

Marina Coast Water District
Agenda Transmittal

Agenda Item: 10-B

Meeting Date: December 13, 2011

Submitted By: Kelly Cadiente
Reviewed By: Carl Niizawa

Presented By: Kelly Cadiente

Agenda Title: Adopt Resolution No. 2011-89 to Approve a Professional Services Agreement to Provide Information Technology Support Services to the District

Detailed Description: Staff is requesting the Board consider adoption of Resolution No. 2011-89 to approve a Professional Services Agreement to provide Information Technology (IT) support services to the District. Previously, the Board adopted Resolution No. 2011-76 to approve Outsourcing IT support services of the District. Staff issued a Request for Proposals (RFP) with a proposal due date of November 28, 2011. Seven proposals were received and evaluated by staff. The proposals were evaluated based on the following criteria:

- Experience, qualifications and recommendations
- Economics and value
- Locale of proposer
- Quality of proposal

In addition, the Budget & Personnel Committee has reviewed the proposals and recommended forwarding this item to the Board for consideration of a Professional Services Agreement to provide IT support services to the District.

Environmental Review Compliance: None required.

Prior Committee or Board Action: None.

Board Goals/Objectives: *Strategic Plan, Mission Statement – Providing high quality water, wastewater and recycled water services to the District's expanding communities through management, conservation and development of future resources at reasonable costs.*

Financial Impact: Yes No

Funding Source/Recap: Funded through FY 2011/2012 Operating Budget of the Central Marina and Ord Community cost centers – cost savings due to the Finance Director vacancy.

Material Included for Information/Consideration: Resolution No. 2011-89; and, Proposals for IT support services.

Staff Recommendation: The Board of Directors adopt Resolution No. 2011-89 to approve professional services agreement to provide IT support services to the District.

Action Required: X Resolution _____ Motion _____ Review
(Roll call vote is required.)

Resolution No _____ Motion By _____ Board Action Seconded By _____
Ayes _____ Abstained _____
Noes _____ Absent _____
Reagendized _____ Date _____ No Action Taken _____

December 13, 2011

Resolution No. 2011-89
Resolution of the Board of Directors
Marina Coast Water District
Approving a Professional Services Agreement with _____
to Provide Information Technology Support Services to the District

RESOLVED by the Board of Directors (“Directors”) of the Marina Coast Water District (“District”), at a regular meeting duly called and held on December 13, 2011 at the business office of the District, 11 Reservation Road, Marina, California as follows:

WHEREAS, previously the Board adopted Resolution No. 2011-76 to approve Outsourcing IT support services of the District; and,

WHEREAS, staff issued a Request for Proposals (RFP) with a proposal due date of November 28, 2011 and received and reviewed seven proposals; and,

WHEREAS, the Budget & Personnel Committee has reviewed the proposals and recommended that the Board approve a professional services agreement to provide IT support services to the District.

NOW, THEREFORE, BE IT RESOLVED, that the Board of Directors of the Marina Coast Water District does hereby adopt Resolution No. 2011-89, to approve a professional services agreement with _____ to provide information technology support services of the District.

PASSED AND ADOPTED on December 13, 2011, by the Board of Directors of the Marina Coast Water District by the following roll call vote:

Ayes: Directors _____

Noes: Directors _____

Absent: Directors _____

Abstained: Directors _____

William Y. Lee, President

ATTEST:

Jim Heitzman, Secretary

CERTIFICATE OF SECRETARY

The undersigned Secretary of the Board of the Marina Coast Water District hereby certifies that the foregoing is a full, true and correct copy of Resolution No. 2011-89 adopted December 13, 2011.

Jim Heitzman, Secretary

MARINA COAST WATER DISTRICT
IT Support Services Proposals
Evaluation Matrix

Provider	Rank	Experience/ Qualifications	# of Staff	Value	Locale	Quality of Proposal	Comments/References
CCIS	4	√	2	26 hrs/mo. @ \$2500 per mo. = \$96.15/hr. Addl. hrs @ \$90/hr.	+	-	Previously in Salinas. Recent relocation to Marina. Provides all aspects of IT to the City of Marina. Did not include documentation of District's system.
LORENTZ	6	-	2	Listed different service options but does not list how many hours are included in each option.	√	-	Marina resident w/office in Monterey. Did not provide references, did not address the size of the District's system, did not address documentation of District's system. Did not include District's PSA an requires prepayment for services.
MRH	7	-	1	Want to place a MRH staff person @ District -40 hrs/wk @ \$12K/mo.	-	√	Out of the area & cost way too much \$12K/mo.
MBT	1	+**	5	\$4800 per mo. retainer based on 60 hrs/mo. Can adjust # of hrs/mo. Retainer based on \$80/hr. Addl. hrs @ \$95/hr.	√	+	Highly recommended by PBCSD & MBUAPCD. Verified that response time is much quicker than in proposal. System assessment and documentation is included in service. Also has experience w/ GIS & SCADA.
OPALSOFT	3	√*	2	\$5100 per mo. Retainer which includes unlimited email, phone & remote support. If a technician comes to the District in person, rates starts @ \$100/hr but fees are negotiable.	+	+	OPALSOFT is out of the area but partners with a local Marina firm. Opalsoft local partner was a past employee of the MPWMD. Also has experience w/ GIS. Plan for at least 40 hrs in-person time per week for first month.
RAYNE	5	√	4	Rates based on equipment, type of monitoring and hourly rates starting @ \$100/hr.	√	-	Proposal not very detailed but rate structure very detailed.
TFD	2	+	3	\$3060 per mo. retainer based on equipment & 25 hrs/mo. and one-time fee of \$3000.	√	+	After hour rates only apply to emergency after hour call outs. Does not apply to scheduled work that is done after hours. Attached their agreement (1-year) instead of using the agreement provided in RFP.

- Did not meet satisfaction

√ Satisfactory

+ Excellent

* GIS experience

** SCADA and GIS experience

CCIS Proposal



Central Coast Information Systems, Inc.
326 Reservation Road, Suite H1
Marina, CA 93933
www.ccinfosys.com
info@ccinfosys.com

RFP Response

For

Marina Coast Water District

11/22/2010

CONFIDENTIAL



Central Coast Information Systems, Inc.
326 Reservation Road, Suite H1
Marina, CA 93933
www.ccinfosys.com
info@ccinfosys.com

Company Overview

Who We Are

Central Coast Information Systems, Inc. is a locally owned and operated provider of information technology and technical support. Combined we have over 25 years of experience supporting clients in the Monterey Bay Area. We strive to provide solutions that are not only cutting edge, but also financially attainable. Using industry standard processes and procedures, we will help stabilize your technology infrastructure, and maintain it, so you can get back to business.

CCIS was founded in May 2007 by Carson Franklin (CEO), Wendy Plese (CFO), and Greg Hamer (CTO). Three partners had worked together for several other systems integration companies and decided that the status quo was not working for them, nor for their clients. Since incorporating, CCIS has been able to grow by understanding that what may work for one client may not be the correct solution for another. By providing flexible contracts, rates, and packages, we are able to tailor the right solution for just about any environment.

What We Do

- ONSITE IT SERVICE & SUPPORT
- HARDWARE & SOFTWARE PURCHASING
- REMOTE HELP-DESK (PHONE & COMPUTER)
 - NETWORK DESIGN & SECURITY
- WIRELESS & BROADBAND NETWORKING
 - BACKUP & DISASTER RECOVERY
 - VPN & REMOTE ACCESS
 - WORKSTATION INSTALLATION & MAINTENANCE
- SERVER INSTALLATION & MAINTENANCE
 - LONG TERM IT PLANNING

Where We Are

CCIS has a brick and mortar office in Marina, California. This central location allows us easy access to clients in Monterey, Santa Cruz, and San Benito Counties. In addition to onsite support CCIS strives to incorporate cutting edge remote access and support tools that allow us to extend our reach to clients in San Jose, San Francisco, North Bay, and even New York without having to charge additional fees for travel and lodging. CCIS does not outsource work. All work is performed by CCIS employees.



Central Coast Information Systems, Inc.
326 Reservation Road, Suite H1
Marina, CA 93933

Scope of Services – Solutions

1. Purpose: The purpose of this document is to address each item in the MCWD RFP Section II.
2. Services:
 - 24x7 continuous monitoring of the Districts 6 servers, 40 desktops, and networking devices at its two office locations, including:
 - Connectivity monitoring
 - Performance and predictive failure monitoring
 - System change monitoring
 - Firewall availability and performance monitoring
 - Antivirus monitoring
 - Intrusion detection monitoring
 - CCIS utilizes industry standard remote monitoring software (GFIMax) that allows us to continuously monitor all aspects of a client's network. This includes (but not limited to): Servers, Workstations, Printers, Firewalls, Routers, and Switches (if manageable). Each device is monitored in real-time and system alerts are sent to technicians via email if the monitoring software detects any faults or failures which could result in interrupted service. The software not only monitors the hardware but will also monitor software as well. For example, if the backup system does not perform a complete backup a technician will be notified. If the Mail Server software stops responding, a notification will be sent via the monitoring software (thus negating the inability to send an email if the system is down).
 - Dedicated Help Desk that can be accessed via email, Web, or phone
 - CCIS uses the #1 Professional Services Automation software package (ConnectWise) to provide complete help desk and time tracking to our clients. This software package allows our clients to open, close, review, and update trouble tickets via the web, email, or by calling our office directly. In addition to managing trouble tickets, our software package is capable of running reports based any number of criteria to help better manage your IT resources. These reports can be customized and can be provided monthly with each invoice either electronically or hard-copy.
 - 24x7 on-call availability
 - CCIS offers 24x7 on call availability to our clients when requested. We currently have several 24/7 clients (Marina Police Department for example) that cannot afford disruption of service regardless of the time of day or day of the year. There is no additional charge for this availability. We only charge if the service is needed.
 - Guaranteed response times for both remote and in-person responses
 - Our standard Service Level Agreement (SLA) includes a 1 hour response time if there is a work-stoppage issue, a 1 hour response time to acknowledge the issue and schedule the work (non-critical), and a 2 hour resolution time if it can be done remotely.
 - Troubleshooting for system failures, client database access issues, and predictable hardware failures
 - This is included as part of our remote monitoring solution (See point 1), and is also included as part of our scheduled onsite maintenance.

- Data backup and disaster recovery support
 - CCIS is partnered with the largest and most respected providers of backup and disaster recovery services. This includes Symantec Backup Exec for Local Tape and Disk Backups, Barracuda Networks for Local and Remote Backups, and VaultLogix for 100% Cloud Based Backups.
- Spam and virus protection support
 - We work with several AntiVirus software providers (Symantec, Trend Micro, Microsoft Security Essentials, etc). We are certified partners and are able to handle all aspects of installation, management, and upgrades whether it is a local or cloud based service.
- Network security
 - We understand that network security is of paramount importance in today's environment. We are certified with SonicWall, Cisco, and Barracuda Networks. We have worked with many other hardware providers (Netgear, Juniper, ZyXEL, Watchguard, etc).



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Personal Qualifications

1. Purpose: The purpose of this document is to provide the qualifications of the staff members that will be assigned to Marina Coast Water District.
 - a. Carson Franklin
 - i. Carson Franklin is the CEO and President of Central Coast Information Systems. In addition to managing the growth of CCIS he directly manages and services CCIS clients. Carson holds a B.S. in Telecommunication, Multimedia, and Applied Computing from California State University, Monterey Bay. His specializations include:
 1. Microsoft Server (NT, 2003, 2008)
 2. Microsoft Exchange (2000, 2003, 2007, 2010, Cloud Hosted)
 3. Unix / Linux (Ubuntu, SCO Unix, Red Hat & Red Hat Enterprise)
 4. Microsoft Windows (2000, XP, Vista, Windows 7)
 5. Cisco Systems (PIX Firewalls, Routers, Switches, Aironet Wireless)
 6. Sonicwall (Firewalls, SonicPoint Wireless Access Points)
 7. Symantec Solutions (Backup Exec, Symantec Endpoint Protection)
 8. Barracuda Spam, Content, Mail Archiver, and Backup Appliances
 - b. Greg Hamer
 - i. Greg Hamer is the CTO of Central Coast Information Systems. In addition to testing, evaluating, and deploying new technology for both CCIS and its clients Greg also manages and services clients on a day to day basis. Greg holds a B.S. in Telecommunications, Multimedia, and Applied Computing from California State University, Monterey Bay. Greg is also working on his MBA at Brandman University. His specializations include:
 1. Microsoft Server (NT, 2003, 2008)
 2. Microsoft Exchange (2000, 2003, 2007, 2010, Cloud Hosted)
 3. Microsoft Active Directory, Group Policy, and WMI Scripting
 4. Microsoft Windows (2000, XP, Vista, Windows 7)
 5. Cisco Systems (PIX Firewalls, Routers, Switches, Aironet Wireless)
 6. Sonicwall (Firewalls, SonicPoint Wireless Access Points)
 7. Symantec Solutions (Backup Exec, Symantec Endpoint Protection)
 8. Barracuda Spam, Content, Mail Archiver, and Backup Appliances
 - c. Wendy Plese
 - i. Wendy Plese is the CFO of Central Coast Information Systems. Her primary responsibility is managing day to day business operations. In addition to running the business side of CCIS, Wendy also serves as tier 1 technical support for clients calling or emailing service requests. She is our Connectwise specialist and makes sure our ticketing and time tracking services are up to date and accurate. Wendy serves as our Quickbooks consultant for clients transitioning to the latest versions.



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Current References

1. City of Marina

- a. CCIS currently manages all aspects of Information Technology for the City of Marina. This includes all City Departments such as Administration, Police, Fire, Public Works, Community Development, Planning, Building, Parks and Recreation, and Finance.
- b. Contact:
 - i. Anthony Altfeld, City Manager
 1. Email: aaltfeld@ci.marina.ca.us
 2. Phone: (831) 884-1278
 3. Address: 211 Hillcrest Ave, Marina CA. 93933.

2. Monterey College of Law

- a. CCIS currently manages all aspects of Information Technology for Monterey College of Law. This includes onsite server and workstation maintenance, LAN / WAN and Wireless network access for students, and management of MCL's new online student registration system.
- b. Contact:
 - i. Mitch Winick, Dean
 1. Email: mwinick@montereylaw.edu
 2. Phone: (831) 582-4000
 3. Address: 100 Col. Durham St, Seaside CA. 93955

3. Orion Telescopes and Binoculars

- a. CCIS currently manages the network and server infrastructure for Orion Telescopes and Binoculars. This includes onsite maintenance and support, IT budgetary and growth consultation, as well as support for Cupertino office.
- b. Contact:
 - i. Debbie Woodward, Vice President, Operations
 1. Email: debbiew@telescope.com
 2. Phone: (831) 760-7000 x132
 3. Address: 89 Hangar Way, Watsonville CA. 95076

4. Nordic Technology

- a. CCIS currently manages all aspects of Information Technology for Nordic Technology.
- b. Contact:
 - i. Johan Johnsson, Owner
 1. Email: johan@nordic-usa.com
 2. Phone: (831) 655-5200
 3. Address: 9829 Blue Larkspur Lane, Monterey CA. 93933



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Cost Analysis

1. Purpose:
 - a. The purpose of this document is to outline the estimated monthly costs associated with retaining Central Coast Information Systems as the IT Provider for Marina Coast Water District.
2. Note:
 - a. Due to the fact that CCIS has no detailed knowledge of the current state of the infrastructure this document is a best-guess estimate for what we would propose to a client with the same approximate number of servers and workstations.
3. Pure Rate:
 - a. CCIS charges \$125 per hour for onsite or remote IT support. This is billed in 1 hour increments onsite, and 15 minute increments remote. **IMPORTANT NOTE:** Our pure rate is only used in a situation where a client does not have a service agreement in place. With a service agreement in place the rate will be much lower.
4. Packages:
 - a. To allow for a more consistent relationship, CCIS offers service agreement packages which outline standardized rates and monthly hourly commitments. This ensures that the client is getting the best possible rate, and a commitment from CCIS for onsite and remote support.

Based on the assumption that MCWD has 6 servers and approximately 40 workstations at 2 locations we are proposing our **Growth Package** (see 2nd page for pricing and details). This however should not be considered an absolute figure. We understand that each client has special needs and we always allow the ability to tailor each offering. Our packages are a great starting point and we can always increase or decrease the commitment based on the client's needs. We would welcome a chance to meet and discuss our offerings if it is requested.

5. Terms: CCIS offers NET 30 terms for hardware and service.



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Monthly Support Packages & Rates

The following packages and rates have been put together by CCIS to offer the best level of price, performance, availability, and support to our clients. We understand that no two businesses are the same. Because of this, we offer packages that can be applied to a business with 5 computers or 500! The standard non-contract / non-package rate for IT services is \$125 per hour. Utilizing a monthly support package can significantly lower this rate.

Basic				
Price Per Month	Onsite Support	Remote Support	Server Remote Monitoring	Additional Hours
\$250	2 Hours	30 Minutes	1 Server	\$100
Our Basic Package is perfect for small businesses with 5-10 workstations and a small workgroup server. This package includes 2 hours of onsite support which can be pre-scheduled to do monthly maintenance on your computer systems. This includes tasks such as updates, upgrades, troubleshooting and repair. We also include 30 minutes of remote support which can be used to resolve issues where an engineer does not need to be onsite. We also include 1 license of remote server monitoring which we use to track server uptime, performance, security, and updates. We also send you monthly reports so you can see how well your network is performing.				

Standard				
Price Per Month	Onsite Support	Remote Support	Server Remote Monitoring	Additional Hours
\$1000	8 Hours	1 Hour	2 Servers	\$95
Our standard package is our most popular. Most of our clients have 15-20 workstations and 2-3 servers. This package provides 8 hours of onsite support which can be used for normal maintenance and troubleshooting, but can also be used for consultation. 1 Hour of remote support is included as well as server monitoring for 2 servers. We feel this is a great package which allows enough time to keep your systems running smooth as well as plan for future growth.				

Growth				
Price Per Month	Onsite Support	Remote Support	Server Remote Monitoring	Additional Hours
\$2500	24 Hours	2 Hours	5 Servers	\$90
For clients with 20-50 workstations and more than a handful of servers, our growth package has been designed to include a large base of hours, increased remote support, and additional server monitoring. The cost per additional hour has been lowered significantly from our standard rate. This allows clients to add hours monthly to accomplish tasks such as server / network / workstation upgrades without experiencing a major increase in monthly cost. This is a perfect package for clients looking to expand into new offices or to make changes to overall infrastructure (moving to the Cloud for example).				

Enterprise				
Price Per Month	Onsite Support	Remote Support	Server Remote Monitoring	Additional Hours
\$TBD	TBD	TBD	TBD	TBD
CCIS also offers an Enterprise support package which can be built to your needs. This solution is most often used as a staff augmentation to current onsite IT staff. If you already have technicians onsite, we can offer support that is strictly server or network based. If you have server and network administrators onsite and need additional desktop support, we offer that too! If you have neither, and want CCIS to manage it all, not a problem!				

**PROFESSIONAL SERVICES AGREEMENT FOR
CONSULTING SERVICES
BETWEEN
MARINA COAST WATER DISTRICT
AND
Central Coast Information Systems**

Some of the important terms of this Agreement are printed on Page 2. For your protection, make sure that you read and understand all provisions before signing. The terms on Page 2 are incorporated in this document and will constitute a part of the Agreement between the parties when signed.

TO: Marina Coast Water District DATE: 11/28/2011
11 Reservation Road
Marina, CA 93933

The undersigned Consultant offers to furnish the following:

MCWD wishes to engage CCIS to provide professional information technology support services to the District. The scope of services is included as Attachment A.

Contract price \$ 2500 per month

Completion date June 30, 2012

Instructions: Sign and return two originals. Upon acceptance by the Marina Coast Water District, a copy will be signed by its authorized representative and promptly returned to you.

Accepted: Marina Coast Water District	CONSULTANT Central Coast Information Systems _____
By _____	By _____
Name _____	Name <u>Carson Franklin</u>
Title _____	Title <u>CEO</u>

Consultant agrees with the Marina Coast Water District that:

1. When the law establishes a professional standard of care for Consultant's services, to the fullest extent permitted by law, Consultant will defend, indemnify and hold harmless the Marina Coast Water District, its directors, officers, employees, or authorized volunteers from all claims and demands of all persons that arise out of, pertain to, or relate to the Consultant's negligence, recklessness, or willful misconduct in the performance (or actual or alleged non-performance) of the work under this agreement. Consultant shall defend itself against any and all liabilities, claims, losses, damages, and costs arising out of or alleged to arise out of Consultant's performance or non-performance of the work hereunder, and shall not tender such claims to District nor to its directors, officers, employees, or authorized volunteers, for defense or indemnity.

2. Other than in the performance of professional services, to the fullest extent permitted by law, Consultant will defend, indemnify and hold harmless the Marina Coast Water District, its directors, officers, employees, and authorized volunteers from all claims and demands of all persons arising out of the performance of the work; including but not limited to claims by the Consultant or Consultant's employees for damages to persons or property except for the sole negligence or willful misconduct or active negligence of the Marina Coast Water District, its directors, officers, employees, or authorized volunteers.

3. By his/her signature hereunder, Consultant certifies that he/she is aware of the provisions of Section 3700 of the California Labor Code which requires every employer to be insured against liability for workers' compensation or to undertake self-insurance in accordance with the provisions of that code, and that Consultant will comply with such provisions before commencing the performance of the professional services under this Agreement. Consultant will keep workers' compensation insurance for their employees in effect during all work covered by this Agreement and shall file with the Marina Coast Water District the certificate required by Labor Code Section 3700.

4. This paragraph is part of the contract. Yes or No (Circle One) [This section applies in most cases except for laboratory work.] Consultant will file with the Marina Coast Water District, before beginning professional services, a certificate of insurance satisfactory to the District evidencing professional liability coverage of not less than \$1,000,000 per claim and annual aggregate, requiring 30 days notice of cancellation (10 days for non-payment of premium) to the Marina Coast Water District. Coverage is to be placed with a carrier with an A.M. Best rating of no less than A-:VII, or equivalent, or as otherwise approved by the District. The retroactive date (if any) is to be no later than the effective date of this Agreement. Consultant shall maintain such coverage continuously for a period of at least Three years after the completion of the contract work. Consultant shall purchase a one-year extended reporting period i) if the retroactive date is advanced past the effective date of this Agreement; ii) if the policy is canceled or not renewed; or iii) if the policy is replaced by another claims-made policy with a retroactive date subsequent to the effective date of this Agreement.

5. This paragraph is part of the contract. Yes or No (Circle One) Consultant will file with the Marina Coast Water District before beginning professional services, certificates of insurance satisfactory to the Marina Coast Water District evidencing general liability coverage of not less than \$1,000,000 per occurrence (\$2,000,000 general and products-completed operations aggregate (if used)) for bodily injury, personal injury and property damage; auto liability of at least \$1,000,000 for bodily injury and property damage each accident limit; workers' compensation (statutory limits) and employer's liability (\$1,000,000) (if applicable); requiring 30 days (10 days for

non-payment of premium) notice of cancellation to the Marina Coast Water District. The general liability coverage is to state or be endorsed to state "such insurance shall be primary and any insurance, self-insurance or other coverage maintained by the Marina Coast Water District, its officers, directors, employees, or authorized volunteers shall not contribute to it". The general liability insurance shall give Marina Coast Water District, its officers, directors, employees and its authorized representatives and volunteers insured status using ISO endorsement CG2010, CG2033 or equivalent. Coverage is to be placed with a carrier with an A.M. Best rating of no less than A-:VII or as otherwise approved by the Marina Coast Water District.

6. If any of the required coverages expire during the term of this agreement, the Consultant shall deliver the renewal certificate(s) to the District at least ten (10) days prior to the expiration date.

7. Consultant shall not accept direction or orders from any person other than the General Manager or his designee.

8. The terms of this agreement shall commence on _____, 2011 and continue in full force unless terminated by a 15-day written notice by either party to the other.

9. Any change in the scope of the professional services to be done, method of performance, nature of materials or price thereof, or to any other matter materially affecting the performance or nature of the professional services will not be paid for or accepted unless such change, addition or deletion be approved in advance, in writing by a supplemental agreement by the Marina Coast Water District. Consultant's "authorized representative(s)" has (have) the authority to execute such written change for Consultant.

Lorentz
IT Solution
Services
Proposal

Thomas Lorentz, IT Solution Services
2560 Garden Rd, Ste 211-4
Monterey, CA 93940
May 12, 2011

Kelly Cadiente
Director of Administrative Services
Marina Coast Water District
11 Reservation Rd.
Marina, CA 93933

Dear Mrs. Cadiente:

Thank you for the opportunity of becoming your business partner into the future.

Attached documents are outlined below:

- This Cover Letter
- Proposal stating objectives and obligations
- Contract sheet for your consideration
- Resumes of employees of this company who will be working in your office.

Upon approval we will come into your office and document your network at no cost to your company, you will get a copy of this documentation in the form of a binder for your records. This is done so every employee of IT Solution Services knows your network in and out so any employee can go to your office to do work when needed.

Sincerely,

Thomas Lorentz
Owner

Tom Lorentz
IT Solution Services
2560 Garden Rd. Ste. 211
Monterey, CA 93940

Kelly Cadiente
Director of Administrative Services
Marina Coast Water District
11 Reservation Rd.
Marina, CA 93933

Dear Mrs. Cadiente:

As a long-time resident of Marina, I understand the needs of the people of Marina as it pertains to Water and enjoy the opportunity of becoming a partner with the Water District in this next evolution that you are engaged in.

IT Solution Services brings 24 combined years of experience in numerous areas of the IT field to the table as well as an unwavering internal need to do the best job possible at an exceptionally competitive rate.

We believe this correspondence and attached documents outline everything asked in the best detail possible.

OBJECTIVE:

Provide Information Technology Maintenance and Service Contracts to the Marina Coast Water District

SCOPE OF SERVICES for the Marina Coast Water District

1. Maintenance in Main Office as well as Satellite Office(s):
 - a. Monthly File-system Maintenance of Server(s)
 - b. Weekly checks of Backup to verify completion and review of Logs
 - c. Monthly test of Backup via test restore of data
 - d. Monthly checks of Antivirus software to verify it is updating correctly
 - e. Server Service needs, (Creation of new Users, Modifying of Shares, Setting up Users Cell Phone and the like, ETC)
 - f. Quarterly maintenance on all workstations in both offices
 - g. Monthly maintenance on all workstations
 - h. Setting up of new Workstations as needed
 - i. Make recommendations for replacement hardware and software.
 - j. Assist in purchasing equipment as needed and configure on network getting the client back up and running as quickly as possible.
 - k. Make recommendations for transferring website
 - l. Implement email platform preferably using outlook for contacts and tracking collaboration.
2. Support for Main Office as well as Satellite Office:
 - a. 24/7 Support
 - b. Onsite Support
 - c. Remote Support when available

Invoices are sent out monthly. Fees are strictly adhered to and are not subject to change except as stated below for projects unless in written agreement signed by both parties.

Projects: Projects over and above this contract for maintenance and support will be billed per hour but at the same reduced rate designated in our estimates attached; these will include items such as complete network upgrade/migration, addition of new Servers, addition or replacement of many new workstations at one time; i.e. more than half of current workstations owned by the district replaced at once.

THE WATER DISTRICTS RESPONSIBILITIES

Management at the District Office needs to be vigilant in informing IT Solution Services of any problems users are having so we can address them as fast as possible. We will be installing a Managed Services Solution that will allow us to see hardware and some software problems early, but it does not catch everything and user input is a must.

Examples:

1. Username and password problems
2. No access to Server Shares
3. Printing problems
4. Email problems
5. Errors in applications while doing day to day work
6. ETC.

BENEFITS

IT Solution Services has 24 years combined experience with hardware and the very software you use, we are also fast and friendly. IT Solution Services has worked closely with Non-Profits, School Districts, as well as large and small companies like Lawyers, Doctors, Auto Dealerships as well as contractors for many years. We know our clients and their needs and do everything it takes to get the job done fast and conveniently but most importantly CORRECTLY so you can get back to what you do best, Your Job!

COSTS AND PROFESSIONAL FEES

Costs and fee estimates are summarized on the attached estimates. These fees are effective immediately once a contract has been signed.

Our terms are basic: The Water District will be billed according to the agreed stipulations of the contract you sign, whether it is a Retainer Contract or a Monthly Contract.

Example Monthly Contract: On June 28th a bill will be sent out for work to be done during the month of July, ETC.

Example Retainer Contract: On June 28th a bill will be sent out for work to be done during the next 6 months or until the Time block has been used up, once either stipulation is met, we send out another invoice, ETC.

CLOSING

We appreciate the opportunity to service your computer and software needs. If you want to accept this proposal, please sign the contracts and return them as soon as you can.

Sincerely,
Thomas Lorentz
Owner / Network Analyst
IT Solution Services

IT Solution Services: Service Contract Options

266F Reservation Rd. #283
Marina, CA 93933

Kelly Cadiente
Marina Coast Water District
(831) 883-5950

All plans include our basic Support checklist for workstations and servers and the creation of an Inventory workbook that shows you at a glance what your network consists of. In all cases, new participants are billed a separate invoice, but at the contract rate for the initial on-site visit to bring systems up-to-date.

All participants in our contracts get:

- Prioritized service should a scheduling or emergency situation arise in this order: N-Central Clients, Support Retainers, Support Levels 1 and 2, Standard pay as you go customers.
- Free phone support for calls under 15 minutes.
- No charge for travel time for on-site visits over 2 hours, if outside normal travel distance figured at 30 minutes.

□ **Support level 1 / 2 hours a month = \$350.00** - This agreement is designed for clients with 3-5 computers and up to 1 server. This rate applies to any work that IT Solution Services deems necessary that the customer agrees to. This contract consists of maintenance to all machines, stipulated below. If we cannot finish work needed in the allotted time, (due to time constraints and antiquated equipment) we will continue with the remaining machines the next month. If a customer would rather use the time on a project they need done instead, we are happy to oblige in whatever the customer wants or needs.

□ **Support level 2 / 5 hours a month = \$700.00** - This agreement is designed for clients with 6-12 computers and up to 2 servers. This rate applies to any work that IT Solution Services deems necessary that the customer agrees to. This contract consists of maintenance to all machines, stipulated below. If we cannot finish work needed in the allotted time, (due to time constraints and antiquated equipment) we will continue with the remaining machines the next month. If a customer would rather use the time on a project they need done instead, we are happy to oblige in whatever the customer wants or needs.

□ **Support Retainers / Prices stated below** - These are **pre-paid** agreements that are at a discounted rate from our normal hourly rate. The allotted hours must be used within 6 months otherwise hours are forfeited and another retainer invoice will be billed. This plan includes:

- Support level 1 work each month.
- Non-scheduled emergency calls.
- Can be used for ANY IT related work requested by client.
- If any work runs over the pre-purchased time, a new Retainer invoice will be printed and needs to be paid D.O.R. work will continue to completion but payment is expected A.S.A.P.
 - a. 1090 – 10 Hours at \$90 /hour = \$900.00
 - b. 2080 – 20 Hours at \$80 / hour = \$1600.00
 - c. Other arraignments can be made for larger clients or clients that need a lot of work done, or verbal agreement with CEO Tom Lorentz.

IT Solution Services: Service Contract Options

266F Reservation Rd. #283
Marina, CA 93933

N-Central Silver = \$1,600.00 – This agreement is designed for businesses looking for Managed Services for up to 25 PC's and 1 Server. This agreement is **pre-paid** on a Monthly basis and includes items such as Remote assistance, Hardware and Software management, 24x7 monitoring of critical network systems.

N-Central Gold = \$3,200.00 – This agreement is designed for businesses looking for Managed Services for up to 50 PC's and 2 Servers. This agreement is **pre-paid** on a Monthly basis and includes items such as Remote assistance, Hardware and Software management, 24x7 monitoring of critical network systems.

N-Central Platinum = \$6,400.00 – This agreement is designed for businesses looking for Managed Services for up to 100 PC's and 3 Servers. This agreement is **pre-paid** on a Monthly basis and includes items such as Remote assistance, Hardware and Software management, 24x7 monitoring of critical network systems.

Other arraignments can be made for clients with different sized networks or need a lot of work done, via verbal agreement with CEO Tom Lorentz.

Spam and Virus Mail Filtering – IT Solution Services now offers Spam and Virus Filtering saving you thousands and the hassle of dealing with a third party company. \$1.00 per domain name / per month and \$3.00 per user / per month.

Offsite backup - All contracts come with the option of our offsite backup solution for an extra \$25.00 per month for up to 10-GB critical data only and or \$25.00 per month for a Database, consisting of SQL / Accounting / Exchange totaling up to but no more than a discounted \$40.00 per month.

NON PROFITS – Non-Profits receive a discounted rate of \$80 / hour no matter what contract they sign up for. Any and all plans can and will be adjusted according to needs to meet this price.

Maintenance noted above: Workstation maintenance consists of deleting Temp and Temporary Internet Files, Firmware, Windows and Program Updating, Disk Defragmentation, Scandisk as needed as well as Blowing out Dust-Bunnies as needed. Server maintenance is a lot more involved, but will be done just as frequently. We verify data backup via a test restore done every other month. Verification of Antivirus updates will be done monthly.

All plans aside from Retainer Accounts are billed at the end of the previous month and are D.O.R. (Due on Receipt).

Check the agreements of your choice, sign and date, then please call to have picked up or email to info@itssos.com.

Name

Company

Date

THOMAS MICHAEL LORENTZ

2560 GARDEN RD STE 211-4
MONTEREY, CA 93940
TOM@ITSSOS.COM
(831) 207-4422

OBJECTIVE

Seeking to become your companies Technology Partner.

EDUCATION

Microsoft MCSE Course

December 1999

Heald School of Business, Salinas CA

Studies focused on ins and outs of Microsoft Windows Server operating system and how to incorporate Servers into a company wide network.

Unit level Communications Maintainer Course

August 1989 – January 1990

U.S. Army, Fort Sill, Oklahoma

Studied AM/FM/UHF/VHF Radio repair as well as basic electronics

EXPERIENCE

Computer Consultant

July 2009 – Present

IT Solution Services, Monterey, California | Owner

Design, Install, Upgrade, and Repair networks for clients consisting anywhere from 1 PC to 6 Servers and 150 PCs spanning the entire state of California connected via VPN network I set up. Worked with technician in Mexico remotely to upgrade their network and add Microsoft Exchange Server for 30 users. Assisted local AG company with yearly move from Salinas, CA to Brawley, CA

Computer Consultant

May 2005 – July 2009

Monterey Bay Networks, Monterey, California | Co-Owner

Design, Install, Upgrade, and Repair networks for clients consisting anywhere from 1 PC to 6 Servers and 150 PCs spanning the entire state of California connected via VPN network I set up. Assisted local AG company with yearly move from Salinas, CA to Brawley, CA

Network Administrator

March 2004 – April 2005

IT Solutions, Salinas, California

Lead Network Administrator for company working with over 40 clients, Maintenance, Upgrades, Design and install new networks.

Skills

Microsoft Windows Server 2000 – 2008
Microsoft Windows Workstation
Windows 3.1 – Windows 7
Microsoft Office 95 - 2010

Novell
Cisco
Apple

Certifications

Microsoft MCSE
Microsoft MCP+I
Microsoft MCP
Microsoft MCP Vista

Cisco CCNA
Novell CNA
Comptia A+
Comptia Net+

Network Administrator / PC repairman March 1996 – March 2004
PC People, Monterey, California

Started in store as lead Technician, building, repairing and upgrading PCs for home users, working in store until 2001 when I moved to their onsite department after getting schooling and certifications mentioned above.

Level 2 Computer technician September 1994 – March 1996
Micro Center, Cleveland, Ohio

Built, upgraded and repaired Personal PCs for Home Users

Level 2 Computer technician August 1989 – August 1994
U.S. Army, Fort Sill Oklahoma | Fort Ord, California | Fort Bragg, North Carolina

Radio Repairman, Soldier

ACTIVITIES & AWARDS

Volunteer, The First Tee of Monterey for the last 5 years at the First TEE Golf Tournament

Member, Monterey Chamber of Commerce

Member, Better Business Bureau

Donated \$7000.00 Server to the First Tee of Monterey Golf Course Twin Creeks, Salinas, CA

Numerous Awards while in the Army

ALEX GAMS

5 PROVINCETOWN CIRCLE
SALINAS, CA 93906
AGAMZ@COMCAST.NET
(831) 229-6380

OBJECTIVE

Seeking to become your companies Technology Partner.

EXPERIENCE

IT Network Administrator

January 2011 – present

IT Solution Services, Monterey, CA

Server, Workstation, and Laptop repair. Virus, spyware, adaware, and malware removal. New workstation and laptop setup onto business and home networks. New software installation and upgrades. Setup Commercial Multi-Function Printers onto business networks. Setup firewalls, routers, and vpn tunnels. Data recovery from corrupted files systems and damaged or failing hard drives.

Systems Engineer

February 2007 – December 2010

Alvarez Technology Group, Inc., Salinas, CA

Server, Workstation, and Laptop repair. Virus, spyware, adaware, and malware removal. New workstation and laptop setup onto business networks. New software installation and upgrades. Setup Commercial Multi-Function Printers onto business networks. Setup firewalls, routers, and vpn tunnels. Data recovery from corrupted files systems and damaged or failing hard drives.

Computer Technician

September 2005 – October 2006

AB Computer, Salinas, CA

Workstation and Laptop repair for home and business. Virus, spyware, adaware, and malware removal. New workstation and laptop setup onto business networks. Data recovery from corrupted files systems and damage or failing hard drives.

Sales Audit/Computer Technician

August 2001 – September 2005

Dick Bruhn, Inc., Salinas, CA

Systems Administrator for corporate office and remote store locations. Troubleshoot software issues related with point of sale, accounting, investments, and shipping. Virus, spyware, adaware, and malware removal. Workstation setup and installation on business networks for point of sale and account systems. Data entry of cash receipts, balance ETFs, and cash drawers for 10 stores, month-end tender and sales audit reports, Accounts Receivables, statements for household and commercial accounts.

Education

Palma High School, Salinas, CA
High School Diploma 1995-1999

References

Upon request.

Skills

Experienced with Microsoft Office, Microsoft Windows 2000/XP/Vista/7, and Windows 2000/2003/2008 Server Operating Systems. Familiar with Sonicwall firewalls, CDPs, Symantec Backup Exec, Symantec Endpoint Protection, and StorageCraft ShadowProtect Data Backup Software.

MRH Infotech Proposal

MRH Infotech

November 25, 2011

Attention: Kelly Cadiente

Marina Coast Water District

11 Reservation Road

Marina CA 93933

RE: Request for Proposals – Information Technology Support Services

Dear Kelly,

This is in regards to your Request for Proposals for Information Technology Support Services to the District. MRH Infotech specializes in Information Technology and Management consulting services. In spite of being small business, MRH Infotech has acquired experience and expertise over the years to set examples in IT Support Services industry. We strive for excellence in service and our client's satisfaction.

Please find attached our response to the RFP. We hope that we would be given a chance to serve the district and prove our excellence in the field.

Best regards

Sachin Handa

Business Development Manger

MRH Infotech

348 Lavender Ln, Brea CA 92821 | 714-203-2004
www.mrhinfotech.com | info@mrhinfotech.com

Response to RFP by Marina Coast Water District

November 2011

Submitted by: *Sachin Handa*

Email: *sachin@mrhinfotech.com*

Phone: *714-398-6473*

MRH Infotech

A. Introduction

MRH Infotech specializes in Information Technology and Management consulting services. We partner with our clients to turn them into top-performing organizations by effectively leveraging the organization's current IT assets and technology.

Our approach focuses on new ways of business, combining Information Technology innovation and adoption. We are committed to efficient delivery and constant innovation.

MRH Infotech provides the experts, the technology, the methods, and above all the experience necessary to help our clients to exceed their business goals. We measure our success by the success of our clients.

MRH Infotech Inc. provides a wide range of Information Technology solutions and services. Our portfolio of services includes Onsite/Remote IT Management for Networks/Servers/Workstations/Desktops/Laptops on a 24x7x365 basis. Besides that we also work with our clients providing them with the Staff Augmentation and Project Management Services for Application Development, QA and Business Analysis. MRH Infotech is a company based in Southern California and clients all over US. MRH is headed by and backed by a group of experienced and seasoned professionals.

Highly skilled and experienced management of MRH constitutes a strong team of qualified, experienced and dedicated personnel for various projects. MRH staff provides current, practical experience gained through repeated assignments within specific development disciplines to the clients.

B. Scope of Services

24x7 continuous monitoring

MRH will provide 24x7 continuous monitoring and perform but not limited to following tasks :-

- Maintain and administer 6 servers, 40 desktops and network equipment including switches, routers, firewalls, bridges, access points and cabling infrastructure, printers, network copiers/scanners at its two office locations.
- Analysis, routine configuration changes, and installation of patches and upgrades.
- Configuration of alert notifications.
- Documentation of network configuration information.
- Connectivity monitoring
- Performance and predictive failure monitoring
- System change monitoring
- Firewall availability and performance monitoring
- Antivirus monitoring
- Intrusion detection monitoring
- Remote monitoring of network equipment along with guaranteed response times.

Help Desk Services

MRH Infotech

MRH will provide **24 x 7 Help Desk** service with **30 minutes** response guarantee during business hours and **an hour** response guarantee during off business hours.

MRH will provide a dedicated **Level 1 Tech - onsite** who will be available 40 hours a week and on call in case of emergencies or off hours requirements. Job description of the Tech is attached herewith.

MRH will provide a dedicated **Level 2 Engineer – offsite** who will be available offsite for 10 hours a week and will be onsite for 1 business day/month. Job description of the Engineer is attached herewith.

Duties of Help Desk will include but not limited to:

- Track helpdesk tickets / call resolved.
- Perform basic support functions including installing PCs, laptops, PDAs, printers, peripherals, and office automation software.
- Diagnosing and correcting desktop application problems.
- Configuring laptops and desktops for standard applications.
- Identifying and correcting end user hardware problems.
- Performing advanced troubleshooting and preventative maintenance.
- Coordinate warranty repairs or make repairs when equipment is no longer under warranty.
- Conduct annual evaluations of workstations and servers for upgrade and/or replacement and make recommendations to District.
- Assist designated District's personnel with software and hardware purchases.
- Maintenance and support mobile laptop systems, field printers, air cards, etc.
- Configuration assistance and set up for users with smart phones.

Data backup and disaster recovery support

MRH will device and follow data backup and disaster recovery plan per District's broad approach to the availability of data.

Spam and virus protection support

Typical duties shall include, but are not limited to:

- Maintain enterprise Antivirus and Spyware software for all servers, desktops and laptops.
- Provide support on the District's Spam and Spyware filters and Mail Security software for the District's email accounts.

Network Security

Typical duties shall include, but are not limited to:

MRH Infotech

- Maintenance of virus detection programs on District's servers, email and all other District computers and laptops.
- Perform security audits as requested and notify District's personnel immediately of suspected breaches of security or intrusion detection.
- Provide maintenance of firewall and routers to ensure secure Internet access from District's facilities.

Documentation

MRH will document the District's network including write ups and drawings. MRH will follow District's change management procedure and document the changes as they occur.

C. Qualifications

Job descriptions of dedicated Level 1 Technician and Level 2 Engineer are attached herewith.

D. References

1. Arch Telecom

Arch Telecom is a cell phone retailer with 100+ locations. MRH has been their sole IT Consulting vendor for 10 years.

Contact: Vic Ghai

Phone: 714-875-3005

Email: vicg@archtelecom.net

2. Tetra Tech AMT

Tetra Tech AMT provides industry-leading information technology (IT) and aviation management services primarily to the U.S. federal government and to international and commercial sector customers. MRH is the preferred sub-contractor for staffing and technology projects.

Contact: Ajay Jain

Phone: (571) 969-4003

Email: Ajay.Jain@tetratech.com

E. Cost

\$12,000 / month which includes within business hours work by

Level 1 Technician 40 hours/week

Level 2 Engineer Offsite - 10 hours/week and Onsite – 1 business day/month

Outside business hours (*over 40 hours/week for Level 1 and over 10 hours/week for Level 2*) will be billed at the rate of: -

Level 1 Technician \$100/hour

Level 2 Engineer \$125/hour

F. Draft Agreement.

Attached herewith

MRH Infotech

Job Description – Level 2 Engineer

- At least 8 years of experience in the field.
- Design and implement Microsoft Exchange Server including support solutions, disaster recovery, server auditing, high availability and site resilience.
- Migration of Exchange 2003/2007 to Exchange 2007/2010
- Implement LCR, CCR, SCR and SCC for Exchange
- Design, implement, administer and monitor Blackberry Enterprise Server
- Design and implement email archiving solutions.
- Design, implement, administer and monitor networks including troubleshooting for system failures, client database access issues, and predictable hardware failures
- Adhere to organizations policies and procedures and ensure that all the work is carried out in accordance with ITIL Incident Management guidelines.
- Execute operational tasks required to support Microsoft Exchange in a 24x7 environment and resolving based on the severity and impact of issues escalated.
- Maintain response time, system uptime according to the targeted SLA.
- Monitor & troubleshooting Mail Queue, Mail Flow and Replication of Public Folder's.
- Monitor & troubleshoot critical Exchange Services.
- Plan and execute scheduled maintenance / patch implementations in accordance with the Change Request.
- Building and decommissioning of Exchange servers governed by organization policies.
- Report generation, documentation for known issues for troubleshooting guidance.

Job Description – Level 1 Technician

- At least 4 years of experience in the field.
- Responsible for the support of the desktop and servers and related technology supporting the organization in a complex 24x7 environment.
- Work closely with all levels of staff throughout the organization.
- Maintaining servers, PC's hardware, software and peripherals.
- Network administration such as setting up user accounts on servers, email administration, VPN setup, and the management of network devices.
- Administer disaster recovery and backup plans.
- Administer and manage enterprise anti-spam and anti-virus applications.
- Document all network related documents and diagrams.

**PROFESSIONAL SERVICES AGREEMENT FOR
CONSULTING SERVICES
BETWEEN
MARINA COAST WATER DISTRICT
AND**

Some of the important terms of this Agreement are printed on Page 2. For your protection, make sure that you read and understand all provisions before signing. The terms on Page 2 are incorporated in this document and will constitute a part of the Agreement between the parties when signed.

TO: Marina Coast Water District DATE: 11/25/11
11 Reservation Road
Marina, CA 93933

The undersigned Consultant offers to furnish the following:

MCWD wishes to engage MRH Infotech to provide professional information technology support services to the District. The scope of services is included as Attachment A.

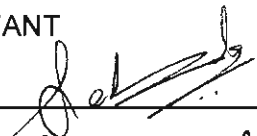
Contract price \$ 12,000/month

Completion date June 30, 2012

Instructions: Sign and return two originals. Upon acceptance by the Marina Coast Water District, a copy will be signed by its authorized representative and promptly returned to you.

Accepted: Marina Coast Water District

By _____
Name _____
Title _____

CONSULTANT

By Sachin Hande
Name MRH Infotech
Title Business Development Manager

MBT Proposal



PROPOSAL
for the Information Technology Support Services
to the Marina Coast Water District (MCWD)

November 28, 2011

Monterey Bay Technologies, Inc.

362 Pacific Street, Suite 3 Monterey, CA 93940
Phone: (831) 372-3034 www.mbaytechnologies.com



**PROPOSAL FOR
THE INFORMATION TECHNOLOGY SUPPORT SERVICES
TO THE MARINA COAST WATER DISTRICT**

A. INTRODUCTION

Monterey Bay Technologies, Inc. (MBT) provides one-stop complete information services and solutions to small and mid-sized businesses and governmental organizations. The services include; network management, data backup and security protection, computer integration, computer hardware and software sales, web-based GIS and database development, website design and implementation, and document management and paperless office solutions, maintenance and monitoring of the SCADA and other mission critical applications. MBT informs the clients to keep up-to-date with the cutting edge technologies and help them to make the right and justifiable decisions with their current and future business needs.

MBT recognizes that the clients have many Information Technology vendors to choose from, and differentiates itself with personal, friendly and professional 24x7 services and response, and competitive pricing.

Information Technology Solutions, Sales & Services

IT Consulting, Network Design and Integration
Computer & Network Hardware/Software Sales and Services
MS Windows, Novell, and Wireless Networking
Internet DSL/T1 Connection Setup and Remote Office Networking
Firewall/Router and Switch Installation and Configuration
Remote Access, Telecommuting Solutions and VPN

Web-based Application Development & Web Design

Internet / Intranet Programming
Graphics Design
SQL Database Applications
Database Integration
GIS Applications and Geo-databases

Document Imaging & Document Management Solutions

Paperless Office
Electronic Archival Solutions
Instant Search/Retrieval



B. SCOPE OF SERVICES:

Monterey Bay Technologies, Inc. can provide the following scope of services included in the RFP on a 24x7 basis:

- 24x7 continuous monitoring of the Districts 6 servers, 40 desktops, and networking devices at its two office locations, including:
 - Connectivity monitoring
 - Performance and predictive failure monitoring
 - System change monitoring
 - Firewall availability and performance monitoring
 - Antivirus monitoring
 - Intrusion detection monitoring
- Dedicated Help Desk that can be accessed via email, Web, or phone
- 24x7 on-call availability
- Guaranteed response times for both remote and in-person responses
- Troubleshooting for system failures, client database access issues, and predictable hardware failures
- Data backup and disaster recovery support
- Spam and virus protection support
- Network security
- Full documentation of the District's network, including network diagrams, procedures, in addition to detailed records of all service requests and resolutions

MBT will be coordinating the services with the designated District staff member. Currently, MBT provides manual monitoring of the systems mentioned in the scope of services above.

MBT's approach will be based on MCWD's needs assessment following interviews with the District's designated staff. There are automated and cutting-edge continuous network monitoring solutions available by vendors like **Solarwinds and eG Innovations**. Upon determination of the needs and reviewing the budget status, these technologies will be presented to the District staff review.

MBT provides 24x7 help desk support via email and phone, and web-based help desk can be provided if the contract is awarded. MBT can provide up to 2-hour remote response time and up to 4-hour on-site response time.

MBT has extensive experience providing data backup and disaster recovery support and antivirus/anti-spam support, and network security.

Full documentation of the network operations and security settings, procedures and help desk requests and resolutions is common practice for MBT and provides hardcopy and softcopies with diagrams and easy to understand illustrations.

C. QUALIFICATIONS/PERSONNEL:



Yavuz V. Atila, M.S.
President & CEO, and Chief Technology Officer

Following his 8-year Turkish Navy officer carrier – being in charge of Communications systems, combat information systems and Weapon Electronic Systems, 2 years each-, Yavuz received his M.S. degree from the Naval Postgraduate School in Monterey in 1990 in Engineering Science with major in Computer Science. He did his thesis in Multimedia database systems. He worked as the Information Systems Director for the Center for

Nonproliferation Studies of the Monterey Institute of International Studies and helped the center to grow from 12-computer and 1-server to 140 computers and 4 servers (Novell, MS Windows and UNIX) from 1992 until 2005 with a team of five IT staff. During this time at the Monterey Institute; he had the opportunity to manage and implement web-based database systems, document search and retrieval applications, database conversions, document archival and retrieval applications, website design and maintenance, and network management and end-user staff support.

Yavuz also took courses for the total of 22 credits at the Monterey towards the MBA degree. He founded Monterey Bay Technologies in 2003 and worked half-time for the Monterey Institute until 2005 for a smooth transition.

For the last eight years, Yavuz has been applying his 12 years of earlier experience at the Monterey Institute to his business; to provide cutting-edge, affordable and robust solutions and professional IT services to the small and mid-sized business and governmental clients.

In addition to being an IT professional, Yavuz is very active in community services. He's been member of the Monterey Peninsula Sunrise Rotary Club for six years, and he served as the club president last year and currently serves as the Assistant District Governor. He also served as the President of the Turkish American Association of California (TAAC) for five years, founded Monterey Turkish Festival in 1998 and established Monterey-Kusadasi Sister City relationship in 2007. Recently, he is been awarded as the "Golden Turk of the Year" in the U.S. for his community leadership.

Rob Taylor-Shaw **Sr. Network Administrator**

Rob brings over 15 years of experience in Microsoft Windows Server and Network management, computer applications and security, Internet routers and VPN setup, including SonicWall routers and the others. He has excellent hands on experience in network design and implementation, system maintenance and repair, system and software upgrades, virus removal and prevention, spyware repair and prevention, preventative maintenance programs, and data backup and recovery.



Eduardo F. M. Fujii, M.A.
Sr. Software Engineer

Eduardo has 18 years of experience in building web search applications, using a variety of web-based database server and client technologies: JSP, ASP.NET, XML, HTML, CSS, JavaScript, DOM, and AJAX; writing, testing, and documenting software in a variety of computer languages, including java, Perl, C/C++, and PHP, web front-end and back-end applications. He's skilled in all aspects of information management including thesaurus development, collection, indexing, categorization, and dissemination of information, and ability to use a variety of technologies to accomplish a task and quickly learn new technical skills from documentation and both self- administered and formal training courses.

Eduardo earned his B.S. in Electrical Engineering from Escola Politécnica da Universidade de São Paulo, Brazil, and MPA in International Public Administration from the Monterey Institute of International Studies in Monterey, CA. Yavuz and Eduardo have been working together for over 18 years in database and web applications development.



David A. Steiger, B.A.
Sr. Web and Desktop Publishing Specialist

David has over 12 years of experience in modern website coding, design and maintenance, extensive knowledge of graphic user interface design and branding, ability to do custom graphic design, photo editing and artwork by using Adobe Photoshop, Illustrator. He is also familiar with search engines optimization issues. He assists clients with developing ideas and styles for web page design. He has excellent interpersonal and communication skills.

David is solely responsible for designing, illustrating, and maintaining several sites (4,000+ files). He earned his B.A. degree in Fine Arts from the California State University at Stanislaus, Turlock, CA.

Chris White
Network Administrator/PC Support Specialist

Chris has over 6 years of experience in Network Administration and PC support. He has experience in daily computer repair and network maintenance and monitoring systems. He has extensive knowledge in utilizing Scripting and Group Policy to control settings and network and computer security, virus removal, and hard disk data recovery, and network cable installations.

He worked with the following Operating Systems: Windows Servers NT4, 2003, 2008 and Small Business Servers 2003 and 2008; Apple: Apple 2 up to OSX Lion, Xserve, and IOS Iphone; using Linux since 1997; Android and Linux found on many routers; Unix/BSD 4.3 Reno, FreeBSD, OpenBSD, System 7, BeOS, Plan 9, Cisco IOS.

Chris completed over 120 units of college classes, most of them are related to the computer and networks towards is A.S. degree. He completed his CCNP/CCNA Cisco Certified Network Professional certification classes in 2010 as well.

Elizabeth Cummings
PC Support Specialist

Liz has five years of experience in helping office staff with MS Office products and computer security, maintenance and repair.

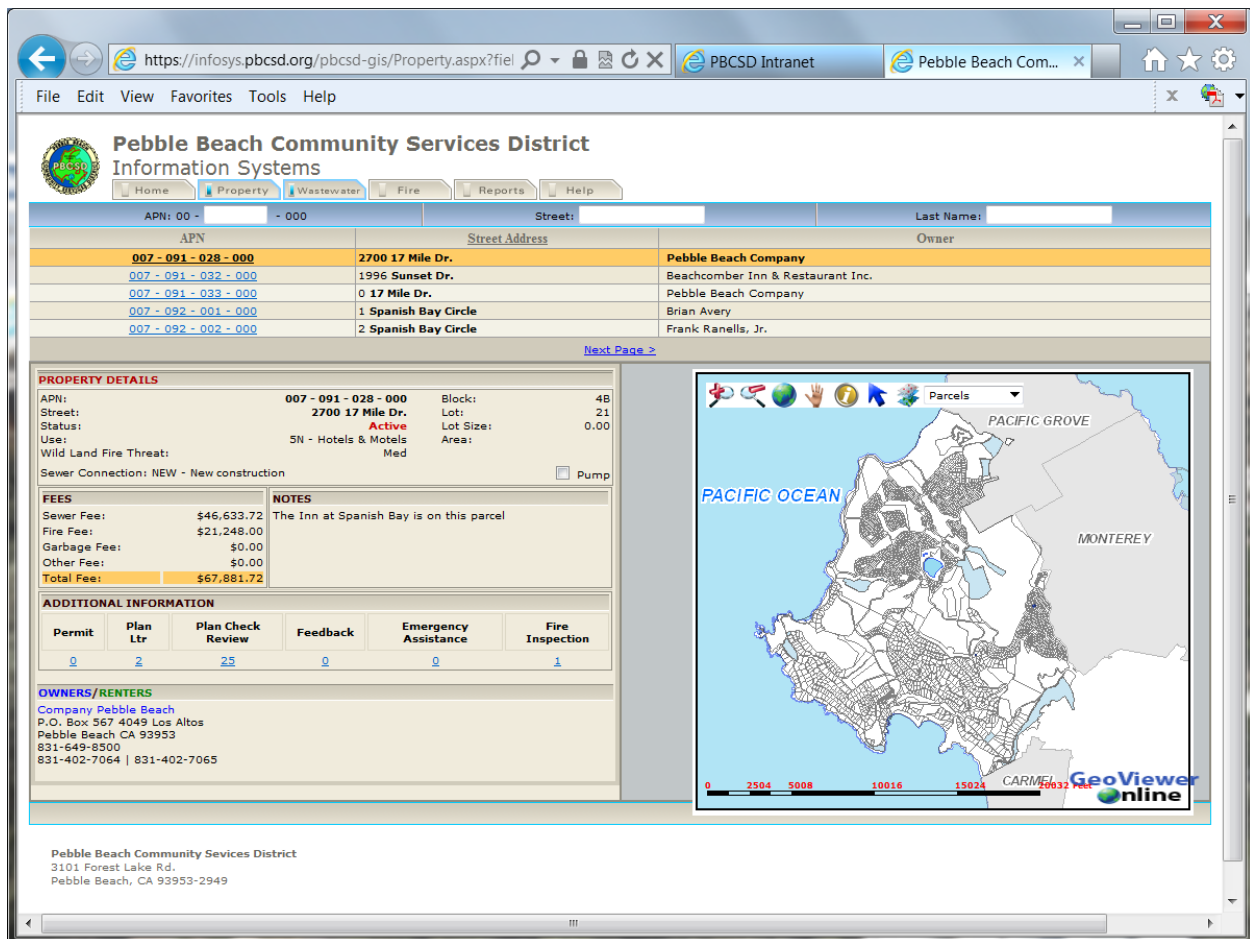
She received her B.A. degree in Political Science from the UC Los Angeles. She continued her education in Computer Science and Information Systems , including classes in Introduction to Unix and Linux, Microsoft Windows Server 2008 Administration, Computer Networking Classes in preparation for CCNA Cisco Certification, Network Security and PC Repair/Basic Survey of Computer Science

D. REFERENCES:

- I. Pebble Beach Community Services District, Pebble Beach, CA**
Contact: Suha Kilic, Deputy General Manager
Phone: (831) 647-5602, E-Mail: skilic@pbcسد.org www.pbcسد.org

MBT has been providing Information Technology Support Services to the Pebble Beach Community Services District (PBCSD.ORG) for the last 15 years. PBCSD provides *Wastewater Collection and Treatment, and Recycled Water Distribution Services* among other contracted Fire and Law Enforcement and Garbage collection services. In addition to the services requested in the RFP, MBT also developed a web-based database for PBCSD to keep track the Pebble Beach properties, owner/renter information, fees and wastewater/fire hydrant maintenance schedules, and plan reviews and fire prevention inspections as shown in the screen shot below.

PBCSD has 28 computers on their network with Microsoft Small Business Server 2008, and for other MS Windows 2003/2008 servers - remotely accessible database server, Document Management Server, Backup Server, and Video Surveillance Recording Server; and two SCADA servers to monitor and control the remote wastewater pump and metering stations. They are using SYMANTEC's on-site disk based backup system and network wide End Point antivirus/anti-spam software.



II. Monterey Bay Unified Air Pollution Control District, Monterey, CA
 Contact: Mike Gilroy, Deputy Air Pollution Control Officer
 Phone: (831) 647-9411, E-Mail: mgilroy@mbuapcd.org www.mbuapcd.org

MBT took over the IT Support Services of the Monterey Bay Unified Air Pollution Control District (MBUAPCD.ORG) a year ago, and recently awarded 3-year contract with MBUAPCD to maintain and monitor their MS Windows 2008 network servers, provide 24x7 IT support for 38 computer workstations, network printers, and monitoring Network and Internet connectivity, and connections from their remote office in Watsonville and several measuring locations. MBUAPCD is using Symantec Backup Exec 2010 and System Recovery 2010 backup solutions, and network wide EndPoint antivirus/anti-spam software.

III. Horan Lloyd Law Offices, Monterey, CA
 Contact: Liz Gianola, Attorney
 Phone: (831) 373-4201, E-Mail: gianola@horanlegal.com www.horanlegal.com

Horan Lloyd law offices in Monterey with one Microsoft Small Business Server 2008 and 32 network computers with remote access capability and remote smart phone access.

They are also using Symantec disk based backup system and network wide antivirus/anti-spam software.

IV. Snyder Accountancy, Monterey-Salinas, CA

Contact: David Snyder, CPA

Phone: (831) 372-6792, E-Mail: dms@snyderaccountancy.com

www.snyderaccountancy.com

The Snyder Accountancy with their offices in Monterey and Salinas are 18-year old client of MBT for their network management and computer support, including remote access and server backup and security protection.

E. COST

I. MBT proposes to provide the services itemized in the scope of services for up to 60 hours at a fixed monthly retainer fee of \$4,800.00. MBT will bill the client to be paid within the last week of each month.

II. Fees Based on Time. Information Technology support services above 60 hours or not included in the list above, shall be provided at MBT's discounted rate of \$95.00 per hour.

F. DRAFT AGREEMENT

MBT agrees with the Marina Coast Water District the following terms and conditions included in the RFP for Information Technology Support Services:

**“PROFESSIONAL SERVICES AGREEMENT FOR
CONSULTING SERVICES
BETWEEN
MARINA COAST WATER DISTRICT
AND**

Some of the important terms of this Agreement are printed on Page 2. For your protection, make sure that you read and understand all provisions before signing. The terms on Page 2 are incorporated in this document and will constitute a part of the Agreement between the parties when signed.

TO: Marina Coast Water District
11 Reservation Road
Marina, CA 93933

DATE: _____

The undersigned Consultant offers to furnish the following:
MCWD wishes to engage _____ to provide professional information technology support services to the District. The scope of services is included as Attachment A.

Contract price \$

Completion date: June 30, 2012

Instructions: Sign and return two originals. Upon acceptance by the Marina Coast Water District, a copy will be signed by its authorized representative and promptly returned to you.

Accepted: Marina Coast Water District

CONSULTANT

By _____

By _____

Name _____

Name _____

Title _____

Title _____

MBT agrees with the Marina Coast Water District that:

1. When the law establishes a professional standard of care for Consultant's services, to the fullest extent permitted by law, Consultant will defend, indemnify and hold harmless the Marina Coast Water District, its directors, officers, employees, or authorized volunteers from all claims and demands of all persons that arise out of, pertain to, or relate to the Consultant's negligence, recklessness, or willful misconduct in the performance (or actual or alleged non-performance) of the work under this agreement. Consultant shall defend itself against any and all liabilities, claims, losses, damages, and costs arising out of or alleged to arise out of Consultant's performance or non-performance of the work hereunder, and shall not tender such claims to District nor to its directors, officers, employees, or authorized volunteers, for defense or indemnity.

2. Other than in the performance of professional services, to the fullest extent permitted by law, Consultant will defend, indemnify and hold harmless the Marina Coast Water District, its directors, officers, employees, and authorized volunteers from all claims and demands of all persons arising out of the performance of the work; including but not limited to claims by the Consultant or Consultant's employees for damages to persons or property except for the sole negligence or willful misconduct or active negligence of the Marina Coast Water District, its directors, officers, employees, or authorized volunteers.

3. By his/her signature hereunder, Consultant certifies that he/she is aware of the provisions of Section 3700 of the California Labor Code which requires every employer to be insured against liability for workers' compensation or to undertake self-insurance in accordance with the provisions of that code, and that Consultant will comply with such provisions before commencing the performance of the professional services under this Agreement. Consultant will keep workers' compensation insurance for their employees in effect during all work covered by this Agreement and shall file with the Marina Coast Water District the certificate required by Labor Code Section 3700.

4. This paragraph is part of the contract. Yes or No (Circle One) [This section applies in most cases except for laboratory work.] Consultant will file with the Marina Coast Water District, before beginning professional services, a certificate of insurance satisfactory to the District evidencing professional liability coverage of not less than \$1,000,000 per claim and annual aggregate, requiring 30 days notice of cancellation (10 days for non-payment of premium) to the Marina Coast Water District. Coverage is to be placed with a carrier with an A.M. Best rating of no less than A- :VII, or equivalent, or as otherwise approved by the District. The retroactive date (if any) is to be no later than the effective date of this Agreement. Consultant shall maintain such coverage continuously for a period of at least Three years after the completion of the contract

work. Consultant shall purchase a one-year extended reporting period i) if the retroactive date is advanced past the effective date of this Agreement; ii) if the policy is canceled or not renewed; or iii) if the policy is replaced by another claims-made policy with a retroactive date subsequent to the effective date of this Agreement.

5. This paragraph is part of the contract. Yes or No (Circle One) Consultant will file with the Marina Coast Water District before beginning professional services, certificates of insurance satisfactory to the Marina Coast Water District evidencing general liability coverage of not less than \$1,000,000 per occurrence (\$2,000,000 general and products-completed operations aggregate (if used)) for bodily injury, personal injury and property damage; auto liability of at least \$1,000,000 for bodily injury and property damage each accident limit; workers' compensation (statutory limits) and employer's liability (\$1,000,000) (if applicable); requiring 30 days (10 days for non-payment of premium) notice of cancellation to the Marina Coast Water District. The general liability coverage is to state or be endorsed to state "such insurance shall be primary and any insurance, self-insurance or other coverage maintained by the Marina Coast Water District, its officers, directors, employees, or authorized volunteers shall not contribute to it". The general liability insurance shall give Marina Coast Water District, its officers, directors, employees and its authorized representatives and volunteers insured status using ISO endorsement CG2010, CG2033 or equivalent. Coverage is to be placed with a carrier with an A.M. Best rating of no less than A- :VII or as otherwise approved by the Marina Coast Water District.

6. If any of the required coverages expire during the term of this agreement, the Consultant shall deliver the renewal certificate(s) to the District at least ten (10) days prior to the expiration date.

7. Consultant shall not accept direction or orders from any person other than the General Manager or his designee.

8. The terms of this agreement shall commence on _____, 2011 and continue in full force unless terminated by a 15-day written notice by either party to the other.

9. Any change in the scope of the professional services to be done, method of performance, nature of materials or price thereof, or to any other matter materially affecting the performance or nature of the professional services will not be paid for or accepted unless such change, addition or deletion be approved in advance, in writing by a supplemental agreement by the Marina Coast Water District. Consultant's "authorized representative(s)" has (have) the authority to execute such written change for Consultant."

Respectfully submitted,

Yavuz V. Atila
President & CEO
Monterey Bay Technologies, Inc.

OpalSoft Proposal

**Proposal for Information Technology
Infrastructure Support and to provide
Maximum Uptime for Computer
Systems at the Marina Coast Water
District**



**417 Exeter Place
Marina, CA 93933
Tel: (831) 333-6446**

November 28, 2011

OpalSoft Head Office

1288 Kifer Road, # 201
Sunnyvale, CA 94086.

TEL: (408) 267-2211

FAX: (408) 774-1451

Table of Contents

Introduction.....	3
Scope of Services	3
Benefits	4
Qualifications	5
References:.....	5
Costs	7
Included in Monthly Maintenance Rate:	7
1. Monthly Desktop and Laptop Support:	7
2. Monthly Server Network Support:	7
APPENDIX ‘A’.....	9
Theodore W. Sivley	10
Rex M. Heck	11
Inder-Mohan Osahan	13

Introduction

This proposal is in response to a request from MCWD (Marina Coast Water District) for 24x7 continuous monitoring of the Districts 6 servers, 40 desktops, and networking devices at its two office locations. The scope of services requested includes overall IT (information technology) infrastructure support. There is a need to provide maximum uptime for all the computer systems and related peripheral devices. In addition, assistance has been requested for consulting and services related to computer security, network and uptime related issues. Documentation of all the systems including network diagrams is very important for reference and daily operations. Any business is as good as the data it has stored on the computer systems. Therefore a solid solution for backup and disaster recovery will need to be tested and implemented.

OpalSoft is a consultancy and integration firm providing specialized IT services. We maximize ROI on your IT projects by delivering high quality services.

OpalSoft is a privately held company, established in 1997. It is based in Sunnyvale, California, and has a branch office in Marina, CA. Today, we play an active role in serving the Government through our quality offerings in the Information Technology. OpalSoft view the Information Technology Support Services contract as a partnership between the government and our company. OpalSoft is a certified 8(a) Small Business and a contract holder of Federal Supply Schedule 70, Navy Seaport enhanced & CMAS from State of California. We're proud to provide cost-effective, responsive and quality service and to be a valued member of the Marina Coast Water District team.

Spectrum of our services comprises Information Assurance, Operation & Maintenance, Network Management, System Integration and Technology Consulting. We are known in the industry for our ability to optimally use resources and the most appropriate technologies to meet and exceed our customer expectations. Every solution that we deliver is for your business needs today, tomorrow and beyond.

Based on OpalSoft understanding of the requirements and complexities of the tasks requested by the Marina Coast Water District and this solicitation--OpalSoft has formed a highly qualified business delivery partnership. Under the operational direction of OpalSoft's project management, our team consists of one additional small business Osahan Associates.

Scope of Services

OpalSoft will do a complete assessment of the IT infrastructure at MCWD. This will help document the current computer systems, network/firewall configurations,

all software and hardware. In addition, OpalSoft will document all the business processes to help improve the overall operations and systems efficiency.

Specifically, OpalSoft proposes to provide consulting and services for Information Technology (IT) related issues involving networking, telecommunications, connectivity, integration, security and deployment of new technology as the need arises. From the information that has been provided by MCWD, OpalSoft will:

- 1) Provide and/or recommend a solution to any current IT problem that may be occurring.
- 2) Work with MCWD management/staff in determining the best alternative.
- 3) Provide assistance to management/staff for IT budget and help review large item purchases.
- 4) Consult with management/staff and resolve any networking issues that may arise.
- 5) Work with management/staff to provide maximum computer system(s) uptime, including supervision of an IT project when needed.
- 6) Whenever practical, solve the problem over the telephone. This approach yields the fastest fix possible for you and is the most convenient method of repair.
- 7) Work with management and/or staff to isolate, diagnose, and solve an IT problem. If the problem cannot be resolved over the phone, one of the following service delivery methods will be followed:
 - a. For very simple repairs, such as replacing a keyboard, monitor or mouse, the parts would be purchased as per MCWD acquisition policy and swapped out. Sometimes, the manufacturer will swap out the old parts for new or perform an internal component swap for a like unit or functional equivalent.
 - b. For repairs requiring technical expertise, OpalSoft will come on-site and/or work with the staff as needed. On occasion, a need for an engineer with expertise in a multi-vendor IT environment may occur. In such case of an engineer with broad coverage capabilities and proven expertise will be selected to assist resolve the problem on a need only basis and with your approval.

Benefits

Customer service is of utmost importance and therefore OpalSoft will respond to IT related problems in a timely manner. This will allow solving uptime issues with minimal intrusion on the districts day-to-day business.

For technical support OpalSoft's goal is to return MCWD operations to normal as quickly as possible by providing the following service delivery methods to meet your needs:

- 1) Telephone assistance
- 2) Consulting

- 3) On-site help as needed and it would a priority

The district will benefit from:

- 1) Fastest resolution time
- 2) The most convenient service method
- 3) Minimal intrusion to the day-to-day operations
- 4) Quality service at a competitive price.

Qualifications

OpalSoft’s core values are anchored on technological innovation, high integrity and striving to be a trusted IT partner. We have been on the forefront of the technology revolution by heavily investing in training our team. We have consistently brought the required talent to bare in responding to the technology needs of the customers. We take customer’s mission as our own. We have successfully manifested our partnership approach in managing technology expectation with competitive delivery costs.

Our people and our customer oriented values have been the cornerstones of our existence in this fast paced technology arena. Our customers vouch for our integrity and the “can do” attitude to meet the shared goals.

The team has broad experience in working in the public and private sector, including the Monterey Peninsula Water Management District (MPWMD). OpalSoft is currently involved with the IRWMP (Integrated Regional Water Management Plan) for the Monterey Peninsula, Carmel Bay, and South Monterey Bay. Our staff has the needed expertise that the District envisions.

References:

OpalSoft is providing IT support services to Federal, State and Local Government customers and commercial customers like Symantec, Genentech, and technology start-up companies. Few of our representative references related to services being requested in RFP are given as follows:

<p><u>REFERENCE No. 1:</u></p> <p><u>Organization Name:</u> Monterey Peninsula Water Management District <u>Their Contact Person:</u> Eric Sandoval <u>Address:</u> 5 Harris Court, Building G, Monterey, CA 93955 <u>Project Title:</u> Integrated Regional Water Management Plan for the Monterey Peninsula, Carmel Bay, and the South Monterey Bay.</p>	<p>Telephone: 831-658-5656</p> <p>Email: Eric@mpwmd.net</p>
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<p><u>REFERENCE No. 2:</u></p> <p><u>Organization Name:</u> Fujitsu America Inc. <u>Their Contact Person:</u> Doug Smith, Director <u>Address:</u> 3055 Orchard Drive, San Jose, CA 95134 <u>Project Title:</u> Technical Support for Fujitsu Branding Framework. Consists of large IT infrastructure 60 Unix/Windows servers, Global network, over 30 country specific websites, and associated technology infrastructure.</p>	<p>Telephone: (408) 746-6111</p> <p>Email: dsmith@us.fujitsu.com</p>
<p><u>Reference No. 3.</u></p> <p><u>Organization Name:</u> Amkor Technology, Inc. <u>Contact Person:</u> Brenda Perry <u>Address:</u> 1900 S. Price Road, Chandler, AZ 85248 <u>Project Title:</u> Technology Infrastructure Support. Amkor is an over \$3 billion dollar revenue and has large global presence. Infrastructure consists of Unix/Linux/Windows servers, Windows desktop & laptops, network infrastructure, Oracle/SQL Server DB, and help desk support.</p>	<p>Telephone: (480) 786-7536</p> <p>Email: bperr@amkor.com</p>
<p><u>REFERENCE No. 4:</u></p> <p><u>Organization Name:</u> Osahan Associates <u>Their Contact Person:</u> Inder Mohan Osahan <u>Address:</u> 417 Exeter, Marina, CA 93933 <u>Project Title:</u> IT consulting and support services, exchange support, SharePoint and SQL Server rollout, desktop support and GIS related mapping needs and analysis.</p>	<p>Telephone: 831-333-6446</p> <p>Email: inder@osahan.com</p>

Costs

This proposal is to help MCWD (Marina Coast Water District) on an as needed basis for IT support and operations.

The following rates will be applied to any service calls under this proposal:

RATE SHEET			
Monthly Retainer	RATES	Count	MCWD Estimates/Month
ase	\$500.00	1	\$500.00
Server ea	\$150.00	6	\$900.00
Wor station ea	\$85.00	40	\$3,400.00
Printer ea need printer count	\$30.00	(estimated 10)	\$300.00
			\$5,100.00
Base Service Rates (per hour)			
Level of Support	Rate per hour		
Senior Systems Engineer:	\$150.00		
Systems Engineer:	\$125.00		
Technician:	\$100.00		
Mileage:	Standard Mileage Rate		
Help Desk	Provided as part of the service remotely		
7x24 Support	Provided remotely as part of the service		
Remote Support	Provided as part of the service		
Emergency Response	Billed at the hourly rate for level of support needed		
Custom IT Support Services and onsite support as per need	Billed at the hourly rate for the level of support needed		

Included in Monthly Maintenance Rate

1. Monthly Desktop and Laptop Support:

- a. Email, Phone and Remote Support for all issues.
- b. Install current patches, fixes and updates to operating system.
- c. Install software packages as needed.
- d. Maintain adequate protection and safeguard systems against viruses and spyware.
- e. Virus and spyware removal as needed.
- f. Install remote access client for support and updates.
- g. Optimize systems for maximum performance.
- h. All system updates will be performed after hours unless it is critical.

2. Monthly Server/Network Support:

- a. Email, Phone and Remote Support for all issues.
- b. Install current patches, fixes and updates to operating system.

- c. Install software packages as needed.
- d. Maintain adequate protection and safeguard systems against viruses and spyware.
- e. Virus and spyware removal as needed.
- f. Install network monitoring tools and monitor systems 24/7.
- g. Provide full backups and daily differentials with client supplied backup software/hardware as per customer's policy.
- h. Add/Remove accounts as needed.
- i. Maintain all network attached devices (firewalls, routers, VPNs, wireless access points, etc.) and install new firmware as needed.
- j. All system updates will be performed after hours unless it is critical.

APPENDIX 'A'

Theodore W. Sivley, Field Service Engineer
Re M. ec , Sr. IT Support ngineer
Inder-Mohan Osahan, Sr. IT Support Technologist

Detailed Resumes are attached

Theodore W. Sivley

Consultant and Field Service Engineer

efeposed Monterey

Managed a small business based on excellent customer service and monitoring profit and loss. Installed, configured, and troubleshot Windows based systems, NT, Novell, UNIX, Citrix, and Oracle networks, including telephony systems, and trained users in numerous computer applications including MS Office.

- Supported local television network providing 6 local TV channels, designed and implemented live web streaming servers, redesigned entire network for security and load balancing.
- Provided local businesses, government agencies, and local hospital with installation and servicing of computer, network, and telecommunications systems (including web services.)
- Consulted with companies on network, security, and database design and implementation.
- Trained computer novices to perform quickly and effectively on a computer in an extremely short period of time.

Project Engineer

ppiedigitaloperations Monterey

Supported networks including Windows, Novell, UNIX, Citrix, IBM, Oracle and Business Obj.

- Performed staff augmentation for a state-of-the-art hospital, a national insurance corp., a government agency, and a national produce corp. as well as working in the field on various other accounts.
- Worked extensively with modem pool and telephony software.
- Trained and led a computer support group in the local hospital.

Telecommunications Tech.

icommunicationservicescottsdale

- Designed, installed, and serviced telephone, stage sound, satellite, and alarm systems, video, closed circuit TV, and network cabling.

Education

- Heald College, School of Business in Salinas, CA (NT Certification program)
 - Perfect attendance awards
 - Dean's list
- Santa Barbara City College, Santa Barbara, CA (Physics)
- Monterey Peninsula College, Monterey, CA (Computer Sci.)
- Carmel High School, Carmel, CA

Rex M. Heck

Experience Summary:

Over 17 years of IT experience in supporting IT infrastructure and worked as IT Support/Technical Support/Infrastructure Management positions at various large and mid-sized organizations.

- Managed large worldwide IT infrastructure, small and mid-sized companies IT infrastructure and provided hands-on IT support in the area of Windows servers, Windows & Mac desktops/laptops, Network support, SharePoint, Exchange, IT security, and back-up and recovery support.
- Worked in an evolving, fast paced, multitasking environment to provide users the best possible support with limited resources.
- Defined IT policies and procedures using the concepts and techniques of ITIL
- Set company hardware and software standards
- Provided a high level of desktop/laptop support by phone, email, remote control and in person in a 24/7 environment
- Supported remote office networks, VPN and Citrix
- Active directory and Exchange account creation and maintenance
- Developed end user training documentation, delivered end user training on new software rollouts
- Creating desktop/laptop/server images using Ghost
- Configured and maintained wireless networks
- Set worldwide standards for the procurement of laptops/desktops
- Network support with routing, switching, security, and network installation in large global network environment. Deployed routers, switches, firewalls, VPN's, and intrusion prevention systems on a variety of networks.
- Supported all applications: MS Office, Agile, JD Edwards, Oracle BI, Salesforce.com, WebEx, Adobe Connect.
- Tested new updates and OS versions before deploying to end users
- Participated in the planning and recommendation of new technologies for the growth of the business
- Monitored servers and provided upgrade options
- Implemented and administered SharePoint services
- Worked closely with the customers to design, develop, and maintain SalesForce.com for 200+ seats
- Developed the asset management system for all corporate assets
- Worked with Finance to take the output from our financial system and developed professional looking forms using Optio. Forms created were invoices, credit memos, purchase orders, sales orders and checks.
- Designed, developed and maintained the helpdesk tracking system (TrackIt)
- Researched antivirus products then configured and deployed Symantec Antivirus to all end users and Trend Micro to all servers
- Implemented a Goodlink server to synchronize user's emails to their PDAs

Skills:

Use of ITIL concepts and techniques, Windows 9x, XP, Vista, Windows Server 2k and 2003/2008/2010, Active Directory, MS Office 2k, 2007 and 2010, SharePoint 2007/2010, SalesForce.com, firewalls, wireless access, imaging, VPN, Exchange 2003/2007/2010, Laptops (ThinkPads, Dell, HP), Telco and data cabling, Remedy, Optio, JD Edwards, TrackIt, Symantec

Antivirus, WebEx, HTML coding, scripting, and most all other PC and MAC software and peripherals

Excellent communication skills (both verbal and written), enjoy working in teams, very resourceful, efficient, function calmly under high stress and fast pace environments, enjoy taking on multiple tasks, and able to tackle any problem

Education:

Mission College, Santa Clara, CA - Computer Science; additional studies include: Mathematics and Business Management

Other:

Member of HDI, Helpdesk Institute
Executive Board Member and Team Manager for a youth baseball league; Blossom Valley Pony Baseball

Inder-Mohan Osahan

SENIOR TECHNOLOGY EXECUTIVE AND CONSULTANT CTO•CIO•IT/Strategy Manager

Accomplished senior information technology manager offering over twenty years of demonstrated career success developing and executing operational strategies to promote organizational growth and optimal utilization of emerging technologies. Possesses in-depth experience with government and civil contracts, development of Statement Of Work (SOW), proposal development, and negotiations. Extensive experience in leading operations for Technology, Business Development and Application Development within a diverse range of industries and for government entities with full responsibility. Decisive leader of operational initiatives of organizations of varying size and scope. Visionary and results-oriented professional, recognized for taking on major initiatives for enterprise level technology utilization and exceptional strategy leadership. Adapted to rapidly changing environments and resolved mission critical issues to ensure bottom line success. Industry expertise includes public service, water and environment related issues, high-tech server-side design and manufacturing, and small businesses infrastructure.

QUALIFICATION HIGHLIGHTS

- Executive Leadership and Communications
- Business Development
- Enterprise Systems Planning and Integration
- Team Development, Mentoring and Training
- Project Management
- Strategic Analysis and Internal Consulting
- R&D and full Development Lifecycle
- Privacy and Security Compliance
- Budget Management and Cost Control
- Legal and Regulatory Compliance
- Architecture and Infrastructure Planning
- Business Reengineering
- Enterprise-wide Change Management
- IT Governance (Policy and Procedures)

PROFESSIONAL EXPERIENCE

Monterey Peninsula Water Management District, Monterey, California

the mission of the Monterey Peninsula Water Management District is to manage a grant and protect water resources for the benefit of the community and the environment. The district manages the production of water from two sources: surface water from the area immediately adjacent to the district and Los Padres reservoirs and ground water pumped from municipal and private wells in the area and the easement area.

Chief Technology Officer (October 2000 – Dec 2011) (1998-Apr 2000) (1996) (Aug 1990- Aug 1995)

With extensive operational, technical and management experience, developed a sharp eye for how to plan, direct, manage and oversee the activities and operations of the Water Management District (or similar agency) including administrative services, planning and engineering, water resources and water demand divisions; coordinate assigned activities with other agencies and organizations; and provide highly responsible and complex administrative support. Work with the stakeholders on how they can retool and find solutions with the creation of applications with proper business workflow for a sleeker, smoother, strategically focused organization to serve the area they administer. As an entrepreneur built a successful consulting business, empathetically helped other business owners to set priorities and create the balance between life and work.

- Managed and tracked the operation and success of the multiple operating systems based on Windows/UNIX computing environment. Conducted business process re-engineering to manage database information systems on a network for resources including planning, budgeting, and approval for installations and upgrades. The result: minimal downtime, which led to the generation of office automation tools for finance, engineering, weather services, building permits and human resources.
- Performed systems integration to analyze equipment reliability, and identified areas for improvement.
- Managed network and system resources, planned and coordinated new computer and telecommunication installations. Integrated and performed the “build” process for District’s computer needs for multiple locations.
- Designed, developed, maintained and implemented a multi-protocol local and wide area network, including Internet and Intranet for all World Wide Web services.

- Planned and implemented Geographical Information Systems along with other agencies, using and evaluating GIS tools available and research any grants for funding the project.
- Demonstrated data visualization technology of how government agencies can involve citizens with powerful and easy to use geographic visualization technology.
- Conducted and prepared training for staff to migrate smoothly to the new system and provided support for all software and hardware platforms being used. Provided regular training and help desk support for all technical and general computer-related issues.
- Spearheaded the transition of legacy systems into an integrated web-based multi-tier .Net application using Windows workflow foundation and MS-SQL server relational database supported by an enterprise integration framework with consolidated reporting tools for water conservation, permitting, rebates, inspections, time tracking and accounts receivable.
- Improved operational readiness by enhancing customer support and availability of systems for internal customers and citizens accessing the permits and water conservation system for seven jurisdictions.
- Established a data quality team to identify data integrity issues and implemented procedural improvements.
- Implemented virtualization technology as part of the production and disaster recovery environment that reduced expenses.
- Significantly enhanced the searchable document and imaging system hosting 20+ years of paper files.
- Launched and implemented security policies and procedures that focused on upgrading firewall, network, virus/spam protection tools, messaging systems and protection of agency sensitive information.

Jamcracker, Inc. Sunnyvale, California

a cracker network a startup created the engineering On On and for the concept of a portal to provide the services that was a leader in integrating services provided on the internet

Advanced Lab Services Manager

(April 2000 – October 2000)

Performed role of testing and evaluating technologies provided by various ASP's to be integrated into the Jamcracker's suite of services. Handled resources allocation, systems administration and deployment of Windows 2000 and Sun operating system based servers on multiple networks and VLANS.

- Managed the Advanced Technology Lab for researching, support prototyping, and initiating development of the next generation of products.
- Researched potential technologies, methodologies and products that may be beneficial to the company, development organizations and customers.
- Ensured data security, systems availability and end-user support for implemented systems, provided technical and strategic guidance on selection and lead implementation (installation, integration and configuration) of new computer-related lab equipment/systems to meet computer compliance standards effectively.
- Coordinated technical tasks with consultants, vendors and internal staff.
- Documented systems design and operational procedures, and provided leadership optimizing systems performance. Developed and ensured standards.
- Provided direction for technical infrastructure for expertise in UNIX/NT environments, tools and technology, backup and recovery processes, application design, capacity planning, new technology evaluation, infrastructure planning and testing, and general server maintenance for hardware and software.
- Participated in research and development for the Advanced Technology Lab with the implementation of tools for prototyping new and emerging technologies, including wireless.

UniForum Association, Santa Clara, California

UniForum was a standards organization that helped create and later became part of the Open Group. UniForum was a combination of the Open and O standards organizations role in the industry was to help create standards amongst the manufacturers and developers of computer systems at the time of the operating system era. UniForum was a group of people who met and worked together to ensure that the standards were in place and technology was on the right track

**Information Technology Strategy Manager
1997)**

(January 1997 - Dec

As a Senior Corporate Officer reporting to the CEO, and directed new technology initiatives in a collaborative manner between CEO's of Silicon Valley companies.

- Managed Information Systems for information, technology, 4GL accounting, fourth generation databases, and strategy planning in an Open Systems standards industry
- Managed web services and re-engineered Internet/Intranet related issues. Uniform, being one of the first two hundred sites on the Internet and a standards organization, helped develop skills to build and instruct staff in an innovative manner to develop a database system based on emerging web technology that increased office efficiency.

Acer America Corporation, San Jose, California

cer is a go a ardware an fact rer of co p ter s ste s and perip era s cer is geared towards a go a ar et wit a oca to c

**Advanced Systems Support Engineer
Dec 1995)**

(Aug-

ALTOS (created the vt100 emulation) was the first company to make a networked server. Later Altos was acquired by Acer and decided to OEM the Altos-SCO Unix platform. Many civil and defense government agencies, manufacturers, hotel chains, and retailers ran their IT infrastructure on these servers. As part of the expert system engineers team, it took a lot of patience and hard work to keep these systems operational 24x7x365.

- Responsibilities included trouble shooting and diagnosing problems related to Enterprise systems, which included Open Systems, UNIX, Windows NT and Novell. Supported the installation/evaluation of hardware for functionality quality. Evaluated software, developed/executed test plans and test suites.
- Diagnosed system levels and boards level failures, circuitry, add-on cards, and peripherals.

CONSULTING PROJECTS

Senior Systems Engineer/Consultant

- ***For hands on design to provide technical leadership in operations, security, and integration for an international net or bet een the S and Me ico for border security.***

Planned and designed after identifying system requirements for operations and security along the US-Mexican Border. Worked with other engineers and multiple federal agency participants to develop designs, integrate components, leading into testing, deployment and implementation of bi-lateral government programs.

- ***For Design and building of a national command control center located in Me ico***
This facility coordinates and controls all activity for all agencies in Mexico for any type of emergency country wide. Gathered requirements from civil protection agencies over a year and helped design, pilot, deploy and implement the EOC for the Mexican government.

- ***For Design and building of a national drug rehabilitation net or for Me ico***
This initiative will network 329 sites to have real time information on drug abuse by the Mexican public and to help kick the habit. Based on a portal design it involves the design and creation of a software package to allow all the needed functionality. The work involves surveying the current systems and infrastructure in place and then implementing the new system being designed.

- ***For Design and building of a national ennel management system for Me ico***
These facilities allow the management and training of all the dogs used for security purposes country wide.

- ***For successful deployment of pro ect server***
Work involved gathering requirements, designing the new server farms and deployment for real time project management using MS-Project Server 2003 for major banks and Silicon Valley firms.

Small Business Systems Consultant/Architect

- ***For Tree ouse Mortgage roup***
Designed and implemented the entire network infrastructure, including telephone services, Internet access and worked on software design for loan processing using ColdFusion and

SQL.

- **For three a Offices, an Investment ro erage firm, a Pro ect Management firm, and an SP soft are developer firm.**

These are small networks from one to twenty users and have secure Internet access to conduct their business using DSL and ISDN technologies. VPN is also used to connect to their clients. Various Microsoft tools are used at these sites.

Analyst

- **For the op ins Marine Station of Stanford niversity in Pacific rove**
Determined Latitude and Longitude of migrating species using various astronomical equations to calculate noon and the Equation of Time for accuracy.

IT Consultant

- **For Monterey Institute of International Studies:** Setup Intranet server for web publishing using MS FrontPage 2000 Extensions on FreeBSD and Apache web server
- **Volunteer at Seaside Library:** for all Network operations on Windows NT and PC clients. Designed, installed and configured all the network services and trained staff to maintain it.
- Setup one of the first ISP servers on the Monterey Peninsula for multi-homing of web pages for local businesses and government agencies.

TECHNICAL EXPERTISE

Certifications:	MCP , UNIX System V Shell programming, UNIX System V UUCP Administration, UNIX System V TCP/IP and NFS Administration, SCO UNIX System V/386 Administration certification and workshop, PMP <i>enro ed for certification</i>
Software(Training):	Python, AJAX, Ruby on Rails, Java programming, COM/DCOM, OLE/ActiveX programming using 98/NT WIN API & ATL, Win 95/98/NT Application Programming, Web Site Development Using MS Visual Interdev and Visual Studio, Windows Debugging Techniques, C++ Programming, Windows NT Systems Integration and Administration, Geographical Information Systems Geo-databases, Map Server, Microsoft Office Sharepoint Server 2007/2010, Microsoft Office Project Server 2003/2007/2010, Microsoft Office 2007. MS-SQL server, Small Business Server, Hyper-V, VM-Ware, MS-Exchange 3.5/2000/2003/2007/2010, IIS, Terminal Server, Windows(all versions), Oracle, MySQL, Visio, MS-Project, graphics programs, Apache, Tomcat, J2EE, Veritas Backup-Exec, Symantec Endpoint/imaging, Acronis, Win-image Knowledge of: MS Conf. server, Cold Fusion
Hardware:	DELL Servers, Client and Server Hardware, RAID, SAN, Sonicwall Firewalls, Tape Backup Units and Libraries, UPS, Printers, Cisco routers, switches, VPN devices, Wireless Access Points.
Network Technologies:	Extensive experience in LAN, WAN, VPN, Wireless Networks and Satellite Networks
Languages:	Python, Foxbase+, HTML, DHTML, C, Assembly, Fortran IV/77, Waterloo-Basic Knowledge of: VB, VB Script, C#, JavaScript, .NET framework, Eclipse Framework

EDUCATION

Bachelor of Science, Computational Mathematics/Computer Science
Michigan State University, June 1989

Rayne
Technology
Solutions
Proposal

Response to Request for Proposal

To provide Information Technology Support Services for the Marina Coast Water District

Submitted to

Kelly Cadiente
Marina Coast Water District
11 Reservation Road
Marina, CA 93933
kcadiente@mcwd.org

Submitted by Rayne Technology Solutions, Inc.



Monday November 28, 2011

Patrick Rayne, CEO
484 Lighthouse Ave, Suite 206
Monterey, CA 93940
main 831-649-5050 x5
direct cell 831-383-0049
Patrick@raynetech.com

1. Summary of Proposal

Rayne Technology Solutions, Inc. (RTS) is a full-service Information Technology (IT) company located in Monterey, California. We have 4 full time technicians. We specialize in network architecture, hardware and software installation and service, both on-site and remote technical support, proactive monitoring, antivirus and spam filtering, VOIP Systems, wireless communications. We also custom build our own Servers and Workstations using Intel parts and the latest windows operations systems. We manages over 200+ clients ranging from singles small business users to company will multiple servers and 50+ workstations.

1.1 Overview of Services

RTS has a number of services and products that we deploy, utilize, and maintain on a regular basis in order to provide our clients with the best business-level support available in the Monterey area. Some of our products and services include:

- Off-Site Backup
- Advanced Spam Filtering
- Proactive Monitoring
- VOIP
- Information Systems Security
- Computer Services Networking
- Antivirus and Spyware
- RSA Secure ID 2-Factor Authentication
- Cloud and Hybrid Cloud Services

RTS has partnered with several IT and system security vendors and suppliers so that we can provide their products to our clients, including:



2 Team background and relevant experience

- Patrick Rayne – CEO, IT Specialist
 - 19 Years of computer repair networking and Windows Server 2000, 2003, 2008, R2 administration. Exchange and MS SQL administration. Fluent in all windows operation systems.
 - Had owned and managed a Web development company in Monterey, years 1998-2004 and sold to now a local partner SunStar Media. Was active in another IT startup from 2004 – 2007 but separated to start a new venture in 2008 – present focusing on strictly business.
- Aaron Waters – Office Manager, IT Specialist
 - 12 Years of computer repair networking and Windows Server 2000, 2003, 2008, R2 administration. Exchange and MS SQL administration. Fluent in all windows operation systems.
 - Was active in the military
 - Managed and ran Up-Time Computer company based in Florida
- Bryan Little – IT Specialist
 - 11 Years of computer repair networking and Windows Server 2000, 2003, 2008, R2 administration. Exchange and MS SQL administration. Fluent in all windows operation systems.
 - C/C++ Programmer Cross-Platform
 - Apple Certified
- Vance Bryfogle – IT Specialist
 - 8 yrs experience in computer support desktop support
 - Bachelor of Science in Information Technology Strayer University
 - CompTIA A+, Security+
 - Active in in Army for 5 years with Top Secret Security Clearance

3 References

- Light and Motion Industries
 - Develops high end under water cameras and bike lights
 - Services Obtained: 50+ Workstations, Remote Desktop, VPN, Sonicwall, Proactive Monitoring, Spamurai's, Custom Workstations, Desktop Support, VOIP, AntiVirus
 - Daniel Emerson
CEO, Light and Motion
300 Cannery Row
Monterey, CA 93940
831-207-4699
demerson@lightandmotion.com
www.lightandmotion.com
- McFarland and Associates
 - Financial Management Company

- Services Obtained: 2 Servers, 7 Workstations, Remote Satellite office, Remote Desktop, VPN, Sonicwall, Proactive Monitoring, Spamurai's, Custom Workstations and Servers, Desktop Support, VOIP, Anti-Virus
- Ann Ainsworth
Owner/ McFarland Associates
310 Encina
Newport Beach, CA 92660
831-761-8231
ann@mcfarlandria.com
- Holaday Seed Company
 - Buys and Sells seeds throughout the world
 - Services Obtained: 2 Servers, 15 Workstations, Remote Satellite offices, Remote Desktop, VPN, Sonicwall, Proactive Monitoring, Spamurai's, Custom Workstations and Servers, Desktop Support, Anti-Virus, VOIP
 - Donna Given
Office Manager
820 Park Row, #616
Salinas, CA 93901
831-809-8554
DGiven@holadayseedcompany.com
- Evanson Asset Management
 - Asset Management Company
 - Services Obtained: 1 Servers, 3 Virtual Servers, 7 Workstations, Remote Satellite offices, Remote Desktop, VPN, Sonicwall, Proactive Monitoring, Spamurai's, Custom Workstations and Servers, Desktop Support, Anti-Virus
 - Laura Kelly, MBA, CFP®
Evanson Asset Management
800-624-1015 T
831-333-2063 F
3483 Greenfield Place
Carmel, CA 93923
www.evansonasset.com
laura@evansonasset.com

4 Response to Scope

- 24x7 active monitoring
 - Monitor every aspect of your computer or server to proactively catch software and hardware problems before you know it.

The core functionality within the Rayne Technology Proactive Service includes the following essential functions:

- Audit & Inventory
 - Endpoint Monitoring
 - System Management
 - Efficient Agent Technology
 - Software Deployment
 - Agent Procedures
 - Power Management
 - ITIL Compliant Service Desk
 - IT Services Delivery Kit
 - Remote Control & Management
 - Management Reporting & Dashboards
 - Patch Management
 - Cross Platform Support (PC, Mac & Linux)
-
- Data backup and disaster recovery:

We offer backup modules for VMware / Hyper-V, Microsoft Exchange Server mail-level backup, Microsoft Outlook, Microsoft Outlook Express, Microsoft SQL Server, Oracle Database, Lotus Domino, Lotus Notes, and MySQL Database are all available in one software suite. Other killer features such as Continuous Data Protection, In-File Delta, open-file backup, centralized web management console, off-site replication, etc. and more.
 - Spam and virus protection:

If you are a small business with a small IT team or you just prefer your email spam filtering service to be hosted or cloud-based, Spamurai's Hosted Service is the easiest and most powerful email spam filtering service available. With Spamurai's hosted antispam service, we do all the work for you, and there's nothing to install, maintain, or service. Award-winning hosted spam filtering blocks spam, viruses, phishing schemes, offensive content, hacking attacks, and other threats. And will queue mail for 96 hours if your servers are down for any reason.
 - Network security and Firewall

We use SonicWall devices for our advanced firewall solutions; these can have multiple redundant internet connections and can do a variety of content filtering and additional gateway antivirus protection.
 - 24x7 on-call availability with remote and/or in-person response times will vary depending on hours of needs. A reasonable schedule can be defined with more information.
 - Troubleshooting and help desk assistance by phone, web, or email via our monitoring system
 - Full network and equipment documentation

As we implement our monitoring systems it will allow us to take full inventory of individual systems and devices. We will provide a full network documentation.

5 Price

Rayne Technology Solutions

Product or Service	Rate
Service call or remote work (Billed in 15 Min for remote)	\$100 per hour
Emergency call / Weekend	\$150 per hour
Advanced Monitoring	10/per Server 6\$ / per Workstation
Of Site Backup	1 \$ Per GB, with discount on 100+GB or more
Spamurai Advanced Spam Filtering	40 Users at 2.20 per user / per Month, more users the larger the discount
SonicWall Network Security Router	Ranges on Needs EST \$3000 if is not in place

6 Implementation Schedule

As stated in the professional services agreement a requested completion date of June 30, 2012 is requested. We can create a schedule that will work with both parties, but we can defiantly implement in a much smaller requested time period.

7 Draft Agreement

We have read and will agree to sign the provided standard professional services agreement and required insurance documentation and add additionally insured to our current insurance policy.

TFD

Open

Systems

Proposal



November 23, 2011

Kelly M. Cadiente, Director of Administrative Services
Marina Coast Water District
11 Reservation Road
Marina, CA 93933

Subject: Request for Proposal ó Information Technology Professional Support ó November 9, 2011

Dear Mrs. Cadiente:

TFD Open Systems, LLC is pleased to provide you with the following proposal for Information Technology Professional Support as outlined in the above RFP. TFD Open Systems is a locally owned and operated business which focuses on servicing Monterey County. We specialize in working with small to medium size businesses; providing both on-site and remote support services.

Please notice on Attachment 3 that TFDOS requires a one-time Business Optimization Fee at contract signing. This allows TFDOS to do a complete and onsite review of your entire IT configuration. Typically, this is a one week process per site where our technicians will review and identify any ongoing issues that need to be addressed immediately. We will provide you with a complete network diagram, a list of all hardware and software installed, and conclude with a meeting with a review of our findings.

TFDOS has the utmost confidence that it can provide superior service for all requirements listed. These tasks are done routinely for our customers currently and we have the expertise needed.



Please find the following attachments, which address Section IV.

Attachment 1: Introduction

Attachment 2: Scope of Services

Attachment 3: Qualifications

Attachment 4: Client Reference List

Attachment 5: Cost of Labor, Supply, Transportation and Miscellaneous Items

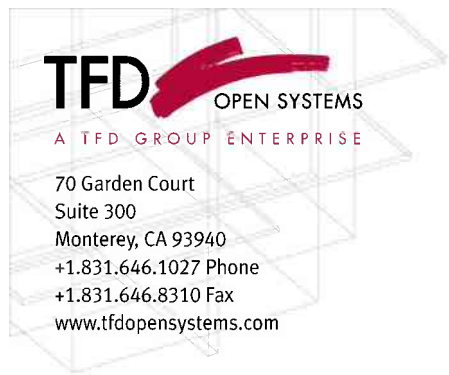
Attachment 6: Draft Agreement

The attached proposal and pricing information remain valid until January 1, 2012. All information contained in the proposal and attachments is to be considered proprietary and confidential and applies exclusively to MCWD RFP: IT Professional Support, dated November 9, 2011.

Thank you for your time and consideration of our proposal. I can be reached at 831-646-1027 or by email, john.dean@tfdg.com to review or discuss any questions you may have about our proposal. Thank you again, for this opportunity. I look forward to hearing from you soon.

Regards,

John Dean
Director, TFD Open Systems
70 Garden Court
Suite 300
Monterey, CA 93940

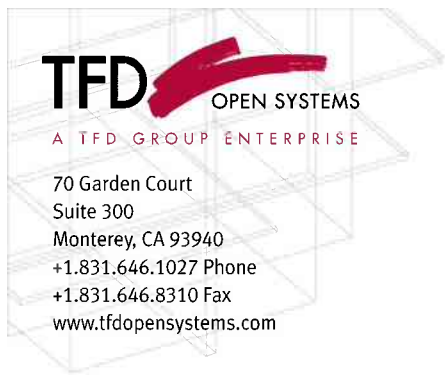


Attac ment 1 Introduction

TFD Opens Systems has been providing excellent IT service within our community for over 10 years with emphasis in the support of maintaining clients' systems and networks and providing direction on how to budget and manage their network infrastructure. Formerly Open Computer Systems, TFD Open Systems was acquired by TFD Group in January 2007. TFD Group is a world class leader in logistic software and has over 30 years of software sales, technical services, and technical support focusing primarily in the government sector. With this connection, TFD Open Systems has access to world-class expertise in the area of IT.

Services with our clients include telephone support, on-site visits, monthly remote server maintenance, email spam filtering, web site hosting, and various other custom support services. TFD Open Systems offers a variety of Support Plans with a common goal of best fulfilling the individual needs, both financially and technically. Our client list is comprised of the hospitality industry, medical offices, non-profits, attorney offices, government, 24-hour security, and a variety of other small to medium businesses.

TFD Open Systems believes that customer service is the most important thing in running a successful business. Our technicians have over 30 years IT and technical experience between them. Their expertise includes but is not limited to Windows servers and desktops, wireless networks, routing and security, email, database, web services, and cabling. All TFD Open Systemø technicians have minimum CompTIA A+ and Network + certification.



Attac ment 2

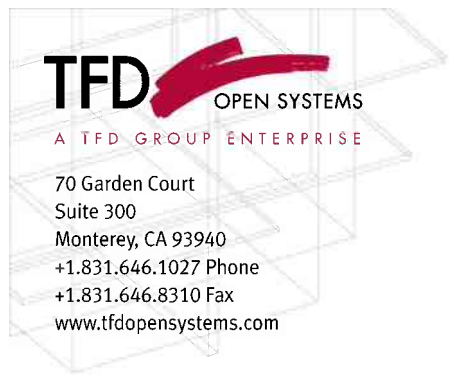
E ample of Similar Services Provided to Ot ers

TFD Open Systems has provides various IT services within several different industries throughout Monterey County. Services vary from network setup and integration, email filtering, remote monitoring of hardware of high-powered servers and workstations, and wireless internet access. TFD Open Systems also offers remote monitoring, off-site backup solutions, mobile device management, DNS hosting, project work as needed, and hardware and software resellers. We can integrate into your staff as part of your team and ensure that all of your IT needs are met on a daily basis, or we can service a business on an as needed basis.

Businesses need to be organized to run efficiently, this also means having emails organized. Spam is one of the biggest problems for companies to organize email. TFD Open Systems provides many of our clients with a very affordable and reliable email filtering service.

Many businesses want a proactive IT company that can respond before disaster happens. TFD Open Systems can do this by providing monitoring tools for our service agreement clients that will monitor vital signs for workstations, servers, and managed network equipment. Once an issue arises, TFD Open System's monitoring tool sends the technician a detailed report on what the issue is. Once the technician receives the report, they are able to work diligently to get the client back up and running. The remote monitoring tool increases efficiency as it helps diagnose the problem in real-time.

Another issue that is business critical is data backup. There is nothing more important to a company than its data. TFD Open Systems offers a painless and simple solution. TFD Open Systems partners with a third party that hosts multiple data centers to ensure the safety of your data in the event that one site goes down in a natural disaster. All data is military grade encrypted so the chance of your data being decoded and stolen is next to impossible. This is an affordable solution. We have several clients now using this affordable solution and it gives business owners a piece of mind knowing that their data is secure.



Attachment 3 Qualifications

John Dean – Director

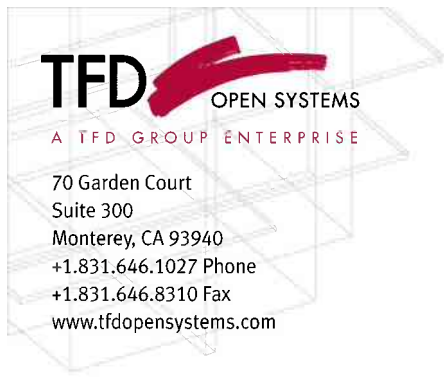
John Dean has over ten years of experience in the Computer Software and IT industry and over five years in management. He received his Bachelor of Science degree in Computer Science from California State University of Monterey Bay in 2009. John is a local of the Monterey Bay area. He holds a high level of commitment and loyalty to his community and local businesses.

Jose Delet – Senior Network Technician

Jose Delet graduated from Sawyer College in San Jose, California. Jose graduated with a degree of (CNA) Computer Network Administration in Novell 4.1. Jose has been working in the computer and networking field for over 15 years. Jose is experienced in working with Microsoft Server products, Microsoft Exchange, Terminal Server, Network installations and Network upgrades. He also has experience in DHCP, TCP/IP, NAT, NAS, PPTP, VPN, and DNS protocols. Jose is proficient in Firewalls, routers, switches, and network equipment. Jose also has maintained Meridian phone systems and Cisco VOIP solutions. Jose also has mobile device management experience with smart phones, ipads, and a variety of other cellular equipment.

James Ricard – Network Technician

James graduated from Cal Poly State University, San Luis Obispo with a Bachelor's degree in Business. James has 15+ years in networking, configuring, installing, and troubleshooting hardware and software. James has expertise in DHCP, DNS, HTTP, NAT, TCP/IP, Firewalls, VOIP, Unix/Linux, Veritas Backup Exec, Proxy Servers, Cisco, Linksys, Netgear, Zyxel, D-Link Windows operating systems, Microsoft products, Windows 7, VMWare, Hyper-V, VPN client software, mobile device management, and cabling.



Attac ment 4 **Client Reference List**

Bill Hill

President

Sentry Alarm Systems
8 Thomas Owens Way
Monterey, CA 93940
Phone: (831)375-2727
E-mail: bhill@sentryalarm.com

Kim Cole

Operations Manager

Central Coast Brain & Spine
220 San Jose Street
Salinas, CA 93901
Phone: (831) 424-0807
E-mail: kcole@ccbsa.com

David Laredo

Owner

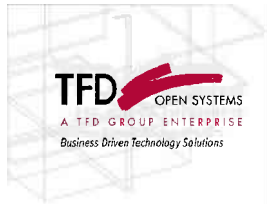
De Lay & Laredo LLP
606 Forest Avenue
Pacific Grove, CA 93950
Phone: (831) 646-1502
E-mail: david@laredolaw.com

Paul Kephart

Office Manager

Rana Creek
10 Harris Court, Suite C-5
Monterey, CA 93940
Phone: (831) 659-3820
E-mail: jcondit@ranacreek.com

Attachment 5
Costs of Labor, Supply, Transportation and Miscellaneous Items



Discounted Hourly Labor Rates

On Site Servers	\$	126.00
On Site Workstations	\$	108.00
Remote Maintenance Rate	\$	65.00
Bench Work	\$	65.00

Service Agreement 4 Pricing

Desktop/Peripherals	\$	45.00
Servers	\$	210.00
Network Equipment	\$	35.00
Optimization Fee (Per Office)	\$	1,500.00

Description Monthly IT Support Monterey Office

<u>Description</u>	<u>Amount</u>	<u>Hours</u>	<u>Total</u>
Desktop or Peripheral		40	\$ 1,800.00
Network Equipment		0	\$ -
Servers		6	\$ 1,260.00
Total Per Month			3,060.00

One Time Optimization fee includes configure possible network issues, documentation of all network hardware, installation of TFD OS monitoring tools

2 3,000.00

- *No travel time charged for scheduled weekly visit
- *New equipment added to the facility will increase monthly charge by \$40 per workstation or peripheral and \$190 per server
- *Monthly charges based on services listed in RFP. All new/additional work will be invoiced as a "project" and billed at the discounted rates
- * After hour rates will apply as appropriate at \$142.50 per hour
- Monthly charges for equipment may be adjusted to to actual count during Optimization process



TFD Open Systems Service Agreement

Service Agreement

This TFD Open Systems Service Agreement (öAgreementö) is entered on November 9, 2011 between TFD Open Systems, LLC (öCompanyö), 70 Garden Court, Suite 300, Monterey, CA 93940 and Marina Coast Water District (öCustomerö) with offices at 11 Reservation Rd, Marina, CA 93933 and 2840 Fourth Avenue, Marina, CA 93933.

1. Definitions

- a. öBasic Plan Servicesö shall mean the services to be provided by Company under this Agreement and described on Exhibits A and B attached hereto, including but not limited to technical support and help desk.
- b. öAdditional Servicesö shall mean services which are not included in Basic Plan Services and which can be purchased under separate purchase order or invoice, but which are subject to the terms and conditions of this Agreement. Specifically, Additional Services not covered are listed in Exhibit A. In the event of any conflict between any purchase order or invoice for Additional Services and this Agreement, the terms and conditions contained in this Agreement shall control.
- c. öEquipment: shall mean the equipment, hardware, software and other products provided in conjunction with Additional Services.
- d. öServicesö means the Basic Plan Services and all Additional Services purchased by Customer.

2. Service Plans

Customer hereby elects to purchase the following Services (each a öPlanö and collectively the öPlansö):

Plan 1	Plan 2	Plan 3	Plan 4
--------	--------	--------	--------

Customer agrees to pay for the Services for the Plan specified above. All Basic Plan Services are provided subject to availability of Company's engineering personnel. Basic Plan Services are available between the hours of 8:00am to 5:00 pm Monday through Friday. To schedule Basic Plan Services, please call 831-646-1027.

Company cannot guarantee any particular outcome from its Services, nor can it accept liability for any consequences resulting from providing Services. The safety, reliability and future support of Customer's hardware and software systems remain the sole responsibility of the Customer.

3. Customer Obligations

Customer shall deliver all necessary information to allow Company to perform the Services, and to respond to any communications from Company regarding the Services. **CUSTOMER SHALL BE SOLELY RESPONSIBLE FOR THE INTEGRITY, ACCURACY, COMPLETENESS, AND RETENTION OF ANY INFORMATION PROVIDED BY CUSTOMER TO COMPANY.**

4. Payment for Services

Company's Basic Plan Services are billed monthly (öMonthly Service Chargeö). Additional Services and Equipment will be invoiced weekly or at the time of sale. Payment is due upon receipt of invoice. Monthly services will be billed on the 20th of each month for the upcoming month and are due by the 1st of the month in which services are to be rendered. Payment for all Services and Equipment are due ten (10) days after billing. Any invoices not timely paid shall accrue late charges of

1.5% per month or the highest rate permitted by law, whichever is lower. Time is of the essence with respect to all payments required by this Agreement.

5. Service Options

Semi-Annually customer may request changes to other Plans specified in Section 2 above upon thirty (30) days written notice. Changes requested by Customer must be accepted by Company to become effective. Company shall have the right to make changes in the Plans and pricing upon thirty (30) days written notice to Customer.

6. Defaults And Termination

- a. Default. Customer shall be in default under this Agreement if any of the following occurs:
- (1) Customer fails to make payment when due;
 - (2) Customer fails to materially perform or comply with the terms and conditions of the Agreement.
- b. Company will be in default under this Agreement if Company fails to correct a material failure to perform or comply with the terms and conditions of this Agreement within 30 days after receipt of written notice from Customer of such failure. Should Company be unable to perform or comply with Customer's notice of such failure, Company will respond in writing to Customer within 30 days of receipt of such notice with recognition of failure to perform or comply with Customer's notice.
- c. Term. The initial term of this Agreement will be for one (1) year following the execution date of this Agreement. This Agreement shall renew automatically for additional one (1) year periods unless either party gives written notice of non-renewal at least thirty (30) days prior to the renewal date. Notwithstanding the foregoing, this Agreement shall terminate upon written notice of default to Customer. Upon termination, all Company's manuals or documents previously delivered to Customer in connection with the Services shall be promptly returned to Company.
- d. Attorney Fees. If any legal action or proceeding arising out of to this Agreement is brought by either party to this Agreement, the prevailing party shall be entitled, in addition to any other relief that may be granted, to recover the reasonable attorney's fees, costs, and expenses incurred in the action by such prevailing party.
- e. Governing Law and Venue. This Agreement shall be governed by, interpreted under, and construed and enforceable in accordance with, the laws of the State of California. The parties hereby subject to jurisdiction in the State of California and agree that venue for all proceedings and actions arising out of this Agreement shall be in the district and county courts located in the County of Monterey, State of California.

7. Warranties And Disclaimers

COMPANY MAKES NO WARRANTIES OF ANY KIND, EXPRESSED OR IMPLIED WITH RESPECT TO THE FUNCTIONALITY OF COMPANY RELATIVE TO SERVICES OR EQUIPMENT PROVIDED HEREUNDER, OR ANY DATA MADE AVAILABLE BY COMPANY, INCLUDING BUT NOT LIMITED TO THE WARRANTIES OF FITNESS FOR A PARTICULAR PURPOSE OR MERCHANTABILITY. COMPANY ASSUMES NO RESPONSIBILITY IN CONNECTION WITH THE USE OF ANY SUCH EQUIPMENT, SERVICES OR DATA MADE AVAILABLE BY COMPANY. CUSTOMER SHALL RELY ONLY ON THE WARRANTIES PROVIDED BY THE MANUFACTURER OF ANY EQUIPMENT PROVIDED BY COMPANY.

8. Limitation Of Liability And Remedies

CUSTOMER AGREES THAT UNDER NO CIRCUMSTANCES SHALL THE COMPANY BE LIABLE FOR SPECIAL, INCIDENTAL, INDIRECT, OR CONSEQUENTIAL DAMAGES, INCLUDING, BUT NOT LIMITED TO, LOSS OF ANTICIPATED PROFITS OR LOSS RESULTING FROM BUSINESS DISRUPTION DUE TO FAULTY EQUIPMENT OR EQUIPMENT FAILURE OR FAILURE OF PERFORMANCE OF ANY EQUIPMENT OR SERVICES ARISING OUT OF THIS AGREEMENT, EVEN IF THE COMPANY HAS BEEN ADVISED OF THE POSSIBILITY OF POTENTIAL LOSS OR DAMAGE.

THE WARRANTIES AND COMMITMENTS SET FORTH HEREIN ARE IN LIEU OF ALL OTHER OBLIGATIONS OR LIABILITIES ON THE PART OF COMPANY. CUSTOMER AGREES THAT THE RECOVERY FOR ALL CLAIMS FOR DAMAGES OR OTHER RELIEF THAT IN ANY WAY ARISE OUT OF OR IN CONNECTION WITH ANY SERVICES SHALL BE LIMITED TO THE AMOUNT PAID TO THE COMPANY WITHIN THE THIRTY (30) DAY PERIOD PRIOR TO THE ALLEGED BREACH, AND IN CONNECTION WITH THE USE, PERFORMANCE OR NONPERFORMANCE OF ANY EQUIPMENT PURCHASED, THE PRICE PAID TO COMPANY FOR THE EQUIPMENT.

9. No solicitation of employees

For a period of two years after termination of this Agreement, the Customer shall not, on their own behalf or on behalf of any other entity or person, solicit or in any manner attempt to influence or induce any employee of the Company to leave the employment of Company.

10. Miscellaneous

This Agreement contains the entire and only agreement between Customer and Company regarding the subject matters hereof. There are no other representations, promises or conditions not incorporated in this Agreement. Paragraph headings are for convenience only and shall not be used in construing this Agreement. In the event of a conflict between the terms and conditions of the Agreement and the terms of any other document, the terms and conditions of this Agreement shall control. No amendments of this Agreement shall be valid or binding as to Company unless in writing and executed by an officer of the Company.

Service Plan #: _____

Customer:

Signed: _____ Title: _____
(Authorized representative)

Phone: _____

Date: _____ Fax: _____

TFD Open Systems:

Signed: _____ Title: _____

Date: _____