

Proposal for:
Marina Coast Water District

“Information Technology Support Services”



To: Kelly Cadiente
Marina Coast Water District
11 Reservation Rd
Marina, CA, 93933



From: Apex Technology Management, Inc.
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A Letter from Apex's CEO, Scott Putnam

April 25, 2016

To the Leadership of Marina Coast Water District:

Thank you for the opportunity to respond to your RFP for Information Technology Support Services. We are pleased to present to you our Response.

Apex Technology Management is a Managed IT Services Provider (MSP) that has been in business for 25 years, has nearly 30 employees, and has extensive and successful experience performing the services you are requesting for a variety of clients--including several government/public agencies. The requested services are right in Apex Technology Management's "wheelhouse" of skill, experience, and business focus. We are certain that this partnership between Marina Coast Water District and Apex Technology Management will be an excellent fit for both parties.

First, I would like to say that Apex's number one core value is "**Customer Service Obsession.**" This is first and foremost in everything we do. "Everyone at Apex is a Customer Service Representative," and we endeavor to go above and beyond to provide all of our clients with industry-best service. This includes myself--I am personally always available to help you when needed. Second, another significant strength of Apex Technology Management is that while we are large enough to provide enterprise-class service, we are small enough that we still truly care about each and every client. You are more than just a number to us, and we will strive to go the extra mile to take excellent care of you. Our goal is not to stop at meeting minimum expectations, but to offer a level of service excellence that is unsurpassed and worthy of the name "Apex Technology Management," and all it represents.

Thank you in advance for your thoughtful consideration of our Response to your RFP. We are excited about this potential partnership!

Sincerely,

Richard S. Putnam

Scott Putnam, CEO / President
Apex Technology Management, Inc.
Redding, CA; Monterey, CA
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Section A: Introduction

Intro/Highlights

Apex has reviewed and understands the desired Scope of Services requested in MCWD's RFP. Apex Technology Management is uniquely positioned to meet the District's needs. We provide the highest standard in I.T. management and support services by means of our experienced technical staff, best-of-breed software tools, and our refined processes.

Apex Technology's "Managed Services" business model is designed to be beneficial to both client and vendor, as opposed to the more traditional and one-sided "break/fix" model of I.T. support, which tends to favor the I.T. provider. With Managed Services, both parties are happiest and most profitable when the client has a trouble-free I.T. environment. With that end in mind, Apex takes a strong proactive and preventative approach to I.T. support. This ultimately decreases the likelihood of avoidable downtime and repairs. With the "unlimited" Total Support Platinum plan being proposed to Marina Coast Water District, Apex takes the weight of the responsibility for ensuring MCWD's smooth I.T. operations.

We would like to emphasize at the outset of this section that APEX HAS OTHER OPTIONS besides what is proposed in this Response. We offer four different levels of Total Support plans, and we can also customize any of these plans to suit the District's needs more precisely. Due to the nature of RFP Response requirements, its inherent time and space limits, etc., we have proposed just two of several options available to MCWD. Therefore, if the District's leadership is "sold" on Apex Technology Management as the best provider—but would like some other support options—let's talk, and we will be happy to work out a plan that is mutually agreeable and gives maximum benefit to MCWD.

For Marina Coast Water District, **our proposed first recommendation is for our Total Support Platinum plan**. We believe that this plan is the option that will best address your I.T. needs, while also maintaining a more predictable I.T. budget. This plan is like having a full enterprise-level, corporate I.T. department available to serve you.

HIGHLIGHTS: Apex Technology's proposed **Total Support Platinum** plan provides an unparalleled level of service and meet the needs of Marina Coast Water District via the following key components:

- Virtual Chief Information Officer (VCIO) I.T. Management Services
- Remote I.T. Monitoring & Management
- "Unlimited" Remote Help Desk Support (as specified in this proposal)
- "Unlimited" On-Site Support (as specified in this proposal)
- Projects as needed, quoted and billed separately from monthly agreement

A more detailed description of these plan components is included in the following section:

Section B: Scope of Services

➤ Virtual Chief Information Officer (VCIO)

The Virtual Chief Information Officer is one of the greatest benefits of being a Total Support Client with Apex Technology Management. The VCIO is dedicated to your organization's successful implementation of technology in support of your mission.

- Serves as the Client's I.T. Manager and Central Point of Contact
- Management Meeting Participation
- 3-Year I.T. Budgeting Assistance
- Technology Planning & Advice
- Relationship Management
- Service Escalations & Personalized Care
- Executive Reports and Documentation
- Coordination/Liaison with third party tech vendors
- Provide recommendations and quotes for equipment, etc.
- I.T. Resource Management (licensing, inventories, warranties, etc)

➤ Remote I.T. Monitoring & Management

A key aspect of Apex's service is 24/7 monitoring and management of the Client's network. As part of our initial setup/onboarding, Apex installs a very small software agent on every one of the Client's supported servers, PCs and laptops. Most I.T. issues will be automatically detected by this enterprise-class I.T. Remote Monitoring & Management (RMM) software--Kaseya Virtual Systems Administrator. The Kaseya software is continually monitoring all servers, workstations, and networking devices (switches, firewalls, wireless access points, etc.), and monitoring countless metrics around the clock. Kaseya automatically monitors innumerable metrics, such as:

- Did the Backups run successfully last night?
- Did the Anti-Virus definitions update? Are Crypto-wall/virus files present?
- Is the Server up/down? Internet service up/down?
- Is the hard drive filling up? System utilization working too hard?
- Typically, over 75 metrics are being monitored at any given time, 24/7.

Whenever a Kaseya monitoring alert is triggered, it automatically generates a service ticket in our fully integrated CRM and Ticketing software, ConnectWise. These tickets are immediately triaged and assigned to a technician for resolution. Most often, our technicians log in and fix issues on the Client's network, before the Client even knows there is a problem!



Apex Technology's Network Operations Center (NOC) / Help Desk

➤ **“Unlimited” Remote Help Desk Support**

- Apex Technology Management operates a California-based, full time, fully staffed Help Desk.
- The Help Desk will be staffed from 7:30am-5:30pm, Monday-Friday, excluding holidays. Outside of these hours, we have 24/7 on-call availability. Our LIVE telephone answering service will receive calls, emails, and monitoring system alerts, contact our on-call technician, who responds appropriately to the I.T. need, according to its urgency/priority.
- Help Desk technicians do not go into the field. They are dedicated to service in the call center.
- Any client end user is free to contact the Help Desk for assistance. Clients can initiate service tickets by phone, email, or Client Web Portal.
- A client who calls Apex's Help Desk is typically speaking with a live technician on the phone in an average of 17 seconds. The technician can then log in to the caller's system remotely and address their I.T. issues. Escalation is available to Level II and Level III technicians as needed.
- Tickets are also automatically created by our Kaseya monitoring software. Monitoring software-generated tickets are immediately prioritized by our full-time Help Desk Scheduling Coordinator, and assigned to a technician to address.
- Help Desk technicians also use Kaseya Virtual Systems Administrator to implement and manage all Microsoft OS updates and security patches, and to automate recurring maintenance.
- All Apex technicians fully document all service notes into our ticketing software, ConnectWise. Service tickets are available for reporting and reference.
- The Help Desk maintains documentation of the client's network configurations and equipment in our Knowledge Base, easily accessible to the technical team.
- Technicians log onto systems remotely via enterprise-level I.T. management tools, and are able to address over 90% of issues remotely. For the other 10%, there's On-Site Support...

➤ “Unlimited” On-Site Support

The Total Support Platinum plan we are proposing also includes “unlimited” on-site support and maintenance of the existing I.T. environment, within the scope and limitations of this proposal.

While the majority of the District’s I.T. needs will be addressed remotely, there are those issues that require a technician’s physical, on-site presence. These items include tasks like:

- “Pushing buttons”
- Swapping out a faulty component, etc.

Again, over 90% of all I.T. services will be provided remotely by Apex Help Desk Staff. However, Apex Technology Management’s Monterey office will provide local, Apex-employed technicians to meet the Airport’s on-site service needs. For larger-scale on-site needs and projects, Apex staff from our Redding office will most likely perform the work for the District.

➤ Project Services

As part of our initial “rollout” process, Apex technicians will scan the network using software tools, as well as record photo/video documentation of the existing network. Your VCIO and technicians will compare MCWD’s current state to I.T. industry best practices, noting any obvious gaps. Based upon this information, your VCIO will make some prioritized project recommendations to MCWD. The goal of these recommended projects will be to get the District’s I.T. infrastructure into solid and reliable working order, to reduce the possibility of costly and unnecessary downtime. Recognizing that budget constraints are the “norm” in the government/public sector, the VCIO will recommend solutions that meet the District’s budget constraints, while still accomplishing the goal of moving toward a secure and stable network.

The proposed monthly plans include the ongoing maintenance and support of MCWD’s existing I.T. infrastructure, hardware, software, etc. Any significant work outside of that would be considered projects. Projects are scoped, quoted by the VCIO and technicians, submitted to and approved by the District, and are billed separately from the monthly plan.

SUMMARY REVIEW OF PROPOSED PLAN:

➤ **What IS Included in the Proposed Total Support Platinum Plan?**

Summary:

- Virtual Chief Information Officer (VCIO) Services
- Remote I.T. Monitoring & Management
- “Unlimited” Remote Help Desk Support (as specified in this proposal)
- “Unlimited” On-Site Support (as specified in this proposal)

➤ **What IS NOT Included in the Total Support Platinum Plan?**

- **Products**—Purchases of Hardware, software licensing, services from other vendors (e.g. offsite/cloud backups/data storage, specialized software support plans, hardware warranties, etc), etc. are quoted and billed separately.
- **Projects**--Work beyond the regular support, management and maintenance of the existing infrastructure/environment are not included in the proposed monthly plan prices, and will be separately quoted and billable at discounted hourly rates.
- **Please see Attachment A for more detailed and specific exclusions**

Like most organizations in today's world, Marina Coast Water District wants to have their Information Technology infrastructure maintained at enterprise-class support levels. They want secure, stable and reliable networks that are proactively managed and maintained to detect problems early and avoid costly, unnecessary downtime. They want technicians who are qualified, skilled, caring and responsive to their users' needs. They want an accessible remote Help Desk for maximum cost effectiveness and efficiency of I.T. management, and timely on-site services when necessary.

In short, MCWD wants their I.T. taken care of and working. They don't want to think about computers and servers and routers and such, they just want it all to work, so they can do their jobs efficiently and effectively. All of this is what Apex Technology provides.

Other Apex Total Support Plan Options Are Available:

Apex Technology Management is happy to work out the kind of plan that would serve Marina Coast Water District best for the allowable budget. We offer four levels of support plans (Bronze, Silver, Gold and Platinum)--as well as custom/hybrid plans--any of which might be options for the District. We ask that you please remember this very important point:

“Apex can create an option that will fit our needs—

All we need to do is ask!”

- **Total Support Platinum:** We believe that the Platinum plan proposed in this Response is the best support plan option for MCWD’s needs. All on-site and off-site support and maintenance of the existing IT equipment/environment is included. This makes the IT budget more stable and predictable. New Projects and products (hardware/software, etc.) would be quoted, approved, and billed separately.

Apex also has other support plan options to consider, for instance:

- **Total Support Gold:** This plan is the same as the proposed Platinum plan, except on-site work is not included in the monthly plan price, and would be billable separately, at discounted hourly rates.

Remember, around 90% of all IT support can be provided remotely. The Total Support Gold plan option includes UNLIMITED remote support, and has a significantly lower monthly cost than Platinum. That said, on-site needs do arise and can be sporadic and unpredictable, so under a Gold plan, the I.T. budget will reflect that unpredictability. Nevertheless, since budget is normally a strong consideration for government/public sector clients, Total Support Gold can sometimes (though not always) cost less overall, and could be a great fit for MCWD. However, if the District tends to prefer a more all-inclusive plan, with less unpredictability, Total Support Platinum is recommended.

- **Other Options:** Apex Technology Management is recommending either the Platinum or Gold plans as being the two best options for Marina Coast Water District. However, if District leadership wants to explore other options, we are happy to discuss them with you and find a solution that best fits MCWD’s support and budget needs.

Please see a summary/comparison chart of Platinum/Gold options on page 24.

Section C: Qualifications



The majority of Apex Technology Management's staff is pictured here.

APEX EXPERIENCE AND HISTORY:

- An S-Corporation in business for 25 years (since 1991) in Redding, California
- Has approximately 30 employees
- Provides both Remote and On-site I.T. support
- Main business focus is Managed I.T. Services through our "Total Support" plans
- We also offer consultations, projects and periodic/as-needed support
- Operates a full time, fully staffed Help Desk / Network Operations Center (NOC)
- Has clients spread throughout California and other Regions
- Over 250 years of combined I.T. experience
- Over 85 I.T. industry professional certifications (and climbing)
- Serves over 500 organizations and 10,000 end users
- Specializes in HealthCare and Local Government I.T. support
- Nationally recognized as one of the "Pioneer 250" of all I.T. Providers in the Nation
- A strong, financially stable, and consistently growing company

Apex Technology Management, Inc. is an experienced I.T. solutions provider serving our customers for 24 years. Founded in 1991, Apex has built a reputation of reliability, integrity and technical expertise while implementing real business solutions for our customers. For your support, Apex will employ our award winning, highly certified network engineering & consulting team with over 200 years of combined I.T. experience working with over 500 client organizations and over 10,000 end-users. Apex also employs state of the art support tools and technology—the best enterprise-level information technology management tools available on the market. As a result of our operations, service levels, financial stability, and excellence, CRN (an I.T. industry organization) has placed Apex Technology Management in the "Pioneer 250" of all Managed I.T. Service Providers in the nation, and the Top 500 in the world.

Apex is a strong, reliable, and financially stable company. 2014 and 2015 were both record years for Apex in terms of income and profitability. We are also hiring for newly created positions that will accommodate the sustained growth we are currently experiencing and expecting to continue into the future.

Apex currently has nearly 30 full-time employees. The size of our organization allows our customers several unique advantages including flexibility, tiered pricing, shorter project times, and the widest set of skills and experience. Apex Technology Management is what is known in the I.T. industry as a Managed Services Provider (or “MSP” for short). This means that our main business thrust is to offer the benefits of a fully-staffed, enterprise-level I.T. department to organizations that do not have one of their own.

We have clients spread throughout California and other regions. We are currently privileged to serve over 60 client organizations through our monthly “Total Support” plans. We offer four different levels of monthly support plans: Bronze, Silver, Gold, and Platinum. We consider Total Support to be our main business focus, and the best possible way for us to provide our clients with excellent I.T. support. However, we also provide periodic projects and as-needed services to literally *hundreds* of other businesses throughout the region, besides our faithful Total Support clients.

Apex Technology Management has provided I.T. support for a number of government and para-government organizations over its 24 years of operation. From one-time planning consultations, to infrastructure projects, to monthly support plans, we have serviced many public entities. The *current* list of government agencies that we provide ongoing monthly support for (support level varies by organization), includes: City of Red Bluff (and its police department), City of Shasta Lake, Shasta Mosquito Vector Control District, Shasta Regional Transportation Agency, County of Tehama, Merced County Association of Governments and others.

Examples of other government/public organizations we have provided consultations, projects, or other support for *in the past* (and/or we are still providing them on a *periodic or project basis*) are: County of Modoc, Weaverville Community Services District, Centerville Community Services District, Coos County Courthouse (Oregon), Lassen County Courts, Shasta County Superior Court, Colusa County Court, Sacramento Public Library, Shasta Public Libraries, and the City of Anderson—and this is not an exhaustive list!

To summarize, Apex Technology Management has extensive experience in successfully implementing projects and regular monthly I.T. support and maintenance for our clients. We also have the I.T. training and certifications, industry-best I.T. management tools and processes, support staff, tech industry recognition, and the proven, real-world government I.T. support experience that will allow Marina Coast Water District to breathe a sigh of relief and confidently entrust their ongoing I.T. support to Apex!

KEY STAFF

There are a number of key roles within Apex that will serve Marina Coast Water District. Besides the technical staff, we also have your assigned Virtual Chief Information Officer (VCIO), Operations Manager, Project Manager, Sales and Purchasing, Finance and Administrative staff—all of whom provide skilled and excellent service to our clients.

Virtual Chief Information Officers (VCIOs)

One of the following VCIOs would be assigned to support Marina Coast Water District:



Tom Grisell

- **Virtual Chief Information Officer**
 - Primary Point of Contact.
 - 1-, 3-, and 5-Year I.T. Budgeting Assistance
 - I.T. Planning & Advice
 - Reports & Documentation
 - Client Relationship Management & Service Escalations
 - Tech Vendor Management & Liaison
 - Current Government VCIO experience
- Employment with Apex Technology: 7 Years
- I.T. Experience: 23 Years
- Former NOC/Help Desk Technician
- Certifications:
 - MCSE (Microsoft Certified Systems Engineer)



Kevin Wendland

- **Virtual Chief Information Officer**
 - Primary Point of Contact.
 - 1-, 3-, and 5-Year I.T. Budgeting Assistance
 - I.T. Planning & Advice
 - Reports & Documentation
 - Client Relationship Management & Service Escalations
 - Tech Vendor Management & Liaison
 - Current Government VCIO experience
- 20 Years' Experience in I.T., Operations & Project Management
- B.A. from U.C. Davis

SENIOR TECHNICAL STAFF



David Bliss

- **Director of Technical Services**
- **Level III Network Engineer**
- Employment with Apex Technology: 10 Years
- I.T. Experience: 16 Years
- Certifications:
 - Bachelor of Science in Business Administration
 - Microsoft Certified Systems Administrator (MCSA)
 - Server 2003
 - Messaging
 - Microsoft Certified Systems Engineer (MCSE)
 - Axcient Certified Professional (ACP)
 - Nimble Storage Area Network Expert
 - VMware Certified Professional 5
 - Data Center Virtualization



Ray Bass

- **Level III Network Engineer**
- Employment with Apex Technology: 19 Years
- I.T. Experience: 21 Years
- Certifications:
 - Microsoft Certified Professional (MCP)
 - Win95
 - Win XP
 - Microsoft Certified Solutions Associate (MCSA)
 - Microsoft Certified IT Professional (MCITP)
 - Server 2008
 - Microsoft Certified Technology Specialist (MCTS)
 - Server 2008R2 Server Virtualization
 - Server 2008 Network Infrastructure Configuration
 - Win7 Configuration
 - Server 2008 Active Directory Configuration
 - Mitel 3300 ICP
 - 3Com NBX 100



Pat Gerard

- **Level III Network Engineer**
- Employment with Apex Technology: 12 Years
- I.T. Experience: 16 Years
- Certifications:
 - Microsoft Certified Professional (MCP)
 - Microsoft Certified Systems Engineer (MCSE)
 - Server 2003
 - Microsoft Certified Solutions Associate (MCSA)
 - Server 2008
 - Microsoft Certified Systems Administrator (MCSA)
 - Server 2003
 - Microsoft Certified IT Professional (MCITP)
 - Enterprise Administrator on Server 2008
 - Microsoft Certified Technology Specialist (MCTS)
 - Server 2008R2 Server Virtualization
 - Win7 Configuration
 - Server 2008 Active Directory Configuration
 - Server 2008 Applications Infrastructure Configuration
 - Server 2008 Network Infrastructure Configuration
 - Citrix Xen Server Specialist
 - Nimble Storage Area Network Expert
 - Cisco Certified Network Associate (CCNA)
 - Cisco Certified Entry Network Technician (CCENT)
 - Cisco Qualified Specialist – Wireless (CQS-WLSS)



Stephen Carnes

- **Level III Network Engineer**
- Employment with Apex Technology: 4 Years
- I.T. Experience: 16 Years
- Certifications:
 - Microsoft Certified Systems Engineer (MCSE)
 - Microsoft Certified Systems Administrator (MCSA)
 - Microsoft Certified Professional (MCP)
 - Microsoft Certified Technician (MCT)
 - VMware Certified Technician (VCT)
 - Cisco Certified Network Associate (CCNA)
 - Citrix Certified Expert - Virtualization (CCE-V)
 - Citrix Certified Enterprise Engineer (CCEE)
 - Citrix Certified Administrator (CCA)



Sherry McElroy

- **Level III Network Engineer**
- Employment with Apex Technology: 7 Years
- I.T. Experience: 26 Years
- Certifications:
 - Microsoft Trainer (MCT)
 - Microsoft Certified Solutions Expert (MCSE)
 - Server Infrastructure
 - Messaging
 - Private Cloud
 - Microsoft Certified Solutions Associate (MCSA)
 - Windows Server 2012
 - Windows Server 2008
 - Office365
 - Microsoft Certified IT Professional (MCITP)
 - Enterprise Messaging Administrator on Exchange 2010
 - Enterprise Administrator on Windows Server 2008
 - Enterprise Support Technician on Windows Vista
 - Microsoft Certified Technology Specialist (MCTS)
 - Windows Server 2008 R2 Server Virtualization
 - Windows 7 Configuration
 - Microsoft Exchange Server 2010 Configuration
 - System Center Virtual Machine Manager 2008 Configuration
 - Windows Server Virtualization Configuration
 - Windows Server 2008 Network Infrastructure Configuration
 - Windows Server 2008 Active Directory Configuration
 - Windows Server 2008 Applications Infrastructure Configuration
 - Microsoft Windows Vista Configuration
 - Microsoft Certified Desktop Support Technician (MCDST)
 - Microsoft Certified Systems Administrator (MCSA)
 - Microsoft Certified Professional (MCP)
 - VMware Certified Professional (VCP) 5.0
 - Cisco Certified Design Associate (CCDA)

The above individuals are highly experienced, senior network engineers with “upper level” technical certifications and many years of experience performing all aspects of MCWD’s support. They will primarily serve as Marina Coast Water District’s Help Desk escalation resources, and for the more complex infrastructure projects.

The following 2 pages will give very brief information about the Help Desk / Network Operations Center (NOC) Staff. These are the individuals who will be supporting MCWD on a more day-to-day basis, and performing a majority of ongoing routine support tasks. For a description of the remote assistance being provided by the NOC staff, please see Section 3 of this Response.

Apex Technology Management currently serves several government agencies on Total Support plans, as well as those who use us for projects/as-needed. This also includes some special districts and “joint powers” organizations. Because of this, all of the NOC/Help Desk staff work with government clients on a daily basis—from mayors to police chiefs, on down to day one new employees, and everyone in between.

Help Desk / NOC (Network Operations Center) Staff:



James Davidson

- **Scheduling Coordinator for NOC / Field Techs**
- I.T. Experience: 5 Years
- Certifications: UNIX Administrator
- Triage/prioritizes service tickets and assign to technicians



Sampson Abramenko

- **Level II / Field Tech**
- Employment with Apex Technology: 5 Years
- I.T. Experience: 15 Years
- Certifications:
 - MCTS – Windows 7 Configuration
 - Citrix CCA XENApp 6.5



Nathan Moore

- **Level II / Field Tech**
- Employment with Apex Technology: 3 Years
- I.T. Experience: 15 Years
- Certifications:
 - MCTS
 - Citrix CCA XENApp 6.5



Arthur MacArthur

- **Level II / Field Tech**
- Employment with Apex Technology: 7 Years
- I.T. Experience: 11 Years
- Certifications:
 - COMPTIA A+
 - MCITP – Enterprise Server 2008 Admin



Kyle Sandhofner

- **Level I / NOC Tech**
- Employment with Apex Technology: 5 Years
- I.T. Experience: 8 Years
- Certifications:
 - MCP – Microsoft Certified Professional
 - MCTS – Windows 7 Configuration
 - Citrix CCA XENApp 6.5
 - Axcient Certified Professional



Brent Nosek

- **Level I / NOC Tech**
- Employment with Apex Technology: 1 Year
- I.T. Experience: 10 Years
- Certifications:
 - MCP
 - MCTS – Windows 8



Kurt MacArthur

- **Level I / NOC Tech**
- Employment with Apex Technology: 3 Years
- I.T. Experience: 5 Years
- Certifications:
 - Citrix CCA XENApp 6.5
 - MCTS – Windows 7 Configuration
 - COMPTIA Network+



Eric Sandhofner

- **Level I / NOC Tech**
- Employment with Apex Technology: 4 Years
- I.T. Experience: 2 Years
- Certifications:
 - MCTS – Windows 7 Configuration
 - CCENT – Cisco Certified Entry Networking Technician

APEX TECHNICAL CERTIFICATIONS:

Our technicians hold over 85 industry certifications, in a variety of key specializations:

Microsoft Certs held by Apex Engineers

- 7 MCP (Microsoft Certified Professionals)
- 5 MCSA (Microsoft Certified Systems Administrator)
- 5 MCSA (Microsoft Certified Solutions Advisor)
- 4 MCSE (Microsoft Certified Systems Engineer)
- 3 MCSE (Microsoft Certified Solutions Expert)
- 6 MCITP (Microsoft Certified IT Professional)
- 1 MCDST (Microsoft Certified Desktop Support Technician)
- 1 MCT (Microsoft Certified Technician)
- 26 MCTS (Microsoft Certified Technology Specialist)
- 1 MAER (Microsoft Authorized Education Reseller)

CISCO Certs held by Apex Engineers

- 2 CCNA (Cisco Certified Network Associate)
- 2 CCENT (Cisco Certified Entry Network Technician)
- 1 CCDA (Cisco Certified Design Associate)
- 1 CQS-WLSS (Cisco Qualified Specialist - Wireless)

Citrix Certs held by Apex Engineers

- 1 CCE-V (Citrix Certified Engineer – Virtualization)
- 1 CCEE (Citrix Certified Enterprise Engineer)
- 1 CCS (Citrix Certified Specialist-XenServer)
- 4 CCA (Citrix Certified Administrator-XenApp 6.5)

VMware Certs held by Apex Engineers

- 2 VCP (VMware Certified Professional)
- 1 VCT (VMware Certified Technician)
- 1 VTPA (Virtualization Tech Post-Sales Accreditation)
- 2 VSP (VMware Sales Professional)

AXCIENT Certs held by Apex Engineers

- 3 ACE (Axcient Certified Expert)

COMPTIA Certs held by Apex Engineers

- 2 COMPTIA Networking+
- 2 COMPTIA Security+

OTHER Certifications ...

- DELL, Nimble Storage, NUANCE/Dragon, Mitel, 3Com, More...

As you can see, Apex has spared no expense in ensuring that our technicians are properly trained and certified by the manufacturers of the most trusted product names in the I.T. industry. This ensures a quality of service and a level of trust that is unparalleled.

APEX TECHNOLOGY STRENGTHS AND ADVANTAGES TO REMEMBER:

- Nationally recognized as one of the top I.T. Service Providers in the U.S.
- Extensive experience in providing top-notch I.T. support to Government agencies
- Nearly 30 employees to serve Marina Coast Water District
- Large team provides scheduling flexibility and a variety of skillsets
- Over 85 I.T. industry certifications showing our proven I.T. expertise
- Assigned VCIO provides experienced, strategic I.T. Management and Leadership
- California-based, fully staffed Help Desk / Network Operations Center
- Three on-site service partner companies 25-55 minutes from MCWD
- Uses the best enterprise-class remote monitoring, ticketing, and support tools
- Has relationships with key industry-leading hardware & software companies
- A strong, stable, and growing Company

Our best recommendations for Marina Coast Water District are the Platinum or Gold plans:

TOTAL SUPPORT PLATINUM OPTION

- **Ongoing Monthly: \$6,717.00 (per month)**
- **One-Time Setup: \$5,750.00**

TOTAL SUPPORT GOLD OPTION

- **Ongoing Monthly: \$4,650.00 (per month)**
- **One-Time Setup: \$5,750.00**

NOTE: There will be a 3.5% Annual rate increase for each year of the Contract period.

MARINA COAST WATER DISTRICT - Total Support OPTIONS Summary				
Apex would be happy to serve MCWD with either of these support plan options.				
PLAN OPTION	What is Included			Monthly Price of Support
	Core Services	REMOTE Help Desk	ON-SITE Support	2 Sites, 7 Servers, 40 Workstations, as listed in RFP
TOTAL SUPPORT GOLD	YES	"UNLIMITED" REMOTE Service	Billed separately at a discounted hourly rate	\$4,650.00
TOTAL SUPPORT PLATINUM	YES	"UNLIMITED" REMOTE Service	"UNLIMITED" ON-SITE Service	\$6,717.00
"Core Services" - 24/7 Monitoring, Microsoft Updates/Patching, VCIO, Ticketing, HelpDesk, Discounted Hourly Rates for Billable Labor				
"UNLIMITED" - On covered devices, within the scope of a Total Support Agreement. Please see Proposal Details.				
IMPORTANT NOTE 1: All Total Support Options require a One-Time Setup Fee of \$5,750.00				
IMPORTANT NOTE 2: This chart is a SUMMARY ONLY. Please see Proposal, RFP, and Attachments for details.				

NOTE: All Total Support prices quoted here include two (2) sites, seven (7) servers (3 physical, 4 Hyper-V), up to forty (40) workstations (as listed in RFP and vendor questions) and related networking equipment, within the scope of the Agreement. Additional sites, servers and/or workstations/laptops can be added to the plan at any time for an additional monthly cost (PLATINUM: \$289/mo./site, \$315/mo./server, and \$99/mo./workstation or GOLD: \$0/mo./site, \$230/mo./server, and \$72/mo./workstation).

Section E: Cost

NON-RECURRING COSTS:

Current Platinum/Gold Discounted Hourly Rates for Out-of-Scope Work / "Projects"

- Level I Technician: \$90.00 per hour
- Level II Technician: \$110.00 per hour
- Level III Technician: \$130.00 per hour

Expenses

What follows is the verbiage from our standard agreement. However, these are only "proposed" terms--we are flexible and willing to negotiate the specifics of these terms:

Client shall reimburse Apex for the following expenses that are directly attributable to work performed pursuant to this Agreement:

- A. Travel expenses including airfares, rental vehicles, and mileage outside Shasta County in company or personal vehicles at the highest federally allowed mileage rate current at the time. This rate is calculated from the Apex office nearest to the Client destination to the Client destination.*
- B. Telephone long-distance and facsimile (fax) long-distance charges*
- C. Postage and courier services*
- D. Computer supplies, such as hardware/parts necessary to complete the scope of services to be provided.*
- E. Other expenses resulting from the work performed under this Agreement.*

Apex shall submit an itemized statement of Apex's expenses, along with any associated invoices.

Proposed Reimbursement Terms

Again, what follows is the verbiage from our standard agreement. However, these are only "proposed" terms--we are flexible and willing to negotiate the specifics of these terms:

MONTHLY FEE. *The current monthly fee for the Services shall be \$ x,xxx.xx per month (the "Monthly Fee") and will be billed in advance on the first of every month. Any services provided outside the scope of Services will be billed separately as they are provided at Apex's then current billing rates. The current Monthly Fee is based upon the current configuration of the computers and LAN and WAN systems at the relevant Client facilities, as described in Exhibit A of this Agreement. As a matter of course, Apex may recalculate the Monthly Fee to adjust for Workstations or Servers added to or removed from the Client's network using the per site base fee, per workstation fee, and per server fee, as listed on Exhibit A of this Agreement. Systems removed from the network may not automatically be removed by Apex's auditing tool for up to 120 days, therefore it is the Client's responsibility to notify Apex if a Workstation or Server has been removed so that the monthly fee can be adjusted accordingly. The Client is responsible for payment of invoices on or before the due date (15 days after the first of the month).*

LATE FEES. *Late payments by Client shall be subject to late penalty fees of the lesser of 1.50% per month or the maximum amount permitted under state law from the due date until the amount is paid*

Section F: Draft Agreement

Apex Technology Management acknowledges having received and reviewed Marina Coast Water District's standard agreement that was included with the RFP. Its terms are agreeable to Apex.

Summary and Conclusion

It is our sincere belief that Apex Technology Management offers unparalleled I.T. skill, expertise, and customer service. Apex has the unique blend of training, certifications, skill sets, and real-world, government-specific experience to successfully provide the required I.T. support services Marina Coast Water District is seeking.

Our approach includes best-in-the-industry tools, and all of the key personnel necessary to ensure the best possible ongoing I.T. service, and a smooth and successful relationship. Apex will proactively monitor and fully manage all included servers, workstations and network devices 24/7. We'll provide your users top-notch, enterprise-level unlimited remote help desk support-- addressing the vast majority of your needs remotely. We will provide on-site support as necessary to resolve issues not able to be addressed remotely. We will also recommend and implement infrastructure improvement projects that will increase the stability and reliability of MCWD's network.

We are confident that the end result of Apex Technology Management's support will be a stable, reliable and well-performing network that delivers maximum value to Marina Coast Water District. Thank you again for reviewing this proposal. We are grateful for the potential opportunity to serve you, and we look forward to hearing back from you!



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Attachment A – Total Support Exclusions

We find it helpful to clarify what work is normally considered **“Out-of-Scope”** under the proposed Agreement:

Total Support Platinum/Gold Services, including onsite services, and online technical support services, are for approved platforms, devices, operating systems, applications and other items.

The Total Support Platinum/Gold Package does not include:

All Services are subject to the following exclusions: Apex may make recommendations for hardware, software or network improvements, referred to as special projects, to improve the level of support. If implementation of the recommendation is necessary to continue efficient and effective support, and the recommendation is not implemented, Apex reserves the right to exclude the item(s) needing replaced or repaired from Services provided. Services do not include any service after the equipment has been serviced, repaired, moved or relocated by anyone other than Apex or an authorized Apex agent.

Services do not include repair or service required as a result of:

- * Neglect, theft, or accidental damage of the equipment;
- * Alterations or modifications to the equipment performed by other than Apex or authorized Apex agent;
- * The failure of Client to provide and maintain a suitable installation environment at all facilities as prescribed by Apex (including, but not limited to, proper electrical power, internet access, air conditions, & humidity control);
- * The use of the equipment for purposes other than those for which it was designed;
- * Electrical work external to the equipment or service connected with equipment relocation, reconfiguration or additions;
- * Cutoff of services to Client by any utility;
- * Acts of God.
- * Software or Hardware not owned by the Client are specifically excluded.
- * Labor for troubleshooting, configuring or installing copy machines or any other hardware or peripherals provided by a 3rd party vendor.
- * Labor for troubleshooting, configuring or installing non business related software such as i-tunes, and games.
- * Software or Hardware not covered under a valid maintenance contract or warranty with the vendor or OEM are specifically excluded.
- * Materials, Parts or Hardware warranty coverage
- * Projects Moves, Adds or Changes
- * Red flagged equipment not meeting Apex requirements
- * Software unrelated to business needs (iTunes, Windows Media Player, games, etc.)

Other Applications and Services

The covered devices may host services or applications outside the scope of this agreement, and Apex and Client may each have partial responsibility for the functionality provided by a single device as follows:

Anti-Virus Server and Client Software

Client maintains responsibility to providing Apex with a valid, current subscription license for Anti-Virus software for all covered devices. Apex agrees to verify the Anti-Virus software is functional on the server at all times and the automatic updates are working properly.