

CIVICSPAN IT GROUP

Modern IT support for infrastructure teams that cannot afford downtime.

Founded by Keisha Ruffner - IT professional specializing in Bentley ProjectWise, Microsoft 365, and engineering technology environments.

CORE CAPABILITIES

- ? Engineering Technology Operations - ProjectWise, Bentley, CAD, GIS, permissions, onboarding, and production workflow support
- ? Cybersecurity & Identity Controls - security hardening, access review, zero-trust planning, and DLP around engineering files and collaboration spaces
- ? Network & Infrastructure Architecture - segmented networks, SD-WAN planning, and infrastructure designs that protect production data streams
- ? Cloud & Systems Modernization - Microsoft 365, Azure, hybrid cloud, Windows 11 readiness, and server migration
- ? Governance, Documentation & Continuity - SOPs, runbooks, CMDB planning, audit trails, and backup/business-continuity readiness
- ? Authorized Procurement & Deployment - Dell, Epson, Cisco, Ergotron, and TD SYNEX sourcing under one accountable vendor of record
- ? Wide-format plotter setup, configuration & troubleshooting - ARCH D/E plan production and multi-print configuration for VDOT-adjacent workflows
- ? Ergonomic workstation solutions - Ergotron sit-stand desks, monitor arms, and mounting systems

DIFFERENTIATORS

- ? Pre-qualified Commonwealth of Pennsylvania ITQ vendor across IT, Consulting, and Creative/AV/Production categories, ready for direct agency purchase orders
- ? Direct experience supporting transportation and infrastructure technology environments
- ? Deep familiarity with the Bentley and ProjectWise ecosystem, including hands-on plotter and plan-production troubleshooting
- ? SBA Certified WOSB & EDWOSB with personalized, responsive support - no ticket maze
- ? Single accountable vendor of record across compute, network, print, ergonomics, and identity
- ? Authorized procurement access through Dell, Epson, Cisco, Ergotron, and TD SYNEX

PROFESSIONAL HIGHLIGHTS

- ? Bentley Developer Program Member
- ? Bentley Communities Explorer
- ? Published "ProjectWise Workspace Doctor" on GitHub
- ? ORCID Researcher Profile Connected

TARGET CLIENTS

Transportation & infrastructure agencies - Engineering firms - Government agencies - Technology vendors - Small businesses

COMPANY DATA

- ? UEI: PMVWGHNEZYK4
- ? CAGE Code: 20NK8
- ? SWaM ID: 845315 (Woman-Owned)
- ? eVA Vendor Code: SUP356399
- ? PA Supplier ID: 0000570359 (SAP# 570359)
- ? PA Turnpike Vendor: Code 10662

- ? Business Type: Virginia LLC - Public Sector Focus
- ? Location: Fredericksburg, VA
- ? NAICS: 541512, 541511, 541519, 518210, 611420

CERTIFICATIONS

- ? SBA Certified WOSB & EDWOSB
- ? Virginia SWaM Certified (Woman-Owned)
- ? eVA Registered Vendor
- ? SAM.gov Registered

PA COMMONWEALTH ITQ CONTRACTS

- ? IT ITQ - Contract #4400034820 (consulting, GT/GIS, network/telecom, help desk, software dev, SaaS, IT training)
- ? Consulting Services ITQ - Contract #4400034791
- ? Creative/AV/Production ITQ - Contract #4400034875

VENDOR AUTHORIZATIONS

- ? Dell Technologies Partner
- ? Cisco Partner
- ? Epson Authorized Partner
- ? Ergotron Authorized Partner
- ? TD SYNnex Authorized Reseller

CONTACT

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RELEVANT EXPERIENCE

CivicSpan's founder, Keisha Ruffner, brings direct professional experience supporting Bentley ProjectWise, Microsoft 365, and engineering technology environments for transportation and infrastructure organizations prior to founding CivicSpan IT Group - including endpoint management, software deployment, and technical documentation for CAD and engineering teams. This background informs every engagement CivicSpan takes on today.