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GHA TECHNOLOGIES

June 21, 2016

25246 Bigelow Road # 4

Torrance, Ca. 90505

310-986-2965

David.Godinez@Gha-Associates.com

RFP NO. P16-03

LETTER OF PROPOSAL

GHA Technologies is pleased to present the following letter of Proposal to the City of Carson for their RFP NO. P16-03

It is the intention of GHA Technologies to fully support the HP Unix Infrastructure of the following equipment:

HP RP5470 Server – Part Number: A6144A and all of its associate components as listed in RFP NO. P16-03 by

The City of Carson designated as “First Server”.

HP RP5470 Server – Part Number A6144A and all of its associated components as listed in RFP NO. P16-03 by The City of Cars designated as “Second Server”.

GHA Technologies will be subcontracting the work to “My Computer Works” which I have attached the sheet listing all their information per request in the RFP NO. P16-03

The response time to answer Onsite Request will be within 15 minutes to confirm receipt of the service. Our goal is to provide immediate service with meeting your SLA requirement of 2 Hours average response time but exceeding it with our within 15 minutes call back as a response for receipt of the request.

The technicians will respond within the 4 hour window as requested ready with parts in hand to do any repairs or replacement needed on said above equipment as listed in RFP NO. P16-03

The Technicians will provide normal business hours response times between 8 a.m. to 5 p.m. Monday thru Friday.

Request made after hours and work done after hours will be billed at an hourly rate of 1.5 times the normal hourly rate.

A phone number to call into will be provide along with the technicians name and contact information once dispatched. All technicians come from the local geographic area so meeting your time requirements will not be an issue.

GHA and MCW will provide multiple billing options just in case other requirements come up outside the normal scope of work related to RFP NO. P16-03. These can include additional peripherals and computer related devices.

I have included the cost per hour for the Level 1 and Level 2 with detailed descriptions of their job functio

Level 1 engineer

- a) Level 1 Engineer
 - a. Install new hardware and peripherals
 - b. Diagnosis and repair - PC laptop or desktop
 - c. Only (Diagnosis no repair) - laser printer, multifunction, thermal printer
 - d. Diagnose and repair internet connectivity issues (wired/wireless) – Only if Support is available and the tech is serving as a Smart Hands tech working with the end users Lead Engineer or Support person.
 - e. Flat panel TV installation
 - f. Setup – printer, peripherals, etc.
 - g. Blue screen, black screen PC issues

Smart Hands Technicians – Our level 1 tech would be working with the end users Lead Engineer onsite or the end users Support person

b) Level 2 - Networking Engineer

- h. Set up/Install/configure wireless network
- i. Diagnosis and repair - PC and MAC, laptop or desktop
- j. Diagnosis and Repair - laser printer, multifunction, thermal printer
- k. Advanced networking installs, repairs, swaps including modems, routers, firewalls (low end SOHO), switches, and hubs
- l. Point of sale system installation and upgrade
- m. Server service and support
- n. Wireless router setup
- o. Point of Sale system diagnose and repair
- p. Wiring/cabling services – w/ All Material Reimbursed
- q. Security camera installation and maintenance w/ All Material Reimbursed

c) Level 3 - Advanced Engineer

- r. Server installation and maintenance
- s. VoIP services
- t. Cisco support and service – Higher end corporate level firewall (Sonic-wall, Juniper)
- u. HP and HP-UX onsite server diagnose and repair*
 - o Please note the onsite technicians may or may not have the required certification. If the technician does not have an active certification the technician will have at least 10 years' experience working with HP and/or HP-UX

Bill Rate Hours

Level 1 & 2 Engineers

\$115 / Hour

Level 3 Engineers

\$150.00 / Hour

Travel

Included

After 5 p.m or on Weekends and Holidays

Bill rate 1.5 times the hourly rate for the Level 1,2, or 3 Engineer

Term and Termination:

The Initial Term: 12 months from the service effective date, unless a notice of termination is sent. The agreement shall automatically be extended for successive one (1) year terms unless either party gives the other written notice of its intention not to extend this contract at least thirty (30) days prior to the end of the initial term and thirty (30) days prior to the end of the subsequent terms.

City of Carson reserves the right to cancel the agreement at any time based upon Service Request Quality. GHA will work with MCW to improve service quality before cancelling agreement based on service quality.

I thank you for the opportunity to provide a proposal to RFP-NO.P16-03

Terms: NET 30

Payment: Billed upon completion of service per incident.

Authorization: City of Carson signs off on completion of work prior to submitting final billing for each incident attended

Payment will be made to GHA Technologies.

Should you have any questions, Please contact me at: 310 986-2965 or Cell 310 -406-6646 David.Godinez@GHA-Assoicates.Com

Sincerely,



David Godinez

Regional Sales Manager

310 986 2965 office

310 406 6646 Mobile

Request for Proposal RFP NO.P16-03

List of Sub Contractor being used by GHA Technologies on this Bid

My Computer Works, Inc

7975 N. Hayden Road, Suite C-320

Scottsdale, Az. 85258

Email: iford@mycomputerworks.com

Taylor Scott

VP Of Sales

tscott@mycomputerworks.com

Direct: (602) 635-6148

Onsite Scope of Work to be done

My Computer Works will provide onsite Technicians same day or next business day, or at the ETA of the NBD. MCW will respond to new Onsite Service Requests within 15 minutes to confirm receipt of the service request.

MCW will with Level 1 Engineers provide the following onsite scope of work

1) Level 1 Engineer

- a. Install new hardware and peripherals
- b. Diagnosis and repair - PC laptop or desktop
- c. Only (Diagnosis no repair) - laser printer, multifunction, thermal printer
- d. Diagnose and repair internet connectivity issues (wired/wireless) – Only if Support is available and the tech is serving as a Smart Hands tech working with the end users Lead Engineer or Support person.
- e. Flat panel TV installation
- f. Setup – printer, peripherals, etc.
- g. Blue screen, black screen PC issues
- h. Smart Hands Technicians – Our level 1 tech would be working with the end users Lead Engineer onsite or the end users Support person

Level 2 Engineer

- i. I Set up/Install/configure wireless network
- j. Diagnosis and repair - PC and MAC, laptop or desktop
- k. Diagnosis and Repair - laser printer, multifunction, thermal printer
- l. Advanced networking installs, repairs, swaps including modems, routers, firewalls (low end SOHO), switches, and hubs
- m. Point of sale system installation and upgrade
- n. Server service and support
- o. Wireless router setup
- p. Point of Sale system diagnose and repair

- q. Wiring/cabling services – w/ All Material Reimbursed
- r. Security camera installation and maintenance w/ All Material Reimbursed

Level 3 Engineer Advance Engineer

- s. Server installation and maintenance
- t. VoIP services
- u. Cisco support and service – Higher end corporate level firewall (Sonic-wall, Juniper)
- v. HP and HP-UX onsite server diagnose and repair*
 - o Please note the onsite technicians may or may not have the required certification. If the technician does not have an active certification the technician will have at least 10 years' experience working with HP and/or HP-UX

4. MCW Hours of Service

- 1. 8:00 am through 5:00 pm, Monday through Friday site time.

Onsite Support Pricing

\$115/hour for Level 1-2 support

\$150/hour for Level 3 support

MCW bills based on the times listed in the "signed work order" which is signed by the onsite contact. MCW charges 1 hour minimum, then bills in 15 minute increments.

MCW does not normally charge for travel. If the site requires a travel fee, GHA will be notified and will approve or not approve before moving forward with the service call.

After Hours

Billing rates for hours outside of the times listed above as Hours of Service will be at 1.5 times the above listed rate

Non-Disclosure of Confidential Information

MCW and the GHA mutually agree to exercise due care and not disclose each other's confidential information, except to internal employees with a need to know, without the written consent of the other party. GHA owns the business relationship with its customers. GHA customer information may not be shared with outside parties. Upon termination or expiration of this Agreement, MCW and the GHA shall return to the other all documents, records, notebooks, computer files, and similar repositories or materials containing Confidential information of the other party.

MCW retains all right, title and interest in its intellectual property, and no license or rights are granted to GHA, except as specifically set forth herein.

Term and Termination

1. The Initial Term of this Agreement is for a period of twelve (12) months from service effective date, unless a notice of termination is sent. This Agreement shall automatically be extended for successive one (1) year terms unless either party gives the other written notice of its intention not to extend this contract at least thirty (30) days prior to the end of the Initial Term and thirty (30) days prior to the end of subsequent terms.

2. GHA or MCW may terminate this Agreement, without penalty, if either party fails to meet any of their performance obligations or otherwise commits a breach of any term or provision of this Agreement and fails to cure the same within thirty (30) days after written notice.

3. MCW reserves the right to cancel the agreement at any time based on Service Request quality. MCW will work with GHA to improve service quality before cancelling agreement based on service quality.

Warranty and Indemnification

MCW will endeavor to provide quality services and warrants to GHA that the services provided under this agreement will be rendered in a professional and workmanlike manner. Each party shall be released from and shall have no liability for any failure beyond its reasonable control, including, but not limited to, acts of God, delay or default of utilities or communications companies.

Indemnification by MCW : MCW agrees to indemnify, defend and hold GHA and its agents, affiliates, officers, directors, shareholders, employees, lawyers, and accountants harmless from and against any and all losses, claims, demands, damages, liabilities, costs and expenses, including but not limited to, reasonable attorneys' fees and any legal action (but excluding consequential damages) arising from MCW' gross negligence in the course of providing the services set forth herein. In no event will MCW be liable for lost data or damages due to loss of business, or anticipatory profits, or any other consequential or incidental damages resulting from the use or operation of the services set forth in this agreement or failure to meet the minimum service levels. Notwithstanding anything set forth herein, MCW' total liability shall not exceed the amount of revenue received from GHA under this Agreement.

Indemnification by GHA: GHA agrees to indemnify, defend and hold MCW, its owners, agents, directors, lawyers, accountants, and employees harmless from and against any and all losses, claims, demands, damages, liabilities, costs and

GHA's business, or GHA's use of services. Such indemnification shall include, but not be limited to, libel, slander, theft, infringement or misappropriation of intellectual property.

Insurance

Worker's Compensation Insurance: MCW shall maintain throughout the terms of this contract, worker's compensation insurance as required by applicable law.

Professional Liability Insurance: MCW shall maintain throughout the term of this contract Technology Professional Liability insurance with limits of not less than \$1,000,000 per occurrence, and \$1,000,000 annual aggregate, to cover wrongful acts, Intellectual Property claims or Personal Injury arising out of a wrongful act



References:

DCi Technology Solutions, LLC

John P. Krupski

Senior Account Executive

45 Columbia Road, Branchburg, NJ 08876

Phone: 800-477-8586 ext. 5042 Fax: 201-440-3985

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CITY OF CARSON
REQUEST FOR PROPOSAL RFP NO. P16-03
HP SERVERS MAINTENANCE, REPAIRS AND HARDWARE TECHNICAL SUPPORT

I. GENERAL

The City of Carson is seeking request for proposals from qualified service vendors to provide maintenance, repair and hardware support on two HP servers RP5470 and its peripheral.

The City of Carson will not accept any proposal submitted by FAX.

A proposal may be withdrawn prior to the opening of proposals without prejudice upon written request to the Purchasing Manager. No proposals may be withdrawn for a period of ninety (90) days once proposals have been opened by the City Clerk.

II. REQUIREMENTS:

Each proposer shall have the knowledge of **HP AND** be **HP Certified (A MUST)**. The equipment is as follows:

Equipment list with model & description below:

First Server

ITEM	MFG	MODEL	DESCRIPTION	QTY
1	HP	A6144A	HP server rp5470	1
2	HP	A6152A	PA8700+ 875MHz CPU for server rp54X0	4
3	HP	A6799A	Processor Support Module for PA8700 CPU	2
4	HP	A6115A	2048MB High Density SyncDRAM Mem Module	8
5	HP	A6155A	HP svr rp5430 & rp5470 memory extender	1
6	HP	A6110A	36GB HotPlug Ultra2 SCSI HH disk drive	2
7	HP	A7080A	146GB 10K HotPlug Ultra320 disk, rp54X0	1
8	HP	A5557A	DVD ROM Device for HP Svr rp54X0 systems	1
9	HP	A4926A	1000BaseSX PCI LAN Adapter	2
10	HP	A6795A	PCI 2GB Fibre Channel Adapter	2
11	HP	A5527A	HotSwap Power Supply, Redundant System	1
12	HP	A5581A	Factory Rack Kit, slides	1
13	HP	C5687A	SureStore DAT 40e 40GB Ext UNIX comp	1

Second Server

ITEM	MFG	MODEL	DESCRIPTION	QTY
1	HP	A6144A	HP server rp5470	1
2	HP	A6152A	PA8700+ 875MHz CPU for HP server rp54X0	4
3	HP	A6799A	Processor Support Module for PA8700 CPU	2

Second Server (Cont'd)

4	HP	A6115A	2048MB High Density SyncDRAM Mem Module	8
5	HP	A6155A	HP srvr rp5430 & rp5470 memory extender	1
6	HP	A6110A	36GB HotPlug Ultra2 SCSI HH disk drive	2
7	HP	A5557A	DVD ROM Device for HP Svr rp54X0 systems	1
8	HP	A4926A	1000BaseSX PCI LAN Adapter	2
9	HP	A6795A	PCI 2GB Fibre Channel Adapter	2
10	HP	A5527A	HotSwap Power Supply, Redundant System	1
11	HP	A5581A	Factory Rack Kit, slides	1
12	HP	C5687A	SureStore DAT 40e 40GB Ext UNIX comp	1

III. ADDITIONAL EQUIPMENT

General knowledge of the following Additional Equipment is helpful:

- HP Authorized/Certification
- Knowledge of HP UNIX

IV. SCOPE OF WORK

Maintenance and Repairs of the above equipment:

- Callback from Field Engineer within 30 minutes of service initiation
- 2-hour average response time
- 4-hour average Mean Time To Repair – MTTR
- Field engineers arrive on-site with tested parts in-hand

V. SUBMITTAL INFORMATION

As a part of this request for proposal, prospective proposers shall submit to the City of Carson a letter of proposal. The letter of proposal must at a minimum, include a detailed fee structure, production services proposed, post production services proposed, equipment and personnel; a list of at least three references, and insurance provisions as identified in this request for proposal. Actual insurance certificates are only required of the successful proposer.

All proposals shall include the following executed documents to be submitted with each proposal:

- Letter of proposal signed by an authorized company representative
- Certificate of Non-Discrimination by Contractor
- Affidavit of Non-Collusion

CITY OF CARSON
REQUEST FOR PROPOSAL RFP NO. P16-03

AFFIDAVIT OF NON-COLLUSION

The undersigned, as proposer declares that this proposal is made without collusion with any other person, firm or corporation and that the only person or parties interested as principals are named herein. Having carefully examined the Request for Proposal, the Specifications and the Terms and Conditions, we do hereby propose and agree, in the event of acceptance hereof, to enter into the required agreement with the City of Carson.

Dated this ____ day of _____ 2016, I
certify (or declare) under penalty of perjury that the
foregoing is true and correct.

GHA TECHNOLOGIES
COMPANY NAME

David Godinez
SIGNATURE

DAVID Godinez
NAME (PRINTED)

REGIONAL SALES Manager
TITLE

DAVID.GODINEZ@GHA-ASSOCIATES.COM
EMAIL ADDRESS