



IT Services Extension Proposal

City of Albany, California

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1. Introduction

Computer Courage, Inc. is a Managed IT Services and Web Development company in Emeryville, California serving the San Francisco Bay Area. Founded in 2006 by Adam Schwartz, the company has grown to a staff of 18 full time employees and specializes in creating stable, secure, and efficient IT solutions for local businesses and organizations.

We propose to extend our existing IT services agreement based on the scope and budget included in this proposal.

1.1. Company contact information:

Computer Courage
1500 Park Ave #200
Emeryville, CA 9408
www.computercourage.com

1.2. Primary contact person:

Adam J Schwartz
(510) 900-3012 (direct)
(510) 812-6019 (cell)
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2. Computer Courage Qualifications and Experience

Computer Courage provides IT services to individuals, companies, nonprofits, and public agencies. Half of our 18 person staff is dedicated to IT services, and the other half is dedicated to web services. We focus on providing stability, security, and efficiency to our clients' IT environments through a proven Managed IT Services offering that includes automated maintenance and monitoring, friendly and knowledgeable IT support, project management, industry-leading documentation practice, and attentive consulting and management services.

2.1. Important qualifications and experience:

- Active management and support for approximately 1,300 workstations and servers across 60 managed client sites, in addition to hundreds of additional users, workstations, and servers supported in an on-demand model.
- 9 full time IT staff including Client Services, HelpDesk, Field Technician, Senior Technician, and Management roles, working together with dedicated technicians to provide rounded support.
- Extensive experience supporting a similarly-sized city and police department in the East Bay (City of Piedmont, California, City of Larkspur, CA).
- Technical specialization and expertise in most technologies specifically employed by Albany including Barracuda, VLANs, Windows Server, Hyper-V, and Windows.
- Relevant clients (web or IT services) include City of Piedmont, City of Larkspur, Kirkwood Meadows Public Utilities District, AC Transit Marketing Department, UC Berkeley, Stanford University, and a large volume of nonprofit customers.
- Office and staff are very close to the City of Albany, only a 10 minute drive from the Computer Courage office to Albany City Hall.
- Several small business awards including Diablo Magazine Best of the East Bay (twice) and runner up for SF Chronicle Best of the Bay.
- Smaller, more client-focused, boutique Managed IT firm compared to most competition, offering more attention to detail and priority to customers than larger firms can provide.

We would like to invite the City of Albany Council, City Clerk, City Administrator, or other representatives to visit our offices in Emeryville for a tour of operations, a short meeting with our staff, and a demonstration of our technologies and operations in action. Please contact Adam Schwartz to arrange a visit at your convenience.

3. Scope of Services

Computer Courage will provide general IT services to assist the City's in-house staff person, Victor Mba. These services will focus on ensuring the stability, security, and consistency of the City's IT operations through regular support and limited system administration.

3.1. Overview of Services

Computer Courage proposes to provide the following services to the City of Albany:

- On-site IT helpdesk support based on a recurring schedule to be agreed upon by Computer Courage and the City
 - Initial proposal is 4x full days per week
- On-demand remote and onsite IT support services
- Ongoing coordination between Computer Courage and Victor Mba
- On-demand management meetings between Computer Courage management and City Clerk to review service and adjust schedule and service delivery approach
- Use of Computer Courage ticketing system (AutoTask) to track problems and labor and provide a service portal and reporting functions
- Use of Computer Courage secure documentation system (IT Glue) to organize documentation, contact information, and more
- CJIS-certified technicians and consulting available as-needed

3.2. Services Inclusions, Exclusions, Boundaries

Computer Courage will adhere to the following service inclusions, exclusion, and boundaries in order to maintain consistency, security, and stability:

Included: Desktop support, basic network support, Office 365 support and administration, manual server and backup checks, application support, peripheral support, user support, attended remote access, support for Windows and Mac systems, server and network troubleshooting, coordination with outside vendors.

Excluded: Changes to infrastructure (including network, servers, and cloud services), automated monitoring, support for Linux or Unix.

Boundaries: We will work with the City's 3rd party vendors including the network/server consultant, software or service vendors, and Victor Mba where necessary.

3.3. Coordination with Victor Mba

We will work with the City's in-house Information Technology Manager Victor Mba. Our staff attempt to report to Mr. Mba at the start and end of each scheduled appointment to coordinate. Our intention is to bolster Mr. Mba's service delivery to the City through backfill support, specialist support, ticketing, and other IT services.



3.4. Data Security Practice

As a security consultancy, we place our own security and the security of our clients at our highest priority level. In order to protect our information and the information of our clients, We implement many of the same security technologies and procedures we professionally recommend.

Examples include:

- Strong password policy and enforcement
- Password management and audit system
- Patch management, managed antivirus, and monitoring of our workstations.
- Internal data security policy and training
- Extensive use of two factor authentication
- Managed internal network and VPN with SonicWall Comprehensive Security Service
- Careful selection of vendors and cloud services
- Segregated, secure guest WiFi network
- Disaster recovery plan and data breach damage mitigation planning
- Encrypted backup solution

We have experience adhering to external security recommendations, regulations, and requirements for clients including CJIS, CLETS, HIPAA, PCI DSS, and ISO/IEC 27001.



4. Pricing, Timeline, and Billing Structure

4.1. Pricing

Computer Courage will provide our services to the City of Albany on a Time and Materials basis. Our discounted nonprofit/municipal rates are as follows:

- Regular business hours (9am to 6pm, Mon-Fri) - \$135 per hour
- After hours - \$155 per hour

4.2. Terms and Contract

We are agreeable to using the City of Albany's provided vendor contracts. We have significant insurance, which is typically able to meet or exceed client requirements, though we have not yet seen the City of Albany's vendor insurance requirements.

We propose to engage on a month-to-month basis, which can be terminated by either party with thirty (30) days written notice.

We propose to invoice the City on a monthly basis with Net 30 terms.

We propose a budget of up to \$224,640 for the year, based on 1,664 hours over a 12 month period. We will bill based on actual time used.

6. Conclusion

Thank you for the opportunity to continue to service the City of Albany.

Sincerely,

Adam J Schwartz
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