Inu-IT LLC

Government IT Consulting Proposal 2023

Inu-IT LLC

The City of Utqiagvik
American City

Inu-IT LLC looks to provide the City of Utqiaġvik (COU) with IT support in order to provide quality IT services to assist COU with its daily operations. The purpose of this proposal is to outline the services Inu-IT LLC can provide ,which includes: research backed suggestions, monitoring of entire IT infrastructure, utilizing local connections to provide COU with environment specific solutions, and to provide timely services to ensure COU can serve their clients and community to their fullest.

Notable clients of Inu-IT include the following: ASRC, Eskimos Inc., Top of the World Hotel, UIC Science, UIC Corporate, Ace Hardware, Barrow Mechanical, and Arctic Cannabis LLC. We are also expanding to other organizations some of which are based in the North Slope villages. We are working with our staff to provide training specific to COU infrastructure to ensure we can meet all of its IT needs.

The Objective

- **Need #1: Improve turnover time for service requests.**

- **Need #2: Provide local IT support in a timely manner.**

- **Need #3: Optimization of infrastructure to ensure smooth operations for end-users.**

- **Need #4: Documentation of all existing IT assets, to be implemented for insurance purposes.**

- **Need #5: Utilize cost savings without impeding network operability.**

- **Need #6: Protect the organization against sophisticated new security threats.**

The Opportunity

- **Goal #1: Establish a ticketing system to monitor domain trouble spots.**

- **Goal #2: Integrate sales training with functional training on the new system.**

- **Goal #3: Monitor sales volume, return rates, and key satisfaction metrics for 6 weeks following training.**

The Solution

- **Recommendation #1: Stay ahead of customer trends.**

- **Recommendation #2: Implement logistics solutions.**

- **Recommendation #3: Focus on order management and automation.**

Inu-IT LLC has worked with many local organizations large and small and has industry and environmental understanding which will provide COU with access to invaluable resources which inevitably will provide COU with a better path for maintaining, implementing, and improving systems. We are working with other local Utqiaġvik- and North Slope-based organizations to help provide stable services for our homeland. Inu-IT LLC has experience with systems used by COU such as, Active Directory, wireless and wired network operations, domain level support, workstation support, wireless bridge install, maintenance, and management, network cable troubleshooting and install, work as intermediary with ISP, network firewall management, VPN management, and documentation of all existing and new network devices. Our proposal is for maintenance of the whole infrastructure, but the billing is based on workstation count. As growth is inevitable, we will not adjust our billing within the year and will be static for the first year. Inu-IT LLC also offers to utilize for this proposal, their local and national connections to provide the best possible experience. Our pricing will be $166.67 per workstation, we chose 40 units as it is a rough estimate of the devices in the infrastructure.

Rationale

Inu-IT LLC believes that for an IT infrastructure to thrive four core beliefs must be adhered to in order to achieve a seamless IT support experience. Those core beliefs guide our focus and provide our team the tools necessary for providing our clients with the best outcome.

- **Research**

- **Industry Standards**

- **Alignment with client's mission and vision**

- **Atauchikun-based focus**

Execution Strategy

Our execution strategy is based on industry standards as well as an incorporation of Inupiat cultural beliefs. Inu-IT LLC understands the limitations of Utqiaġvik and has tested many solutions to find which are better tailored for our needs.

Technical/Project Approach

For this proposal, we propose that we will employ a three-pronged approach - focusing on clear and concise documentation, focused analysis of network operations, and modifying domain/network to optimize depending on operations. Inu-IT LLC believes in transparency as a practice and will provide all documentation to the COU administration. As any changes made to the infrastructure will impact the users, Inu-IT LLC will provide notifications, if possible, prior to any modification, so that clients can anticipate changes. Our belief is that changes should be incremental, if possible, so that clients can become accustomed to these changes. We will utilize industry standard tools such as Wireshark, traceroute, system logs, event viewer, IPERF, and the plethora of domain tools included with Microsoft Active Directory. We also believe that for an IT infrastructure to work efficiently, we must empower our clients to gain a better understanding of their network.

Resources

Inu-IT LLC will provide the following: knowledgeable staff, network cables and tools, cable chases, network analysis tools both wired and wireless, wall port faceplates and keystones, local support, prompt response, and other of tools necessary for standard IT support.

Project Deliverables

Following is a complete list of all project deliverables:

Deliverable	Description
IT support solution	Solutions to improve customer relations and operations.
Concise documentation	Provide documentation necessary for insurance purposes as well as asset management following an acceptable depreciation schedule
Resource backed solutions	Provide future-state plans for Infrastructure which accounts for both fiscal and environmental constraints.

Timeline for Execution

This bid is dependent on acceptance and duration set by the City of Utqiaġvik.

Supplied Material

The following materials are to be supplied by the City of Utqiaġvik for this project. For Inu-IT LLC to meet project milestones, this materials list must be supplied on schedule. The due dates included in the following table represent our best guess based on current proposed project dates:

Materials to be supplied by City of Utqiaġvik	Due Date*
Domain, Wired/wireless, workstation admin, wireless, VOIP, website host, website certificate authority, firewall, ISP webpage, Office 365, Exchange, and any other necessary credentials	Upon acceptance
Network Diagram, documentation, service agreements, service contracts, and any documentation pertaining to domain and network	Upon acceptance
Access to the server room, and any facility hosting any network devices.	Upon acceptance

We cannot be responsible for cost overruns caused by client's failure to deliver materials by agreed-upon due dates. Certain projects may require separate agreements such as migrations to new wireless and wired network solutions.

EXPECTED RESULTS

We expect our proposed solution to City of Utqiaġvik 's requirements to provide the following results:

Financial and Operational Benefits

- **Result #1: Increased documentation of network assets.**

- **Result #2: Reduced down time.**

- **Result #3: Guidance in decision making matters that impact network/domain function.**

Technical Benefits

- **Result #1: Close monitoring of network/domain health.**

- **Result #2: Tailored suggestions backed by research and local experience.**

- **Result #3: Ease of access.**

Other Benefits

As we are based in Utqiaġvik, many costs that other organizations may charge COU such as flight, lodging, per diem, and travel costs will not be charged. We currently have an increasing client and partner organization list that will be of great benefit for COU. As COU has fostered the development of many of Utqiaġvik youth, it has also fostered the development of Inu-IT LLC's staff and owner we indubitably have a sense of pride and commitment towards the success of COU's mission.

INVESTMENT

The following table details the pricing for delivery of the services outlined in this proposal. This pricing is valid for 90 days from the date of this proposal:

Services	Cost
Per workstation cost (Monthly)	$166.67
Total Workstations	40
Monthly Cost for Workstations	$6,666.80
Quarterly Cost for Workstations	$20,000.40
Annual Cost	80,001.60

Price Disclaimer: The price is fixed for the duration of the agreement as Inu-IT LLC believes that network growth is inevitable and that the impact of the growth is not immediate so pricing should not be reflected immediately. Inu-IT LLC agrees that for the duration of the agreement we will not increase costs.

WHY CHOOSE US

Inu-IT LLC is continually proven to be an industry leader for high quality/guaranteed product/service in the following ways:

- **Inupiat values-led vision.**

- **10+ years of Arctic IT experience.**

- **Flexibility and accessibility** - Utqiaġvik-based company, 24/7/365 support.

- **Local traditional and North Slope organizational knowledge.**

- **Innovation inspired by Inupiat culture.**

CONCLUSION

We look forward to working with City of Utqiaġvik's IT Infrastructure which we hope will improve its operations. We hope that with our expertise, enthusiasm, and personal investment with City of Utqiaġvik's mission and vision will propel the city into a new era for their computer infrastructure. If you have questions on this proposal, feel free to contact Anton or Stephanie Edwardson at your convenience by email at inuit.services@gmail.com or by phone at 907-286-9659. We will be in touch with you next week to arrange a follow-up conversation on the proposal.

Thank you for your consideration,

Anton Edwardson

Anton Edwardson
Owner of Inu-IT LLC.