WASILLA CITY COUNCIL MEMORANDUM

CM No. 02-17

TITLE: Award Of Contract For Information Technology Support Services For April 15, 2002 Through April 14, 2004.

COUNCIL MEETING DATE: April 8, 2002

ADMINISTRATION INITIAL:

REQUESTED BY: Finance Director

PREPARED BY: Deputy Clerk   Date Prepared: April 4, 2002

FISCAL IMPACT: YES
If yes, amount requested: $62,450 per contract year. Account No.:

SUMMARY STATEMENT:
The City of Wasilla solicited proposals for companies to provide network and AS400 technical service to the City of Wasilla. A total of nine companies responded to the Request for Proposal 2002-03 (RFP). Out of the nine proposals, four companies were chosen to present their proposals to a committee representing the various departments of the City of Wasilla.

The review committee scored the proposals based on several criteria such as proposer's ability to respond to the City's need's for support services, the technical skills and certification of their staff, proposer's service and support offerings, organizational stability, references, and cost of providing services. Based on the criteria listed in the RFP and the estimated cost of each proposal, the committee recommends the Council award the Contract for Information Technology Services to TekMate, Inc..

Per TekMate's fee schedule, it is projected that the cost for the Informational Technology services needed by the City of Wasilla will be approximately $62,450. Based on the fee structure that the City of Wasilla is currently contracted under, TekMate's fee structure will save the City of Wasilla approximately $48,000 over the next two years.

STAFF RECOMMENDED ACTION: Council award contract to Tekmate for Information Technology Support.

Attachments: Request for Proposal 2002-13 (RFP 2002-03) and TekMate's response to RFP 2002-03.

Appendix C

Resume of Jim Bates

James L. Bates

P.O. Box 770488
Eagle River, Alaska 99577
(907) 696-4623

Objective	Position as IS System Administrator or Manager.
Highlights	• Strong business background with 12 years IS experience.
	• Highly valued and effective as a manager and a co-worker.
	• Strong analytical and problem solving abilities.
	• Thrive on opportunities to assume responsibility.

Technical
- Built hundreds of IBM AS/400 hardware / software configurations for various clients nation wide.
- Installed AS/400s and LANs for multiple clients statewide.
- Thousands of hours of technical support to school districts, and other statewide client base.
- Extensive Systems Analyst, Program Development, SQL and Query work.

Training
- Training Coordinator for large training center.

Developed and conducted various IBM AS/400 training courses on System Operations, Query, etc.

Instructor of classes and labs of up to 16 students at a time.

Management

Managed large AS/400 hardware / software evaluation, implementation, training, and support project for major airline.

As a consultant, managed many Computer systems projects in all aspects.

16 years Purchasing / Inventory department management.

Professional Experience

REQUEST FOR PROPOSAL - RFP 2002-03

INFORMATION TECHNOLOGY SUPPORT SERVICES

The City of Wasilla (City) is issuing a Request for Proposal (RFP) to obtain the services of a qualified firm to provide Information Technology Support services. The City reserves the right to accept or reject any or all proposals or any part of any proposal.

1) General Terms and Conditions

UNDERSTANDING AND VARIATIONS: It is the Proposer's responsibility to read and understand the requirements of this solicitation of proposal. Proposers are required to state exactly what they intend to furnish to the City via this Solicitation and must indicate any variation to the terms, conditions, and specifications of this proposal, no matter how slight. If variations are not stated in the Proposer's proposal, it shall be construed that the proposal fully complies with all conditions identified in this request for proposals.

a) **RESPONSES:** All responses to this RFP must comply with the General Conditions.

b) **RFP SUBMISSION:** The Proposer shall submit one (1) original and six (6) copies of the proposal to the Finance Department, City Hall, 290 E. Herning, Wasilla (Mailing address: City of Wasilla, Attn: Finance Deparment, 290 E. Herning, Wasilla, AK 99654) by 3 p.m. on March 22nd, 2002. The original proposal must be manually and duly signed in ink by a Corporate Officer with the authority to bind the bidding company by his/her signature.

c) **PRICES, TERMS, AND CONDITIONS:** All prices, terms, and conditions quoted in the submitted RFP will be firm for acceptance for sixty (60) days from the date of the RFP opening date unless otherwise stated by the City.

d) **WITHDRAWAL OF RFP:** Any Proposer may withdraw its RFP prior to the indicated opening time. The request for withdrawal must be submitted in writing to the City Clerk's office.

e) **QUANTITIES:** Quantities shown are estimates only. No guarantee or warranty is given or implied by the City as to the total amount that may or may not be purchased from any resulting contract. The City reserves the right to decrease or increase quantities as required.

f) **PERFORMANCE:** Failure on the part of the Proposer to comply with the conditions, terms, specifications, and requirements of the RFP shall be just cause for the cancellation of the RFP award. The City may, by written notice to the Proposer, terminate the contract for failure to perform. The date of

termination shall be stated in the notice. The City shall be the sole judge of nonperformance.

g) **DEFAULT:** In the event that the successful Proposer defaults on the contract or the contract is terminated for cause due to performance, the City reserves the right to obtain the materials or services from the next lowest Proposer or other source during the remaining term of the contract. Under this arrangement the City shall charge the Proposer any excess cost occasioned or incurred thereby.

h) **ASSIGNMENT:** The Proposer shall not transfer or assign the performance required by the RFP without the prior written consent of the City. Any award issued pursuant to this RFP and moneys that may become due hereunder are not assignable except with prior written approval of the City.

i) **RFP PREPARATION EXPENSE:** The Proposer preparing an RFP in response to this proposal shall bear all expenses associated with its preparation. The Proposer shall prepare an RFP with the understanding that no claim for reimbursement shall be submitted to the City for the expense of RFP preparation or presentation.

j) **OMISSION OF DETAILS:** Omission of any essential details from these specifications will not relieve the Proposer of supplying such product(s) as specified.

k) **CLARIFICATION TO TERMS AND CONDITIONS:** The Proposer shall examine all RFP documents and shall judge all matters relating to the adequacy and accuracy of such documents. Any inquiries, suggestions, requests concerning clarification or solicitation for additional information shall be submitted in writing to the City of Wasilla's Finance Office. The City shall not be responsible for oral interpretations given by any City employee or its representative.

The City shall issue a written Addendum if substantial changes which impact the submission of the RFP is required. A copy of such addenda will be mailed or distributed via facsimile transmission to each Proposer receiving the proposal.

2) INTRODUCTION

a) *Overview of Information Technology Support Service Requirements*

The City of Wasilla is soliciting proposals for Information Technology support services related to regularly scheduled technical support, as needed call-out support, and other technology services.

The service agreement will be in effect for a duration of two years. The City reserves the right to renew the contract for three (3) additional one (1) year terms pending a mutual agreement between the City and the vendor, and a review, by the City, of the vendor's contract performance for the previous year. The successful proposer will begin service on April 15, 2002.

The successful proposer must offer services to City of Wasilla government, police department, and public library.

b) *Required services include, but are not limited to:*

   i)   Regularly Scheduled Technical Support Services – Two eight hour days per week and Two days per month at Library.

   ii) As-needed Call-out Support Services

   iii) Technical Project Services

   iv) Product Resale

   v)   Business Application Training

   vi) Remote Support

c) *City of Wasilla Network Infrastructure*

   The City of Wasilla network infrastructure consists of the following components:

   i)   One Microsoft Exchange Server

   ii) One Microsoft SQL Server

   iii) One AS/400 running HTE City financial software (estimate addition of one more AS/400 in Calendar Year 2003)

   iv) Two Microsoft NT 4.0 file and print servers

   v)   One Windows 2000 Terminal Server for remote access

   vi) One Watchgaurd Firebox II

   vii) HP Procurve Fiber Switches with fiber background & Specturm Wireless router

   viii) GCI DSL Internet Service

   ix) Microsoft Windows 2000, Windows 95/98, NT, Office 97 & Office 2000

   x)   15 Laptops

   xi) 60 desktops: Dell, HP, Micron

3) Schedule

Request for Proposal Issued	March 7, 2002
Inquiry Due Date	March 15, 2002
Proposal Due Date – By 3:00 p.m. City of Wasilla Finance Office – Wasilla City Hall	March 22, 2002

Presentation of Proposals   March 27-28, 2002

Contract Award   April 08, 2002

Contract Begins   April 15, 2002

4) Inquiry

All inquiries must be submitted in writing to Wasilla City Hall, Attn: Finance Department, 290 E. Herning, Wasilla, Ak 99654 by March 15, 2002 for questions about the engagement and proposal.

A written Addendum, if required, will be issued by March 18, 2002.

5) Evaluation of Proposals

a) *Evaluation Criteria*

Proposals will be consistently evaluated and scored on the criteria identified below. The evaluation criteria may not be listed in order of priority. The objective of this RFP is to ensure the selection of services is adequate in all respects. Proposals will be evaluated on a weighted average of all evaluation criteria. The relative weights of evaluation criteria will not be disclosed prior to proposal submission and will not be disclosed until and unless a contract is awarded.

Proposers must provide a response to the following evaluation criteria:

i) Proposers company/organizational overview

ii) Proposers project methodology

iii) Approach to maintenance support

iv) Maintenance and warranty capabilities

v) Technical skills and certifications of staff

vi) Vendor certifications and alliances

vii) Organizational stability, dependability, geographical location, length of time in business, corporation and professional demeanor

viii) Proposer's Service and Support offerings

ix) Ability to respond to City's needs for Technology support services related to

regularly scheduled technical support, as needed call-out support, and other Information Technology services as listed in **Section *6.a through 6.d Statement of Work.***

x) Proposer's Past Performance of Comparable Work:

 (1) Past performance of comparable work completed for public entities or private business;

 (2) Length of time and experience the proposer has performed such work

 (3) Quality of performance on previous projects and comparable services

xi) Business references

xii) Cost:

 (1) Each proposal will be examined to determine whether the calculations shown on the various cost schedules are accurate.

 (2) The City may reject any cost proposal that is incomplete and/or in which there are significant inconsistencies or inaccuracies on cost schedules.

6) Statement of Work

Proposers must respond with their capabilities for each of following services:

a) *Network Support Capabilities*
Address the support capabilities for the network infrastructure as outlined in *2.c City of Wasilla Network Infrastructure.*

b) *Regularly Scheduled Technical Support Services*

 i) Address the support capabilities and methodology that will be used to support the City's current need of technical support of two 8-hour days per week and two 8-hour days per month at the library.

 ii) Provide a fee schedule.

c) *As400 Support Services*

 i) Address the support capabilities and methodology that will be used to support the City's need for As400 technical support.

 ii) Provide a fee schedule.

d) As-needed Call-out Support Services

i) Address the support capabilities and methodology that will be used to support the City's need for as-needed call-out support outside of the regularly scheduled support services. This will include response times for emergency and non-emergency requests.

ii) Provide a fee schedule.

e) Technical Project Services

i) Describe technical project capabilities and provide six project references.

ii) Provide a fee schedule.

f) Other Information Technology Services

Describe capabilities, delivery methodology, and fee methodologies, as approropriate, for the following services:

i) Product Resale
ii) Business Application Training
iii) Remote Support

g) Subcontractor Disclosure

If utilizing subcontractor(s), proposer will submit subcontractor information in answer to *5.a Evaluation Criteria and 6.a through 6.d Statement of Work for each.*

7) Selection Process

a) The Finance Department will receive all proposals.

The Finance Department will review the proposals and forward the top proposals to a selection committee comprised of four City representatives from various departments. A maximum of five proposals will be sent to the selection committee.

b) The selected companies will be invited to an interview with the selection committee.

The City will notify those companies selected for the interview process and will schedule interviews for March 27th through March 28th, 2002.

c) *No more than three people may be part of the Company's presentation team.*

d) *Presentations should not last longer than 45 minutes, with 15 minutes available for questions and answer.*

No interview will last longer than 60 minutes.

e) *No competing Company will be permitted to be present in the room to hear the presentations of any other competing Company.*

8) Final Selection

The final selection of the successful proposer will be made by the City of Wasilla City Council at a regularly scheduled Council meeting on April 8th, 2002. The successful proposer will be notified in writing.

9) Miscellaneous

a) *City Prerogatives*

The City of Wasilla reserves the right to award to the responsible company whose proposal is judged to be in the best interests of the City, with the City being the sole judge thereof; to negotiate with any or all proposers; to reject any or all proposals, in whole or any part thereof; and to waive any minor technicalities or informalities in accordance with the City's determination of its own best interest.

b) *Venue*

Any dispute or controversy arising out of this Request for Proposals shall be governed by the laws of the Sate of Alaska, and venue shall be in Wasilla, Alaska only.

PLEASE NOTE: FAILURE TO COMPLY WITH ANY PART OF THIS REQUEST FOR PROPOSAL MAY RESULT IN REJECTION OF THE PROPOSAL.

PROPOSER INFORMATION SHEET FOR RFP #2002-03

Proposer must: Provide all requested information in the space provided next to each numbered question; and

Type or print response.

	Firm Name	

	Street Address	

	City, City, Zip Code	

	Telephone Number Information		
	Area Code:	Number:	Extension:

	Facsimile Number Information	
	Area Code:	Number:

	Toll Free Number Information (if available)		
	Area Code:	Number:	Extension:

	Federal Tax Identification Number	

	Contact Person for Questions/Contract Negotiations, including address if different than above		
	Name and Title:	Address:	Email Address:

	Telephone Number for Contact Person		
	Area Code:	Number:	Extension:

	Facsimile Number Information for Contact Person	
	Area Code:	Number:

	Name of Individual Authorized to Bind the Organization	
	Name:	Title:

	Signature (Must be in blue ink and individual must be authorized to bind the organization)	
	Signature:	Date:

March 22, 2002

Ted Leonard, CMA
Finance Director
Office of the Finance Director
290 E. Herning
Wasilla, Alaska

Dear Mr. Leonard,

We are submitting the enclosed proposal in response to RFP 2002-03. It is our intention to submit a proposal free of the numerous pages of technical boilerplate, which has become all too common in the bidding process.

Instead, we intend to offer you a partnership between The City of Wasilla and TekMate Inc. We will bring some distinct advantages to the process of meeting your needs for Information Technology Support Services:

1. *As a small-size firm, we have the flexibility and responsiveness to meet all you needs. We offer you the level of service and commitment that the national firms save for their largest clients.*
2. *At the same time, we have the resources, specialized knowledge, and experience to handle complex problems or projects quickly.*
3. *Senior partners of our firm will be directly involved in providing you with superior Information Technology Support Services.*
4. *We provide the highest quality services at a cost-effective price. And all the service and support you could ever need are available locally.*

When you consider the 4 factors of expertise, professionalism, experience and overall value, you come to one inescapable conclusion: TekMate Inc. is the best choice for The City of Wasilla.

We look forward to working with you on this project.

Sincerely,

Shawn Fuller
President

Table of Contents

TekMate, Inc

Your Technology Partner

1. EXECUTIVE SUMMARY

Introduction

TekMate appreciates this opportunity to present a proposal of Information Technology Support Services to the City of Wasilla. We understand the objectives outlined in the Request for Proposal and hope to have the opportunity to work with you to achieve your goals. We believe that you will find TekMate's quality services exceed your expectations.

This Request for Proposal addresses solutions for Information Technology Support Services for the City of Wasilla and includes pricing associated with them. Our recommendations are based on information provided in your RFP and may change after gaining a better understanding of your needs. We look forward to reviewing this proposal in detail with you when you are ready to select an Information Technology Support Services provider.

Our recommendations are comprehensive and focused on your objectives. Our pricing is competitive, and we will be committed to serving your needs. We encourage you to review this proposal in detail and make the cost-effective choice of selecting TekMate Inc. as your Information Technology Support Services Provider.

Our Mission

We maintain a leadership role within the information technology field by providing our clients with innovative products, services, and competitive pricing. We concern ourselves with our employees' quality of life through career and professional advancement opportunities; and, by sharing our talents and resources to improve the community we serve.

Our Vision

TekMate's vision is to be the first choice of those seeking exceptional information technology products and services.

Our Values

- Dedication to providing superior service to our clients.
- An unwavering commitment to quality.
- Commitment to the well-being and growth of associates.
- Active concern for the well being of our community.
- Emphasis on initiative and innovation.

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In summary, if you should have any questions, please contact **Shawn Fuller, President, at (907) 376-1241.** Thank-you and we look forward to creating a collaborative working partnership with you.

2. Scope of Services

Tekmate Inc. is prepared to provide all of the services delineated in the RFP as presented below.

a) Overview of Information Technology Support Service Requirements

The City of Wasilla is soliciting proposals for Information Technology support services related to regularly scheduled technical support, as needed call-out support, and other technology services.

The service agreement will be in effect for a duration of two years. The City reserves the right to renew the contract for three (3) additional one (1) year terms pending a mutual agreement between the City and the vendor, and a review, by the City, of the vendor's contract performance for the previous year. The successful proposer will begin service on April 15, 2002.

The successful proposer must offer services to City of Wasilla government, police department, and public library.

b) Required services include, but are not limited to:
   i)   Regularly Scheduled Technical Support Services

   ii) As-needed Call-out Support Services

   iii) Technical Project Services

   iv) Product Resale

   v)   Business Application Training

   vi) Remote Support

c) City of Wasilla Network Infrastructure
   i)   One Microsoft Exchange Server

   ii)   One Microsoft SQL Server

   iii) One AS/400 running THE City financial software (estimate addition of one more AS/400 in Calendar Year 2003)

   iv)   Two Microsoft NT 4.0 file and print servers

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v)   One Windows 2000 Terminal Server for remote access

vi)   One Watchguard Firebox II

vii) HP Procurve Fiber Switches with fiber background & Specturm
      Wireless router

viii) GCI DSL Internet Service

ix)   Microsoft Windows 2000, Windows 95/98, NT, Office 97 &
      Office 2000

x)   15 Laptops

xi)   60 desktops: Dell, HP, Micron

3. Evaluation Criteria

Proposers must provide a response to the following evaluation criteria:

i) Proposers company/organizational overview

TekMate is a Total solution company providing innovative and cost-effective solutions around Microsoft, Novell, and AS/400 systems.

TekMate prides itself on having the highest qualified Network Engineers that are certified to develop and deploy a solution that meet the customer's business requirements and needs.

Once the solution is in place TekMate can deliver the training for individuals who will maintain that solution and/or the end user of that system.

ii) Proposers project methodology

What is the most important facet on any project and its expected success? The methodology by which that project goes forward. And what is the best way to ensure that any new implementation involves proper testing and training? Again, the methodology by which that project goes forward.

It's quite simple, without proper management and event scheduling, clear and accurate communications between all parties involved, and effective design and planning, a project is usually sunk before it

even begins. And software solution delivery is no different. Using a proven Project Methodology, TekMate is in the position to deliver your solution into your operational environment with speed, simplicity, and efficiency. Just like our solution sets, our Project Methodology is simple, fluid, and precise; and it is this methodology, designed and maintained with a focus on a commitment to our customers, which allows us to deliver to you on-time and on-budget every time and with the highest return of investment in the industry.

TekMate logically divides a project into three major phases that allow for fluidity within a TekMate project. This fluidity ensures that all project goals are met within the given timeline, yet allows for a degree of elasticity within that timeline. Bookending these three phases are two peripheral phases, which help to ensure the highest success for your project.

Following are the phases contained within the TekMate Project Methodology:

- *Project Agreement Phase*
- *System Pilot Review*
- *System Installation*
- *System Warranty*
- *Post Project Service*

Project Events: The project phases are then further divided into specific events, which encompass the major milestones of the project. These events, at times, call for face-to-face meetings where reviews, acceptance, and training occur.

Project Management: In order to guarantee all project objectives are reached in a timely and orderly manner, project management is an essential part of any TekMate project. The project manager ensures project consistency, communication, and status as well as the maintenance of the project timeline.

Project Resources: The project resources are structured in such a way as to ensure proper planning and execution of all project events and solution deliverables. Any issues are resolved quickly and decisively, and any questions are dealt with in a timely fashion.

iii) Approach to maintenance support

TekMate Maintenance is with you for the life of the network. We offer flexible services tailored to the level of support you need. From

consulting to comprehensive network operations, we bring the same level of expertise and attention to detail required to keep your network running. And as your needs evolve, TekMate Maintenance will be there to help your network infrastructure keep pace.

We provide a broad range of network maintenance and support services to our clients, including installation, operation, technical support, and more. We allow clients to work more efficiently with each other by maintaining a network that operates well. TekMate provides access to the full spectrum of technical resources on both a transitional and long-term basis in multi-OS, server and workstation computing (PC/LAN), voice and data communications (LANS/WANS), and client server environment. We are capable of working on any level of network and have the flexibility of working on immediate, short-term projects as well as projects that require assistance for a year or more.

Typical support services include:

- Remote network monitoring and predictive maintenance packages
- Equipment support and upgrade contracts
- Complete outsourced network operations
- Scheduled onsite network engineering/maintenance
- Staff augmentation for network administration, projects, and design
- Consulting
- Emergency troubleshooting

iv) Maintenance and warranty capabilities

TekMate will honor, in full, manufacturer's warranty on all hardware purchased from TekMate. These often are carry-in warranties. TekMate will provide warranty maintenance service on-site for no additional fees for the first 60 days of operation.

v) Technical skills and certifications of staff

IBM Certified AS/400 Technical Solutions Specialist
IBM Certified AS/400 Solution Sales Specialist
MCSE-Microsoft Certified Systems Engineer
MCSE+I-Microsoft Certified Systems Engineer+Internet Technologies
MCT-Microsoft Certified Trainer
WCSP-Watchguard Certified Systems Professional

A+-Comptia Certified Hardware/Software Engineer
N+-Comptia Certified Network Engineer
CNA-Certified Novell Administrator
MCNE-Master Certified Novell Engineer
ASE-Compaq Accredited Systems Engineer

vi) Vendor certifications and alliances

Microsoft Certified Partner
Watchguard Reseller
Compaq Referral Partner
Authorized Dell Reseller
GFI Software reseller
Ingram Micro

vii) Organizational stability, dependability, geographical location, length of time in business, corporation and professional demeanor

TekMate Inc. was started in September 2001. As a newly started business we do not have a long business history as such. However, we believe that the reputations of the technicians, their experience as evidenced in the attached resumes, along with their professionalism and dependability is known to you through their previous work for the City of Wasilla. The stability of any organization is only as strong as the individuals that comprise that organization. Our technicians and corporation are local and will guarantee the best possible support we can give to the City of Wasilla.

viii) Proposer's Service and Support offerings

TekMate is a total solution company providing innovative and cost-effective solutions around Microsoft, Novell, and AS/400 systems. TekMate prides itself on having the highest qualified network engineers that are certified to develop and deploy a solution that meets the customer's business requirements and needs. Once the solution is in place TekMate can deliver the training for individuals who will maintain that solution and/or the end user of that system.

Our technicians are intimately familiar with the components of the City of Wasilla network infrastructure and can provide any service, hardware, or training for the components in that network. We can offer support for any design work, implementation or installation if the City of Wasilla might later wish to add or upgrade any component

in that infrastructure. We are fully capable of supporting your network in any manner you wish.

ix) Ability to respond to City's needs for Technology support services related to regularly scheduled technical support, as needed call-out support, and other Information Technology services as listed in Section **6.a through 6.d Statement of Work.**

x) Proposer's Past Performance of Comparable Work:

   (1) Past performance of comparable work completed for public entities or private business;

   Providence Hospital – Outsource for 40hrs a week, provided support services from the Desktop rollouts to install and configure new Compaq servers.

   ATULD- Outsource for 16hrs a week. Network Administrator, provided support services for all network components, which included: Servers, workstations, routers, switches, hubs, backups, and Telco related services.

   City of Wasilla- Outsource for 16hrs a week. Network Administrator, provided support services for all network components, which included: Servers, workstations, routers, switches, hubs, backups, and Telco related services.

   (2) Length of time and experience the proposer has performed such work

   We have 8 yrs combined experience in providing outsourcing to companies who do not need to have a full time Network Administrator. Experience can be found in the following: Appendix A, B and C.

(3) Quality of performance on previous projects and comparable services

> *We pride ourselves on providing quality service for all of our work and outsourcing. Client reviews have shown that we rate high for the quality of our work and customer service.*

xii) Business references

> *Alaska Municipal League/Joint Insurance Association*
> *Marcus Ballou   Contact Phone: (907) 258-2821*
>
> *Alaska Teamsters Employee Service Corporation*
> *Dennis White   Contact Phone: (907) 565-8328*
>
> *Bering Air*
> *Rachel Tunley   Contact Phone: (907) 443-5639*
>
> *City of Valdez*
> *Karen Weiland   Contact Phone: (907) 835-4313*
>
> *Matanuska Susitna Borough*
> *Randy Jones   Contact Phone: (907) 746-7405*

xii) Cost:

(1) Each proposal will be examined to determine whether the calculations shown on the various cost schedules are accurate.

> *Tekmate understands this clause and accepts responsibility for our calculations.*

(2) The City may reject any cost proposal that is incomplete and/or in which there are significant inconsistencies or inaccuracies on cost schedules.

> *Tekmate understands this clause and accepts responsibility for our calculations.*

4. Statement of Work

Proposers must respond with their capabilities for each of following services:

a)Network Support Capabilities

Address the support capabilities for the network infrastructure as outlined in **2.c City of Wasilla Network Infrastructure.**

Tekmate fully understands and accepts responsibility for the requirements outlined in 2.c City of Wasilla Network Infrastructure. The attached resumes will show that our technicians are experienced in all components listed under Section 2c of the RFP. In fact, our technicians, in many instances, were responsible for designing, implementing and installing the components used in the City of Wasilla network infrastructure.

b) Regularly Scheduled Technical Support Services

    i) Address the support capabilities and methodology that will be used to support the City's current need of technical support of two 8-hour days per week and two 8-hour days per month at the library.

A TekMate engineer/technician well be scheduled on a regular basis. The City of Wasilla can schedule the days and hours our services are needed, TekMate will adjust our scheduling accordingly.

    ii) Provide a fee schedule.

TekMate would bill the City of Wasilla accordingly: $55/hour for all non-project work and $100/hr for project work. We will charge no overtime and we will charge no travel time.

c) AS/400 Support Services

    iii) Address the support capabilities and methodology that will be used to support the City's need for AS/400 technical support.

Tekmate will offer the City support for the AS/400 as regularly scheduled work, on an emergency and non-emergency call-out basis and for the purposes of project work. We offer full AS/400 support in all of these categories.

The methodology utilized by TekMate for the AS/400 support is the same as that for non-AS/400 work.

    iv) Provide a fee schedule.

TekMate would bill the City of Wasilla accordingly: $75/hour for all non-project work and $125/hour for project work. We will charge no overtime and we will charge no travel time.

d) As needed Call-out Support Services

    i) Address the support capabilities and methodology that will be used to support the City's need for as-needed call-out support outside of the regularly scheduled support services. This will include response times for emergency and non-emergency requests.

TekMate would provide all the same support capabilities and utilize the same methodology for "as needed Call-out Support Services" as we would provide for the regularly scheduled support services.

The response times are: 90-minutes for emergency support services and 4-hours for non-emergency support services. These response times are applicable to AS/400 work and non-AS/400 work.

    ii) Provide a fee schedule

TekMate would bill the City of Wasilla for all non-AS/400 work on an as needed-basis (emergency or non-emergency) accordingly: $100/hr for technical services. We will charge no overtime and we will charge no travel time.

TekMate would bill the City of Wasilla for AS/400 work on an as needed-basis (emergency or non-emergency) accordingly: $125/hour for technical services. We will charge no overtime and we will charge no travel time.

e) Technical Project Services

    i) Describe technical project capabilities and provide six project references.

Project Management
Needs and Technology Assessment
Designs
Implementation
Network Installation and Upgrades
Security Audits and Implementation

See attached resumes for a list of projects:
Appendix A, B and C.

    ii) Provide a fee schedule.

TekMate would bill the City of Wasilla for technical project services work accordingly: AS/400 work to be billed at $125/hour and non-AS/400 work to be billed at $100/hour. We will charge no overtime nor will we bill for travel time.

f) Other Information Technology Services

Describe capabilities, delivery methodology, and fee methodologies, as appropriate, for the following services:

I Product Resale

TekMate can supply any technological hardware and software to the City from any of the leading technology suppliers. We have alliances with most leading resell distributors. Over-night shipment of hardware or software is available when necessary. Our pricing will be based on a government-based structure when qualified. All other pricing will always be at or below suggested retail price.

Ii Business Application Training

TekMate can provide Application training on all current business applications in use today. Fees for application training are: On-Site $80/hr plus training material, Off-Site $100 per student per day plus training material.

Iii Remote Support

Troubleshooting and diagnostic support can be provided via remote dial access, Virtual Private Network (VPN) and Terminal Services connection to the clients network (with their permission). This type of support may allow a problem to be isolated and appropriate corrective action taken in a timelier manner. Fees for remote support are billed at 15min. increments with a minimum of 15min. The billing rate for remote support is $100/hour.

g) Subcontractor Disclosure

If utilizing subcontractor(s), proposer will submit subcontractor information in answer to **5.a Evaluation Criteria and 6.a through 6.d Statement of Work** for each.

TekMate Inc. does not plan to utilize a subcontractor for the purpose of this RFP therefore this section is non-applicable.

TekMate, Inc
Your Technology Partner

4. Resumes

Appendix A

Resume of Shawn Fuller

Profile

Summary: Shawn is an experienced network engineer with MCSE+I (NT4.0 & W2K) and CAN 5.1 (Novell) certifications and additional experience and training in Exchange and IIS. Shawn has installed networks throughout the state of Alaska for the last 8 years. His main focus is on Microsoft products. Shawn currently delivers Microsoft Official Curriculum for the Windows 2000 family of products and electives which include; Exchange 2000, Internet Information Services and Internet Security and Acceleration server (ISA). Shawn has been certified on Windows 2000 since 1999.

Strengths: system analysis and design, with focus on project management, consulting, and design. Exceptional combination of technical and communication skills. Effective as a mediator between vendors and clients. Experience in consulting, surveys, demonstrations, LAN/WAN design, installation, implementation, and project management.

Skill set: expertise with all makes and models of PCs, LANs, WANs, and Compaq Servers. Current certifications include: MCSE NT4.0 & W2K, MCSA, CNA, A+, N+, WCSP, and HP Certified Tech.

Experience/Projects

ProComm Alaska

Installed and configured Windows 2000 Advanced Server with Active Directory for ProComm Alaska. They have sites located in Wasilla, Anchorage and Fairbanks, which are connected with 2600 series routers with VOIP enabled. We are in the process of installing and configuring Exchange 2000 with Outlook Web Access (OWA).

Alaska Native Tribal Health Consortium

Installed and configured a WAN in the state of Alaska, which included: 2 Core routers, one at GCI and one at ATT. The edge routers ranged from 1700 series to 2600 series. This installation included Voice Over IP (VOIP) for remote villages located throughout Alaska. The project also included delivering Windows 2000 to 283 remote locations and deploying TeleHealth Carts.

TeleHealth carts are wireless connections to Windows 2000 servers, which allow doctors to move the carts between rooms. The server is connected to the WAN, allowing the doctors to interact with Alaska Native Medical Center for teleradiology and telemedicine. Shawn is presently teaching Windows 2000 classes for ANTHC in-house administrators. Student's experience level varies from no experience to high-level engineers.

Anchorage Neighborhood Health Center

Windows 2000/Exchange/LAN/WAN Design and Implementation

Designed a Windows 2000 network with Active Directory and Exchange 2000 with Outlook Web Access (OWA). This design consisted of three sites: Main HQ and two other offices located in Anchorage. The WAN design was utilized, consisting of three Cisco 2600 Series routers connected with T1. Setup and configured all the routing and DHCP options to support Windows 2000. Installed and configured all network infrastructure services that Windows 2000 natively supports: DHCP, DNS, and others. Installed five new Dell 2500 series servers. Installed and configured Terminal Service on each server allowing the Network Administrator to have remote control of the entire network from any workstation. This 130hr project included the same methodology utilized by TekMate; the project was a huge success.

Alaska Village Co-op
New Network
June 2001

Windows 2000 Small Business Server design and implementation utilizing Internet Security and Acceleration server, Exchange 2000, OWA and SQL 2000. This project included Windows 2000 Professional installed and configured on Dell Optiplex workstations.

Perkins Coie, LLC

Converted and migrated a Microsoft Mail 3.5 Server running on a 486/66 to Microsoft Exchange 5.5 Server running on a Compaq Proliant 1600 server. Created a batch file to install Outlook 97 automatically. Also created a batch file to delete Microsoft Mail Client 3.5. Migrated a 50-user network connected to a larger Microsoft Exchange organization.

Piquip Management Corp.

Lead Network Engineer, supervised three engineers

Performed Year 2000 testing on all hardware, software and network operating systems for Piquing Management Corporation. Hardware consisted of HP, Compaq, Macintosh, and miscellaneous other workstations. Tested network equipment including hubs, switches and Cisco routers. Utilized NSTL YMARK2000 testing software to test Netware, NT, and Win95&98 operating systems. Created the final write up and made recommendations for PMC to be Year 2000 complaint.

ATU Long Distance

Lead support engineer to maintain and upgrade a four-server site providing critical billing, sales, and administration functions. Monitored and maintained all network and desktop functions performing upgrades as needed. Made recommendations to client. Servers included a Compaq Proliant 5000R, a Dell Power Edge 2200, and Gateways running NT 4.0, Exchange 5.0, SCO Open Unix Server, SQL 6.5, IIS 3.0, Citrix Winframe RAS services, and Wingate 2.1e firewall software. Workstations included Sony, Gateway, and Compaq PCs running NT Workstation 4.0, Office 97, Outlook 97 & 98, and ACT 3.0. Third-party customer service and billing software was maintained locally with back-end processing on out of state mainframes. Changes to locally written programs and billing files were coordinated with local and remote programming and administrative staff.

Alaska State Mortgage

Installed and configured Netware 5.1 with Internet Access. The server was a Compaq DL370 with redundant drives and hot swap power supplies. Installed and configured Windows 2000 Professional as the desktop system. Installed and configured a Watchguard SOHO firewall.

City of Wasilla

Network Installation and Outsource

Installation and support of a 40 user Metropolitan Area Network linking City Hall, the Library, the Museum, and a maintenance shop using fiber and Cisco Catalyst switches. File and print services (NT 4.0), eMail and scheduling (Exchange 5.0), and mainframe (AS/400) integration (IBM's Client Access) provided core

services. A DMZ and firewall allowed limited public access and Web services. Installed and configured a Watchguard Firewall. Clients used Windows 95, Outlook 97/98, and Office 95.

EDUCATION

University of Alaska Anchorage 1.5yrs

Introduction to Cisco Router Configuration

2126- Managing a Windows 2000 Network Infrastructure
2272- Windows XP Professional
2151- Windows 2000 Network and Operating Systems Essentials
2152- Windows 2000 Server and Professional
2153- Windows 2000 Network Infrastructure
2154- Windows 2000 Active Directory
1560- Updating Windows NT 4.0 to Windows 2000
1561- Windows 2000 Active Directory Service Design
1562- Windows 2000 Network Infrastructure Design
1572- Exchange 2000 Server Administration
2150- Windows 2000 Security Design
2159- Internet Security and Acceleration Server
NetWare 5.1 Administration
Fundamentals of Internetworking
Netware TCP/IP Transport
NetWare 5.1 Installation & Configuration
Networking Technologies

Appendix B

Resume of Fred Bauer

Profile

Summary: Fred is one of our most experienced network engineers counting 15 years in PC operation and repair and 8 years in network management. In addition, Fred has had 5 years experience in Macintosh operation. He has installed dozens of networks throughout Alaska, many in remote areas with minimal support infrastructure. Over the years Fred has upgraded and cleaned up many aging and poorly installed networks.

Strengths: system analysis and design, with focus on project management, consulting, and design. Exceptional combination of technical and communication skills. Effective mediator between vendors and clients. Experience in consulting, surveys, demonstrations, LAN/WAN design, installation, implementation, and project management.

Skill set: expertise with all makes and models of PCs, LANs, WANs, and Compaq Servers. Current certifications include: MCSE NT4.0 & W2K, CNA, CNE, MCNE, A+, HP Certified Tech, and Compaq ASE.

Experience

Anchorage Neighborhood Health Center

Windows 2000/Exchange/LAN/WAN Design and Implementation

Designed a Windows 2000 network with Active Directory and Exchange 2000 with Outlook Web Access (OWA). This design consisted of three sites: Main HQ and two other offices located in Anchorage. The WAN design was utilized, consisting of three Cisco 2600 Series routers connected with T1. Setup and configured all the routing and DHCP options to support Windows 2000. Installed and configured all network infrastructure services that Windows 2000 natively supports: DHCP, DNS, and others. Installed five new Dell 2500 series servers. Installed and configured Terminal Service on each server allowing the Network Administrator to have remote control of the entire network from any workstation. This 130hr project included the same methodology utilized by TekMate; the project was a huge success.

Owens & Turner
Novell Network Upgrade
June 2001

Designed and installed Novell network upgrade Netware 4.11 to 5.1. Designed an upgrade solution for GroupWise 5.0 to 5.5 with the enhancement pack for GroupWise, allowing the client to access to e-mail via the web. Installed three Compaq servers with Insight Manager allowing the servers to be updated remotely with new device drivers and DLL files. This was a 200 hr project, which consisted of:

Writing the Systems Requirement Specifications
Designing the Network
Performing the implementation from the design.

Bering Air
Novell Upgrade
September 2001

Designed a Novell Netware and Windows 2000 Network implementing Microsoft Terminal Services for all remote locations. Installed Compaq servers with Insight Manager to allow Bering Air to manage their Compaq servers remotely. Designed remote control solution for Bering Air; all workstations throughout Alaska can be controlled from anywhere the Network Administrator has Internet access.

Northern Adjusters
VPN
December 2000

Designed and installed VPN between four locations within the State of Alaska. This network consisted of Watchguard Firewalls. The main firewall was installed at the corporate office in Anchorage. SOHO units were installed and configured at four remote locations. This allowed for improved bandwidth and reliability between Anchorage and the remote offices.

Alaska Sea Life Center
Jan. 2000
Designed and installed Windows NT network upgrade. Replaced three Microsoft NT servers with no interruption to the users. Configured Cisco firewall to protect the Sea Life Center from inappropriate use from the Internet while allowing the public to access the web and ftp servers.

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Regulatory Commission of Alaska
March 2000

Designed and implemented NOS rip and replace. Installed two Microsoft NT servers migrating the users and data from Novell servers. Imaged 80 NT Workstations utilizing roaming profiles and remote software update.

Chugach Electric
March 2000

Analyze Chugach Electric's business processes and made recommendations for a three-year network expansion plan.

United States Air Force
April 2000

Designed migration path from Novell Netware for a 200-user network. Installed and configured a Compaq 6000 server running Windows NT and Compaq Insight Manager.

US Dept. of the Interior
June 2000

Designed firewall system to protect 12 sites.

Mat-Su Borough/School District
August 2000

Designed and implemented Novell ZenWorks at 8 locations to allow complete control of all network nodes. This enabled the Network Operation Center to implement software updates, maintain inventory/asset control, and remotely operate all network workstations.

Owens & Turner
Operating System Upgrade
February 1999 – April 1999

Upgraded a law firm to use NT Workstation, NetWare 5, and GroupWise 5.5. Used Microsoft's zero administration tools, imaging, and Novell's Zenworks to create a buttoned down, high performance network that is extraordinarily easy to manage. A workstation can be totally re-installed within minutes. New and

existing applications, their updates, and their patches are "pushed" to the desktop with no administrator or user intervention. If a user corrupts a critical piece of application code, a DLL, or even their registry, the code is automatically "healed or refreshed."

Cook Inlet Tribal Council

NT & Novell Server Upgrade & Management Agent Roll Out
January 1999 – February 1999

Upgraded 3 NT servers from 3.51 to 4.0. Upgraded 6 Novell Servers to NetWare 5.0 from 4.1. Upgraded Exchange from version 4 to 5.5. Installed Border Manager and Cyber Patrol. Installed ManageWise, ZenWorks and Insight Manager.

Health & Social Services, Division of Public Assistance

NT Server & Work Station Roll Out
April 1998 – August 1998

Assisted the DPA installation team in transitioning from a SNA terminal based network to a IP-based NT network utilizing mainframe connectivity for applications, Exchange eMail, and M/S Office. Used imaging software to deploy workstations. Helped install servers and workstations in Anchorage, Juneau, and remote locations. Configured M/S Exchange for Web access.

US Fish & Wildlife

Operating System Upgrade
October 1997 – November 1997

Built 8 new NetWare 4.11 servers. Migrated 400 users on 18 LANs and 2 WANs to IntranetWare 4.11. The migration included files, permissions, eMail, and operating systems, as well as back up, security, and applications. This project was done transparently to users during off-hours.

National Wildlife Federation

Network Installation
December 1997 – January 1998

Upgraded and migrated existing Novell network. Installed hardware, software, and managed the wiring installation. Built a new server; added 10BaseT hubs and NICs; added a UPS and added new back up software. Upgraded to IntranetWare 4.11; added a dial in/out asynchronous gateway using a Digiboard with external modems and added GroupWise E-mail

Calista

Multiple Operating Systems & Server Upgrades
October 1997 – November 1997

Migrated Calista's production server from NetWare 3.12 to 4.11; resized volumes. Setup a communications PC with the following: 144mg of memory, Runtime 4.11; Boarder Manager; and Cyber Patrol. Upgraded the NT accounting server from 3.51 to 4.0. Upgraded Calista's Notes server from NT workstation to NT Server 4.0. Upgraded 25 workstations from office 95 to 97. Installed a new DAT and moved an existing DAT to the Notes server. Upgraded NICs in both Proliant 1500 servers to allow access to the 100/10-switched backbone.

SOA Public Safety

Server Upgrade
1995-1996

600 hour project to install and upgrade 15 servers for the Department of Public Safety. Installed Pallindrome backup systems and Davinci E-Mail with MHS gateways. Installed and documented an extensive Network Management System utilizing Compaq remote server management boards and Novell NMS software with SNMP interfaces.

Jack White Real Estate

Network Software Upgrades
1996

Over 300 hours upgrading Jack White Real Estate corporate office. Projects included migration to Netware 4.1 and installation of Groupware for DOS, Windows, Windows 95, and Macintosh clients. The system featured

unified E-mail, scheduling and calendaring systems with SMTP and IPX to IP gateways for Internet access.

D.O.E. - Disability Determination Unit

Operating System Upgrade
November 1994 – February 1995

Upgraded and expanded existing Novell network. Wired new location. Added extensive application and management software. Upgraded communications links and software to access federal computers in Maryland and Washington. Installed E-Mail and network faxing capability and set up shared CD ROMs.

EDUCATION

1986-1988 Chapman College 29 Palms, CA
Computer Science

Introduction to Cisco Router Configuration
Advanced Cisco Router Configuration
Windows XP Professional
Update NT4.0 to Windows 2000
Designing Windows 2000 Active Directory
Designing Windows 2000 Migration Strategy
Supporting M/S Windows NT 4.0 Core Technologies
M/S Exchange 5.0/5.5/2000
Internetworking M/S TCP/IP on Windows NT 4.0
Supporting M/S Windows NT Server 4.0 Enterprise Technology
Administering M/S Windows NT 4.0
Supporting M/S Windows 95
NetWare 4 Design and Implementation
NetWare 4 Administration
Fundamentals of Internetworking
NetWare 4.1 Design and Implementation
NetWare 4 Installation and Configuration Workshop
Netware TCP/IP Transport
NetWare 4.1 Installation & Configuration
Networking Technologies
NetWare for Macintosh Connectivity
Service and Support
NetWare 3.11 to 4.0 Update
NetWare 3.11 Advanced System Manager
NetWare 3.11 System Manager

TekMate, Inc
Your Technology Partner

Compaq Systems Management
Compaq Systems Technology
Compaq NT Integration

High Availability Fast Track, *DataMirror 2001*

Tivoli Storage Manager 4.1, *CompuCom 2001*

EDI AS/400 eVersion5 Implementation, *Harbinger 2001*

Education & Certifications

IBM Certified AS/400 Technical Solutions Specialist, 1999
IBM Certified AS/400 Solution Sales Specialist, 1999
EDI Advanced Implementation, Harbinger Inc., 1998
EDI Concepts & Implementation, Harbinger Inc., 1998
RPG/400 Interactive Programming Workshop, Skill Dynamics, 1993
Advanced IBM Query/400, MarkAir, 1992
Beginning IBM Data Processing, MarkAir, 1991

Employment History

Since 5/01	Systems Administrator	Alaska Native Medical
1996-2001	Consultant / Technician	EMA
1994-1996	Purchasing / IS Director	Yute Air
1993-1994	Director of Material / IS	Alaska Aircraft Sales
1990-1993	Systems Analyst / Project Mgr.	MarkAir