# Cover Letter

Dear <Sender>,

Sub: Response to Managed Information Technology (IT) Service Provider P25002

Bahwan CyberTek Inc (‘BCT’) is pleased to submit our proposal in response to the Request for Proposal for **Managed Information Technology (IT) Service Provider** from The Wilmington Housing Authority (‘WHA’)

BCT brings over two decades of experience working with public and private sectors across the United States in the **Managed IT services**. With deep domain knowledge, flexible support models, readily available frameworks and in-house expertise, we provide complete **IT support for large enterprises across 24/7/365**. Having successful track record in similar solutions, we are confident bringing the right operational team to continuing support of IT operational and delivering the services outlined in the RFP.

The enterprise landscape across public sector industry has grown leaps and bound over years – with various applications & technologies BCT have been providing exemplary Managed Services throughout the changing technology landscape. We have a successful track record of delivering similar projects to companies by bringing thought leadership. Some of our key differentiators are:

* Our experience working with similar Housing Authorities such as **The Housing Authority of City of Los Angeles,** Ministry of Housing allows us to bring valuable insights to this engagement, thus enabling us to proactively identify opportunities for automation, optimize operational processes and reduce total cost of ownership while ensuring high service quality.
* With over 20+ years’ experience in providing end-to-end managed services, we ensure the IT systems are highly available, optimally performing to our customers business functions. Leveraging the thousands of man years of expertise in providing managed services, we built a solid ***Fit for future framework*** for delivering highly efficient and cost-effective managed services to our customers, bringing in *automation, best practices, standards and governance*.
* We are an **SEI-CMMi Level 5** assessed organization for process maturity, highest level in the industry. This means our customers achieve greater benefits with high quality services, best practices and predictable outcome when they engage with us for their strategic and operational IT needs.
* Implementing **ITIL and ITSM best practices** ensures that all resolutions and service requests are managed according to industry standard
* Commitment in delivering **high first-call resolution (FCR) rates** and adhering to stringent service level agreements (SLAs) to ensure minimal downtime and optimal service efficiency

We believe that our proposal is in line with the expectations that have been prefaced in the RFP. We are excited about the opportunity and look forward to continuing to be part of WHA’s journey in this initiative and to achieve significant business benefits.

Yours sincerely,

Subramanian Nagarajan

Chief Operating Officer