's core services are aligned to the IT disciplines.

### **INTRATEK COMPUTER INC**

Intratek Computer, Inc. (Intratek) was founded in 1989 and initially focused on hardware maintenance and support. In 1991, Intratek began providing outsourced IT professionals to government entities. Intratek's annual service revenue in 2013 was \$17 Million. They have 333 employees with 103 in California. Intratek is headquartered in Irvine, CA.

### **INTUEOR CONSULTING INC**

Intueor Consulting, Inc. (Intueor) was incorporated in June, 2005 and is headquartered in Irvine, CA. Intueor is a strategy, operations and business technology consulting firm that specialized in the Public Sector Transit and Transportation agencies. The company has a well-developed subcontractor relationship. The company showed positive financial growth to \$8M in FY13 and its core services are aligned to the IT disciplines.

### **MYTHICS**

Mythics, Inc. was founded and incorporated in 2000 and is based in Virginia with a focus of helping Oracle government and commercial customers. Mythics will provide their Oracle expertise across the full range of Oracle cloud, software, hardware, storage and engineered systems. Mythics is a medium size company with staff of 178 and revenues of \$187M in the past five years and growing. Its core services are aligned to the IT disciplines.

### **PI TECHNOLOGY INC**

PI Technology (PI) was founded in February, 1986 and has been providing Information Technology consulting, integration, and project management services since its inception. PI's staff is well seasoned in the implementation of large systems and has experience with most development environments. PI is currently working with METRO ITS with several projects and is also participating in the METRO's 2002 IT Master Agreement. PI's core services are aligned to the IT disciplines.

### **PLANTE MORAN PLLC**

Plante & Moran, PLLC (Plante Moran) was founded in 1924 and is the thirteenth largest management consulting and public accounting firm in the US. Over the past several years, Plante Moran has expanded their scope and experiences of its Management Consulting Services into all major aspects of government addressing their client's unique needs related to information technology, security, compliance and policy. Plante Moran is large and well established with net revenues of \$412M fiscal year ending June 30, 2014. The company's core services are aligned to the IT disciplines.

### **SIDEPATH INC**

Sidepath, Inc. (Sidepath) was founded in 2002 and is headquartered in Irvine, CA. Sidepath's Core Competency is based around Dell's Data Center Enterprise Stack. This includes Dell Storage, Dell Servers and Dell Networking Devices. One of the focus areas for Sidepath is on the Dell Compellent platform. Sidepath has been providing professional services for the Compellent (SAN) data storage solution

since 2007 and Compellent is one of our lead practice areas. The company's average annual service revenue is \$0.5M/annually and a staff of about 24.

**SIERRA CEDAR INC**

Sierra-Cedar, Inc. (Sierra-Cedar) was formed as a result of a July, 2014 merger combining the operations of Sierra Systems US, Inc., CedarCrestone, Inc., and Analytic Vision, Inc. Sierra-Cedar is a Delaware corporation registered to do business in all US States. Sierra-Cedar has been in the consulting market dating back to 1981. The company's core services are aligned to the IT disciplines.

**SIERRA CYBERNETICS INC**

Sierra Cybernetics, Inc. (Sierra) was incorporated in 1981 and is based and operated from Orange County, CA. Sierra's primary services include IT services, software, and engineering-oriented personnel and solutions. Sierra has successfully demonstrated relationship and experience with government companies with 30 staff and revenues between \$1.7M to \$2.7M in the last five (5) years. The company's core services are aligned to the IT disciplines.

**T-KARTOR**

T-Kartor has been in business for nearly 30 years and primarily focuses on developing geospatial IT solutions for the transit industry such as large transportation city signage maps and geography. T-Kartor is an international group of companies and is represented in six countries with it's headquarters in Sweden. The company's core services are aligned to the IT disciplines.

**TSTREET SOLUTIONS LLC**

tStreet Solutions, LLC was organized and formed in May, 2014. The Georgia based company was a result of a merger of five separate companies with some of the original employees that existed since 2010. tStreet specializes in transit market and asset management. They currently have six (6) employees and estimate \$1.5M in revenues. The company's core services are aligned to the IT disciplines.

**VAN & ASSOCIATES INC**

Van & Associates has been providing IT consulting services to clients in the Los Angeles County over the past 10 years. Van & Associates has a working relationship with MTA, has completed four major projects and is currently working on the fifth project. The company's core services are aligned to the IT disciplines.

**VISION TECHNOLOGIES INC**

Vision Technologies, Inc. dba in CA as Vision Interconnect, Inc. (Vision) organized in the state of Maryland on May 5, 2000 is a Service-Disabled Veteran-Owned professional IT services company that provides a suite of solutions for both government and commercial customers. Vision's core competencies include network, telecom, security, and staff augmentation. The company's revenues average over \$75M annually. The company's core services are aligned to the IT disciplines.

**VIVA USA INC**

VIVA USA Inc. (VIVA) started in 1996 and is a full IT consulting company based in Illinois. VIVA has over 18 years of experience in providing IT and related services including Systems Integration and IT staffing and software consulting to large clients and government agencies. VIVA specializes in providing IT professionals in areas of software developers, testers, business analysts, architects, project managers and database/system administrators. The company’s core services are aligned to the IT disciplines.

**WEST COAST CABLE INC**

West Coast Cable, Inc. (West Coast Cable) established in 2003 specializes in the design, installation and maintenance of cost effective network cabling. West Coast Cable has over 40 years of combined leadership experience and 35 employees. West Coast Cable has performed multiple projects for METRO and has provided excellent services. The company’s core services are aligned to the IT disciplines.

**ZENSAR TECHNOLOGIES INC**

Zensar Technologies, Inc. has been in business for 13 years and is based in San Jose, CA. Zensar provides software and infrastructure services and solutions for manufacturing, retail, insurance, utilities, banking, financial services and government agencies. Zensar is a \$390 Million organization and is a part of the \$3 billion company RPG Group. The company’s core services are aligned to the IT disciplines.

**E. Small Business Participation**

IT Services Bench Proposers were encouraged to form teams that included DBE and SBE firms without schedules or specific dollar commitments prior to the establishment of the Bench. The IT Services Bench is subject to the Small Business Prime Program. If there are at least three certified small businesses within a bench discipline, the task order solicitation shall be set aside for small businesses only. ~~Eight Six~~ Disciplines currently have at least 3 SBE firms: B – Database, E - Applications, H - Mobile Solutions, J – Transit Operations, L – Intelligent Transit, M – Program Management, N – IT Strategy, and P. SCADA.

If a task order solicitation is not issued through the Small Business Prime Program, participants on the Bench will be required to meet the 12% DBE or SBE contract-specific goal by obtaining enough DBE or SBE participation to meet the goal or by successfully demonstrating Good Faith Efforts. DBE and SBE commitments will be determined based on the aggregate of all Task Orders issued.

<b>SMALL BUSINESS GOAL</b>	<b>12% SBE and 12% DBE</b>	<b>SMALL BUSINESS COMMITMENT</b>	<b>12% SBE and 12% DBE</b>
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**F. Living Wage Service Contract Worker Policy**

The Living Wage and Service Contract Worker Retention Policy is not applicable to this modification.

**ATTACHMENT B**

**RECOMMENDED FIRMS BY DISCIPLINE  
IT SERVICES BENCH**

<b>A. Platform</b>
EPLUS TECHNOLOY INC
ACCENTURE
INTRATEK COMPUTER INC
SIERRA CYBERNETICS INC
22nd CENTURY TECHNOLOGIES INC (DBE)
INTUEOR CONSULTING INC (DBE/SBE)
ZENSAR TECHNOLOGIES INC
VISION TECHNOLOGIES INC

<b>B. Database</b>
AST CORPORATION
ACCENTURE
ZENSAR TECHNOLOGIES INC
AURIGA CORPORATION (DBE/SBE)
MYTHICS
PI TECHNOLOGY INC (SBE)
INTRATEK COMPUTER INC
INFORMATION MANAGEMENT RESOURCES (DBE/SBE)

<b>C. Storage</b>
SIDEPATH INC
AT&T
EPLUS TECHNOLOY INC
22nd CENTURY TECHNOLOGIES INC (DBE)
ZENSAR TECHNOLOGIES INC
INTUEOR CONSULTING INC (DBE/SBE)
BIRDI & ASSOCIATES INC (DBE/SBE)

<b>D. Telecom</b>
EPLUS TECHNOLOY INC
AT&T
BLACK BOX NETWORK SERVICES
ACCUVANT
ACCENTURE
CH2M HILL INC
WEST COAST CABLE INC (SBE)
AURIGA CORPORATION (DBE/SBE)

<b>E. Applications</b>
ACCENTURE
INTRATEK COMPUTER INC
INTUEOR CONSULTING INC (DBE/SBE)
ECO & ASSOCIATES (DBE/SBE)
ZENSAR TECHNOLOGIES INC
PI TECHNOLOGY INC (SBE)
T-KARTOR
22nd CENTURY TECHNOLOGIES INC (DBE)

<b>F. Business Intel</b>
ZENSAR TECHNOLOGIES INC
AST CORPORATION
ACCENTURE
SIERRA CEDAR INC
AURIGA CORPORATION (DBE/SBE)
22nd CENTURY TECHNOLOGIES INC (DBE)
INTRATEK COMPUTER INC
VIVA USA INC (DBE)

<b>G. Content Mgmt</b>
ZENSAR TECHNOLOGIES INC
ACCENTURE
HERSHEY TECHNOLOGIES
AST CORPORATION
MYTHICS
PI TECHNOLOGY INC (SBE)
INTRATEK COMPUTER INC
INFORMATION MANAGEMENT RESOURCES (DBE/SBE)

<b>H. Mobile Solutions</b>
ACCENTURE
CIVIC RESOURCE GROUP (CRG)
HUB COMPANIES LLC
ZENSAR TECHNOLOGIES INC
ALINC CONSULTING INC (DBE/SBE)
PI TECHNOLOGY INC (SBE)
AEON GROUP LLC (DBE/SBE)
BIRDI & ASSOCIATES INC (DBE/SBE)

<b>I. Oracle</b>
ACCENTURE

<b>J. Transit Ops &amp; AFC</b>
E DEMAND INC (SBE)

ZENSAR TECHNOLOGIES INC
AST CORPORATION
SIERRA CEDAR INC
PI TECHNOLOGY INC (SBE)
MYTHICS
INTRATEK COMPUTER INC
AURIGA CORPORATION (DBE/SBE)

CH2M HILL INC
ALINC CONSULTING INC (DBE/SBE)
ACCENTURE
AST CORPORATION
AURIGA CORPORATION (DBE/SBE)
INFORMATION MANAGEMENT RESOURCES (DBE/SBE)

<b>K. Asset Material</b>
ACCENTURE
CH2M HILL INC
TSTREET SOLUTIONS LLC
INTUEOR CONSULTING INC (DBE/SBE)
PI TECHNOLOGY INC (SBE)
22nd CENTURY TECHNOLOGIES INC (DBE)

<b>L. Intelligent Transit</b>
CH2M HILL INC
INTUEOR CONSULTING INC (DBE/SBE)
INFORMATION MANAGEMENT RESOURCES (DBE/SBE)
AURIGA CORPORATION (DBE/SBE)
AEON GROUP LLC (DBE/SBE)

<b>M. Program /Prj Mgmt</b>
ACCENTURE
ZENSAR TECHNOLOGIES INC
PLANTE MORAN PLLC
E DEMAND INC (SBE)
INTUEOR CONSULTING INC (DBE/SBE)
PI TECHNOLOGY INC (SBE)
SIERRA CEDAR INC
AEON GROUP LLC (DBE/SBE)

<b>N. IT Strategy</b>
PLANTE MORAN PLLC
ACCENTURE
INTUEOR CONSULTING INC (DBE/SBE)
AEON GROUP LLC (DBE/SBE)
INFORMATION MANAGEMENT RESOURCES (DBE/SBE)
CH2M HILL INC
AST CORPORATION
E DEMAND INC (SBE)

<b>O. Agency-Wide Info</b>
ACCUVANT
DIGITAL SCEPTER (SBE)
ACCENTURE
PLANTE MORAN PLLC
EPLUS TECHNOLOY INC
PI TECHNOLOGY INC (SBE)
AT&T
22nd CENTURY TECHNOLOGIES INC (DBE)

<b>P. SCADA</b>
AURIGA CORPORATION (DBE/SBE)
INFORMATION MANAGEMENT RESOURCES (DBE/SBE)
EPLUS TECHNOLOY INC
DIGITAL SCEPTER (SBE)
VAN ASSOCIATES
AT&T