May 4, 2011

Guam Community College (GCC)
Business and Finance Division
PO Box 23069
Barrigada, GU 96921

Attn: Ms. Carmen K. Santos

Reference: Update of IT Enterprise Architecture and IT Strategic Plan Document

Dear Ms. Santos,

Galaide Professional Services, Inc. (dba GPSI Guam) is pleased to submit our proposal to update the GCC Information Technology (IT) Enterprise Architecture (EA) and IT Strategic Plan documents which include a component for Distance Education (DE) to enhance the capabilities and offerings of GCC. GPSI Guam has developed a technical response, detailed project plan, schedule, and costs, based on our experience with the technology, our expertise, and through questions and clarifications. GPSI Guam is a service-disabled veteran owned Guam based corporation that offers Professional Consulting Services to our clientele in Guam and the Pacific region. Our Guam Business License number is **201100249.**

For this effort, GPSI Guam has elected to team with M2D2 a Guam corporation founded in 2007 with local professionals providing strategic business planning, socio-economic impact analyses, Federal funding assistance (bond underwriting), community outreach, and international liaison solutions between the Government of Guam and other countries.

GPSI Guam is also teamed with Total Network Design and Implementation (TNDIGuam), a Guam based sole proprietorship that is owned and operated by Mr. Travis Pilcher. Mr. Pilcher has provided Network Engineering support and services on Guam for over 15 years.

We appreciate the opportunity to submit this proposal and we look forward to providing the required services to the Guam Community College.

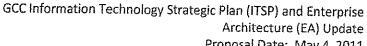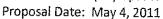Any questions or concerns should be addressed to the undersigned.

Sincerely,

Frankie P. Dumanal
CEO/Co-founder
404 West Soledad Avenue, Suite A-12
Hagatña, GU 96910
671-486-3057

1. **Situational Analysis**

   1.1. The Guam Community College (GCC) has embarked on an aggressive campaign to upgrade their technology infrastructure. Benefits gained from this technology upgrade allow GCC to increase educational offerings to the island community and Micronesia.

   1.2. In 2006, GCC added to the Institutional Strategic Master Plan (ISMP) a component known as "Enterprise Architecture" (EA). This document provided the ability for GCC to better understand its technology inventory and to outline the next steps towards making their vision a reality. There is a companion document to the EA called the Information Technology Strategic Plan (ITSP) which is the primary document requiring updating along with the EA. This document will be attached to the ISMP as GCC prepares for an accreditation team visit in March 2012.

   1.3. Since inception of the ITSP and EA, GCC has been diligent with assessing their progress. In these assessments, it was noted the target market for upgrades have also changed in the approaches of education and using the various mediums that are intricately interlaced in the new technology. In a preliminary discovery phase, it was noted GCC should make itself available to a new, potential market known in the industry as "Distance Education" (DE). There are some very good examples of this type of EA infrastructure and the application of the new system is currently in use at a handful of institutions. GPSI will explore:

      - What is the current state of the ITSP?
      - What strategic goals have been implemented, in progress, or abandoned, since it was initially developed?
      - What new emerging technologies (i.e. software) have served as the driving force to include distance education as an alternative modality for learning at GCC?

   1.4. GCC wishes to capitalize on this approach and market and seeks the expertise of a qualified team to assist in their effort. The initial step will be to update the current EA to state the direction of DE as a GCC endeavor, and to very broadly, via a table-top audit, outline to GCC the next steps. Validating this current environment also entails the following:

      - Determining the college's IT infrastructure capacity for DE
      - Surveying the market for DE platforms that work in institutions comparable to GCC's size
      - Researching DE platforms in current use by the Hawaii community college system (all Banner schools)
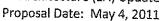      - Recommending the most viable DE platform for GCC

## 2. Our Team Leader

2.1. This effort will be led by Frank Dumanal, Chief Executive Officer, GPSI Guam. Mr. Dumanal is a multi-discipline professional who possesses over 30 years of military, private sector, and federal government experience in leadership and management, technical, training, and analytical skills. As a former federal employee with the Department of the Interior, he served as a Senior Project Manager with the Bureau of Indian Affairs (BIA) Project Management Support Office, where he worked as the BIA American Recovery and Reinvestment Act (ARRA) Program Coordinator for over $838M in ARRA funds for Native American and Alaskan Native tribes. Prior to his assignment with the Bureau of Indian Affairs, Mr. Dumanal worked as a Facilities and Capital Planning Analyst consultant for the Department of Homeland Security/Customs and Border Protection (CBP) responsible for Capital and Strategic planning for 163 Land Ports of Entry (LPOE) where he performed on-site strategic resource assessments (SRA) at LPOEs to assess current and future space requirements. Mr. Dumanal worked for Verizon Global Networks, Inc. where he simultaneously managed a variety of information systems projects. He project managed information system deployments to build Verizon's long-distance operational support systems and disaster recovery data centers. He possesses exceptional interpersonal skills that foster development of strong rapport—with teams and individuals—at all levels.

2.2. Mr. Dumanal is a certified Project Management Institute (PMI) Project Management Professional (PMP). PMI's PMP® credential is an international and industry-recognized certification for project managers. In addition to the PMP certification, Mr. Dumanal holds a George Washington University Project Management Master's Certificate and is a Project Management Certified Professional with Learning Tree International. Mr. Dumanal has a Master of Science Degree in Business Administration.

## 3. Project Deliverables

3.1. Kickoff meeting
3.2. Project Management Plan
3.3. Reporting Plan
3.4. Updated Stand-alone ITSP Document
3.5. Updated Stand-alone Enterprise Architecture (EA) Document
3.6. Distance Education Gap Analysis
3.7. Distance Education Transition Plan

## 4. Kickoff Meeting

4.1. Team GPSI GUAM will meet with GCC's designated representatives and introduce members of Team GPSI Guam who are involved in the project.

4.2. Included in this meeting will be details of schedules, tasks, and required reports as agreed upon and will address issues required for project execution. Anticipated major stakeholders will consist of GCC Operations, Support, Management, and Technical IT staff, GPSI Guam, M2D2 and TNDI subcontractors. Purpose of the kickoff meeting is to:

4.2.1. Formally recognize the start of the project
4.2.2. Introduce major stakeholders
4.2.3. Define stakeholder responsibilities
4.2.4. Identify project team members and their responsibilities
4.2.5. Understand GCC facility access rules and processes
4.2.6. Discuss project goals, milestones and deliverables
4.2.7. Review project assumptions list
4.2.8. Define key success factors
4.2.9. Understanding reporting requirements

4.3. Kickoff meeting will be held on the GCC campus within two-weeks of contract award and coordinated and scheduled with designated GCC staff.

## 5. Project Assumptions

5.1. Current documented inventory is correct
5.2. Cooperation of all Banner schools identified in paragraph 7.2
5.3. This is a table-top inventory/audit
5.4. Access to the use of GCC enterprise tools if available. Example of an enterprise tool – HP Openview for network and systems management.
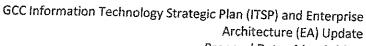
## 6. Inventory of GCC IT environment

6.1. Team GPSI Guam plans to conduct a table-top inventory of existing hardware, software, network, and communications devices.

6.2. Table-top inventory involves accessing and reviewing existing architectural drawings, diagrams, and hardware/software purchases including software licenses. Documents should be obtained in their native format (MSWord, MSExcel, and MSAccess) to the fullest extent possible to facilitate document development, editing, and updating. Primary documents to be made available to the team include:

- ITSP and EA with historical dates to indicate development and evolution
- ITSP planning document
- ACCJC's DE Policy
- GCC BOT's DE Policy
- ISMP

## 7. Distance Education (DE)

7.1. GPSI Guam will need to capture GCC's vision and business requirement for Distance Education.

7.2. In addition, GPSI Guam will need assistance from GCC to contact and coordinate a Distance Education Technology Orientation meeting with the educational institutions in Hawaii that currently operate best-practice Distance Education delivery program models. GPSI Guam will lead the meeting to ask questions about the technology being used to deliver their DE program and will take this information to transition and move GCC's DE vision into an early planning phase. Internet research focused on getting critical information from institutional websites will be a necessary first step. Include all Hawaii community colleges in the UH system – all Banner schools – like GCC. These institutions include Kapiolani Community College, Hawaii Community College, Honolulu Community College, Leeward CC, Windward CC, Kaui CC, and Maui College.

7.3. Understanding and analyzing GCC's current environment and comparing it to the Hawaiian DE model will enable a Gap Analysis to be conducted.

7.4. GPSI considers 7.4.1 through 7.4.10 out of scope relative to this project. However, if this information is readily available and obtained from any of the Hawaiian DE models, GPSI will provide this information to GCC.

7.4.1. Organizational charts and general information of the support personnel, or workforce, behind DE

7.4.2. Typical skills sets, training, and credentials at all levels of the organization from the IT perspective all the way to the designers, developers and those who create content, deliver and maintain the DE environment

7.4.3. Hardware and Software Systems upgrade/replacement cycle

7.4.4. Internal and External Network Infrastructure inclusive of the campus' wired and wireless LAN/WAN network backbone

7.4.5. Systems Security

7.4.6. Institutional Systems Policies

7.4.7. Regulatory Compliance

7.4.8. Student/employee population, budget, and a nodes count

7.4.9. IT support staff ratio or comparison of these elements between the two institutions.

7.5. Data results of the DE Gap Analysis will be the source information for developing a DE Transition Plan that will guide GCC into planning, costing, scheduling and executing a DE program.

7.6. A printed set of 3 documents will be delivered to GCC, along with an electronic file for future reference.

## 8. Project Management Plan

8.1. As with any successful project, Team GPSI GUAM will generate a Project Management Plan (PMP) to ensure the project addresses schedule, risk, cost, quality, resources, communications, change control, and technical approaches.

8.2. We will track schedule, milestones, and resources using MS Project. Our methodology to approaching project management is based on industry best practices outlined by PMI's Project Management Book of Knowledge (PMBOK).

8.3. We will work closely with GCC's network group to define each of the components of the project management plan to ensure it aligns with GCC's overall vision to match GCC's business needs and requirements. The PMP will be maintained and updated throughout the life-cycle of the project.

8.4. GPSI Guam will ensure the project management plan is tailored to GCC's requirements and that all the components of project management are addressed.

8.5. Team GPSI Guam will interface directly with GCC's assigned leader for daily direction, coordination, and to access locations throughout the school campus.

8.6. A printed set of 3 documents will be delivered to GCC, along with an electronic file for future reference.

## 9. Reporting System for Problem Escalation

GPSI will use MS Project schedule to track the schedule and milestones. As tasks approach at-risk stages, we will use weekly schedule review meetings to escalate these to GCC's senior management. GPSI Guam will provide monthly progress reports which will outline activities, deliverables, problems and resolutions.

## 10. Reporting Requirements

10.1.　　GPSI GUAM understands timely and consistent reporting to stakeholders is crucial to the success of any project. Our team will provide a recommended bi-weekly work accomplished report which will address technical status, problems and resolutions and also include teleconference and meeting minutes for the two-weeks prior.

10.2.　　Our bi-weekly report will include the following categorizations of information:

10.2.1.　　Project status summary

10.2.2.　　Change Request status (new, open, and closed since last report)

10.2.3.    Issue status (new, open, and closed last report)

10.2.4.    Schedule status

## 11. Project Timeline

| 5/23 | Kick-off Meeting |
| 6/6 | 2nd Reporting Due (Reports due every two weeks) |
| 9/1 | EA Update Completed |
| 9/1 | ITSP Update Completed |
| 9/10 | DE Transition Plan Completed |
| 9/12 | Closeout Meeting |
| 9/15 | EA and ITSP Update Project Completed |

## 12. Fee Schedule

12.1.    A budget of ███████ is estimated for this project. The proposed fee schedule will conform to standard practices and is tied to the listed deliverables. This fee does not include any extraneous cost directly associated with the scope of work above, and GPSI will not incur any such costs unless accepted by GCC. A publishing and travel cost estimate can be provided to GCC by GPSI if needed.

12.1.1.    25% due after completion of 2nd Reporting

12.1.2.    25% due upon delivery of EA and ITSP Update

12.1.3.    50% due upon Final document delivery

Respectfully Submitted by:

**Frank Dumanal, Principal**

**Hereby Acknowledged and Accepted by GCC:**