



**ITEM ID:** 2026-109-0

**TRANSMITTAL DATE:** January 16, 2026

**MEETING DATE:** January 23, 2026

**TO:** Board of Directors

**FROM:** Kevin Gray, Chief Technology Officer  
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**SUBJECT:** Contract No. SP614-25 - IT Staff Augmentation Services - Recommendation to Award Bench Contract

### **Issue**

The Authority requires a bench of consultants to augment current staff in providing agency technology services, including the delivery of internal computing systems, technologies, and enterprise applications.

### **Recommendation**

It is recommended that the Board authorize the Chief Executive Officer to:

1. Award Bench Contract No. SP614-25 for IT Staff Augmentation Services as follows:  
SP614A-25 Computer Aid, Inc.,  
SP614B-25 ICF Incorporated, LLC,  
SP614C-25 Infojini Consulting, Inc.,  
SP614D-25 Intratek Computer, Inc.,  
SP614E-25 Tryfacta, Inc. and;
2. Approve a total not-to-exceed Bench Contract authority amount of \$7,386,120 for a base of three years with two one-year options that may be exercised by the CEO at the sole discretion of the Authority. Work under this contract will be authorized through the CTO process on an as needed basis.

### **Strategic Commitment**

This report aligns with the Strategic Business Plan commitment of:

- **Modernizing Business Practices:** We will improve our operational efficiency through

transparency, objective metrics and streamlined governance, reducing over-reliance on subsidy while bringing our system into a state of good repair and investing in the development of our employees.

## **Background**

Since 2016 Metrolink has used bench contracts to augment staffing for the Integrated Digital and Technology Services department (IDTS). Contracted positions included Helpdesk Technicians, Database Administrators, Network Engineers, System Administrators and Application Developers.

The current contract ends May 31st, 2026. The new bench introduces modern roles and updated role descriptions to align with contemporary technology service delivery frameworks. The new contract also provides a new group of service providers who are identified as well-positioned to deliver improved services that support Metrolink's focus on and dedication to superior technology service delivery and innovation.

## **Discussion**

On February 10, 2025, the Authority released a Request for Proposal (RFP) for IT Staff Augmentation services on an on-call basis for a contract term of three years with two one-year options. The solicitation was published in the five member counties, as well as posted on the Authority's online procurement module. Notices were also emailed to firms registered on the Authority's online procurement module. 344 vendors were notified and 328 downloaded the solicitation. On February 26, 2025 a pre-proposal conference was held with 70 attendants representing 58 firms. The Authority received and answered 364 questions. A record number of 144 proposals were received by the due date of May 8, 2025.

Proposals were independently reviewed by two Senior Contract & Compliance Administrators to determine responsiveness. Seventeen (17) firms were found responsive and moved on to the evaluation phase.

Proposals were evaluated in accordance with the Authority's procurement policies and procedures. A Technical Evaluation Committee, consisting of five Authority staff members, reviewed and scored the technical proposals and 13 firms met the minimum qualifications with a technical score of 56 or greater, per the RFP requirements. Per the RFP, the top ten scored proposers proceeded to the interview phase. Technical scores were subject to an adjustment based on information learned from the interview. Price scores were calculated based on the advertised calculation formula to form the final scores of the top 10 as follows:

| FIRM                     | TECHNICAL SCORE | PRICE SCORE | TOTAL SCORE |
|--------------------------|-----------------|-------------|-------------|
| Intratek Computer, Inc.  | 71.40           | 14.96       | 86.36       |
| TRYFACTA, Inc.           | 68.60           | 17.20       | 85.80       |
| Computer Aid, Inc. (CAI) | 70.40           | 15.25       | 85.65       |
| ICF Incorporated, L.L.C. | 66.00           | 16.94       | 82.94       |
| Infojini Consulting      | 63.60           | 17.36       | 80.96       |

|                                |       |       |       |
|--------------------------------|-------|-------|-------|
| Vastek Inc.                    | 61.00 | 19.79 | 80.79 |
| Ampcus Inc.                    | 62.60 | 18.11 | 80.71 |
| LanceSoft, Inc.                | 59.80 | 20.00 | 79.80 |
| AVID Technical Resources, Inc. | 60.00 | 16.28 | 76.28 |
| Coolsoft LLC                   | 58.40 | 17.4  | 75.81 |

Staff recommends contracts be awarded to the five highest-ranked proposers to serve as the IT Staff Augmentation bench: Computer Aid, Inc.; ICF Incorporated, LLC; Infojini Consulting, Inc.; Intratek Computer, Inc.; and Tryfacta, Inc.

**Budget Impact**

The amounts for which contract authority is requested are included in the Adopted Operating Budget for FY26 (\$2,057,505). Funding for subsequent years (FY27 and beyond) will be requested through the annual budget or an equivalent process. There is no financial commitment with respect to subsequent years, and work will be authorized only if funding is approved.

**Next Steps**

Upon award by the Board, Staff will issue contracts SP614A-E to the top five firms listed above and provide a Notice to Proceed to begin services for IT Staff Augmentation.

Prepared by: Kevin Gray, Chief Technology Officer  
Tammi Phillips, Senior Contract and Compliance Administrator

Approved by: Kevin Gray, Chief Technology Officer

**Attachment(s)**

[Presentation - SP614R-25 IT Technical Support Services](#)