CITY OF

WASILLA
• ALASKA •

Date of Action: 6/9/14	
Approved ☑	Denied ☐
By: _(signature)_	

CITY COUNCIL ACTION MEMORANDUM

AM No. 14-14: Awarding a three (3) year contract to Tekmate, LLC. in the amount of $104,000 for Information Technology Support Services.

Originator: April Dwyer, Purchasing/Contracting Officer
Date: 5/7/2014   Agenda of: 6/9/2014

Route to:	Department Head	Signature	Date
X	Chief of Police	_Gene Belden_	5/28/14
X	Public Works Director	_(signature)_	5/28/14
X	Finance Director	_(signature)_	5-28-14
X	Deputy Administrator	_(signature)_	5-28-14
X	City Clerk	_(signature)_	5/28/14

Reviewed by Mayor Verne E. Rupright: _(signature)_

Fiscal Impact: ☒ yes or ☐ no   **Funds Available**: ☒ yes or ☐ no

Account name/number/amount:

Professional Services - MIS	001.4192.416.30.34	$ 34,650
Professional Services – WPD	001.4210.420.30.34	$ 70,350
		$105,000

Attachments: Tekmate Proposal (10 pages), Notice of Intent to Award (1 page)
Tekmate's letter dated April 30, 2014 (1 page)

Summary Statement: In accordance with WMC 5.08.120, on February 14, 2014, the City of Wasilla issued Request for Proposal 0214-0-2014/AD for Information Technology Support Services. The objective was to secure a three (3) year contract with two (2) one (1) year optional extensions with a stable, reputable, and experienced Information Technology (IT) Firm.

On March 28, 2014 one proposal was received. That proposal was from Tekmate, LLC. Tekmate has the expertise and knowledge to support the City of Wasilla's current and future I.T. needs. Tekmate has reviewed the recent I.T. Audit report from Moss Adams and has expressed their commitment to working with the City of Wasilla on addressing the tasks in that report.

The fee proposed by Tekmate LLC. is for one full-time Network Technician; mainly residing at the Wasilla Police Department. The fee proposed has not increased with this contract award, nor will it increase over the second and third year term.

Staff Recommendation: Adopt AM No. 14-14.

March 27, 2014

City of Wasilla

Attention: April Dwyer, Purchasing Officer

Subject: Request for Information – IT Support Services/ 0214-0-2014/AD

Dear Ms. Dwyer,

We are submitting the enclosed response for IT Support Services Information in response to your request for IT Support Proposals. The response includes as much detail as possible.

It is our intention to submit a document that is free of the numerous pages of technical boilerplate, which has become all too common.

We intend to continue building our partnership between the City of Wasilla and TekMate, LLC. A Microsoft Gold Certified Partner. Additionally as an Alaska Communications (AC) company, we can now offer some distinct advantages to meet the City of Wasilla's needs:

- As a small-size firm (60+ staff), we have the flexibility and responsiveness to meet all your needs. We offer you the level of service and commitment that national firms save for their largest clients.
- At the same time, we have the resources, specialized knowledge, and experience to handle complex problems or projects quickly.
- Senior partners of our firm will be directly involved in providing you with superior information technology services.
- We provide the highest quality services at a cost-effective price, and all the service and support you could ever need. We are highly recommended within the community.
- Existing IT service support history with the City of Wasilla since 2001.

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

We look forward to working with you to support your IT network.

Sincerely,

Shawn Fuller   Bruce Witt, Jr.
VP of Business Development   Account Manager
TekMate LLC.   TekMate LLC.

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2. Background Information (Letter of Transmittal)

TekMate is excited to be involved and offer ongoing Information Technology Support Services and Professional Services (ProServices) in response to The City of Wasilla RFP for IT support services.

TekMate with its experienced, knowledgeable and certified Information Technology (IT) professionals and engineers have been providing outstanding and recommended IT support and services since 2001, providing hundreds of hours for outsources, managed services, and performed numerous "new" networks, upgrades and migrations of networks - through our "Phased" delivery method (see page 15),

TekMate supports thousands of desktops, hundreds of servers and networks through our IT support and managed services, which we are proposing to the City of Wasilla.

All required business licenses for TekMate, LLC are in place per state of Alaska requirements.

Authorized personnel:

The following personnel are authorized to act on behalf of TekMate:

Shawn Fuller, VP of Business Development
4111 Minnesota Drive, Anchorage, AK 99503
Shawn.Fuller@tekmate.net
Direct# 907-863-8038
Fax# 907-375-1188

Bruce Witt, Jr, Account Manager
4111 Minnesota Drive, Anchorage, AK 99503
Bruce.Witt@tekmate.net
Direct# 907-375-1145

TekMate Federal ID# 46-0464244   TekMate Alaska Business Lic# 951224

Brief overview statement of TekMate:

- Founded: 2001

- In business providing IT support and service for 13 years

- Website URL www.tekmate.net

- TekMate has grown to 68 employees.

- TekMate performs IT professional support services in Alaska and Pacific Northwest

- TekMate supports ConstantlyOn IT clients from Wainwright to Ketchikan, and from Anchorage to Dillingham. In addition, TekMate supports voice clients from Barrow to Seattle, Kotzebue to Anchorage.

- TekMate has over 200+ active IT support and service clients providing hardware, software, and professional services throughout Alaska.

- TekMate has over 100+ active voice support and service clients providing voice over IP and digital telephone system support and services throughout Alaska.

- TekMate installs approximately 50,000 feet of voice and data cabling yearly, consisting of Cat5 or Cat 6 jacks, fiber optics, cable support, patch panels racks and support systems.

  TekMate mix of clients consist of 70% private sector, 30% government

- TekMate will support the City of Wasilla with a full-time onsite IT professional who has nine years of experience supporting the City of Wasilla network environment
  o References
    - City of Palmer
      - IT Managed Outsource & ConstantlyOn IT Managed Services,
      - 2008 – present
      - 120 End Users
      - Douglas Griffin, City Planner
    - City of Dillingham
      - ConstantlyOn IT Managed Services, 2011 – present
      - 40+ end users
      - Anita Fuller, Assistant Director of Finance

Our intention is to continue providing the City of Wasilla with the same high quality, onsite and managed, IT support services that the City has come to expect from TekMate since 2002. The proposed IT support services contained in this response fit the Information Technology support services requirements that the City of Wasilla has requested via their RFP.

This Information is valid for 90 days, with additional extensions offered with commitment letter from the City of Wasilla.

The following pages are a continuation of our submittals for the City of Wasilla.

Should you have any questions, please don't hesitate to contact us.

Sincerely,

Shawn Fuller
VP of Business Development, TekMate, LLC

Cc. Bruce, Witt, Jr.

3. Scope of Services:

As TekMate was integral in the planning and installation of the current mission critical systems (MATCom's Computer Aided Dispatch and Police Records Management Systems), network WAN circuits, and network/computer infrastructure, we have the in-depth knowledge and expertise to continue providing maximum uptime. We will continue to monitor, inspect, and work closely with the city's Network Support Specialist and Technology Support Specialist to identify outdated hardware and/or software and recommend suitable replacements. Our current working relationship with Tiburon, Dell, Hewlett Packard, Watchguard, Foundry/Brocade and Microsoft will allow us to effectively track any support agreements the city currently has with those vendors, along with any other support agreements by other vendors.

TekMate provides IT services support such as system maintenance, hardware and software installation/configuration, system upgrades, and updates by using qualified dedicated onsite personnel and if needed, TekMate's pool of engineers who have all levels of certification/experience can be utilized. These resources can also be used to support all network devices including switches, firewalls, routers, other security devices, servers, desktops, laptops, and can assist in supporting the IBM AS400. TekMate's onsite personnel will provide updating, upgrading, installing, configuring, and troubleshooting any and all software and hardware including the installation of new machines, such as servers, desktops, laptops and mobile devices. If needed the on-site technician has access to TekMate's pool of engineers. Our on-site personnel will assist City staff with application, OS, hardware and software troubleshooting, and as requested and can respond to the emergency needs of the City on a 24 hour/ 7 day a week 365 days a year basis with a 30 minute response time.

This support includes proactive system maintenance and support for all systems above using Managed Workplace. Managed workplace is a comprehensive, next generation remote monitoring (RMM) system that monitors & manages IT infrastructure (Servers, Desktops, Switches, Etc.), applications and mobile devices. Onsite TekMate personnel can leverage Managed Workplace to track warranties, network & asset status, & licensing support, as well as using it to maintain an inventory of all software licensing, computing hardware, and service agreements. Managed Workplace will assist in managing firmware update, routine maintenance, and security management. Managed Workplace has robust reporting capabilities for the creations of any required monthly reporting requested by City Administration for review.

TekMate onsite personnel will utilize the existing SolarWinds circuit monitoring software to monitor all WAN leased data circuits.

TekMate onsite personnel will utilize existing structured system protection to protect against outages and will maintain these systems to be continually operational.

TekMate Onsite personnel will continue to support and maintain data backup and recovery systems, through the continued use of VERITAS Backup Exec & Altiris products. TekMate personnel will continually review backup technology for the best solutions.

TekMate can provide Industry Certified experts to assist Tekmate Onsite personnel & the City in the setup, installation, and maintenance of VMware/Hyper-V virtual PC environments.

TekMate Onsite personnel have already created the original disaster recovery plan for the City in the recent past that would simply require updating to reflect the current network environment.

At the request of the City, TekMate can provide Certified Security Engineers to identify potential risks to the network, operating systems, and sensitive information that is acquired, created, processed, stored, and transmitted by the City, on an annual basis.

The City's assigned Account Manager and Onsite Engineer will attend and assist City staff in an I.T. Committee to plan and coordinate current and future IT projects.

Onsite TekMate personnel will continue to provide maintenance of Microsoft Access database programming for PFD garnishment program in addition to periodic report generation and updates as directed by Finance.

Our onsite technician has been trained on the Matanuska Susitna Borough MicroData E911 telephone systems and is well versed in the unique requirements that connect the city of Wasilla's network to the Alaska Department of Public Safety (DPS) network. As we have done in the past, if DPS personnel have problems reaching the MATCom CAD system; or E911 telephone systems need hands on intervention; and if the Alaska Records Management System software installed on MATCom dispatch consoles experiences connectivity issues, our onsite technician will troubleshoot and resolve the problem(s).

TekMate's onsite engineer has experience with the City's IP-based Private Radio Network (PRN) to include helping design the network, working on, programming, updating, and troubleshooting the hardware that comprise the PRN.

4. Preferred Qualifications:
4.1, 4.2 TekMate has the preferred qualifications desired by the City and has obtained the following Microsoft, NetApp, Cisco, & other related certifications:

- Microsoft Certified Gold Partner (Highest Partner level obtainable)
- Microsoft Certified Solutions Associate (MCSA)
- Microsoft Certified Professional (MCP)
- Microsoft Certified IT Professional (MCITP)
- Microsoft Certified System Engineer (MCSE)
- Microsoft Enterprise Messaging Administrator (MCITP – Enterprise Messaging)
- Cisco Voice Professional & Design & Network Professional (CCNA/CCNP)
- NetApp Certified Data Management Administrator (NCDA – DataOnTap8)
- NetApp Certified Implementation Engineer
- VMware Certified Professional 5 (VCP 5)
- Certified ITIL Foundation V3, ISO/TEC 20000 Foundations
- CompTIA A+
- CompTIA N+

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.

5.3.2 TekMate was started in September 2001 in the City of Wasilla. As a 13+ year business we have a long business history. We have a proven track record of providing IT services to government agency like yours all around Alaska. The stability that we have brought to the City of Wasilla over the years proves we are committed to providing the best IT talent along with the backend support for all other projects relating to IT services

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 Alaskans and will guarantee the best possible support we can give to the City of Wasilla.

5.3.3 – None

5.3.4 Our Office is located at 4111 Minnesota Dr. Anchorage, AK 99503

5.3.5 Employee will be assigned on location at the City of Wasilla and resides in the area

5.3.6 Yes, TekMate has been under contract with other State or Municipal agencies during the last 2 years.

- City of Palmer – Onsite Engineer & Constantly on IT Services, Currently under contract
- City of Dillingham - Constantly on IT Services, Currently under contract
- City of Wasilla - Onsite Engineer, Currently under contract
- City of North Pole - Constantly on IT Services, Currently under contract

5.3.7 None

5.3.8 TekMate is a total solution company providing innovative and cost-effective IT solutions in Alaska. 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 engineers 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

- City of Palmer – Current Outsource Contract with a similar scope of work – Douglass Griffin 907-745-3271

- City of Dillingham – Constantly on IT Services Anita Fuller - 907-842-5211

5.3.9 TekMate has 12+ years' experience working in institutions of state and local government I.T. contracts.

5.3.10 The key personnel who would be involved in providing services to the City of Wasilla would be:

Michael Thomas – Mike has worked at the City of Wasilla as a TekMate Onsite Engineer since 2005. APSIN Certified, A+ Certified in Hardware & Software, with over 12 years' experience in IT Educated in Cisco Networking & Windows through the Air Force.

Barbara Pignataro – Barbara works as a Senior Manager over a team of 3 Senior Project managers (PMP Certified) at Alaska Communications and has over 15 years of project management experience. Educated at the Pratt Institute in Brooklyn, NY. She has been with ACS since 2011 and is currently the Senior Manager at the Program Management Office at Alaska Communications.

Shawn Fuller – Founder of TekMate with 20 plus years of experience in the IT industry and 14 years of experience working with the City of Wasilla to provide IT support services.

Bruce Witt Jr – Bruce has worked as an Account Manager with TekMate since 2013. Microsoft Sales Certified & received an Associate's Degree in Business Management from the Rochester Business Institute in Rochester, NY. He has over 20 years sales & customer service experience.

5.3.11 TekMate has experienced staff turnover in our normal course of business, we have built a long stable relationship with the City of Wasilla in which we have had no turnover over in the last 9 years.

5.3.12 TekMate has 65 employees locally and 3 employees nationally
Alaska Communications has 804 employees locally & 27 employees nationally

5.3.13 Resumes included and identified in Table of Contents as Attachments C.

5.4 Identification of Anticipated Potential Problems

We anticipate no potential problems with this new contract. We've worked with the City of Wasilla since 2002, and have had a TekMate Onsite Engineer working and providing IT services along with supporting the E911 systems hardware and software. We are well aware of the City's needs, based on actual experience in working with them.

5.5 Methodology

5.5.1 TekMate Onsite Engineer is scheduled for a 40 hour work week. TekMate can respond to the emergency needs of the City on a 24 hour/ 7 day a week 365 days a year basis with a 30 minute response time.

5.5.2   The outsource engineer can escalate to TekMate's team of engineers. The TekMate Onsite Engineer has a team of highly experienced Tier 3 (Sr. Network Engineers) to draw from for assistance. If the outsource engineer requires additional assistance he can escalate to the Vice President of Data Services.

5.5.3 TekMate over the last 10+ years of business has developed the following service philosophy. We deliver customer service – As the client, you want to know that we are here for
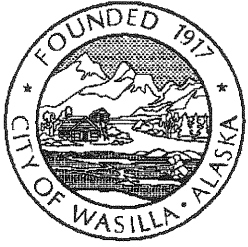
you and your organization when it comes to IT solutions. We focus on how to deliver IT services in a manner that not only meets your needs, we insure that our employees go above and beyond on all IT services that we deliver. The project managers are proactive so the client knows exactly what is happening when, where, and how. They make sure that projects are getting done on time, and within budget. The project manager is all about customer service and making sure TekMate is delivering all agreed to services. TekMate proactively supports our clients and in turn this allows for a better service that is not reactive.

5.5.4 TekMate has subscribed to Gartner group, Ingram micro, and other well-known IT strategy companies so we can keep abreast of the daily changes in the technology sector. We have relied heavily on our Microsoft relationship and research that Microsoft uses from third-party vendors to evaluate technology solutions. We offer flexible services tailored to the level of support your organization requires. The following steps are used to recommend and implement technology solutions. Client has identified a business case or identified a business issue, research relating to the business case is then done, talk to vendors about the solution, write a recommendations letter to the key stake holder who identified the business issue. Once this process is complete, we move into the project process.

5.5.5 This contract has four direct personal assigned to it, the TekMate Outsource Engineer, Account Manager, Project Manager & the VP of Business Development.

5.6 References

    See Attachment B

April 21, 2014

Tekmate, LLC.
Attn: Shawn Fuller
4111 Minnesota Drive
Anchorage, AK 99503

Dear Mr. Fuller;

NOTICE OF INTENT TO AWARD CONTIGENT UPON COST CLARIFICATION AND COUNCIL APPROVAL

Thank you for taking the time to talk with us in regards to your proposal submitted for Information Technology Support Services.   During our discussion, clarification was requested on the cost portion of your proposal. Specifically:

- Travel at $50 was clarified to be a $50 fee in an emergency situation "only" or to send support from your Anchorage office to assist onsite personnel in Wasilla "at the request of the City".
- Training was clarified as a cost that will be split 50/50 by Tekmate and the City of Wasilla for training that directly pertains to the operations of the City.
- Telephone Support of $50/hour. This has not been used by the City in its current contract. The City understands that this will not be charged in the future contract.

Tekmate, LLC, is hereby notified of the intent to award a contract for Information Technology Support Services upon receipt of a signed clarification on costs stated above. No other modifications, alterations, additions or changes shall be binding unless submitted in writing and executed by the Purchasing/Contracting Officer.

A recommendation of award in the form of an Action Memorandum (AM) will be forwarded to the Wasilla City Council for approval of a three (3) year contract with (2) two (1) one year options once the signed clarification requested is received.

Sincerely,

April Dwyer
Purchasing/Contracting Officer

tekmate LLC

April 30, 2014

City of Wasilla — Purchasing
Attn: April Dwyer
290 East Herning Avenue
Wasilla, AK 99645-7091

Dear Mrs. Dwyer,

Thank you for accepting TekMate's offer for continued Information Technology Support Services to the City of Wasilla. We are looking forward to the final approval from the Wasilla City Council.

TekMate acknowledges and accepts the notice received 4/21/14 from the City of Wasilla regarding the **"Notice of Intent to Award Contingent upon Cost Clarification and Council Approval"**.

Please contact us for any other concerns or clarifications.

Thank You,

Aaron Doshier
GM & Vice President