Motion No. M2026-13

Contract Modification with four firms: Abacus Services Corporation, Infojini, Inc., Tryfacta, Inc., and 22nd Century Technologies, Inc., for temporary workers for IT services

Meeting:	Date:	Type of action:
Rider Experience & Operations Committee	04/02/2026	Final Action

Staff name:	Staff title:
Victoria Wassmer	Deputy CEO, Chief Finance & Business Officer
Randi Levin	**Chief Information Officer**

Proposed action

Authorizes the chief executive officer to increase the aggregate total amount authorized for the individual IT temporary contractor services contracts with Abacus Services Corporation, Infojini, Inc., Tryfacta, Inc., and 22nd Century Technologies, Inc. in the amount of $10,000,000, for a new total authorized aggregate amount not to exceed $20,000,000, plus applicable taxes.

Key features summary

- This contract modification would provide funding for temporary IT contractors to support increased number of personnel and facilities that require additional IT support.
- This increase was not planned for in the original contract as the drivers for growth began after the contracts were authorized. These drivers include: the accelerated pace of system expansion, organizational changes including Project MOST and subsequent adjustments, and short-term FIFA preparation and event-period support needs.
- Temporary contractors will serve as a bridge while the agency backfills currently authorized full-time employee positions within the IT division.
- The request for an additional $10,000,000 would provide between 15-30 temporary contractors through the original contract end date of August 2028 to support critical IT operational needs, including but not limited to, network engineering, IT project management, desktop support, and cloud/ data engineering.
- The contract was originally executed under Motion No. M2023-59.
- Applicable taxes are currently estimated to be $1,055,000.00.

Background

The IT division at Sound Transit supports end-user needs for the agency's people and buildings, as well as system operations. As these needs have grown in the agency, so has the need for IT support. Temporary services are commonly utilized by IT to maintain service continuity and backfill vacancies during staff turnover, as these vacancies generally take 4-5 months to fill.

Temporary services are also utilized to fill short-term project assignments for approved IT projects and programs. The use of IT temporary contractor services ensures that IT management staff can quickly acquire the skilled resources needed to address temporary workload demands.

Due to the fluid and evolving nature of the technology job market in the Seattle area, it may take longer to find qualified staff to fill permanent backfill roles. The ability to account for that delay and quickly deploy staff for projects and backfill positions ensures consistent service and project delivery to customers.

To ensure Sound Transit's use of temporary contract workers complies with applicable employment regulations, Sound Transit IT adheres to the adopted guidelines set by Agency Policy 302 regarding the use of temporary contract workers, including length of assignments and conditions.

These assignments have included Network Engineers, IT Project Managers, IT Client Services Technicians, IT Systems Administrators, Database Administrators, Web Developers, and other skillsets as required to ensure consistent agency support.

When seeking temporary contractor services for the IT division, Sound Transit competes the service request by submitting a description of the IT service(s) and requirements to the consultants. Sound Transit awards each task order by best value determination. The award of a contract does not create any guarantee or obligation on the part of Sound Transit to provide any minimum amount of work to the firms.

The IT division forecasts a continued need for temporary workers for short-term work assignments of no more than twelve months each (equivalent of 2,080 hours). As determined and directed by the IT division, the contracted vendors will furnish skilled temporary contract workers to perform various technical services for Sound Transit.

As additional IT projects to support the growth of operations are approved by the agency, temporary staffing needs for project work have increased. Additionally, typical staff turnover in the technology space requires that IT utilize temporary staff to ensure continuity of operations.

Procurement information

Prior to issuing the solicitation for these services, Sound Transit considered the project scope, the determining factors for contract award and the need for proposal discussions and revisions. It was determined that a Request for Proposals procurement method would be most advantageous to the agency. All services are on-call, meaning this is an indefinite delivery and indefinite quantity contract.

Sound Transit advertised Request for Proposals No. RTA/RP 0116-22, IT Temporary Contractor Services, on December 19, 2022. Forty-eight proposals were received by the February 6, 2023, submission due date. The proposals were evaluated based on the advertised evaluation criteria including Information Technology quality sample candidates; recruitment and retention of Information Technology talent; price; knowledge and experience of key individuals; firm(s) experience and history; and commitment to and compliance with Equal Opportunity Employment Law. The Evaluation Subcommittee determined an initial competitive range of 14 firms. The full Evaluation Committee evaluated the 14 proposals and requested revised proposals from 12 firms. After evaluating the 12 revised proposals, the evaluation committee determined four firms' proposals were the most advantageous to Sound Transit.

Pricing was determined to be fair and reasonable based on market research, competition, experience and comparison with the ICE at time of award. The current contracts use Bureau of Labor Statistics Index to Employee Cost Index to guide escalation. Pricing remains fair and reasonable.

Fiscal information

The temporary staffing services described in this proposed action will be assigned on an as-needed basis; this is not a commitment of funds. Funding for the temporary services will come from existing, Board approved Information Technology projects' authorized allocations and the Information Technology division budget, for a total amount not to exceed $22,110,000, including estimated taxes. As services will be rendered on an as-needed basis, cost distribution will be determined after budget is verified. This action does not have an impact on the affordability of the agency's Financial Plan as the services are already incorporated into Board adopted budgets.

Disadvantaged and small business participation

Sound Transit promotes and encourages small business participation. Small business goals are based upon an examination of subcontracting opportunities contained in the work of this contract/agreement and the number of small businesses available to perform such subcontracting work.

Sound Transit determined that there were few small business subcontracting opportunities based upon the work described in this contract/agreement, so small business goals were not established.

Public involvement

Not applicable to this action.

Time constraints

A one-month delay would significantly impact continuity of progress to the above-mentioned programs and project schedules.

Prior Board/Committee actions

Motion No. M2023-59: Authorized the chief executive officer to execute individual contracts with Abacus Services Corporation, Infojini, Inc., Tryfacta, Inc., and 22nd Century Technologies, Inc. to provide IT Temporary Contractor Services, for a two-year initial term with three one-year options to extend, for an authorized aggregate total amount for all four contracts not to exceed $10,000,000.

Environmental review – KH 3/16/26

Legal review – DLM 3/27/26

SOUNDTRANSIT

Motion No. M2026-13

A motion of the Rider Experience and Operations Committee of the Central Puget Sound Regional Transit Authority authorizing the chief executive officer to increase the aggregate total amount authorized for the individual IT temporary contractor services contracts with Abacus Services Corporation, Infojini, Inc., Tryfacta, Inc., and 22nd Century Technologies, Inc. in the amount of $10,000,000, for a new total authorized aggregate amount not to exceed $20,000,000, plus applicable taxes.

Background

This contract modification would provide funding for temporary IT contractors to support increased number of personnel and facilities that require additional IT support. This increase was not planned for in the original contract as the drivers for growth began after the contracts were authorized. These drivers include: the accelerated pace of system expansion, organizational changes including Project MOST and subsequent adjustments, and short-term FIFA preparation and event-period support needs.

Temporary contractors will serve as a bridge while the agency backfills currently authorized full-time employee positions within the IT division. The request for an additional $10,000,000 would provide between 15-30 temporary contractors through the original contract end date of August 2028 to support critical IT operational needs, including but not limited to, network engineering, IT project management, desktop support, and cloud/ data engineering. The contract was originally executed under Motion No. M2023-59. Applicable taxes are currently estimated to be $1,055,000.00.

The IT division at Sound Transit supports end-user needs for the agency's people and buildings, as well as system operations. As these needs have grown in the agency, so has the need for IT support. Temporary services are commonly utilized by IT to maintain service continuity and backfill vacancies during staff turnover, as these vacancies generally take 4-5 months to fill.

Temporary services are also utilized to fill short-term project assignments for approved IT projects and programs. The use of IT temporary contractor services ensures that IT management staff can quickly acquire the skilled resources needed to address temporary workload demands.

Due to the fluid and evolving nature of the technology job market in the Seattle area, it may take longer to find qualified staff to fill permanent backfill roles. The ability to account for that delay and quickly deploy staff for projects and backfill positions ensures consistent service and project delivery to customers.

To ensure Sound Transit's use of temporary contract workers complies with applicable employment regulations, Sound Transit IT adheres to the adopted guidelines set by Agency Policy 302 regarding the use of temporary contract workers, including length of assignments and conditions.

These assignments have included Network Engineers, IT Project Managers, IT Client Services Technicians, IT Systems Administrators, Database Administrators, Web Developers, and other skillsets as required to ensure consistent agency support.

When seeking temporary contractor services for the IT division, Sound Transit competes the service request by submitting a description of the IT service(s) and requirements to the consultants. Sound Transit awards each task order by best value determination. The award of a contract does not create any guarantee or obligation on the part of Sound Transit to provide any minimum amount of work to the firms.

The IT division forecasts a continued need for temporary workers for short-term work assignments of no more than twelve months each (equivalent of 2,080 hours). As determined and directed by the IT division, the contracted vendors will furnish skilled temporary contract workers to perform various technical services for Sound Transit.

As additional IT projects to support the growth of operations are approved by the agency, temporary staffing needs for project work have increased. Additionally, typical staff turnover in the technology space requires that IT utilize temporary staff to ensure continuity of operations

Motion

It is hereby moved by the Rider Experience and Operations Committee of the Central Puget Sound Regional Transit Authority that the chief executive officer is authorized to increase the aggregate total amount authorized for the individual IT temporary contractor services contracts with Abacus Services Corporation, Infojini, Inc., Tryfacta, Inc., and 22nd Century Technologies, Inc. in the amount of $10,000,000, for a new total authorized aggregate amount not to exceed $20,000,000, plus applicable taxes.

APPROVED by the Rider Experience and Operations Committee of the Central Puget Sound Regional Transit Authority at a regular meeting thereof held on April 2, 2026.

K Y Walker

Kristina Walker
Rider Experience and Operations Committee Chair

Attest:

Kathryn Flores

Katie Flores,
Board Administrator