



Amador Transit is requesting quotations from qualified vendors to provide IT services in support of our daily operations. We invite you to review the details below and submit a proposal for consideration.

### **1. Organization Overview**

Amador Transit provides public transportation services throughout Amador County, California. We rely on secure, reliable, and efficient IT systems to support transit operations, scheduling, communications, and administrative functions.

### **2. Scope of Services**

The selected vendor will be expected to provide some or all of the following services:

- Helpdesk support (remote and on-site as needed, after-hours)
- Network management and monitoring
- Cybersecurity services (firewalls, endpoint protection, threat monitoring)
- Hardware and software procurement support
- System maintenance, updates, and patch management
- Data backup and disaster recovery solutions
- Cloud services management (e.g., Microsoft 365 or similar platforms)
- Support for transit-specific software systems (if applicable)

### **3. Technical Environment (Current State)**

- Number of users: 11
- Number of workstations/laptops: 8 (+2Datto)
- Servers (on-prem/cloud): 2
- Key software platforms: Windows, Microsoft, TripSpark, QuickBooks

### **4. Vendor Requirements**

- Demonstrated experience providing IT services to public agencies or similar organizations
- Relevant certifications
- Ability to meet response time SLAs
- Proof of insurance and applicable licenses
- References from comparable clients

### **5. Pricing Structure**

Please include:

- Monthly managed service fees (if applicable)
- Hourly rates for on-demand services
- Project-based pricing (if applicable)
- Any additional costs (travel, materials, licensing, etc.)



## 6. Timeline

- RFQ Issue Date: 04/21/2026
- Questions Due: 05/08/2026
- Proposal Submission Deadline: 05/15/2026
- Anticipated Award Date: 06/01/2026
- Service Start Date: 07/01/2026

## 7. Submission Instructions

Please submit your quotation and supporting documentation electronically to:

April Miller

General Manager

Amador Transit

april@amadortransit.com

## 8. Evaluation Criteria

Submissions will be evaluated based on:

- Experience and qualifications
- Responsiveness to scope and requirements
- Cost competitiveness
- References and past performance

We appreciate your interest and look forward to reviewing your proposal.

Sincerely,  
April Miller  
General Manager  
Amador Transit