



Agenda Item No. (4)

To: Building and Operating Committee/Committee of the Whole  
Meeting of June 26, 2025

From: Joseph W. Leong, Senior Information Systems Manager  
Fang Lu, Chief Technology Director  
Kellee J Hopper, Deputy General Manager, Administration and Development  
Denis J. Mulligan, General Manager

Subject: **APPROVE AWARD OF CONTRACTS RELATIVE TO REQUEST FOR PROPOSALS NO. 2024-D-048, CITRIX AND MICROSOFT PROFESSIONAL SERVICES**

### **Recommendation**

The Building and Operating Committee recommends that the Board of Directors approve the award of five contracts relative to Request for Proposals (RFP) No. 2024-D-048, *Citrix and Microsoft Professional Services*, for on-call professional services for a three-year term, with two one-year option terms, exercisable at the District's sole discretion, with the understanding that the total aggregate amount will not exceed \$3,750,000 for all five contracts. The five recommended firms are as follows:

1. Converge Technology, Peachtree Corners, GA (Contract No. 2024-D-048-01)
2. e360, Concord, CA (Contract No. 2024-D-048-02)
3. Cornerstone Technologies, San Jose, CA (Contract No. 2024-D-048-03)
4. InterVision Systems, LLC, Santa Clara, CA (Contract No. 2024-D-048-04)
5. iShift, Scottsdale, AZ (Contract No. 2024-D-048-05)

This matter will be presented to the Board of Directors at its June 27, 2025, meeting for appropriate action.

### **Summary**

The Golden Gate Bridge, Highway and Transportation District's (District) Information Systems department is responsible for new implementation of technology in response to the changing operational needs of the District, important updates to existing technology, as well as frequent and important maintenance of technology related systems. In 2019, the District established a bench of on-call technology consultants through a single competitive solicitation. This bench of on-call consultants has allowed the District to reduce time for processing procurements, add efficiencies in administering contracts, and be more flexible in delivering new and/or changes to technology

systems in a timely manner. In particular, many Operating and Capital technology projects are approved with sufficient budget authority, which enables the District to use on-call consultants to provide professional services for Citrix and Microsoft technology projects. The existing on-call contracts utilized for these services will expire in 2025.

On March 7, 2025, the District issued RFP No. 2024-D-048, *Citrix and Microsoft Professional Services*. The RFP was posted on the District's Procurement Portal and notice of the RFP was sent to 52 potential proposers. Proposals were received from the following firms by the submission deadline date of April 21, 2025:

1. ABB International Consulting, LLC
2. Converge Technology
3. GDT
4. Cornerstone Technologies
5. Entisys Solutions Inc, DBA e360
6. InterVision Systems, LLC
7. iShift
8. LookingPoint
9. Pinnacle Global Services LLC
10. SimpleITSM LLC
11. Softchoice Corporation
12. Zones, Inc.

A Selection Committee comprised of District staff reviewed and evaluated each proposal based upon the following criteria, as set forth in the RFP:

- Proposer's Understanding and Approach – 0-40 Points
- Proposer's Qualifications and Experience – 0-40 Points
- Price Proposal – 0-15 Points
- Social Equity – 0-5 Points

Based on the written proposals and interviews, the Selection Committee identified the five highest-ranked firms based on the scoring criteria:

1. Converge Technology
2. e360
3. Cornerstone Technologies
4. InterVision Systems
5. iShift

The five highest-ranked firms were able to clearly demonstrate their understanding of the District's needs and how their experience and qualifications best meet those needs. Additionally, these firms have experience working with local government and/or transportation agencies.

Staff, District's Attorney, and the Manager of SBE Compliance Programs reviewed the proposals and determined that the five firms properly submitted all required documents, and their proposals

are technically responsive to the specifications. Staff also engaged in negotiations with the five highest-ranked firms to obtain more favorable pricing for the District.

The SBE Program Office has confirmed that none of the five highest-ranked proposers are certified as a Disadvantaged Business Enterprise (DBE) or Small Business Enterprise (SBE). Additionally, staff was unable to identify any proposed DBE/SBE subcontractors. At this time, no DBE or SBE participation is anticipated during the performance of this contract.

### **Fiscal Impact**

For all five contracts, the total aggregate not-to-exceed compensation amount will be \$2,250,000 for the three-year base term, and the total aggregate not-to-exceed compensation amount including the two one-year options terms will be \$3,750,000. The average annual usage is forecasted at \$750,000. This approval establishes a bench of contractors that can provide professional services on an as-needed basis, with no guaranteed level of effort or amount of compensation to any individual firm in any particular year. Services will only be used when sufficient budgetary authority exists, depending on the project, in the District's Operating or Capital Budgets.

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