

## **REQUEST FOR PROPOSAL**

### **Computer Network/IT Solutions**

#### **Project Lead (Administrative):**

Lual Lualhati  
Bevilacqua-Knight, Inc.  
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Oakland, CA 94607  
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#### **Project Lead (Technical):**

Scott Fable  
Bevilacqua-Knight, Inc.  
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Oakland, CA 94607

NOTE: We will only consider bidders with an office located in the San Francisco Bay Area. And please....no phone calls!

## **I. COMPANY BACKGROUND**

### **A. Bevilacqua-Knight, Inc. (BKl)**

BKi is a technical consulting firm that provides analytical, planning, program management, and communications services to clients in the energy and transportation fields. BKl's main office is in Oakland, CA with 10 full-time staff with plans to expand in the coming years.

BKi's network consists of PCs and Macs, networked to an on-site server over a T1 line from MPower. A few BKl staff works from home via a combination of hardware and software with broadband service provided. Time-critical tasks frequently occur outside of standard business hours.

BKi handles the administration of a non-profit organization, California Building Performance Contractor's Association (CBPCA) with 1 staff in Oakland and 2-4 staff located in Grass Valley, CA. CBPCA connects to an off-site server using a VPN connection to pull email onto a local desktop and remote desktop connection to access an MS Access database. The CBPCA server also hosts the cbpca.org websites. CBPCA is not part of this RFP.

### **B. Project Goals**

The selected contractor will work with BKl to set up and host shared applications in a secure environment, provide technical support in a timely manner and ensure consistent speed as specified in the scope of work. The contractor will provide appropriate tools and necessary guidance to empower BKl technical staff with low-level administration functionality. Our procedure involves an online Work Order system (with current provider) which selected contractor will need to create to work in conjunction with BKl's Work Order system.

## II. SCOPE OF WORK (SOW)

### 1. **Architectural Analysis and Enhancement Design**

Contractor will maintain 10 user accounts for BKi staff (and more once staff size increases). Contractor will integrate its own developed applications that interact with the operating system modules to enhance the multi-user kernel and increase the reliability of the solution. Contractor will provide on-going support for these enhancements during the term of this contract.

### 2. **Functionality and Software:**

BKi uses the following:

- Microsoft Outlook Exchange, Windows XP, Microsoft Office 2007 and Microsoft Project
- Accounting: Quickbooks Pro 2008- 3 User Pack, Timeslips V2008
- Graphics: Adobe Suite, Photoshop, Dreamweaver
- 2 Buffalo Terrastations (for on-site storage), Trend Micro OfficeScan Corporate Edition (some home workstations use Webroot)
- iPhone (2) and Blackberry (1)

### 3. **Maintenance Services**

Contractor must provide ongoing maintenance of the proposed solution, functioning as a remote IT organization for the purpose of providing the following services, but not limited to:

- **Server Matrix Management** – Contractor will be solely responsible for managing, maintaining and operating the server matrix. Contractor will use monitoring software and will also manage the performance and availability of this service. Contractor will immediately contact BKi about issues or repairs being performed on the server and shall notify BKi by email upon discovering a possible disruption in service.
- **Network Recommendations/Design** – With the utilization of the server matrix increasing, contractor will perform a review of the existing network (topology, bandwidth, routing, etc.) every 6 months. Should network modifications/enhancements be required, contractor will provide BKi with a written recommendation.
- **Security**  
Contractor will provide all the necessary hardware and software for securing the server matrix from threats, data theft and data corruption. These include, but are not limited to, firewalls, antivirus, adware and data encryption. In addition, the contractor will provide anti-spam software that works in conjunction with Outlook.

- **New Software Releases and Certification** – Contractor will thoroughly test any new update, patch, upgrade, application, and administrative change on a separate test server prior to implementing the change on BKi's server.
- **User Account Management** – BKi in-house technical staff is responsible for managing all user accounts including: creations, deletions, password resets, name changes, group modifications, access modifications, etc. but BKi may request for assistance from contractor as needed.
- **File Backup and Recovery Services** – Contractor must perform routine backups of all file and application servers in the matrix. File backups are to be performed on a rotating schedule with full backups on weekends. Contractor agrees to restore files within a reasonable time frame as BKi requests.
- **Hardware Replacement** – Contractor is solely responsible for performing all hardware maintenance for the server matrix. Recommendation for hardware replacement shall be provided along with at least two bids from third-party vendors.
- **Communication** – Contractor will notify BKi staff at least 24 hours prior to performing maintenance. If maintenance is required during normal business hours, the time of maintenance must first be discussed with BKi staff to lessen downtime.

#### 4. **Technical Support**

Contractor will provide the following support:

- Live technical support by telephone from 8:00am to 5:00pm (PST) for all issues related to the performance, availability, connectivity and reliability of the server matrix.
- Live technical support for AFTER-HOURS or weekend issues. Time-critical work often occurs after-hours.
- If support via telephone is not successful, BKi staff will seek internal approval for On-site service. BKi designated staff will generate a Work Order. Contractor must be on site within 24 hours for emergencies and 36 hours for non-emergencies.
- A single point of contact for BKi supervisor to contact for administrative issues.
- Work Order or "Ticket" Reporting – Contractor shall create a Work Order system online to allow BKi staff to send/upload requests and follow up on status daily.

### III. PROJECT SPECIFICS

#### A. Proposed Timeline

This time line is tentative and may be subject to adjustments.

|                                |                                             |
|--------------------------------|---------------------------------------------|
| RFP release                    | Monday, August 24, 2009                     |
|                                |                                             |
| <b>RFP response deadline</b>   | <b>Tuesday, September 8, 2009 by 5:00pm</b> |
|                                |                                             |
| Projected award date           | Monday, September 28, 2009                  |
| Proposed project start         | Thursday, October 1, 2009                   |
| Proposed “up-and-running” date | Thursday, October 1, 2009                   |

#### B. RFP Response Guidelines

Responses to this RFP must contain all data/information requested and must follow the format described in this section. Additionally, it shall be the contractor’s responsibility to provide any information to determine and verify the contractor’s ability to perform the tasks and activities defined in the SOW.

You can submit your complete response to Lual Lualhati by mail or email. Proposals must be received by 5:00pm on Tuesday, September 8, 2009. Late proposals and incomplete responses will NOT be considered. Your response must contain the following:

1. **Cover Letter** – Briefly outline your company’s interest in the proposed project. In addition to the cover letter, please provide:
  - a. Proof that your company is in good standing and qualified to conduct business in California
  - b. Copies of current business licenses, professional certifications or other credentials
  - c. Proof of financial solvency or stability (e.g., balance sheets and income statements for the current year and previous)
2. **SOW Response** – Provide detail about the strategies your company will use to meet the SOW requirements, including:
  - a. Descriptions of how your company will perform each of the tasks identified in the SOW.
  - b. A statement of all assumptions you made in developing your response.
  - c. A brief timetable outlining target delivery dates for various deliverables discussed in the SOW.
3. **Planned Personnel** – Identify by name the project lead personnel and provide his/her resume. Provide any other anticipated supporting personnel to be employed during performance.
4. **Cost Estimate** – Using the SOW as a guideline, provide categorized cost information broken down to LABOR RATES per hour, or a fixed monthly charge.

- Identify costs to BKi, set-up fee, one-time charges, total anticipated monthly labor hours to perform tasks set forth in SOW, etc.
5. **Contract Length** – BKi is only interested in month-to-month contracts at this time. Specify the points for reviewing changes in service or fees and the specific steps for early termination of the contract by either party, including any penalties or refunds.
  6. **Limited Portfolio** – Provide 2-3 references of relevant past work within the scope of the project. Include the amount of time your company has been providing the service and the size of the company.

**C. Travel**

All necessary in person meetings shall take place at BKi's Oakland office. BKi will not reimburse travel costs associated with this proposal.

Thank you for your interest in this project.