



# **Managed Information Technology Services**

*Request for Proposal  
Information Technology Services & Support*

## **REGIONAL ACCESS PROJECT FOUNDATION**

Presented on  
Friday, September 24th, 2021

Acorn Technology Services  
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Regional Access Project Foundation  
41550 Eclectic St.  
Palm Desert, CA 92260

RE: RFP for Information Technology ("IT") Management Support Services

Dear Customer,

Acorn Technology Services is pleased to submit the following proposal in response to the Request for Proposal for Information Technology Assessment for Regional Access Project Foundation.

It is the hope and intent of the Acorn team that the reader of this proposal gains a more informed understanding of who we are and what we currently do for your organization. Additionally, it is our desire that Acorn's commitment to the customer and our aspiration to be a true IT partner is exemplified throughout our proposal and our references.

Acorn Technology Services was originally founded in 2000, and is located in the Riverside Business Technology Park in Riverside, California. Our team of 50+ members has depth and breadth of extensive experience in providing Information Technology Services, including but not limited to: Managed IT Services; server and network administration, desktop support, network security, systems design and implementation; project management, strategic planning, disaster recovery; vulnerability scans, IT risk assessments, critical systems monitoring, system documentation; software and equipment vendor management, and maintenance with 24 x 7 x 365 technical support. For 20 years, Acorn maintained and operated two of its own data centers; provided wireless communication networks to Southern California businesses; designed, built, and maintained IT networks for entities ranging from just a few employees to more than one thousand employees. Acorn's customers cross into 17 states, Canada, and Germany. We proudly serve municipalities, libraries, and other local government agencies in Southern California, including agencies with a responsibility to public safety with police departments and fire departments.

As we have done many times in the past and on current projects, we seek balanced solutions for our clients, bringing significant experience and flexibility to our projects. Acorn is confident that we have the experience, resources, and infrastructure necessary to deliver outstanding service that will meet or exceed your short-term requirements and long-term IT objectives.

Thank you for the opportunity to compete for your business and I look forward to working with you in our joint efforts to continue providing Regional Access Project with quality information technology assessment that it seeks.

Sincerely,

A handwritten signature in black ink that reads "Mickey McGuire". The signature is written in a cursive, flowing style.

Mickey McGuire

Chief Executive Officer

[mmcguire@acorntechservices.com](mailto:mmcguire@acorntechservices.com)

## **1. INTRODUCTION**

Acorn Technology Services is pleased to submit the following proposal in response to the Request for Proposal for Technology Services from the Regional Access Project Foundation. Acorn Technology Services has reviewed the RFP documents and agrees to the terms and conditions, provisions, and requirements described within. Acorn appreciates the opportunity to show our commitment to great customer service.

## **2. ORGANIZATION, SIZE, STRUCTURE, AND AREAS OF PRACTICE**

The legal name of our firm is Mighty Oak Technology, a California Corporation, which does business as Acorn Technology Services.

Our team of 50+ members has the depth and breadth of extensive experience in providing Information Technology Services, including but not limited to: Managed IT Services; server and network administration, desktop support, network security, systems design and implementation; project management, strategic planning, disaster recovery; vulnerability scans, IT risk assessments, critical systems monitoring, system documentation; software and equipment vendor management, and maintenance with 24 x 7 x 365 technical support. For 20+ years, Acorn maintained and operated two of its own data centers; provided wireless communication networks to Southern California businesses; designed, built, and maintained IT networks for entities ranging from just a few employees to more than one thousand employees. Acorn's customers cross into 17 states, Canada, and Germany. We proudly serve municipalities, libraries, and other local government agencies in Southern California, including agencies with a responsibility to public safety with police departments and fire departments.

Acorn Technology is located in Riverside, CA approximately 65 miles from the Regional Access Project Foundation offices.

## **3. KNOWLEDGE/ QUALIFICATIONS**

Acorn Technology Services was originally founded in 2000 and is proudly celebrating its 21st year in business. Acorn's objective will be to provide expert and prompt support during regular business hours with after-hours staff readily available to provide service during off hours. Technicians will work on projects, address helpdesk support requests, maintain inventories, follow current best practices, and keep users informed with open lines of communication regarding projects and open trouble tickets. RAP's computer infrastructure needs regular maintenance to ensure the least amount of service-loss possible, with monitoring, regularly scheduled updates, and dependable backups employed to allow the RAP to reliably provide their services internally and to the public. Higher tier technicians will be available to maintain and troubleshoot network devices, so that Acorn may successfully support the network backbone and security, bringing in additional resources as needed in the face of an outage, security breach, disaster, or for project implementations.

## 4. SCOPE OF SERVICES

Acorn prides itself in its ability to provide high quality service levels by implementing industry standards and best practices. These practices allow us to provide a quality approach to IT Service Management. Acorn's attentiveness to recommendations by industry leaders, vendors, local, state, federal and regulatory boards and organizations allow us to stay abreast of evolutionary changes and trends that, as adopted, translate to an ongoing high quality of service. One of the ways Acorn does this is by monitoring official notifications from organizations like MISAC, CISA, Homeland Security, and some law enforcement agencies for vulnerabilities and other recommendations.

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### TECHNOLOGY ROADMAP

Acorn can begin working together with the Regional Access Project Foundation team to understand the current situation of IT within the organization, the immediate needs of the organization, and the future plans. Acorn will review existing infrastructure and develop the recommendations necessary to improve the infrastructure, general support, and maintenance of the existing equipment, software, and licensing agreements, etc. Acorn will then work with the organization to develop a technology roadmap and implement recommendations based upon the Agency's budget and needs. Additionally, Acorn will continue to provide ongoing IT support services throughout the entire process.

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### SUPPORT SERVICES

Acorn believes the best approach to support and maintenance is through proactive monitoring, patching, and protection. The Acorn team takes great pains to ensure security patches are tested and deployed, malware is kept out of the systems, SPAM is mitigated, and monitoring of all critical systems are watched closely by live Acorn team members 24/7/365. However, even with the most proactive methods in place, support and repairs are still needed.

Detailed below, in more specific terms, is Acorn's approach to providing the IT support that meets the RAP's needs:

**24/7/365 Remote Helpdesk Support:** A team of technicians are available 24/7/365 to provide timely, professional, and effective remote technical support for RAP staff. Acorn is often the single point of contact for all features of IT support including daily desktop support, servers, on-premise/hosted phone systems, wireless networks, cloud services, network security, monitoring of critical systems, as well as server administration responsibilities such as system add/remove/changes, etc.

Acorn strives to provide the fastest response time to its customers. This means that when a customer calls in they are not greeted by an automated phone menu but rather live representatives located in the Riverside office. Acorn's teams of technicians will quickly troubleshoot in real-time by logging into the computer via our remote management tools. This is a service feature preferred by most of Acorn's clients as it provides a cost effective alternative to on-site technicians, and the ability to address multiple service requests simultaneously throughout the day.

**Acorn Lab Team:** Acorn also maintains a staff of lab technicians that work seven days a week to perform device configurations or troubleshoot issues with computer hardware. The lab technicians scan infected workstations, troubleshoot hardware peripherals, install software on new devices, and perform backup

imaging of systems. The remote lab staff at Acorn can also double as site runners who can pick up and deliver hardware to customers, or augment project teams to provide additional tier one level technical support.

**Ticket Generation & Tracking:** Acorn Technology utilizes Autotask as its primary Helpdesk ticket management system. It consists of queues for Helpdesk, lab, and site where tickets are created and queued from the following sources:

- Incoming support call
- Email sent to Helpdesk@acorntechservices.com
- Monitoring (Internal monitoring system)
- Autotask Endpoint Management monitoring (RMM software)
- Internal request

Incoming calls and e-mails become tickets – a trackable electronic paper trail that logs the problem, the steps necessary to reach resolution, and the time spent on the ticket. Once a ticket is created, our team of technicians will work with the user to determine the issue and fix the problem. If the issue requires further diagnosis, it will get escalated to a higher level technician or to on-site support as necessary. Reports can be generated based on tickets, to help discover trends and issues routinely addressed, and can be used to more proactively address client concerns.

All generated tickets are initially maintained and tracked in the Helpdesk queue. The Helpdesk Manager's responsibility is to monitor the queue and assign resources as necessary to ensure work is handled accurately and timely. Additionally, technicians are instructed to go into the queue as they complete tickets to work on the next ticket within the queue.

**Call Handling:** An incoming support call is answered and logged into Acorn's comprehensive ticketing system, by one of our remote technicians. The technician will then work to resolve the caller's issue. If the RAP desires, Acorn can implement a policy whereby if the onsite technician is unavailable, the call can be routed to Acorn's 24/7/365 Helpdesk where an experienced technician can remotely address the user's needs.

**Ticket Resolution:** Helpdesk technicians are required to monitor the Helpdesk queue for all non-call generated tickets. Our goal is to minimize downtime and restore service operation as soon as possible. Tickets are handled in FIFO order, by priority with high priority tickets handled first. The Director of Operations may increase priorities of tickets based on severity and user impact or to ensure SLAs are being met. Once a technician is working on an issue (call generated or not), they are required to follow an escalation procedure. Once the issue is resolved (and the user is satisfied), time, work performed and notes are entered into the ticket, and the ticket is closed.

**Domain and SSL Certificate Renewals:** Acorn Technology will manage the renewals for RAP's domains and SSL Certificates which would include timely renewals and appropriate record management to ensure proper delivery of e-mail and website access.

**Documentation and Asset Management:** Acorn provides and maintains complete documentation on all network information such as system inventory, software licenses, vendors, network diagrams, and system configuration. Acorn documents all processes, so users at RAP will be able to work with any of our technicians for assistance and to ensure no critical information is dependent on one or two people.

**Inventory & Replacement Schedules:** Acorn will maintain a documented inventory of all supported devices paired with their best practice replacement schedule. The Acorn Account Manager will work closely with RAP to assist in budgeting for timely and proactive replacements of end of life or failing hardware.

**Vendor Management and Procurement Services:** Acorn works with its clients' vendors for the equipment and services that Acorn manages or supports. This includes but is not limited to ISPs, hardware vendors, software vendors and 3rd party resellers. This allows Acorn to assist the client in dealing with warranty requests, support requests, service orders and purchasing.

Clients get the best price Acorn can source...Never a markup on any hardware so clients take advantage of Acorn's buying power to procure the best rates. Acorn provides or augments the vendor management and procurement services typically handled by RAP's staff. Acorn leverages its buying power and passes the savings on to its clients. This frees up RAP's staff time, reduces costs, and reduces the likelihood that a non-technical staff member ends up procuring the incorrect equipment. This allows the client to always get the best price Acorn can acquire.

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## **GENERAL MONITORING AND MAINTENANCE**

For RAP's existing inventory, Acorn will create and maintain the following systems, and perform the following activities:

- A. Network Maintenance and Security:** RAP's servers, computers, software, and other systems are maintained and kept up to date on a regular basis to ensure optimal security and stability. Maintenance is typically scheduled and includes systematically applying Microsoft Windows Updates, Antivirus Definitions and Scans, Antispyware Definitions and Scans, SPAM control, firmware updates, and other software updates. This proactive method helps maintain the function of RAP's servers with minimal unplanned service interruptions during normal business hours. While not requested in this RFP, Acorn can also provide vulnerability scanning and risk assessments, but are not included in pricing of this proposal.
  
- B. Firewall Management:** Acorn will recommend the maintenance of certain security features at the firewall level, such as the following: Intrusion Protection which allows for the automatic scanning and blocking of bot related attacks on the network, often scanning for open ports to gain access to the network. Content Filtering of web traffic on RAP's network to enforce acceptable use policies and block access to websites containing information or images that are objectionable or unproductive, which also includes known virus and malware sites. Enabling Gateway Anti-Virus and Anti-Spyware tools to automatically scans all inbound and outbound traffic for viruses, Trojans, keyloggers and other malware in files across all ports to block them from entering the internal network and causing harm.

Additionally, due to the ever evolving cyber security threat landscape, Acorn recommends Geo-IP Filtering/Restricting features to identify and control network traffic going to or coming from specific countries to either protect against attacks from known or suspected origins of threat activity, or to investigate suspicious traffic originating from the network. Acorn recommends locking down access to specific countries or locations where the internal network will need to be accessed from.

- C. Network Monitoring:** Acorn can maintain a 24/7 monitoring system using a combination of proprietary and third party monitoring software. Account Managers and Technical Service Representatives are on call 24/7 and utilize the monitoring system to assure that Customer's connectivity, latency and usage are within expected and acceptable tolerances.
- D. Apply Windows Updates and Third-Party Application Updates**  
RAP may use some software that may be negatively affected by Windows™ updates. Acorn shall evaluate the updates and if performance is acceptable, shall roll out patches across computers and servers. Roll out should occur within two weeks of the release of an update. Acorn will use its WSUS server or if RAP prefers, use the RAP's WSUS server to manage and monitor the successful deployment of updates. Additionally, Acorn also applies updates for third party applications as they become available.
- E. Maintain Antivirus Definitions and Scan**  
Acorn shall create and maintain a suitable anti-virus strategy, which will include installation and updates of new antivirus definitions and a weekly scan of the entire hard drive. Cost of software, if any, is additional and shall be borne by Customer. Antivirus software shall monitor all servers, client machines, and e-mail. Acorn will use the server-side interface of the customer's antivirus software along with CentraStage (RMM Tool) to manage and monitor the successful deployment of antivirus definitions and system scans.
- F. Maintain Antispyware Definitions and Scan**  
Acorn shall create and maintain a suitable antispyware strategy, which will include installation and updates of new antispyware definitions and a periodic scan of the entire hard drive. Cost of software, if any, is additional and shall be borne by Customer. Anti-Spyware software shall monitor all servers and computers. Acorn will use the server side interface of the customer's antispyware software to manage and monitor the successful deployment of updates, antivirus definitions and system scans.
- G. Maintain SPAM control**  
Acorn shall create and maintain a strategy for controlling unsolicited commercial e-mail (SPAM). SPAM control must extend to both local and remote users, and must allow for rescuing messages incorrectly categorized as SPAM. Acorn can use its Barracuda Spam filtering appliances to manage and monitor spam filtering for the customer.
- H. System Backup:** Acorn recommends RAP consider a backup solution for their Office 365 environment to provide a better retention than the existing Microsoft backup retention. Acorn will recommend the following attributes:
- a. Comprehensive: Recommended Backup strategy includes images with all data and applications from all servers. Backup strategy will be designed to retain data on a sufficient basis to protect against a catastrophic system-wide failure. Currently, this strategy would include daily back-ups for seven (7) days; weekly back-ups for four (4) weeks; and monthly back-ups for at least three (3) months.
  - b. Automated: Backups should occur automatically with no user intervention, and little or no administrative intervention.
  - c. Off-Site: Backups should be stored off the Customer's site.

- d. Easily Restored: Backups should be stored so that they are easily and quickly restorable.
  - e. Back Up Schedule: Frequency determined by the function of the server, but should be no less than daily, but may need hourly incrementals performed.
- I. **Disaster Recovery Solution:** Acorn offers various disaster recovery solutions to help guide an organization in the event of a disaster and to effectively reestablish critical business operations within the shortest possible period of time, with minimal or no loss of data. Solutions range from basic server backups to full hot site failover capability.

## 5. CREDIBILITY/ REPUTATION

Acorn Technology provides its services to a wide variety of organizations including municipalities and various government agencies, both large and small. Currently, Acorn has contracted relationships for the delivery of Managed IT Services support with over 65 customers..

The following organizations are currently clients of Acorn that are local to your organization, and they have received services similar to those requested by the Regional Access Project Foundation:

### **City of La Quinta (Letter of Recommendation Attached)**

Gil Villalpando  
Assistant to the City Manager  
760-777-7094  
[gvillalpando@laquintaca.gov](mailto:gvillalpando@laquintaca.gov)

### **The Annenberg Foundation Trust at Sunnylands**

Justin Pulsifer  
IT Manager  
760-202-2250  
[jpulsifer@sunnylands.org](mailto:jpulsifer@sunnylands.org)

### **McCallum Theatre**

Alan De Zon  
Senior Vice President, Operations  
760-346-6505 x123  
[adezon@mccallum-theatre.org](mailto:adezon@mccallum-theatre.org)

### **Inland Empire Women's Business Center**

### **Coachella Valley Women's Business Center**

Michelle Skiljan  
Executive Director  
909-890-1242  
[mskiljan@iewbc.org](mailto:mskiljan@iewbc.org)

**The Palm Springs Boys & Girls Club**

Margaret Keung  
Executive Director  
760-327-1304  
[mkeung@bgcps.org](mailto:mkeung@bgcps.org)

**The Community Foundation**

Kim Potter  
Executive Assistant  
951-684-4194  
[kpotter@thecommunityfoundation.net](mailto:kpotter@thecommunityfoundation.net)

**6. LIABILITY COVERAGE**

Acorn has provided the Certificate of Liability Insurance. See Attached.

**7. PRICE**

Acorn Technology Services normally delivers its services and solutions through a flat fee model. Most clients prefer a flat fee that encompasses all of Acorn’s scope of services as opposed to the time and material method, since it allows the client to more easily budget for predictable expenses. This approach assures customers that our objectives are aligned: “when the customer has fewer problems, Acorn’s margins improve;” as opposed to the opposite approach where Acorn makes more money the more problems the customer has. This ensures the incentive to be proactive and preventative is in place.

Flat Monthly Fee Model	
Term	Monthly Rate
1 Year	\$1,325/mo
2 Year	\$1,260/mo
3 Year	\$1,190/mo

The Monthly Fee options were based on the quantities of supported devices as listed below for the systems and infrastructure at RAP.

**Devices Priced into the Above Flat Monthly Fee Pricing:**

Quantity	Devices
~10	Users
8	Desktop Computers
5	Laptop Computers
2	Cloud Servers (Email & SharePoint)
1	LAN Infrastructure
1	Firewall/Routers
5	Wireless Access Points
2	Switches
0	Virtual Private Network (VPN)
1	Networked Copiers/Printers
0	Mobile Devices and Tablets

The following are hourly rate charges for Ad-hoc services not included within the scope of work:

Technician Experience Level	Hourly Rate
Tier 1 Technician (TSR1) – End User Desktop Support	\$90.00/hour
Tier 2 Technician (TSR2) – Systems Administrator	\$125.00/hour
Tier 3 Technician (TSR3) – Network Engineer	\$145.00/hour

Additional work necessary to decommission RAP’s existing servers, remove redirected, migrate Active Directory, migrate data to SharePoint, would be billed hourly at \$125/hour.

## 8. SIGNATURE

Acorn proudly presents the attached proposal for review and consideration by the Regional Access Project Foundation. Acorn's pricing and proposal contained within is valid for 90 days.

Submitted By:

A handwritten signature in black ink that reads "Mickey McGuire". The signature is written in a cursive style with a large, stylized "M" and "G".

Mickey B. McGuire

Chief Executive Officer

Date: 09/24/2021

July 20, 2020

ACORN TECHNOLOGY SERVICES

To Whom It May Concern:

I would like to take the opportunity to offer a formal recommendation for Acorn Technology Services (Acorn). The City of La Quinta contracted with Acorn last year, and we could not be more impressed with their services and professionalism. The City struggled with a dilapidated system that we were not impressed to share with anyone. Within a short time, Acorn has transformed our entire IT system allowing us to be proud once again.

Let me highlight some of the key accomplishments:

- Created a detailed inventory of IT hardware, software and license agreements, along with recommended replacement schedule and license(s) expiration catalog for easy tracking and renewal;
- Implemented a 24/7 support system, with skilled and knowledgeable technicians along with network monitoring;
- Identify and recommend network security that is reliable and complementary to existing infrastructure, and calendars routine network maintenance during off-hours to ensure minimal impact on City operations;
- Collaborates with equipment and software vendors to procure assets at a competitive price; and
- Swiftly assisted City staff with assessing and deploying equipment to allow staff to work remotely during the current pandemic, and allowing Council meetings to continue remotely

I could continue to list several more of the accomplishments Acorn has done for the City within the past year. The biggest component Acorn has contributed to the partnership is becoming part of the La Quinta family. Mickey and his entire staff have become such a part of the team that we forget they are a contracted service. We have reached out to Mickey at all hours, and he has always been there for us and never once with attitude and only with solutions.

Please let me know if I can be of any assistance in giving more information or answering any additional questions.

Thank you,

Gilbert Villalpando  
Assistant to City Manager  
City Manager's Office  
[gvillalpando@laquintaca.gov](mailto:gvillalpando@laquintaca.gov)  
Office: (760) 777.7094

