

MARINA COAST WATER DISTRICT
IT Support Services Proposals
Evaluation Matrix
June 6, 2016

Key: "+" = Excellent; "v" = Good; "-" = Poor; "*" = Not a feasible option

Provider	Rank	Experience/ Qualifications	# of Staff	Value	Locale	Quality of Proposal	Comments/References
Abacus Service Corporation	*	12 years in business. Highly qualified certified staff with average of 10 yrs experience.	350 contract employees across 37 states.	-	Farmington Hills, Michigan	+	Proposes way more than the District is requesting. Includes staffing an IT department for the District and 24/7 monitoring and support at a cost of \$800,800 per year. Only CA reference in El Segundo CA .
Apex Technology Management, Inc.	*	25 years in business. Highly qualified certified staff with over 250 year combined experience.	30 employees	-	Redding, CA and Monterey, CA - planned to be in Salinas, CA	+	Primarily remote support with 3 levels of escalation in the help desk. Help Desk has regular hours but also includes 24/7 on-call support. One-time set up fee of \$5,750 and monthly fee of \$6,717 (\$80,604/yr). Average annual cost for referenced Govt's is \$87,800/yr. Apex believes that their remote services will be the bulk of the services provided.
DevCare Solutions	*	33 years combined experience.	3 employees	?	Columbus, OH	-	Did not describe how they would actually monitor and maintain server/network. Cost proposal includes only an hourly rate of \$55/hr but no estimate of amount of time to provide service nor how fast the response time would be for an on site call.
GroupOne Consulting, Inc.	2	Certified and Highly qualified staff. 148 years combined experience.	17 employees	+	Folsom, CA	v	Primarily remote support. Would send a contractor for any on-site support who would be located 90 miles or less from the District. Did not provide resumes of staff; only the links to their respective LinkedIn profiles. Cost per Annum is \$46,800 plus \$70/\$100 per hour for items not considered part of the monthly services.
Knight Communications	*	In business over 30 years. Certified and highly qualified.	1 - 40 hr per week on-site staff person.	-	Claremont, CA	+	Have served over 27 Govt. entities over past 10 years - mostly cities and depts. w/in cities. Proposed means of providing services to the District is to have one of their staff on-site 40 hours per week for a fixed monthly charge of \$9,600 (\$115,200/year). Highly recommended by the City of Pacific Grove.

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Management Applications, Inc.	*	Incorporated 22 years. Highly qualified and certified staff. More than 21 years of experience.	2 employee resumes provided.	?	Dulles, VA and Glendale, CA	+	Very comprehensive proposal. Proposing much more service than the District is requesting. Most of their contracts referenced are for much larger scopes of work than the District's. Cost quoted at \$80 /hr and \$70/hr but does not give a proposed amount of hours per month to provide the service.
Monterey Bay Technologies, Inc.	1	12 years in business. Certified and highly qualified. 118 years combined experience.	6 staff	+	Monterey, CA	v	Current service provider of the District. References are all local governmental entities about the same size as the District. Cost is \$3,800 monthly retainer (\$45,600/yr) for up to 40 hours per month. Additional hours would be at \$110/hr.
OculusIT	*	Highly certified but unclear on how many staff. 49 years combined experience by position based on resumes.	List positions but not the number of staff	v	Cleveland, OH	v	A Division of CampusEAI, a women-owned minority business enterprise. Has their own standard agreement. Cost is \$42,750 that includes 10 hrs/mo. - network support, 10 hrs/ mo. - Wintel support, 2 hour weekly visits not to exceed 8 hrs per month. Total monthly hours = 28 (\$127/hr). Rates varying from \$50.00 to \$175/hr apply for any additional time.
Sigmanet	3	Certified but unclear on how many staff. 45 years combined experience based on resumes.	6 resumes listed but unsure whether they are located at their Fremont office.	v	Fremont, CA	v	Primarily remote support. Require 48 hours on-site resource dispatching. Cost is \$67,200 annually. No breakdown of how that is calculated.