



San Gabriel Valley Mosquito and Vector Control District
Board of Trustees Meeting, August 9, 2019 - 7:00 AM
1145 N. Azusa Canyon Road, West Covina, CA 91790

1. Call to order
(Board President, Corey Calaycay)
2. Pledge of Allegiance and Silent Roll Call
3. Opportunity for Public Comment on Non-Agenda Items
(Individual Public Comments may be limited to a 3-minute or less time limit)
During Public Comments, the public may address the Board on any issue within the District's jurisdiction that is not on the agenda. The public may comment on any item on the Agenda at the time that item is before the Board for consideration. There will be no dialog between the Board and the Commenter. Any clarifying questions from the Board must go through the Board President.
4. Consent Calendar

All matters listed under the Consent Calendar are considered by the District to be routine and will be enacted by one motion. Any member of the Board may pull an item from the Consent Calendar for additional clarification or action.

 - 4.1. List of Claims for the month of July*
 - 4.2. Budget Status Report for July*
 - 4.3. Minutes of Board of Trustees Meeting July*
 - 4.4. Operations Report July*
 - 4.5. Surveillance Report July*
 - 4.6. Communications Report July*
 - 4.7. June 2019 Monthly Treasurer Report / District Working Balance for August 2019*
5. Presentations:
 - 5.1 9/80 Schedule Review
(District Manager, Jared Dever)
6. Consider Changing Date of October 11, 2019 Board of Trustees Meeting to October 4, 2019
(Board President, Corey Calaycay) (Approve/Deny)
7. Consider Award of Contract for Professional IT Services*
(Ad Hoc Committee Chair, Vice President Shevlin) (Approve/Deny)

- A. Request for Proposals by the San Gabriel Valley Mosquito and Vector Control District for Contract Information Technology Services
 - B. Proposal for IT Services Submitted by HB Computers Inc.
 - C. Proposal for IT Services Submitted by Saalex Information Technology
 - D. Proposal for IT Services Submitted by Syntech Group
8. Selection of Trustee(s) to attend The California Special Districts Association (CSDA) 2019 Annual Conference and Exhibitor Showcase, Anaheim, CA, September 25-28, 2019
(Board President, Corey Calaycay)
9. District Administration
(District Manager, Jared Dever)
- 9.1.1 City of San Marino Potential Annexation
 - 9.1.2 Out-of-Service Swimming Pool Ordinance Progress
 - 9.1.3 Trustee Orientation and Ride-Along Program
10. Department Reports
(Verbal Reports)
- 10.1.1. Operations (Jason Farned, Operations Manager)
 - 10.1.2. Surveillance (Melissa Doyle, Scientific Programs Manager)
 - 10.1.3. Communications (Levy Sun, Director of Communications)
11. Board Bites*
12. Trustee Reports
(Verbal Reports)
13. New Business
Opportunity for Trustees to request future agenda items
(Verbal Report)
14. Adjournment

CERTIFICATE OF POSTING

This agenda shall be made available upon request in alternative formats to persons with a disability as required by the American with Disabilities Act of 1990 (42 U.S.C. §12132) and the Ralph M. Brown Act (California Government Code §54954.2). Persons requesting a disability related modification or accommodation in order to participate in the meeting should contact the San Gabriel Valley Mosquito and Vector Control District at (626-814-9466) during regular business hours, at least twenty-four hours prior to the time of the meeting.

Materials related to an item on the Agenda submitted after distribution of the agenda packet are available for public inspection in the San Gabriel Valley Mosquito & Vector Control District Office located at 1145 North Azusa Canyon Road, West Covina, CA 91790 during normal business hours.



Marta Tanaka
Clerk of the Board, San Gabriel Valley MVCD
Board of Trustees

SAN GABRIEL VALLEY MVCD

Claims List

June 13, 2019

<u>Num</u>	<u>Date</u>	<u>Name</u>	<u>Item</u>	<u>Original Amount</u>
EFT 100000015689285	06/13/2019	CALPERS CERBT	6200 RETIREMENT - CLASSIC (Employer Contribu	9,115.17
			6200 RETIREMENT - CLASSIC (Employer Contribu	59.48
				<u>9,174.65</u>
EFT PR of 6/13/19	06/13/2019	PERS	6200 RETIREMENT - CLASSIC (Employer Contribu	521.33
			6200 RETIREMENT - CLASSIC (Employer Contribu	938.12
			6200 RETIREMENT - CLASSIC (Employer Contribu	1,756.39
			6200 RETIREMENT - CLASSIC (Employer Contribu	299.81
			6201 RETIREMENT - PEPRA (Employer Contributic	106.90
			6201 RETIREMENT - PEPRA (Employer Contributic	1,926.46
			6201 RETIREMENT - PEPRA (Employer Contributic	364.65
			6201 RETIREMENT - PEPRA (Employer Contributic	455.94
			6201 RETIREMENT - PEPRA (Employer Contributic	409.21
	<u>6,778.81</u>			
16434 438969754635	06/13/2019	AMAZON.COM	6040 Building Maintenance	20.55
			6270 OFFICE SUPPLIES	55.47
			6290 Supplies, Public Informati	153.50
			6035 COMPUTER HARDWARE	41.33
			6270 OFFICE SUPPLIES	22.96
			6040 Building Maintenance	32.81
			6280 SUPPLIES, OPERATIONS	6.41
				<u>333.03</u>
16435 2040616	06/13/2019	AMERICAN FIDELITY AKA FLEX ACCOUNT ADM	6070 CAFETERIA BENEFIT	220.83
			6070 CAFETERIA BENEFIT	191.67
			6070 CAFETERIA BENEFIT	220.83
			6070 CAFETERIA BENEFIT	83.33
				<u>716.66</u>
16436 6798129	06/13/2019	ATHENS SERVICES	6040 Building Maintenance	225.33
				<u>225.33</u>

SAN GABRIEL VALLEY MVCD

Claims List

June 13, 2019

<u>Num</u>	<u>Date</u>	<u>Name</u>	<u>Item</u>	<u>Original Amount</u>
16437	06/13/2019	CALIFORNIA DEPARTMENT OF PUBLIC HEALTH	6330 TRAINING, CEU'S	143.00
				<u>143.00</u>
Recertification fees				
16438	06/13/2019	CAROL ANNE HAGELE	6232 SEMINARS AND MEETINGS	102.50
				<u>102.50</u>
Credential				
16439	06/13/2019	ENTERPRISE	6007 - AUTOMOBILE LEASE	2,490.00
				<u>2,490.00</u>
407595				
16440	06/13/2019	ENVIRONMENT CONTROL	6040 Building Maintenance	1,199.00
				<u>1,199.00</u>
6566-411				
16441	06/13/2019	FLEET SOLUTIONS CENTER	6260 SUPPLIES, MECHANICAL	775.26
			6260 SUPPLIES, MECHANICAL	285.72
2036			6260 SUPPLIES, MECHANICAL	116.13
			6260 SUPPLIES, MECHANICAL	152.50
			6260 SUPPLIES, MECHANICAL	773.13
				<u>2,102.74</u>
16442	06/13/2019	INTERSTATE BATTERY SYSTEM	6260 SUPPLIES, MECHANICAL	259.54
				<u>259.54</u>
10170109				
16443	06/13/2019	PRAXAIR DISTRIBUTION	6250 LABORATORY SUPPLIES	63.52
				<u>63.52</u>
89773958				
16444	06/13/2019	SAN GABRIEL VALLEY NEWSPAPER GROUP	6130 Profess Serv rendered (Professional Services	938.00
				<u>938.00</u>

SAN GABRIEL VALLEY MVCD

Claims List

June 13, 2019

<u>Num</u>	<u>Date</u>	<u>Name</u>	<u>Item</u>	<u>Original Amount</u>
				938.00
0000441766				
16445	06/13/2019	SOCALGAS	6341 Utilities (Acc # 057 518 2100 9 Acc # 059 618	31.70
			6341 Utilities (Acc # 057 518 2100 9 Acc # 059 618	120.20
057-518-2100-9				<u>151.90</u>
16446	06/13/2019	SOUTHERN CALIFORNIA EDISON	6340 UTILITIES - ELECTRIC	1,597.20
				<u>1,597.20</u>
2-03-760-7223	06/05/2019			
16447	06/13/2019	STAPLES CREDIT PLAN	6270 OFFICE SUPPLIES	137.71
				<u>137.71</u>
2289048991				
16448	06/13/2019	STREAMLINE	6037 WEBSITE AND EMAIL SERVICE	200.00
				<u>200.00</u>
100568				
16449	06/13/2019	SYNTECH GROUP INC.	6046 PROFESSIONAL SERVICES - IT	1,200.00
				<u>1,200.00</u>
CW-1705				
16450	06/13/2019	TERRYBERRY	6010 AWARDS	1,053.28
				<u>1,053.28</u>
G09575				
16451	06/13/2019	THERMAL COMBUSTION INNOVATORS, INC.	6250 LABORATORY SUPPLIES	96.10
				<u>96.10</u>
500232				
16452	06/13/2019	TPx COMMUNICATIONS	6315 Monthly Internet Charges (Monthly Internet Ch	998.30
			6320 Office phones (Office phones)	1,046.27
				<u>1,046.27</u>

SAN GABRIEL VALLEY MVCD

Claims List

June 13, 2019

<u>Num</u>	<u>Date</u>	<u>Name</u>	<u>Item</u>	<u>Original Amount</u>
117535862-0				2,044.57
16453	06/13/2019	WAXIE	6280 SUPPLIES, OPERATIONS	73.80
				73.80
78302467				
16454	06/13/2019	WEST VALLEY MVCD	6250 LABORATORY SUPPLIES	1,560.00
				1,560.00
2475				
16455	06/13/2019	WEX/CHEVRON	6262 Fuel for Trucks (Fuel for Trucks)	5,750.69
				5,750.69
59636123	06/06/2019			
16456	06/13/2019	COUNTY SANITATION DISTRICT	6075 FEES & ASSESSMENTS	800.00
				800.00
Permit #308	06/13/2019			
Total Accounts Payable for June 13, 2019				39,192.03

SAN GABRIEL VALLEY MVCD
Claims List
June 27, 2019

<u>Num</u>	<u>Date</u>	<u>Name</u>	<u>Item</u>	<u>Original Amount</u>
EFT	06/27/2019	PERS	6200 RETIREMENT - CLASSIC (Employer Contribut	552.62
			6200 RETIREMENT - CLASSIC (Employer Contribut	938.12
PR of 6/27/19			6200 RETIREMENT - CLASSIC (Employer Contribut	1,756.39
			6200 RETIREMENT - CLASSIC (Employer Contribut	299.81
			6201 RETIREMENT - PEPRA (Employer Contributio	106.90
			6201 RETIREMENT - PEPRA (Employer Contributio	1,926.46
			6201 RETIREMENT - PEPRA (Employer Contributio	364.65
			6201 RETIREMENT - PEPRA (Employer Contributio	464.32
			6201 RETIREMENT - PEPRA (Employer Contributio	409.21
				<u>6,818.48</u>
EFT	06/27/2019	TEXAS LIFE INSURANCE COMPANY	6070 CAFETERIA BENEFIT	92.42
			6070 CAFETERIA BENEFIT	77.50
SM09BT20190613001				<u>169.92</u>
16457	06/27/2019	ARAMARK UNIFORM SERVICES INC.	6332 Uniforms (Uniforms)	747.65
			6040 Mats, Towels (Mats, Towels, Lockers, etc.)	301.52
792287099				<u>1,049.17</u>
16458	06/27/2019	BECKY A. SHEVLIN	6030 BOARD EXPENSES	100.00
BM of 6/14/19				<u>100.00</u>
16459	06/27/2019	CATHERINE MARCUCCI	6030 BOARD EXPENSES	100.00
BM of 6/14/19				<u>100.00</u>
16460	06/27/2019	CHARLES MYERS	6030 BOARD EXPENSES	100.00
BM of 6/14/19				<u>100.00</u>
16461	06/27/2019	COREY CALAYCAY	6030 BOARD EXPENSES	100.00
				<u>100.00</u>

SAN GABRIEL VALLEY MVCD

Claims List

June 27, 2019

<u>Num</u>	<u>Date</u>	<u>Name</u>	<u>Item</u>	<u>Original Amount</u>
				100.00
BM of 6/14/19				
16462	06/27/2019	CRUZ BACA	6030 BOARD EXPENSES	100.00
				<u>100.00</u>
BM of 6/14/19				
16463	06/27/2019	DAN HOLLOWAY	6030 BOARD EXPENSES	100.00
				<u>100.00</u>
BM of 6/14/19				
16464	06/27/2019	EMMETT G. BADAR	6030 BOARD EXPENSES	100.00
				<u>100.00</u>
BM of 6/14/19				
16465	06/27/2019	HAROLD J. BISSNER III	6030 BOARD EXPENSES	100.00
				<u>100.00</u>
BM of 6/14/19				
16466	06/27/2019	HENRY M. MORGAN	6030 BOARD EXPENSES	149.50
				<u>149.50</u>
BM of 6/14/19				
16467	06/27/2019	HOME DEPOT	6040 Building Maintenance	205.72
			6270 OFFICE SUPPLIES	5.49
603532538814710			6280 SUPPLIES, OPERATIONS	54.99
			6302 Supplies, Safety	14.32
			6042 EQUIPMENT MAINTENANCE	462.60
				<u>743.12</u>
16468	06/27/2019	IRWINDALE INDUSTRIAL CLINIC	6302 Supplies, Safety	250.85
				<u>250.85</u>
402890-108107-895078				

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Claims List
June 27, 2019

<u>Num</u>	<u>Date</u>	<u>Name</u>	<u>Item</u>	<u>Original Amount</u>
16469	06/27/2019	JERRY VELASCO	6030 BOARD EXPENSES	<u>100.00</u> 100.00
BM of 6/14/19				
16470	06/27/2019	JOHN CAPOCCIA	6030 BOARD EXPENSES	<u>100.00</u> 100.00
BM of 6/14/19				
16471	06/27/2019	JOSEPH LEON	6030 BOARD EXPENSES	<u>100.00</u> 100.00
BM of 6/14/19				
16472	06/27/2019	JOSEPH ROCHA	6030 BOARD EXPENSES	<u>100.00</u> 100.00
Bm of 6/14/19				
16473	06/27/2019	JULI COSTANZO	6030 BOARD EXPENSES	<u>100.00</u> 100.00
BM of 6/14/19	06/14/2019			
16474	06/27/2019	LOZANO SMITH, LLP	6130 Profess Serv rendered (Professional Services)	<u>118.00</u> 118.00
2084518				
16475	06/27/2019	MANUEL GARCIA	6030 BOARD EXPENSES	<u>100.00</u> 100.00
BM of 6/14/19				
16476	06/27/2019	MARGARET E. FINLAY	6030 BOARD EXPENSES	<u>100.00</u>

SAN GABRIEL VALLEY MVCD
Claims List
June 27, 2019

<u>Num</u>	<u>Date</u>	<u>Name</u>	<u>Item</u>	<u>Original Amount</u>
				100.00
BM of 6/14/19				
16477	06/27/2019	MELISSA DOYLE	6232 Travel Expenses (Travel Expenses)	153.12
				153.12
Mileage Reimburse				
16478	06/27/2019	NCM - NATIONAL CINEMEDIA, LLC	6003 ADVERTISING	4,800.00
				4,800.00
INV-179024				
16479	06/27/2019	READYREFRESH BY NESTLE	6170 Arrowhead Water (Arrowhead Water)	512.80
				512.80
19F0024588535				
16480	06/27/2019	RICHARD BARAKAT	6030 BOARD EXPENSES	100.00
				100.00
BM of 6/14/19				
16481	06/27/2019	ROGER CHANDLER	6030 BOARD EXPENSES	100.00
				100.00
BM of 6/14/19				
16482	06/27/2019	SAN GABRIEL VALLEY NEWSPAPER GROUP	6003 ADVERTISING	3,175.00
				3,175.00
Digital Banners				
16483	06/27/2019	SANDRA ARMENTA	6030 BOARD EXPENSES	100.00
				100.00
BM of 6/14/19				
16484	06/27/2019	SYNTECH GROUP INC.	6046 PROFESSIONAL SERVICES - IT	1,757.98
				1,757.98
110677				

SAN GABRIEL VALLEY MVCD

Claims List

June 27, 2019

<u>Num</u>	<u>Date</u>	<u>Name</u>	<u>Item</u>	<u>Original Amount</u>
16485	06/27/2019	TIM SANDOVAL	6030 BOARD EXPENSES	100.00
				100.00
BM of 6/14/19				
16486	06/27/2019	ULINE	6280 SUPPLIES, OPERATIONS	110.96
				110.96
109461533				
16487	06/27/2019	US BANK	6010 AWARDS	197.10
			6270 OFFICE SUPPLIES	9.78
Alba			6270 OFFICE SUPPLIES	36.99
			6010 AWARDS	37.23
			6270 OFFICE SUPPLIES	19.64
			6270 OFFICE SUPPLIES	13.14
			6270 OFFICE SUPPLIES	54.61
			6010 AWARDS	365.83
			6030 BOARD EXPENSES	33.91
			6030 BOARD EXPENSES	53.85
			6250 LABORATORY SUPPLIES	41.13
			6250 LABORATORY SUPPLIES	15.33
Dyle	06/22/2019		6270 OFFICE SUPPLIES	64.60
			6250 LABORATORY SUPPLIES	68.01
			6281 MOSQUITO FISH SUPPLIES	3.87
			6030 BOARD EXPENSES	17.97
			6280 SUPPLIES, OPERATIONS	199.00
Elliott	06/22/2019		6036 COMPUTER SOFTWARE	118.80
Farned	06/22/2019		6003 ADVERTISING	123.49
			6037 WEBSITE AND EMAIL SERVICE	4.99
Sun	06/22/2019		6290 Supplies, Public Informati	242.04
			6003 ADVERTISING	50.00
			6186 Printing	226.09

SAN GABRIEL VALLEY MVCD
Claims List
June 27, 2019

<u>Num</u>	<u>Date</u>	<u>Name</u>	<u>Item</u>	<u>Original Amount</u>
			6290 Supplies, Public Informati	881.71
			6270 OFFICE SUPPLIES	8.97
			6290 Supplies, Public Informati	81.41
			6042 EQUIPMENT MAINTENANCE	33.49
			6280 SUPPLIES, OPERATIONS	11.01
Vander Hdeyden	06/22/2019		6280 SUPPLIES, OPERATIONS	7.47
			6185 POSTAGE	102.57
			6270 OFFICE SUPPLIES	8.81
			6270 OFFICE SUPPLIES	7.21
			6280 SUPPLIES, OPERATIONS	32.03
			6040 Building Maintenance	94.67
			6040 Building Maintenance	78.81
			6036 COMPUTER SOFTWARE	136.00
				<u>3,481.56</u>
16488	06/27/2019	VERIZON WIRELESS	6312 Monthly District Field Ph (Monthly District Field	832.79
			6312 Monthly District Field Ph (Monthly District Field	484.52
9831805703, 98318057			6312 Monthly District Field Ph (Monthly District Field	323.88
			6312 Monthly District Field Ph (Monthly District Field	1,200.69
				<u>2,841.88</u>
16489	06/27/2019	WELLS FARGO VENDOR FIN SERV	6073 EQUIPMENT LEASE	1,500.15
				<u>1,500.15</u>
69692594				
		Total Accounts Payable for June 27, 2019		29,532.49
		Total Accounts Payable for June 2019		68,724.52
		Total Payroll for June 2019		239,842.63
		see attached		
		Total Claims List for June 2019		308,567.15

**San Gabriel Valley MVCD
Payroll for June 2019**

Department	June 7, 2019	June 13, 2019	June 27, 2019	TOTAL
EXECUTIVE		5,540.80	7,271.11	12,811.91
ADMINISTRATION	15,470.40	8,665.62	8,651.20	32,787.22
OPERATIONS		45,881.26	46,119.90	92,001.16
SURVEILLANCE		6,898.72	27,425.65	34,324.37
COMMUNICATIONS		9,122.43	9,172.43	18,294.86
SEASONAL WORKERS		11,900.15	14,057.56	25,957.71
Gross Payroll	15,470.40	88,008.98	112,697.85	216,177.23
Employer Taxes	2,965.85	2,257.13	4,246.51	9,469.49
Car Allowance		-	-	-
Employee Benefit-Med	4,731.97	4,731.97	4,731.97	14,195.91
TOTAL PAYROLL	23,168.22	94,998.08	121,676.33	239,842.63

8/1/2019
3:15 PM

SGVMVCD
Comparative YTD Actual to Full Year Budget
Current Period 9% of Year Completed
July 31, 2019

	Current Period Actual	Year-To-Date Actual	Budget Full Year	Remaining Budget	% Of Budget Utilized	
PERSONNEL EXPENSES						
Salaries, Exempt	44,449.00	44,449.00	513,700.00	469,251.00	8.65	
Salaries - Non Exempt	101,190.97	101,190.97	2,086,429.48	1,985,238.51	4.85	
Salaries - Overtime	381.15	381.15	18,200.00	17,818.85	2.09	
Salaries - Vacation	7,848.68	7,848.68	137,954.00	130,105.32	5.69	
Salaries-Holiday	5,912.00	5,912.00	139,720.20	133,808.20	4.23	
Salaries, Sick Pay	4,469.58	4,469.58	121,406.00	116,936.42	3.68	
Salaries, Part-time - XH	23,148.20	23,148.20	216,880.00	193,731.80	10.67	Seasonal expense
Management Car Allowance	500.00	500.00	6,000.00	5,500.00	8.33	
Cafeteria Benefit	35,306.73	35,306.73	364,800.00	329,493.27	9.68	
Hlth Benefits, Ret Emps	2,014.54	2,014.54	20,000.00	17,985.46	10.07	July & August reimbursement
Medicare	2,817.49	2,817.49	47,735.10	44,917.61	5.90	
Retirement - Classic	135,447.21	135,447.21	140,813.00	5,365.79	96.19	Paid unfunded liability in full
Retirement - Pepra	10,980.48	10,980.48	132,722.00	121,741.52	8.27	
Social Security	686.27	686.27	5,500.00	4,813.73	12.48	Seasonal expense
Group Term Life Ins	305.76	305.76	4,300.00	3,994.24	7.11	
Tuition Reimbursement	0.00	0.00	8,000.00	8,000.00	0.00	
Insurance, unemployment	300.24	300.24	25,000.00	24,699.76	1.20	
Post Retirement Benefits	0.00	0.00	50,000.00	50,000.00	0.00	
TOTAL PERSONNEL EXPENSES	375,758.30	375,758.30	4,039,159.78	3,663,401.48	9.30	
OPERATING EXPENSES						
Event Participation Fees	25.57	25.57	4,000.00	3,974.43	0.64	
Arbovirus Testing Supplies	1,644.00	1,644.00	20,000.00	18,356.00	8.22	
Branded Clothing	0.00	0.00	3,800.00	3,800.00	0.00	
Boots	334.00	334.00	5,500.00	5,166.00	6.07	
Misc. Rentals	0.00	0.00	2,850.00	2,850.00	0.00	
Professional Development	0.00	0.00	2,000.00	2,000.00	0.00	
Awards	173.10	173.10	4,000.00	3,826.90	4.33	
Advertising	349.86	349.86	30,000.00	29,650.14	1.17	
Bank Charges	1,075.00	1,075.00	15,000.00	13,925.00	7.17	
Board expenses	2,049.50	2,049.50	63,840.00	61,790.50	3.21	
Computer Hardware	3,084.10	3,084.10	40,500.00	37,415.90	7.62	
Computer Software	9,369.72	9,369.72	67,500.00	58,130.28	13.88	HR software renewal

8/1/2019
3:15 PM

SGVMVCD
Comparative YTD Actual to Full Year Budget
Current Period 9% of Year Completed
July 31, 2019

	Current Period Actual	Year-To-Date Actual	Budget Full Year	Remaining Budget	% Of Budget Utilized	
Website/Email Service	204.99	204.99	5,700.00	5,495.01	3.60	
Facility maintenance	4,331.04	4,331.04	42,000.00	37,668.96	10.31	Alarm system fees
Maintenance, equipment	0.00	0.00	12,000.00	12,000.00	0.00	
Lease Equipment	1,973.97	1,973.97	23,000.00	21,026.03	8.58	
Fees & Assessments	0.00	0.00	4,000.00	4,000.00	0.00	
Hiring expenses	0.00	0.00	5,600.00	5,600.00	0.00	
VCJPA General Fund	9,920.00	9,920.00	8,969.00	(951.00)	110.60	One time fee
Insurance, liability	79,388.00	79,388.00	78,444.00	(944.00)	101.20	One time fee
Workers Comp Insurance	109,884.00	109,884.00	109,946.00	62.00	99.94	One time fee
Automobile Insurance	1,700.00	1,700.00	1,950.00	250.00	87.18	One time fee
Other Insurance	367.74	367.74	3,500.00	3,132.26	10.51	
Insurance, property	2,589.00	2,589.00	2,351.00	(238.00)	110.12	One time fee
Legal	0.00	0.00	35,000.00	35,000.00	0.00	
Memberships	11,696.00	11,696.00	25,000.00	13,304.00	46.78	MVCAC membership
Miscellaneous expenses	425.94	425.94	3,500.00	3,074.06	12.17	Increased water delivery
Postage	1,224.96	1,224.96	10,700.00	9,475.04	11.45	Replenish postage
Accounting Services, Auditor	0.00	0.00	20,000.00	20,000.00	0.00	
Professional Services , Other	0.00	0.00	6,000.00	6,000.00	0.00	
Professional Services-IT	2,636.97	2,636.97	50,000.00	47,363.03	5.27	
Printing & Reproduction	778.76	778.76	14,500.00	13,721.24	5.37	
Research	0.00	0.00	1,000.00	1,000.00	0.00	
Seminars and meetings	1,315.00	1,315.00	55,400.00	54,085.00	2.37	
Supplies, Surveillance	659.22	659.22	15,000.00	14,340.78	4.39	
Supplies, Vehicle Maintenance	6,231.13	6,231.13	60,000.00	53,768.87	10.39	Truck & ATV service
Supplies, Gasoline	5,520.79	5,520.79	70,000.00	64,479.21	7.89	
Supplies, Office	739.22	739.22	12,600.00	11,860.78	5.87	
Supplies, Mosquito Fish	18.23	18.23	5,000.00	4,981.77	0.36	
Supplies, Operations	696.60	696.60	18,000.00	17,303.40	3.87	
Supplies, Pesticides	7,813.92	7,813.92	51,000.00	43,186.08	15.32	Pesticides for season
Supplies, Communications	3,197.20	3,197.20	10,000.00	6,802.80	31.97	Meridia Interactive program
Supplies, Education Program	741.79	741.79	3,000.00	2,258.21	24.73	PEG
Supplies, Safety	3,276.51	3,276.51	20,000.00	16,723.49	16.38	New safety supplies
Supplies, Media Production	0.00	0.00	10,000.00	10,000.00	0.00	
Benefit Assesment Admin Cost	0.00	0.00	118,000.00	118,000.00	0.00	
Communications, field	2,850.22	2,850.22	38,000.00	35,149.78	7.50	
Telephone, Internet	998.30	998.30	30,000.00	29,001.70	3.33	

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3:15 PM

SGVMVCD
Comparative YTD Actual to Full Year Budget
Current Period 9% of Year Completed
July 31, 2019

	Current Period Actual	Year-To-Date Actual	Budget Full Year	Remaining Budget	% Of Budget Utilized	
Telephone , Office	1,047.22	1,047.22	14,000.00	12,952.78	7.48	
Training , CEU's	0.00	0.00	4,400.00	4,400.00	0.00	
Uniforms and clothing	822.83	822.83	10,000.00	9,177.17	8.23	
Utilities, Electric	3,559.54	3,559.54	41,000.00	37,440.46	8.68	
Utilities, Natural Gas	136.12	136.12	3,000.00	2,863.88	4.54	
Utilities, Water	300.49	300.49	2,100.00	1,799.51	14.31	Annual backflow testing
Automobile Lease	2,490.00	2,490.00	60,000.00	57,510.00	4.15	
Surveillance, Aerial	0.00	0.00	25,300.00	25,300.00	0.00	
TOTAL OPERATING EXPENSES	287,640.55	287,640.55	1,397,950.00	1,110,309.45	20.58	
TOTAL EXPENSES	663,398.85	663,398.85	5,437,109.78	4,773,710.93	12.20	

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SGVMVCD
Comparative YTD Actual to Full Year Budget
Current Period 9% of Year Completed
July 31, 2019

	Current Period Actual	Year-To-Date Actual	Budget Full Year	Remaining Budget	% Of Budget Utilized
RESERVES					
Reserve, Public Health Em	0.00	0.00	1,326,200.00	1,326,200.00	0.00
Reserve, Capital Projects	0.00	0.00	454,765.96	454,765.96	0.00
Reserve, Pension Liability	0.00	0.00	200,258.00	200,258.00	0.00
Reserve, Building/Facilities	0.00	0.00	100,000.00	100,000.00	0.00
Reserve, Vehicle Replacement	0.00	0.00	43,759.86	43,759.86	0.00
TOTAL RESERVES	0.00	0.00	2,124,983.82	2,124,983.82	0.00

MINUTES of the San Gabriel Valley Mosquito and Vector Control District

Board of Trustees Meeting

July 12, 2019

Trustees Attending

1. Stephen Sham (Alhambra)
2. Roger Chandler (Arcadia)
3. Joseph Rocha (Azusa)
4. Cruz Baca (Baldwin Park)
5. Richard Barakat (Bradbury)
6. Corey Calaycay (Claremont)
7. Henry Morgan (Covina)
8. Margaret Finlay (Duarte)
9. Jerry Velasco (El Monte)
10. Charles Myers (Glendora)
11. Catherine Marcucci (Industry)
12. Dan Holloway (La Puente)
13. Elyse Rasmussen (La Verne)
14. Becky Shevlin (Monrovia)
15. Joseph Leon (Monterey Park)
16. Rachel Janbek (Pasadena)
17. Tim Sandoval (Pomona)
18. John Cappoccia (Sierra Madre)
19. Cynthia Sternquist (Temple City)
20. Allen L. Wu (Walnut)
21. Lloyd Johnson (West Covina)

Trustees Absent

1. Manuel Garcia (Irwindale)
2. Jamie Bissner (L.A. County)
3. Sandra Armenta (Rosemead)
4. Emmett Badar (San Dimas)
5. Juli Costanzo (San Gabriel)
6. Marina Khubesrian (So. Pasadena)

Staff Attending

Jared Dever
Jason Farned
Levy Sun
Melissa Doyle
Marta Tanaka

1. **Call to Order**
Board President Calaycay called the meeting to order at 7:00 AM
2. **Pledge of Allegiance and Silent Roll Call**
Trustee Lloyd Johnson led the Pledge of Allegiance
3. **Opportunity for Public Comment on Non-Agenda Items**
None
4. **Consent Calendar**
 - A. List of Claims for the month of June
 - B. Budget Status Report for June
 - C. Minutes of Board of Trustees Meeting June
 - D. Operations Report
 - E. Surveillance Report
 - F. Communications Report
 - G. May 2019 Monthly Treasurer Report / District Working Balance for July 2019

Vice President, Shevlin asked that Consent Calendar item C, Minutes of the Board of Trustees Meeting June, be pulled for correction. Shevlin reported that the minutes for the June 14th Board of Trustees Meeting incorrectly listed her as both present and absent. Shevlin confirmed she was absent from the meeting and requested the minutes be corrected. A motion made by Trustee Morgan to approve the Consent Calendar with the requested amendment to Consent Calendar item C, Minutes of the Board of Trustees Meeting June, was seconded by Trustee Sternquist and unanimously approved.

5. Introduction of New Trustee

Board President Calaycay introduced and welcomed Lloyd Johnson, Mayor of the City of West Covina, as the newly appointed trustee for the City of West Covina.

6. Presentation

Melissa Doyle provided update on alternative mosquito control strategies. Doyle informed the Board of the continued efforts to utilize Wolbachia bacteria infected *Aedes* mosquito to suppress mosquito populations in the Clovis, CA area. The board was also informed about the possibility and process of participating in the technology development in San Gabriel Valley in future years.

7. Consider Candidates for The California Special Districts Association (CSDA) Southern Network Board of Directors – Seat B

District Manager Jared Dever informed the board that numerous candidates have submitted letters of interest to the district, requesting support in the election to the CSDA Southern Region Seat B. A motion to support candidate Greg Mills from the Serrano Water District was made by Trustee Chandler, seconded by Trustee Finlay, and was unanimously approved.

8. Trustee Education Opportunity – Statements of Interest

District Manager Dever reported that a trustee education opportunity was available in September, 2019, the California Special Districts Association 2019 Annual Conference and Exhibitor Showcase. This conference meets the educational criteria of the recently amended Trustee travel policy. In accordance with the amended policy, trustees wishing to attend educational opportunities must submit statements of interest to the Board President. Dever also noted that Executive board members and trustees appointed to committee(s) that shares similar subject matter as the educational opportunity, may attend without submitting a statement of interest form.

Dever requested that trustees submit statements of interest forms to President Calaycay prior to the August 9, 2019 board meeting.

9. IT Ad Hoc Committee Member Selection

President Calaycay moved to strike Board Approval or Denial for this item and combine items 9 and 11 to allow District Manager Dever to address the similar items in one report to the board members.

District Manager Dever reported that the district released a Request for Proposals (RFP) for contract information technology services on June 11, 2019. The RFP closed on July 12, 2019. To review the RFP submissions and assist in the respondent interview process, a meeting of the Ad Hoc Selection Committee will be convened.

President Calaycay reconfirmed the members of the Ad Hoc Selection Committee to be Cruz Baca, Rick Barakat, Becky Shevlin, Rachel Janbek, Tim Sandoval, Corey Calaycay, and Jerry Velasco.

10. District Facilities – Current and Future Considerations

District Manager Dever gave a presentation summarizing the current district facility limitations and required maintenance, need to reduce work zone commute to improve efficiency, parking restrictions, future expansion of staff, and current capital improvement reserve funding levels. Board members provided suggestions on how to resolve the issues presented, and debated the viability of each proposed solution. The discussion resulted in a consensus to explore the acquisition or leasing of two satellite offices, and retain the current district headquarters facility. This initial assessment of how to resolve the facility and personnel space issues will be further considered by the Ad Hoc Facilities Exploration Committee. In addition, the Committee will further discuss alternative suggestions made by board members. President Calaycay confirmed that Ad Hoc Facilities Exploration Committee will consist of the following trustees: Becky Shevlin, John Capoccia, Rick Barakat, Roger Chandler, Chuck Myers and Tim Sandoval.

11. District Administration

Discussion of RFP for Contract Information Technology Services consolidated with Agenda Item 9.

12. Board Bites

District Manager Dever reviewed the district activities and informational messages include in the July Board Bites.

Trustee Jerry Velasco inquired whether school superintendents have been contacted to inform them of the services and educational opportunities provided by the District. Communications Director Levy Sun relayed the various outreach campaigns including emails, direct flyers, and targeted social media employed to inform schools of our available programs.

13. Department Reports

Operations Manager Jason Farned reported that the underground storm drain program has been successful in identifying and treating high-risk storm drain systems, while further expanding the number of sources treated per month.

Farned provided an update on the swimming pool program, stating that entry warrants would soon be secured to access remaining residential properties that have not responded to the three compliance notifications sent by the district.

Farned described recent changes in district response to service requests, with the goal of shifting residents' expectations from pesticide treatments, to education and permanent resolution of mosquito breeding sources. Farned stated that he welcomes any feedback from trustees on the new program.

Scientific Program Manager Melissa Doyle reported that overall mosquito trap counts are increasing due to rising average daily temperatures. Doyle stated the district is seeing a trend of reduced mosquitoes in traps placed in undergrounds storm drains,

indicating success of the enhanced underground storm drain treatment program. Doyle advised that no mosquitoes or birds have tested positive for West Nile virus in San Gabriel Valley in 2019.

Communications Director Levy Sun stated that the district mascot, Ada Eez, made an appearance in the City of Duarte to promote National Mosquito Control Awareness Week, and introduce the districts' new mosquito repellent booth program. The mosquito repellent booth program is a new addition to the outreach program that aims to provide education about repellent ingredients, safety considerations, and proper application methods. Sun gave a recap of the National Mosquito Control Awareness Week, reporting a high level of engagement on social media platforms. The district-produced music video "Don't Bring Back the Aedes" was very well received by the public and media outlets, prompting reports in both local, national, and international news outlets.

14. Trustee Reports

Trustee Rasmussen reported that L.A. County Department of Public Health is preparing to initiate the 2019 L.A. County Champions for West Nile virus prevention program. Rasmussen stated that since 2018, three cities in the San Gabriel Valley have participated in the program. Board President Corey Calaycay stated that District staff will distribute information about the program on behalf of Trustee Rasmussen to all board members.

Board President Calaycay requested that the board consider moving the October 2019 Board of Trustees Meeting to October 4th, due to a scheduling conflict that would prevent his attendance. He requested the item be brought for further consideration at the August 9, 2019 Board of Trustees Meeting.

15. New Business

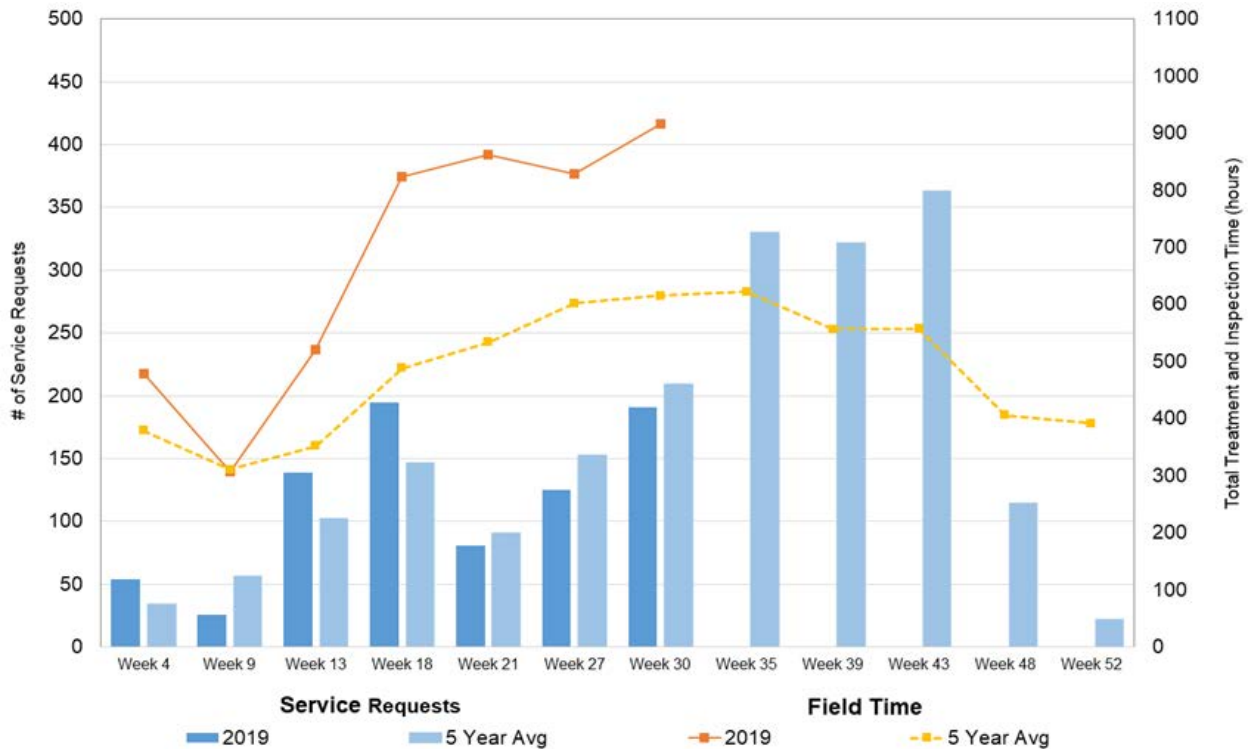
None

16. Adjournment

Meeting was adjourned at 8:19 a.m.

Operations Department Disease Weeks 27-30 | June 30 – July 27

Operations Workflow:



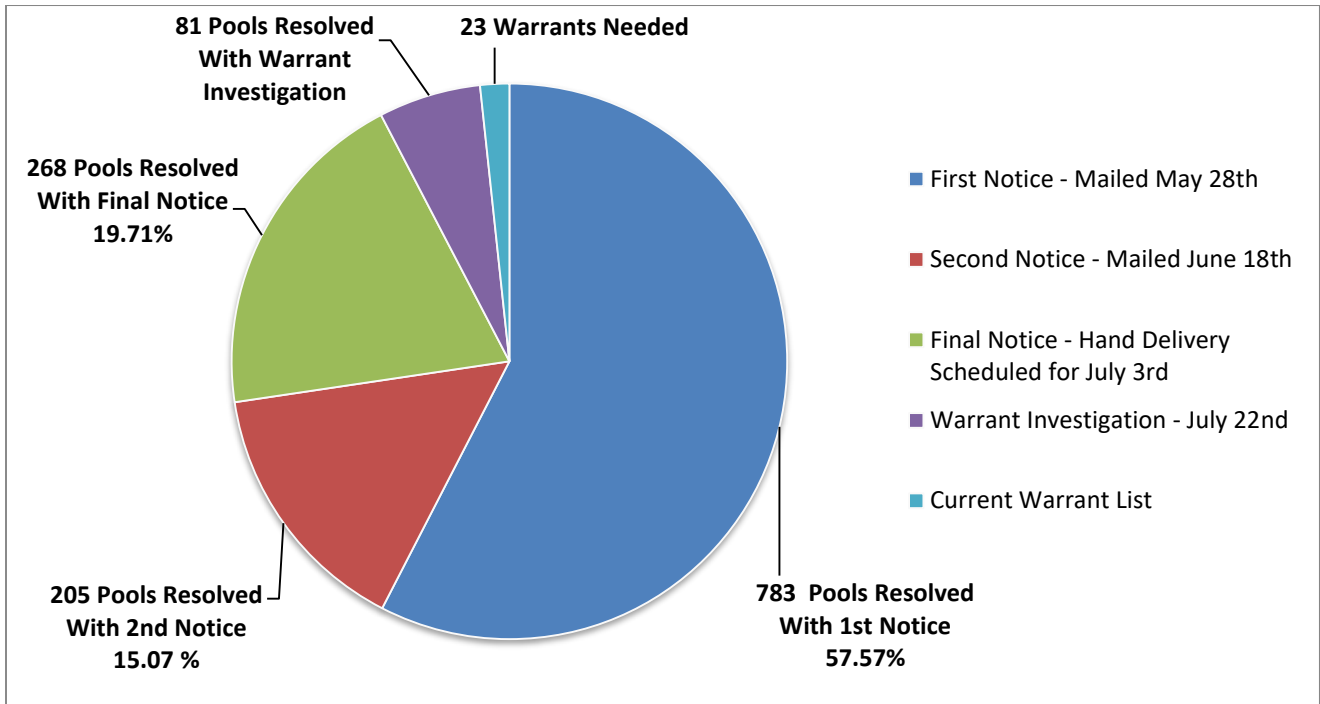
Operations Summary:

Trustee Shevlin accompanied Antonio Bishop for a ride-along through the city of Monrovia, observing commonly treated mosquito habitats such as debris basins, percolation spreading grounds, storm-water runoff systems, and an unused swimming pool. She also stopped in Azusa to inspect the San Gabriel River for black fly larvae with the River Crew.

The District resolved an additional 349 unmaintained swimming pools in July. Of the 1300+ unmaintained swimming pools identified through aerial surveillance in May, only 23 properties have not responded to requests for compliance. The District will pursue inspection warrants for those properties and expects resolution before the end of August. A full breakdown of progress, year to date, is below.

The District added two Jeep Gladiators to its fleet to enhance the Flood Channel Program. The Jeep trucks will improve safety and protect personnel from the harsh environment of the flood channels. Currently, a majority of the large flood channel inspections are performed by ATV inspection. The closed cab of the new vehicles will provide protection from the sun, contaminants in the water, and additional hazards that develop with an increasing homeless population in waterways.

Aerial Surveillance Pool Program: Progress YTD



Chemical Usage:

Larvicides/Pupicides			
Method of Action	Target	Amount	Area Treated
Larvicide Oils (Surface Film)			
Suffocation	Mosquitoes	5.88 gal.	51255 sq .ft.
Insect Growth Regulators (IGR's)			
Inhibits metamorphosis	Mosquitoes	27.46 lbs.	19011 sq.ft.
Bacterials			
Ingestion, toxicant	Mosquitoes	2.15 gal.	1173735 sq.ft.
Ingestion, toxicant	Mosquitoes	84.45 lbs.	2726259 sq.ft.
Ingestion, toxicant	Black flies	55.35 gal.	15363 m ³
Biologicals			
Mosquito fish	Mosquitoes	1124 ea.	147710 sq.ft.

Zone Specialists:

Zone	Specialist	Cities
1	Marc Mitchell	Alhambra, Monterey Park, San Gabriel and South Pasadena
2	Leslie Conner	Altadena, Pasadena
3	Darrin Jones	Arcadia, Sierra Madre, Temple City
4	Jon Halili	Baldwin Park, El Monte and Rosemead
5	Ignacio Ureña	Azusa, Bradbury, Duarte, Irwindale, Monrovia
6	Marco Gaytan	Industry, La Puente, West Covina
7	Steven Gallegos	Covina, Glendora, San Dimas
8	Hendricks Peña	Claremont, La Verne, Pomona, Walnut

Surveillance Department
Disease Weeks 27-30 | June 30 – July 27

The surveillance department trapped for mosquitoes throughout the San Gabriel Valley (SGV) in weeks 27 - 30. Traps are placed in a variety of location types to provide optimal surveillance for disease-carrying mosquitoes weekly. Mosquito samples were submitted for testing weekly.

Disease Surveillance in San Gabriel Valley

- No human infections have been reported in 2019 in SGV
- No positive dead birds have been reported in SGV
- 7 dead birds were collected during weeks 27 – 30 and all were negative for West Nile virus (WNV)
- No positive mosquito samples in SGV
- 181 mosquito samples were submitted for testing, 0 positive samples reported as of 7/30/2019

Mosquito Activity in San Gabriel Valley

Increased mosquito activity has been observed in weeks 27 – 30. The majority of the mosquitoes captured are the WNV carrying southern house mosquito. Day-biting *Aedes* mosquito populations are increasing in SGV, especially the Yellow fever mosquito, *Aedes aegypti*. The *Aedes* mosquito populations are expected to continue to rise as the temperatures increase.

- 22,897 mosquitoes were collected in weeks 27 – 30 from traps
- 54,775 mosquitoes have been collected in 2019

The average number of mosquitoes caught per trap in SGV for weeks 27 – 30 are displayed in the chart. The average trap captures for the same weeks in 2018 are also provided. Average trap numbers provide insight into the general mosquito activity in the area.

Average Catch by Week		
	2019	2018
27	122	78
28	101	57
29	72	41
30	71	63

In July 2019, the overall average number of mosquitoes captured per trap increased in comparison to July 2018. The increase in average number of mosquitoes captured in 2019 in comparison to 2018 can be contributed to the lower temperatures. Mosquito catch rates generally decrease in response to temperatures above 95° F. The increases observed in July 2019 can also be attributed to enhanced trapping responding to environmental indicators of increased arboviral transmission risk.

Disease Surveillance in California

West Nile Virus (WNV) activity is increasing in California. Two samples of mosquitoes tested positive in Los Angeles county. One sample was collected in Long Beach and another in Lancaster. Mosquito samples in Fresno, Kern, Riverside, and Tulare counties have tested positive for St. Louis encephalitis.

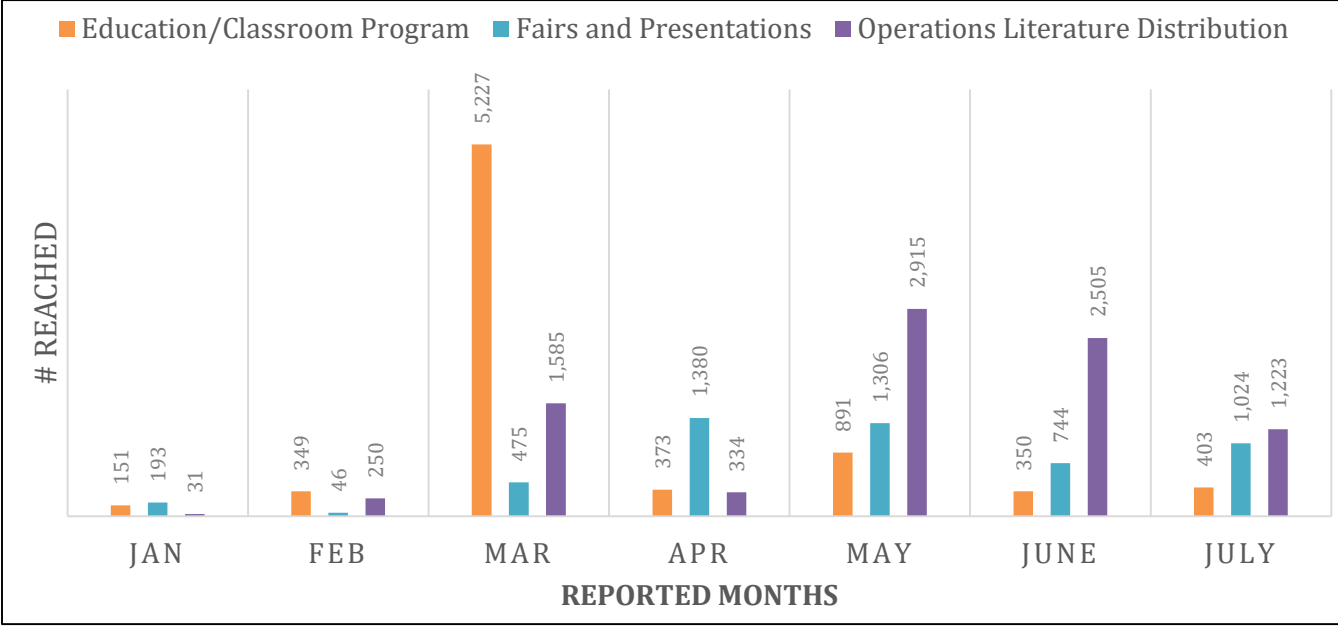
West Nile Virus Activity in California			
	2019	2018	5 Year Average
WNV Positive Birds / Number Tested	34 / 709	167 / 1,076	177
WNV Positive Mosquito Samples / Number Tested	1,094 / 21,284	480 / 21,331	273
Human Cases	2	12	40

Other Department News

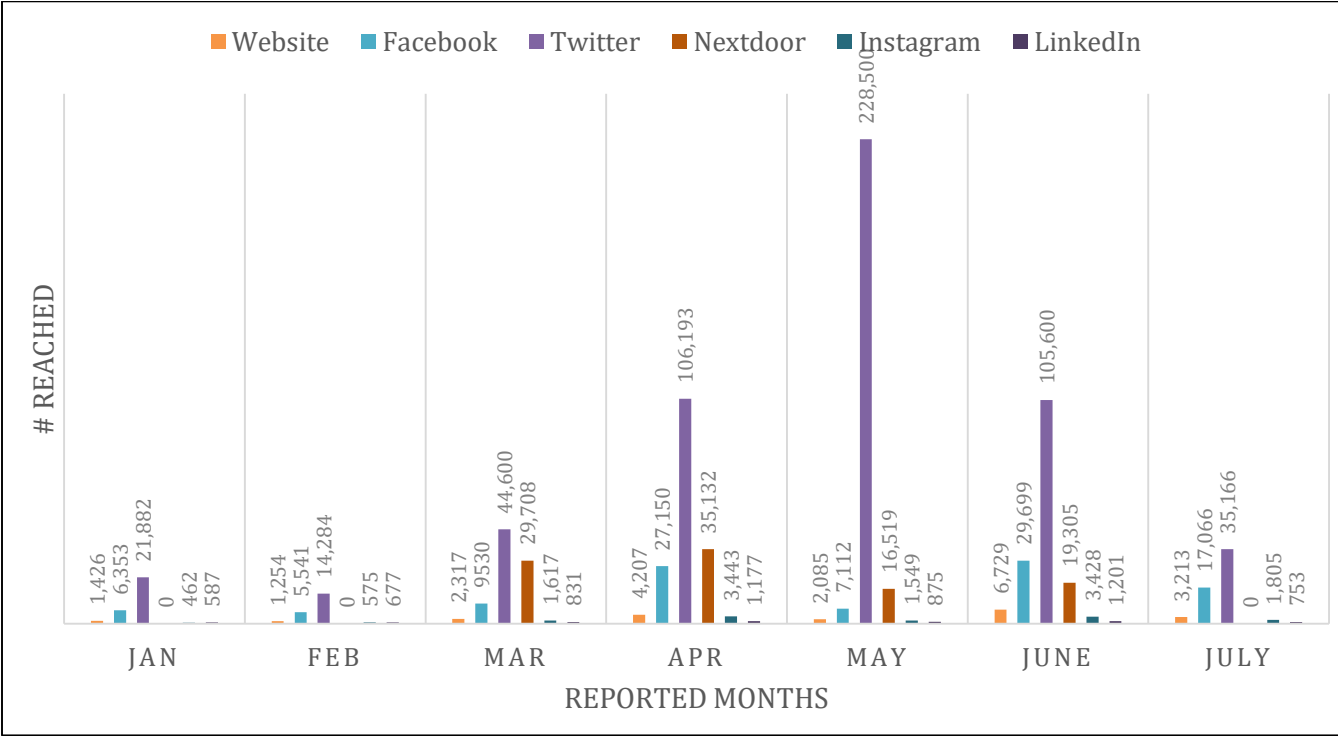
During the 2019 trapping season, the surveillance department has been looking at ways to increase trap catches by optimizing the lures used. Increasing the number of mosquitoes captured per trap increases the likelihood of catching arbovirus infected mosquitoes. Altering the lure type can also alter the species of mosquitoes attracted to the trap. The information gained from this work will provide framework to strategically select the optimal trap and lure type in the San Gabriel Valley.

Communications Department
Disease Weeks 27-30 | June 30 – July 27

Outreach Activities:



Digital Activities:



Media Activity/E-Blasts:

Date	Media Outlet/Activity	Headline
7/2	Bite Back Champion E-blast	South Pasadena Workshop Summary
7/18	South Pasadena Review	Heightened Concern About Mosquitoes

EcoHealth Program

1. Booked citizen science Vector Inspector Program (VIP) for autumn
2. Developing a new draft of the new Family Feedback Survey with a focus on determining underlying reasons for resistance to repellent use by residents and measuring source reduction behavior change
3. Started process to approve a blanket liability certificate for Baldwin Park Unified School District
4. Continued training of Outreach Assistant in conducting preschool programs

General Outreach

1. Events
 - a. Scheduling summer and autumn community events and presentations
 - b. Promoted Repellent Zone to organizations and agencies with outdoor events
2. Advertising
 - a. Continue digital advertising on FB and Google platforms
 - b. NCM – Concluded digital and on-screen ads
 - c. Advertised Education Specialist position

Design

1. Completed Community Public Health Notice flyer for an assisted living facility
2. Completed and ordered new stickers for EcoHealth and youth outreach
3. Updated Repellent Zone signage

Administrative

1. Posted Education Specialist position opening on the website
2. Received bids on a Ford Transit Connect – the first District vehicle dedicated to the District's diverse outreach programs

August 9, 2019

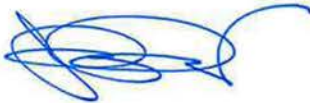
**HONORABLE PRESIDENT AND MEMBERS OF THE BOARD OF TRUSTEES,
SAN GABRIEL VALLEY MOSQUITO & VECTOR CONTROL DISTRICT**

SUBJECT: August 1, 2019 District Working Fund Balance

August 1, 2019 balance:	\$2,953,879.86
July 1- July 31, 2019 expenditures:	\$876,748.50

August 1, 2019 Working Fund Balance: \$2,077,131.36

Respectfully Submitted:



**Jared Dever
District Manager**

Treasurer's Report-June 2019
San Gabriel Valley Mosquito and Vector Control District

The attached Treasurer's Report is for June 2019.

The Total of All Funds Balance is \$5,078,863.68

All investments that were made by the District comply with our current investment policy. The District can meet all expenditures for the next six months with funds from the revolving fund, Los Angeles County operating pool, and the LAIF.

I certify that the above statements and attached Treasurer's Report are true and accurate to the best of my knowledge.

A handwritten signature in blue ink, appearing to read "Cory Calvert", written over a horizontal line.

Authorized Board of Trustee Member

**San Gabriel Valley Mosquito and Vector Control District
Treasurer's Report (based on Balance Sheet Detail Activity Report,
Period 12, FY 2018-2019 received on July 1, 2019**

Item 4.7

Investment Vehicle	Yield	Beginning Balance	Transaction	Deposit (Withdrawal)	Source	Ending Balance
Local Agency Investment Fund (LAIF)	2.14%	\$1,383,096.39	interest	\$0.00	LAIF Statement (June 2019)	\$1,383,096.39

Maturity Date: Perpetual
Interest rate as of June 2019

Investment Vehicle	Yield	Beginning Balance	Transaction	Deposit (Withdrawal)	Source	Ending Balance
Los Angeles County Pool	1.84%	\$3,726,965.20	interest Trust Warrant #684	\$4,748.27 (\$521,207.48)	ND 24 Per 12 ND 24 Per 12	\$3,210,505.99

Maturity Date: Perpetual
Interest rate as of May 2019

Investment Vehicle	Beginning Balance	Transaction	Deposit (Withdrawal)	Source	Ending Balance
Citizens Bank Revolving Fund	\$200,000.00	Deb Activity-June 2019 Sweep Trust Warrant #684 US Bank American Fidelity Cash-vending machine	(\$703,517.71) \$181,142.35 \$521,207.48 \$294.82 \$694.06 \$179.00	CB Statement June 2019	\$200,000.00

Investment Vehicle	Beginning Balance	Transaction	Deposit (Withdrawal)	Source	Ending Balance
Citizens Bank Sweep Account	\$69,716.09	Deb Activity-June 2019 Deposit	(\$181,142.35) \$396,687.56	CB Statement June 2019	\$285,261.30

**Total Beginning
Balance**

\$5,379,777.68

**Total End
Balance**

\$5,078,863.68

San Gabriel Valley Mosquito and Vector Control District
District Manager's Report

Date: August 9, 2019

Meeting of: San Gabriel Valley Mosquito and Vector Control District Board of Trustees

Subject: Consider Award of Contract for Professional IT Services

Exhibit(s): 7A,B,C,D

Background

Information Technology (IT) Services had been provided to the District by the same contractor for more than 15 years. In April of 2019, the contractor abruptly concluded the operation of his business, leaving the District in need of new contract IT support. On June 11, 2019, the District issued a Request for Proposals (RFP) for Contract Information Technology Services (**EXHIBIT 7A**) that concluded on July 12, 2019. At the close of the 30-day response period, three IT firms had submitted RFP's for consideration (**EXHIBITS 7B,C,D**). At the July 12, 2019 Board of Trustees Meeting, Board President Corey Calaycay, reassigned members to the Ad Hoc Selection Committee to conduct interviews with the RFP respondents, and make a recommendation for award of contract at the August 9, 2019 Board Meeting.

The Ad Hoc Selection Committee convened on July 16, 2019, selected Vice President Shevlin as committee Chair, and conducted interviews of the three RFP respondents. Committee members deliberated the services stated in the submitted proposals, and materials presented in the live interviews against the needs of the District and affordability of each proposal. After careful consideration, a decision was reached to recommend the Syntech Group for contract IT services.

Manager's Recommendation

The District Manager supports the determination of the Ad Hoc Selection Committee to recommend contract award to the Syntech Group.

Alternatives

Reject the recommendation of the Ad Hoc Selection Committee.

Fiscal Impact

The Syntech Group has quoted a monthly charge of \$3,380 (\$40,560 annually), and a one time On-Boarding Fee of \$1,850; for a first-year total of \$42,410.

The SGVMVCD FY 2019/20 Annual Budget line item for Professional Services - IT is \$50,000.

Respectfully submitted,



Jared Dever
District Manager



**REQUEST FOR PROPOSALS
BY THE SAN GABRIEL VALLEY MOSQUITO AND VECTOR CONTROL DISTRICT
FOR CONTRACT INFORMATION TECHNOLOGY SERVICES**

Proposals Due By: 12:00 PM, July 12, 2019

Proposals must be sent by mail or electronically to:

Jared Dever, District Manager
1145 N. Azusa Canyon Rd.
West Covina, CA 91790
jdever@sgvmosquito.org

1. PROPOSALS REQUESTED

The San Gabriel Valley Mosquito & Vector Control District (the “District”) solicits proposals from qualified firms and/or entities (“proposers”) to provide the information technology services described below. Both small and large qualified firms and/or entities with competitive rates are encouraged to apply.

2. BACKGROUND

The District is tasked with protecting public health in performing mosquito control and vector surveillance in the San Gabriel Valley. (See www.sgvmosquito.org for more information about the District)

3. SCOPE OF WORK

The District has contracted for IT services for more than 20 years. The selected proposer will be expected to have substantial knowledge and experience relating to IT hardware and software installations, maintenance, and ongoing support to District staff. The scope of work is found in the section labeled: Scope of Services.

4. PROPOSAL CONTENT

Interested and qualified proposers are requested to submit three copies of a written proposal no later than 12:00 p.m. on July 12, 2019. It is the proposer’s responsibility to ensure that proposals are submitted and received in a timely manner. The submittal materials shall provide the following information:

- 1) Firm name, address, telephone number and website, and principal contact name, telephone number and e-mail address.
- 2) Description of the firm and a statement of the firm’s qualifications to perform the requested services.
- 3) Name of the principal staff persons who will be primarily responsible for providing services to the District and their resume and qualifications.
- 4) Explanation of the firm’s experience in providing the requested services. Include the client, type of work, project start and completion dates, project name, and project size.
- 5) List of client references, including name, address, telephone number and e-mail address, along with a brief description of the services provided to the client, dates of service and involved attorneys.
- 6) Description of the firm’s proposed fees, costs and charges, including an explanation of what services will be provided on an hourly rate, flat rate, fixed retainer or other basis. Explain how often the District will be invoiced for services. Explain what costs would be charged to the District and the firm’s policy for billing fees and any costs relating to travel.
- 7) Description of the firm’s general liability, automobile liability and professional liability insurance coverages. The successful firm will need to provide proof of insurance satisfactory to the District.

Proposals shall be addressed and delivered to:
Jared Dever, District Manager, via email to jdever@sgvmosquito.org

Questions regarding this request for proposals may be directed to Jared Dever, District Manager, via email to jdever@sgvmosquito.org

5. EVALUATION AND SELECTION CRITERIA AND PROCESS

The District will review all submitted proposals and evaluate them against the following selection criteria: demonstrated positive experience performing the requested services; capability to perform the services, demonstrated qualifications and resources to competently and timely perform the work; firm and principal staff reputation in the community; quality of references; location of the firm's nearest office that would service the work; and, proposal price and fees.

The District will schedule interviews with selected firms based on the written submittal materials. Interviews may be conducted in person or via phone or internet.

Proposals will be reviewed and considered by members of the District Board of Trustees, based on a recommendation from District staff. Contract award, if any, will be on the basis of the selection criteria set forth above. Proposal price alone will not be the determinative criterion. If the Board decides to proceed with retaining a firm, the District will enter into contract negotiations with the selected firm. The selected firm will be expected to begin work without delay.

6. GENERAL CONDITIONS AND REQUIREMENTS

(a) The District reserves the right to conduct contract negotiations with any firm (whether or not it has submitted a proposal), to verify the information in any proposal, to waive any informality in the process, to alter the selection process in any way, to request additional information or clarifications, to allow corrections of errors or omissions, to revise the scope of services and work, to extend the deadline for submission, to withdraw this request for proposals at any time without prior notice, to reject any and all proposals, and to decide whether or not to contract with any firm.

(b) The District makes no representation that any contract will be awarded to any firm responding to this request. Nothing in this request for proposals shall be construed to obligate the District to negotiate or enter into a contract with any particular firm. This request for proposals is not an offer to contract.

(c) All costs of response and proposal preparation shall be borne by the proposer. The District shall not be liable for any pre-contractual expenses incurred by the proposer, including any time and costs associated with the preparation and submission of the proposal and any interview.

(d) All submitted proposals shall become the property of the District. The District shall have the right to copy, publicly review and discuss, retain and dispose of each proposal. All responses received by the District will be considered public records subject to disclosure under the California Public Records Act.

(e) Proposals may be submitted in print, or electronically as a PDF. Please be succinct. Unnecessarily elaborate or lengthy responses or other presentations beyond those needed to give sufficient and clear response to the request for proposals requirements are not desired. Proposals generally should not exceed 50 pages.

7. SCOPE OF SERVICES

The District is seeking a consultant to provide comprehensive IT services. The scope of services shall include, but not be limited, to the following:

- a) Monthly, or as needed, maintenance of all servers, desktop and laptop computers, VOIP phone system(s), and networking infrastructure. This includes applying firmware/software upgrades to any switches, routers, WIFI devices or printers as needed. Desktop and laptop computer installation and routine maintenance will require onsite presence. The District has:

- 11 Servers
- 13 Windows laptops
- 1 Macintosh laptops
- 30 Windows workstations
- 4 Macintosh workstations

- b) Provide plan and schedule of server upgrades and replacements, including virtualization of servers and backup services (done on a per project or per case basis).
- c) Provide help/support for end users via a desk ticket system.
- d) Perform daily routine tasks such as verifying all backups, checking system logs (syslog).
- a) Actively manage/prevent cyber threats and attacks through maintenance of security protocols, firewalls, and software updates. This may require installing missing patches, removing/updating obsolete software, etc.
- e) On an as-needed basis, the consultant will be called upon to travel to the client's site to perform routine maintenance, assist with system outages, and security threats. This work could range from replacing failed hard drives to troubleshooting network issues, desktop issues, and printer issues.
- f) Consultant must be able provide active management and troubleshoot the following hardware/software:
 - i. Fortigate Firewall
 - ii. Cisco ASA 5512
 - iii. Proof Point Essentials
 - iv. WebRoot
 - v. Quickbooks
 - vi. Microsoft Exchange

- vii. Microsoft Office Suite
- viii. ARC GIS

On an as-needed basis, the consultant shall serve as a liaison between staff and technical support for any of the software/services used by the District. For example, if WebRoot starts acting up and the consultant is unable to troubleshoot locally, the consultant may need to contact the software provider Tech Support to have the issue resolved.

The services listed above are estimated to require 10 hours per week (on average), and when necessary, up to 6 hours per week of onsite work.

The District runs a 24x7x365 operation, and though it is unusual, there will be times when IT consultant services will be required after hours or into the early hours of the morning.

8. GENERAL TERMS AND CONDITIONS

Licensing Requirements: Any professional certifications or licenses that may be required will be the sole cost and responsibility of the successful proposer.

Insurance Requirements: Proposer, at proposer's sole cost and expense and for the full term of the resultant agreement or any extension, shall obtain and maintain at least all of the insurance requirements of the District.

All policies, endorsements, and certificates shall be subject to approval by the District as to form and content. These requirements are subject to amendment or waiver if so approved in writing by the General Manager. Proposer agrees to provide District with a copy of said policies, certificates, and/or endorsements.

Proof of insurance coverage shall be provided as part of the proposal. Upon award of the contract the District shall be named as an additional insured by separate endorsement. All insurance coverage shall be provided by a carrier authorized to transact business in California and shall be primary.

9. SELECTION PROCESS AND TIME FRAME

The tentative schedule for selection of a consultant to perform the work is as follows:

ACTION ITEM	DATE(S)
Issue Request for Proposals	June 11, 2019
Deadline for Proposal Submissions	12:00 pm - July 12, 2019
Conduct Oral Interviews	TBD
Firm Recommendation and Approval by Board of Trustees	August 9, 2019
Execute Contract and Notice to Proceed	August 9, 2019

San Gabriel Valley Mosquito and Vector Control District RFP June 11, 2019.
Information Technology Services Proposal

PRESENTED BY:

Amir Rajput

amir@hbcomputerz.com

Phone: 714-916-9294

HB COMPUTERS INC.

18080 Beach Boulevard, Suite 103,
Huntington Beach, CA 92648.

Phone: 714-969-3001.

Notice

The content of this document is proprietary and confidential in nature and may not be copied, distributed or reverse engineered without the written consent of HB Computers Inc. first sought and obtained.

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LETTER OF TRANSMITTAL

Jared Dever
District Manager,
San Gabriel Valley Mosquito and Vector Control District.
1145 N. Azusa Canyon Rd.
West Covine, CA 91790
jdever@sgvmosquito.org

- a. HB Computers Inc.
18080 Beach Boulevard, Suite 103
Huntington Beach CA 92647
Phone: 714-969-3001
Website: www.hbcomputerz.com

Principal Contact:
Amir Rajput
amir@hbcomputerz.com
Phone: 714-916-9294

- b. HB Computers Inc. will be the sole source for this RFP. We will have no subcontractors.
- c. The contact person during this RFP is Amir Rajput. Phone Number is 714-916-9294 and email amir@hbcomputerz.com
- d. HB Computers' proposal will remain valid for 120 days from July 12, 2019. However, this proposal remains valid for as long as necessary to provide support for San Gabriel Valley Mosquito & Vector Control District's best interest.
- e. The individual below is willing to enter into a contract under the prescribed terms and conditions prescribed by San Gabriel Valley Mosquito & Vector Control District for Information Technology Services.

MadihaRajput – CEO
Phone: 714-969-3001
Email: madiha@hbcomputerz.com

Signature: *Madiha A. Rajput*

ABOUT HB COMPUTERS INC.

History

HB Computers was founded in 2006 in Huntington Beach to service the computing needs of area residents. The “HB” in our name, HB Computers is a tribute to Huntington Beach, one of the most beautiful cities in the United States. Initially located on Main Street in Huntington Beach, the company is now located on Beach Boulevard. HB Computers has one fundamental purpose which is the guiding principle of our work – to provide the very best value for all computing needs of our clients. From all aspects of IT support services to Microsoft application training, our standards of service are unmatched due to our level of commitment. Our team of technicians are highly experienced, we have developed a large and loyal clientele from all works of life, including IT support contracts from clients across the United States.

Services

Our services include, but are not limited to: installation, administration, and maintenance of all top brand IT systems; IT security and protection; data recovery; surveillance systems; on-site and remote technical assistance; multi-site networks, IT Help desk support and cloud migration. We also sell and install computer systems and networking capabilities for private, government, and nonprofit sectors; provide hardware and software licensing services for our diverse clients; and are fully competent in Microsoft-centric IT environments. We provide both onsite and remote services and are accessible 24 hours a day.

Clientele:

Our clientele includes home users, organizations, healthcare agencies, large corporations, small businesses, industry leaders, government partners and a whole host of other entities. The strong relationships that we have maintained with our clients and our reputation of excellence have fueled steady growth in the region and online.

Company Commitment:

From our hands-on Founder to our support team, we are committed to high excellence. We understand that our customers are the 'heart' of our business. Providing great customer service is our way to give tribute to America's hard-working, generous and kind people. We will continue to develop the skills of our professional teams, nurture our company culture of excellence and do whatever is necessary to get every job done the right way.

Work Ethic

Our 100% guarantee is absolute and will never be compromised. As a family-owned, family-operated business, we consider our relationships with our customers as a lifelong commitment. Customer satisfaction has always been – and will continue to be – our highest priority. We are transparent in our business practices and welcome productive dialogue with our customers. Their honest feedback gives us the information we need to continue to provide the very best service possible.

Reputation

HB Computers has been a trusted technical resource for residents and businesses in Southern California – both on site and remotely – while also responding to the need for nationwide services. We have received a Master Service Agreement from the City of Los Angeles for Computer Repair and we have earned over five hundred 5-star reviews and have a 5-star rating on Google, Yelp, and Angie's List. Also, we received the Super Service award from Angie's List and hold an A+ Better Business Bureau Accreditation. Our exceptional reputation is due to the guiding principle of our work – to provide the very best value for all our customers' computing needs. We are well-known for our 24-hour accessibility, our technical expertise and our reasonable rates.

Certifications

- Microsoft Certified Professional
- Microsoft Certified Systems Engineer
- VMware Certified Professional
- Cisco Certified Specialist
- HIPAA Trained and Certified
- Better Business Bureau A+ Rating
- Certified Minority Business Enterprise (MBE)
- Certified Disadvantage Business Enterprise (DBE)
- Certified Small Business Enterprise (SBE)
- Certified Woman Owned Small Business (WOSB)
- Cage Code: 7UL30
- D-U-N-S#066780426



PROJECT KEY PERSONNEL

1. This section outlines the names of the principal staff persons who will be primarily responsible for providing services to the District and their resume and qualifications.
2. HB Computer's key personnel indicated in the following pages will be available to the extent indicated for the duration of the project and acknowledge that no person designated as "Key" to the project will be replaced or removed without written notice to San Gabriel Valley Mosquito & Vector Control District.
3. Project Manager and Key Personnel Resumes (kindly refer to the following page).

Amir Rajput | Founder/President

Mr. Rajput currently holds distinguished certifications in the field of technology and has over 20 years of experience in Information Technology and corporate management. He has managed various projects, both large and small projects, oversees the day to day smooth running of all unit in HB Computers in order that work activities are in alignment with longer term company goals and objectives.

As a Microsoft Certified Professional and Microsoft Certified System Engineer and VMware Certified Professional, Mr. Rajput began his career in the corporate world, working for Bull Information Systems and Goldman Sachs before launching HB Computers in 2006.

Operational/Strategic Management

- Client primary point of contact
- Develops and implements goals and objectives for continued growth
- Engages in risk management
- Ensures compliance with legal requirements
- Ensures that internal and external service level agreements are met with clients
- Maintains awareness of competitive landscape
- Maintains internal control
- Maintains strong customer relations
- Manage client projects to ensure that resources are assigned, tasks are completed, and associated project plans are updated
- Manages new client onboarding
- Manages staff
- Oversees procurement of supplies
- Prioritize employee task and project to meet client expectation
- Provides oversight for all operations and projects

Experience

JAN 2006 – PRESENT

President / HB Computers,
18080 Beach Blvd, Suite 103,
Huntington Beach, CA 92648

Certifications

- Microsoft Certified Professional
- Microsoft Certified Systems Engineer
- VMware Certified Professional

Ian Adduru | IT Manager

Mr. Adduru possesses over 15 years of experience in Information Technology Healthcare including 6 years of IT managing, 10 years of Network Administrator / Network Engineer, 10 years IT System Administrator. He has headed many projects including overhauling the entire Network System with no work downtime.

Devices, Applications experiences and Other Supplemental information

EXPERIENCE IN NETWORK:

- Upgrading routers firmware, check and maintain SNMP for any disconnection failures
- Worked with BGP, OSPF and Static routes and reports discover bugs to cisco.
- Work with ISP with any down lines problems
- Experience LAN/WAN optimization, securing and segmenting network for security
- Implemented a large-scale building Cisco Wireless-LAN
- Continually updated the firmware for over 1000 network devices a record of 0 business downtime
- Secured Data by proficiently cleaning and maintaining VPN connections around the world due to constant equipment migrations
- Monitored network equipment for more than 5000 employees

o Routers:

Configuring and maintaining a large number of cisco 1900 series of Switches/Core Switches

- Cisco Catalyst 3560
- Cisco Catalyst 2960
- NetGear Prosafe 24-port

o A large Number of these Firewalls:

- ASA 5500
- ASA 5550
- ASA 5510
- SonicWALL NSA 4500

oVoIP:

- Diagnosed VOIP connections - layer 2 and escalated any bugs with cisco
- Manage Voice System for 5 years, PBX / Mitel Voice System.
- Configure VOIP local Cisco switches layer 2

EXPERIENCE SYSTEMS:

10 years of Systems Engineering with and Systems Administration experience

- 10 years of Windows Server 2008 r2, maintaining OS stability, updates, and drivers. Built out servers, extended partitions, added features & roles, configured disk management, etc.
- Created backup DHCP server to maintain stability.
- Created virtual servers such as Microsoft WSUS, DHCP, DNS and other important servers to maintain corporate technology
- 8 years of maintaining VMware ESX 5.0 hosts and VMware server
- Created, Build and Migrated VMware host servers to sustain company's large processes and storage expansion. Maintain DRS and its upgrades
- Updated VMware Operating System
- Maintained and updated
- Created many VMware's host servers
- Created Citrix XenServer for the company
- Maintaining 10 years of Active Directory: Created secure OU, corporate AD policies, authorize shared folders, Secured Group and others. Disabling and enabling employee's access in AD and created policies to secure AD, this is done by consistently having user password expire to change.

o Maintaining Microsoft office such as Excel, Word, Outlook, and others. 11 years of troubleshooting Microsoft Exchange 2003, 2008, 2010. Managing its OST files and archiving it to PST files.

o 10 years of backing up corporation storages by using Dell SANS, Barracuda Technologies, Symantec, and others.

o Implemented Internet security IDS that filters malicious websites for the safety of the company.

EXPERIENCE STORAGE:

10 years of Storage Engineering and Storage Administration

- Experience with Dell Compellent storage
- Successfully Migrated many NAS storages to SAN equipment for more stable place
- Created backup and recovery system for more than 30 terabyte of data files
- Maintained backup and recovery with Barracuda, Symantec and SAN technology

Certifications

- Certified 4011 National Training Standard for Information Security Technology, by the US Government, National Security Agency (NSA)
- Certified HIPAA Compliance Professional
- Certified Project Manager
- Certified Database Manager
- Certified Web designer.
- Certified JavaScript programmer specialist.
- Cisco Certified Network Switching and routing
- Cisco Certified Network Security
- CompTIA Network+
- CompTIA Security+
- CompTIA Project+
- CompTIA Linux+
- Excelled in school and was awarded to be on Deans List

SasanGhanemnia | Sr. Systems Engineer

Summary

Mr. Ghanemnia has over 15 years of professional IT experience. He has worked on various technical projects and has cognate experience in system administration.

His areas of expertise include but not limited to:

- Mac or PC diagnostics and repairs,
- Workstation and server installation and repair
- Network installation, maintenance and repairs,
- Network Switch/Firewall/Router Setup
- Network Security
- Hosted Exchange/Microsoft Exchange Server and Office 365

Operational/Strategic Management

- Manages client projects assigned to other technicians
- Installs CAT6 Network Drops
- Responsible for computer diagnostics
- Solves hardware and software issues
- Constructs computers from all available parts as time allows
- Develops server and desktop infrastructure
- Patching &Assesses anti-virus status and installs/patches anti-virus software
- Provides data backups and data recovery and ensures business continuity.
- Monitors and improves LAN / WAN performance and security
- Provides IT support for all types of computers and networks
- Sets up new networks and camera cabling IP and digital
- Supports the Computer Help Desk.

Qualifications/Certifications

- Associate Degree from University of Applied Science and Technology (2002-2006)
- Microsoft Certified Professional
- Microsoft Certified Solutions Expert for Server Infrastructure
- Windows Server

HB COMPUTERS' INFORMATION TECHNOLOGY SERVICE EXPERIENCE

HB Computers has provided Information Technology services to County of Los Angeles - Internal Services Department, AAA - U Institute, Net Pay Bank Card, and Surf City Recovery. We also provided managed IT services for other companies located in Southern California.

1. County of Los Angeles - Internal Services Department (Master Agreement)

County of Los Angeles -Internal Services Department has been a client for 3 years and we have been working with 15 departments in Los Angeles County. The Internal Services Department provides a range of support services to other County departments in the areas of purchasing, contracting, facilities, information technology, and other support services, such as healthcare, energy and environmental programs management, parking and mail services.

HB Computers provided office equipment repair, computer support and data recovery service:

- Computer Hardware and Software Support
- Clean-Room Data Recovery Service
- Multiple Locations

Project Start: 05/31/2016

Project Completion Date: 07/01/2021

Project Name: As-Needed Office Equipment Repair Master Agreement

Project Size: Large

2. AAA-U Institute

AAA Institute has been a client for 4 years and has 6 satellite campuses which provide students vocational training and professional certification program. These satellite campuses have to be available 24/7/365. AAA-U Institute internal staff consist of 2 people.

HB Computers provides all technical support for:

- All Wireless Access Point
- Helpdesk

- Hosted Exchange and Office 365
- HPE DL580 Virtualized with VMware 6.5
- Network Switch/Firewall/Router Maintenance
- Networking: Ethernet 10Gbe / 1Gbe and Fiber Channel
- On-site and off-site cloud backup
- Workstations and Server Maintenance - Active Directory
- Approximately 56 Windows Server Under Management
- Multiple Locations

Project Start: 02/17/2015

Project Completion Date: 02/17/2020

Project Name: IT Systems Maintenance Agreement

Project Size: Large

3. Net Pay Bank Card

Net Pay Bank Card has been a client for 3 years. They are a credit card merchant / banking industry that must be available 24/7/265. Their clients who access their application are all over the country. HB Computers worked with Net Pay Bank Card internal IT staff.

HB Computers provides all technical support for:

- Helpdesk
- Workstations and Server Maintenance - Active Directory
- Microsoft Exchange and Office 365
- Network Switch/Firewall/Router Maintenance
- On-site and off-site cloud backup
- Approximately 27 Windows Server Under Management
- HPE DL360 Virtualized with VMware 6.5
- Networking: Ethernet 10Gbe / 1Gbe and Fiber Channel

Project Start: 08/24/2016

Project Completion Date: 08/29/2022

Project Name: IT Systems Maintenance Agreement

Project Size: Medium

4. Surf City Recovery

Surf City Recovery has been a client for 3 years. They are a drug and alcohol rehabilitation center. Their clients are all over Orange County. Surf City Recovery IT Staff consists of 2 people.

HB Computers provides the following technical services:

- Helpdesk
- Workstations and Server Maintenance - Active Directory
- Microsoft Exchange and Office 365
- Network Switch/Firewall/Router Maintenance
- On-site and off-site cloud backup
- Approximately 12 Windows Server Under Management
- HPE DL380 Virtualized with VMware 6.5
- Networking: Ethernet 10Gbe / 1Gbe and Fiber Channel
- Multiple Locations

Project Start: 09/23/2016

Project Completion Date: 09/23/2019

Project Name: IT Systems Maintenance Agreement

Project Size: Medium

CLIENT REFERENCES

This is the contact information for the clients referenced above:

County of Los Angeles - Internal Services Department (Master Agreement)

Name: Mark W. Manning

Title: Administrative Services Manager III

Address: 9150 E. Imperial Highway, Downey, CA 90242

Phone: (562) 940-3983

Email: mmanning@isd.lacounty.gov

AAA – U Institute

Name: Haider Shah

Title: Vice President

Address: 21300 Victory Blvd Suite 220, Woodland Hills, CA 91367

Phone:(818) 386-2109

Email: shah@aaa-u.com

Net Pay Bank Card

Name: Ami Elkayam

Title: Vice President

Address: 2618 San Miguel Dr, Newport Beach, CA, 92660

Phone: (949) 768-4800

Email:ami@netpaybankcard.com

Surf City Recovery

Name: Richard Seidel

Title: Chief Executive Officer

Address: 18090 Beach Blvd Suite 103, Huntington Beach CA 92648

Phone:(714) 841-3863

Email:rich@surfcityrecovery.com

WORK PLAN

Information Technology Services

Supported Technology:

- Anti-virus/ SPAM filtering, administration, maintenance & support
- Backup/power back up administration, maintenance & support
- FortiGate Firewall administration, maintenance & support
- QuickBooks support
- Cisco ASA 5512 administration, maintenance & support
- Microsoft Exchange email administration, maintenance & support
- VMware administration, maintenance & support
- Windows server administration, maintenance & support
- Microsoft Office Suite Support
- ARC GIS Support

Planning, Strategy and Program Management “Planning”

HB Computers will assign one of the firm’s owners to act as your executive sponsor as well as a senior member of our staff to act as your Technical Account Coordinator (TAC). Your TAC will be your primary source of contact. We will conduct an in-depth evaluation of client’s current computing environment to establish a basic understanding of the client’s computer network. The evaluation to be conducted shall include but not limited to the following:

- Applications and specific vertical platforms
- Backup and disaster recovery planning
- Identification and discussion with client on recent and current network issues
- Network Topology
- Power conditioning and support
- Security
- Servers and their roles

Upon the completion of the evaluation outlined above, HB Computers will present an outline of the evaluation findings. The outline will include recommendations for addressing any form of gap that may exist between the current state of the network and HB Computer’s Information Technology best practices.

Infrastructure Management and Proactive Maintenance “Plumbing”

Our Network Operations Centre (NOC) which is been oversee by Mr. Sasan Ghanemnia maintains and tunes the network. Here, the major objective is to prevent the occurrence of hitches or problems, this will ensure that the District spends less time resolving computer problems. Hence, valuable time may be invested in productive activities. Key NOC service elements include:

Infrastructure Management

- Audit and mitigate intrusion and malicious attack on the network
- Audit, update, backup and router and firewall configurations and access policies according to HB Computers’ best practices.
- Configuration optimization for high load infrastructure, including VMware, Exchange and Remote Desktop.
- Hardware and software asset inventory reporting for infrastructure related devices and servers

- Overall design and infrastructure auditing, providing long term technical and strategic recommendations to maintain best reliability and performance at lowest cost
- Security analysis and remediation on servers
- Testing and development of newly released or updated infrastructure applications and services

Proactive Maintenance

- Auditing and remediation
- Root cause analysis and global incident review to identify mass-remediation and optimization opportunities
- Ongoing development of automation to auto heal known issues and pre-failure trends
- Management of security vulnerabilities via service packs, patches and hot-fixes for personal computers and servers
- Ensure proper firmware updates and patches are applied to servers, network hardware, and solid -state device.
- System cleaning, removal of temporary files, and drive defragmentation for servers and personal computers
- Logging of fixes and maintenance performed

Critical Hardware, Service, and System Monitoring, include:

- Monitoring for pre-failure events to proactively prevent hardware issues
- Forecast monitoring that measures resources, capacity and performance trends over time to prevent impact on end-users
- Firewall, router, and switch hardware and performance monitoring
- Self-healing automation to restart services, mitigate known issues or run corrective processes in the event of failure
- Custom monitoring for line of business and other unique applications

Managed SPAM filtering

This provides comprehensive protection against the most current email borne threats that can cripple your network and compromise security. Email filtering optimizes the performance of your email server while utilizing the following protections:

- Anti-spam – the algorithms and methods used by email filtering are the most comprehensive and most advanced in the industry at detecting and

filtering spam, resulting in the lowest rate of false positives. Predictive profile profiling looks beyond the reputation of the sender and digs deeper into the spam campaign itself to identify anomalous activity.

- Anti-virus – by utilizing the triple layer virus blocking, decompression of archives and file type blocking, the anti-virus engine in email filtering provides complete virus protection. When new spam and virus outbreak occur, filter protection will block these threats in real-time.
- Anti-spoofing – this technology protects the use of forged or “spoofed” sender addresses on unsolicited email.
- Anti-phishing – email filtering provides robust protection against phishing schemes which are often used to gather confidential information about an organization or its individual users.
- Anti-spyware –
- Denial of service protection – rate controls are utilized to stop denial of service attacks as well as dictionary-based spam attacks. These rate control systems are integrated and automatic in email filtering.

Managed Anti-virus/ Endpoint Security

Managed Anti-virus/ Endpoint Security provides essential security protection component by incorporating reactive anti-virus and spyware detection with the latest proactive technologies. Endpoint security takes the place of your existing anti-virus software and includes effective protection against malicious program ensuring not only anti-virus protection but protection from unknown threats Endpoint security includes:

- Security protection for servers
- Central administration of all features, including updates and scheduling
- Quality proven by all major anti-virus certifications (VB100%, ICISA, West Coast Labs Checkmark)
- Improved virus detection based on better heuristic and NTFS stream scanning
- Unique automatic threat-removal anti-spyware engine
- Resident shield with on-access scanning

Infrastructure management and Proactive maintenance and all of its dependent services are included as part of the monthly fee.

Professional Services “Projects”

HB Computers offer customers access to professional service team to address Moves, Adds, and Changes (MACs) to the network. MACs are not included as part of the fixed monthly fee.

Examples of MACs include but not limited to the following:

Possible Minor MACs:

Minor MACs do not require pre-approval

- One-off new device deployments and migrations
- Onsite device support
- Adding new software or modifying existing ones on existing devices.

Potential Major IT Projects:

Major IT Projects are scoped out by your TAC and requires pre-approval

- Designing and building new network
- Large scale desktop/laptop deployment and migration
- Migrating old network to newer hardware and software platforms
- Adding capabilities to established networks
- Deployment and configuration of servers, firewalls, router and switches.

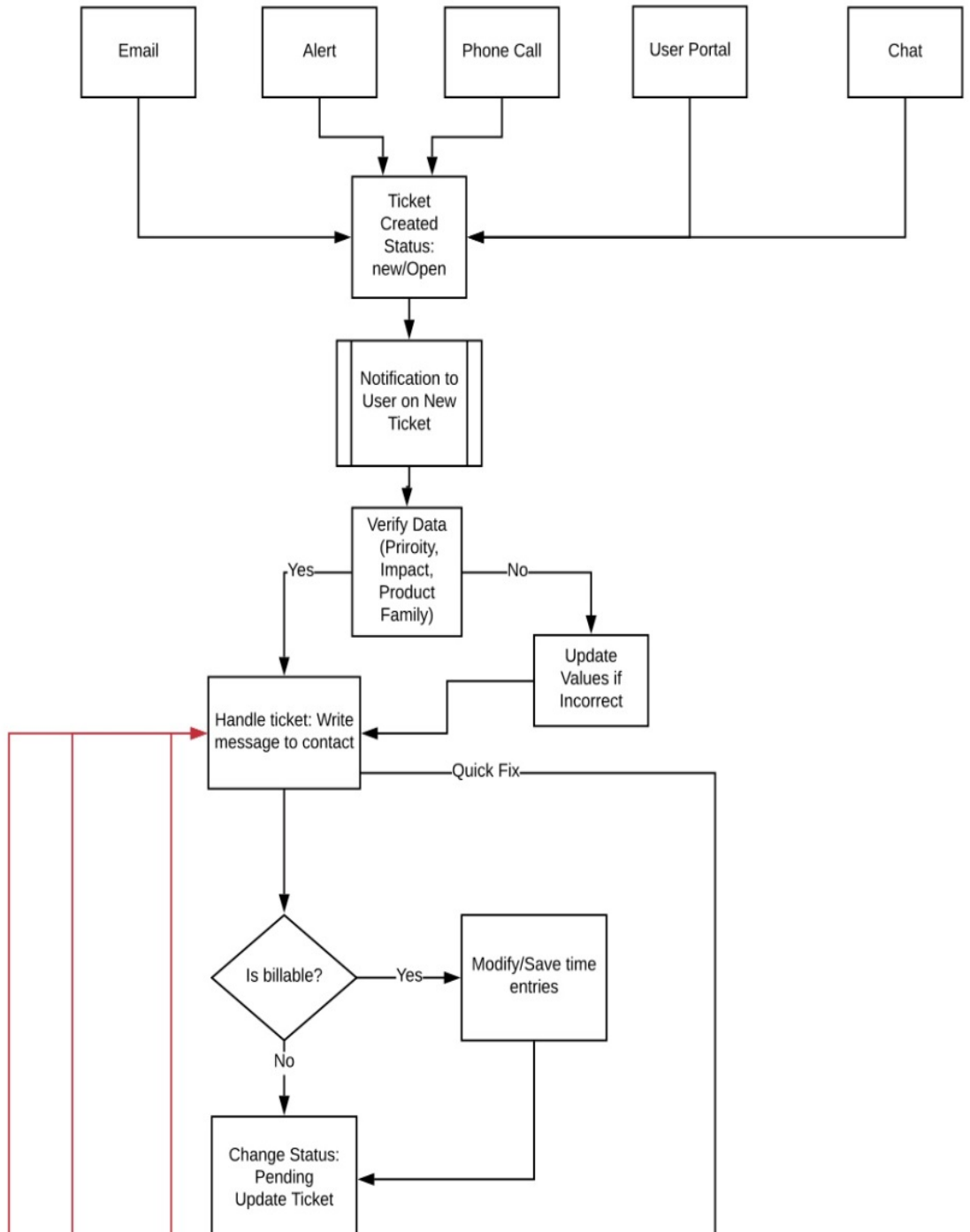
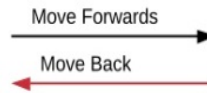
The table below outlines the services included in the scope of this agreement:

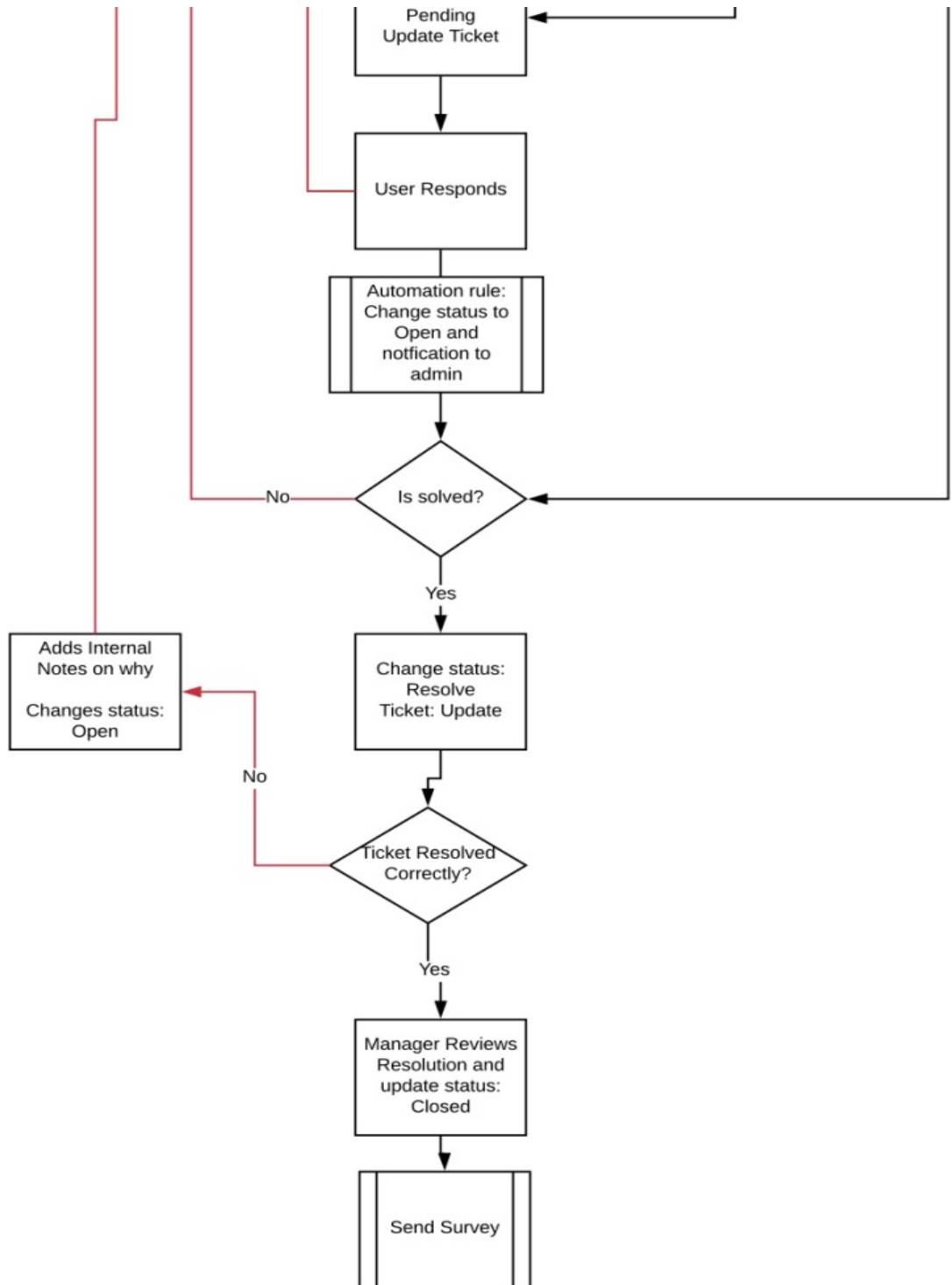
	Services To Be Performed	Included	Billable	Fixed Rate	Hourly Rate	Charged to the District
	Planning and Strategy					
a)	Monthly, or as needed, maintenance of all servers, desktop and laptop computers, VOIP phone system(s) and networking infrastructure. This includes applying firmware /software upgrades to any switches, routers, WIFI devices or printers as needed. Desktop and laptop computer installation and routine	x			x	Yes

	maintenance will require onsite presence. The district has:					
	11 Servers					
	13 Windows laptops					
	1 Macintosh laptop					
	30 Windows workstations					
	4 Macintosh workstations					
b)	Provide, plan and schedule of server upgrades and replacements, including virtualization of servers and backup services "(done on a per project or per case basis)	x			x	Yes
	Proactive Maintenance and Infrastructure Management					
c)	Provide help/support for end users via a desk ticket system	x				
d)	Perform daily routine tasks such as verifying all backups, checking system logs (syslog)	x			x	Yes
e)	Actively manage/prevent cyber threats and attacks through maintenance of security protocols, firewalls and software updates. This may require installing missing patches, removing/updating obsolete software etc	x			x	Yes
	Reactive Support					
f)	On a as need basis, the consultant will be called upon to travel to the client's site to perform routine maintenance, assist with system outages, and security threats. This work could range from replacing failed hard drives to troubleshooting network issues, desktop issues and printer issues.		x		x	Yes

	Professional Services					
g)	The consultant must be able to provide active management and troubleshoot the following hardware/software:	x				Yes
	i. Fortgate Firewall					
	ii. Cisco ASA 5512					
	iii. Proof Point Essentials					
	iv. Webroot					
	v. Quickbooks					
	vi. Microsoft Exchange					
	vii. Microsoft Office Suite					
	viii. ARC GIS					
	Major IT projects/consulting/professional Services		x			Yes

PSA Workflow Process





DESCRIPTION OF HB COMPUTERS INSURANCE COVERAGE

Type of Insurance	Policy Number	Policy EFF	Policy EXP	Limits
General Commercial Liability	72SBMAM0450	04/24/2019	04/24/2020	\$2,000,000
Automobile Liability	428878301	09/29/2018	09/29/2019	\$1,000,000
Workers Compensation and Employer's Liability	72WECIO2874	12/28/2018	12/28/2019	\$1,000,000
Errors & Omissions	72SBMAM0450	04/24/2019	04/24/2020	\$2,000,000

NB:

Find attached a copy of HB Computers' Certificate of Liability Insurance in the following page:



CERTIFICATE OF LIABILITY INSURANCE

DATE (MM/DD/YYYY)
07/08/2019

THIS CERTIFICATE IS ISSUED AS A MATTER OF INFORMATION ONLY AND CONFERS NO RIGHTS UPON THE CERTIFICATE HOLDER. THIS CERTIFICATE DOES NOT AFFIRMATIVELY OR NEGATIVELY AMEND, EXTEND OR ALTER THE COVERAGE AFFORDED BY THE POLICIES BELOW. THIS CERTIFICATE OF INSURANCE DOES NOT CONSTITUTE A CONTRACT BETWEEN THE ISSUING INSURER(S), AUTHORIZED REPRESENTATIVE OR PRODUCER, AND THE CERTIFICATE HOLDER.

IMPORTANT: If the certificate holder is an ADDITIONAL INSURED, the policy(ies) must have ADDITIONAL INSURED provisions or be endorsed. If SUBROGATION IS WAIVED, subject to the terms and conditions of the policy, certain policies may require an endorsement. A statement on this certificate does not confer rights to the certificate holder in lieu of such endorsement(s).

PRODUCER Number1 Insurance Marketing Services 17111 Beach Blvd Ste 103 Huntington Beach, CA 92647 License #: 0C17917	CONTACT NAME: Proof PHONE (A/C, No, Ext): (714)848-4400 FAX (A/C, No): (714)848-3500 E-MAIL: Proof@number1ins.com ADDRESS: Proof@number1ins.com													
	<table border="1"> <tr> <th>INSURER(S) AFFORDING COVERAGE</th> <th>NAIC #</th> </tr> <tr> <td>INSURER A: Sentinel Insurance Company</td> <td>11000</td> </tr> <tr> <td>INSURER B: Kemper Specialty</td> <td>19852</td> </tr> <tr> <td>INSURER C: Twin City Fire Insurance Company</td> <td>29459</td> </tr> <tr> <td>INSURER D:</td> <td></td> </tr> <tr> <td>INSURER E:</td> <td></td> </tr> <tr> <td>INSURER F:</td> <td></td> </tr> </table>	INSURER(S) AFFORDING COVERAGE	NAIC #	INSURER A: Sentinel Insurance Company	11000	INSURER B: Kemper Specialty	19852	INSURER C: Twin City Fire Insurance Company	29459	INSURER D:		INSURER E:		INSURER F:
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INSURER D:														
INSURER E:														
INSURER F:														
INSURED HB COMPUTERS 18080 BEACH BLVD STE 103 HUNTINGTON BEACH, CA 92648														

COVERAGES **CERTIFICATE NUMBER: 00000000-38155** **REVISION NUMBER: 11**

THIS IS TO CERTIFY THAT THE POLICIES OF INSURANCE LISTED BELOW HAVE BEEN ISSUED TO THE INSURED NAMED ABOVE FOR THE POLICY PERIOD INDICATED. NOTWITHSTANDING ANY REQUIREMENT, TERM OR CONDITION OF ANY CONTRACT OR OTHER DOCUMENT WITH RESPECT TO WHICH THIS CERTIFICATE MAY BE ISSUED OR MAY PERTAIN, THE INSURANCE AFFORDED BY THE POLICIES DESCRIBED HEREIN IS SUBJECT TO ALL THE TERMS, EXCLUSIONS AND CONDITIONS OF SUCH POLICIES. LIMITS SHOWN MAY HAVE BEEN REDUCED BY PAID CLAIMS.

INSR LTR	TYPE OF INSURANCE	ADDL SUBR INSD WVD	POLICY NUMBER	POLICY EFF (MM/DD/YYYY)	POLICY EXP (MM/DD/YYYY)	LIMITS
A	<input checked="" type="checkbox"/> COMMERCIAL GENERAL LIABILITY <input type="checkbox"/> CLAIMS-MADE <input checked="" type="checkbox"/> OCCUR GEN'L AGGREGATE LIMIT APPLIES PER: <input checked="" type="checkbox"/> POLICY <input type="checkbox"/> PRO-JECT <input type="checkbox"/> LOC OTHER:		72SBMAM0450	04/24/2019	04/24/2020	EACH OCCURRENCE \$ 2,000,000 DAMAGE TO RENTED PREMISES (Ea occurrence) \$ 1,000,000 MED EXP (Any one person) \$ 10,000 PERSONAL & ADV INJURY \$ 2,000,000 GENERAL AGGREGATE \$ 4,000,000 PRODUCTS - COM/PO/OP AGG \$ 4,000,000 \$
B	AUTOMOBILE LIABILITY <input type="checkbox"/> ANY AUTO <input type="checkbox"/> OWNED AUTOS ONLY <input checked="" type="checkbox"/> SCHEDULED AUTOS NON-OWNED AUTOS ONLY <input checked="" type="checkbox"/> HIRED AUTOS ONLY <input checked="" type="checkbox"/>		428878301	09/29/2018	09/29/2019	COMBINED SINGLE LIMIT (Ea accident) \$ 1,000,000 BODILY INJURY (Per person) \$ BODILY INJURY (Per accident) \$ PROPERTY DAMAGE (Per accident) \$ \$ \$
	UMBRELLA LIAB <input type="checkbox"/> OCCUR EXCESS LIAB <input type="checkbox"/> CLAIMS-MADE DED <input type="checkbox"/> RETENTION \$					EACH OCCURRENCE \$ AGGREGATE \$ \$
C	WORKERS COMPENSATION AND EMPLOYERS' LIABILITY ANY PROPRIETOR/PARTNER/EXECUTIVE OFFICER/MEMBER EXCLUDED? (Mandatory in NH) If yes, describe under DESCRIPTION OF OPERATIONS below	Y/N <input checked="" type="checkbox"/> N/A	72WECIO2874	12/28/2018	12/28/2019	<input checked="" type="checkbox"/> PER STATUTE <input type="checkbox"/> OTHER E.L. EACH ACCIDENT \$ 1,000,000 E.L. DISEASE - EA EMPLOYEE \$ 1,000,000 E.L. DISEASE - POLICY LIMIT \$ 1,000,000
A	Errors & Omissions		72SBMAM0450	04/24/2019	04/24/2020	PerClaim/ Per Agg \$ 2,000,000

DESCRIPTION OF OPERATIONS / LOCATIONS / VEHICLES (ACORD 101, Additional Remarks Schedule, may be attached if more space is required)

Proof of Coverage

CERTIFICATE HOLDER Proof of Coverage	CANCELLATION SHOULD ANY OF THE ABOVE DESCRIBED POLICIES BE CANCELLED BEFORE THE EXPIRATION DATE THEREOF, NOTICE WILL BE DELIVERED IN ACCORDANCE WITH THE POLICY PROVISIONS.
	AUTHORIZED REPRESENTATIVE (BPP)

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COST AND PRICE PROPOSAL

This section outlines the description of HB Computer’s fees, costs and charges.

Pricing Matrix

Scope of Work Reference		Average of Hours per month	Hourly Rate	Monthly Cost	Annual Cost
a)	Monthly maintenance	10	\$125	\$1,250	\$15,000
b)	Server upgrades and replacements	6	\$125	\$750	\$9,000
c)	Provide help/support for end users	6	\$125	\$750	\$9,000
d)	Perform daily routine tasks	6	\$125	\$750	\$9,000
e)	Maintenance of security protocols	6	\$125	\$750	\$9,000
f)	On site visit	24	\$175	\$4,200	\$50,400
g)	Management and troubleshoot hardware/software:	6	\$125	\$750	\$9,000
Totals		64		\$7,950	\$95,400

Rate options for moves/adds/changes (MACs) and projects:

Work Role	Standard Rate
Minor Moves/Add/Changes (billed in 15-minute increments)	\$125/hour
IT Projects and Consulting	\$175/hour

This is a monthly price to maintain, manage, update and remediate the current environment. This matrix supports the content outlined in page 4 paragraph 7 of the RFP.

There are no setup fees associated with this agreement.

Service Credit:

San Gabriel Valley Mosquito and Vector Control District will receive a monthly service credit equal to 7.5% of the monthly agreement fee. The service credit will accumulate each month if not utilized and can be used at the end of the year on labor needed for this project.

The service credit is \$596 per month (\$7,155 annually) and can be used against MACs or projects. Service credits are not eligible for products or expenses. Labor only.

HB Computers will provide all labor, equipment, tools, fuel, materials, insurance, supervision, and all other items needed to deliver excellent regular and non-regular IT Support services and consulting.

The District runs a 24x7x365 operation and indicates that though is unusual, there will be times when HB Computer's IT consultant services will be required after hours or into the early hours of the morning.

Our Services are priced per hour with an estimated average 10 hours per week with the expected onsite of approximately 6 hours per week. The District will be billed per hour.

Reimbursable

Materials: HB Computers will provide equipment and materials upon confirmed approval as necessary, to effect repairs and will include all supporting documents in monthly billing.

Travel: Reimbursable travel is at the applicable IRS Standard Mileage Rates as prescribed and will be included in the monthly billing.

Billing

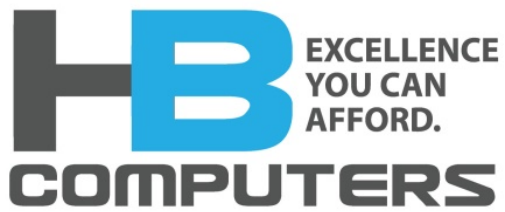
HB Computers will submit invoices on the 15th of each month which become due on the 30th of each month.

Billing/senders fees are to be borne by San Gabriel Valley Mosquito & Vector Control District.

All payments are to be made to:

Name of Company:

HB Computers Inc
18080 Beach Blvd, Suite 103
Huntington Beach CA 92648



Bankers:

Comerica Bank

17011 Beach Blvd, Suite100,
Huntington Beach, CA 92647-5969-4541
Phone: (714) 842-0900

Account Name: HB COMPUTERS INC.

Account Number: 1894493699

Routing Number: 121137522

The Offeror certifies that the above pricing includes all costs associated with implementing the Scope of Work Requirements of San Gabriel Valley Mosquito and Vector Control District Information Technology Services Proposal RFP June 11, 2019

This offer shall remain firm for 120 days from the date of the proposal.

Name: HB Computers Inc

Address: 18080 Beach Boulevard, Suite 103,
Huntington Beach, CA 92648.

Telephone: Phone: 714-969-3001



Authorized to bind Offeror:

Signatory's Name and Title: Amir Rajput, President

Date Signed: July 11, 2019

Notice

The content of this document is proprietary and confidential in nature and may not be copied, distributed or reverse engineered without the written consent of HB Computers Inc. first sought and obtained.



NIST
800-171
Compliant



INFORMATION TECHNOLOGY SERVICES

In Response to

San Gabriel Valley Mosquito and Vector Control District
DUE DATE: JULY 12, 2019



Submitted to:

San Gabriel Valley Mosquito and Vector Control District

Jared Dever, District Manager

Phone: 626.814.9466

1145 N. Azusa Canyon Rd.

West Covina, CA 91790

jdever@sgvmosquito.org

www.sgvmosquito.org

Proprietary Notice

Saalex Information Technology's proposal, which follows, contains information and data that are privileged and/or confidential to Saalex Information Technology. This information and data are not made available for public review, and are submitted voluntarily to the client only in response to a specific Request for Proposal (RFP). The information contained herein is protected by the Trade Secrets Act, as codified, and any improper use, distribution, or reproduction is specifically prohibited. No license of any kind whatsoever is granted to any third party to use the information contained herein unless a written agreement exists between Saalex Information Technology and the third party who desires access to the information. The information contained herein is submitted to the client for purposes of review and evaluation in connection with Saalex Information Technology's response to the RFP denoted herein. No other use of the information and data contained herein is permitted without the express written permission of Saalex Information Technology. Under no condition should the information contained herein be provided in any manner whatsoever to any third party with the exception of the client without first receiving the express written permission of Saalex Information Technology.

Submitted by:

Saalex Information Technology

Travis T. Mack, President/CEO

Phone: 805.482.1070;

Fax: 805.482.1072

811-A Camarillo Springs Road

Camarillo, CA 93012

travis.mack@saalex.com

www.saalex.com

Proposal #: 8118-519

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Glossary of Abbreviations and Acronyms

Acronym	Definition
CCNA	Cisco Certified Network Associate
CIS	Center for Internet Security
CISP	Certified Information Systems Security Professional
CRM	Customer Relationship Management
CSF	City of San Fernando
DAPA	Data Analytics and Predictive Analytics
DCAT	Datto Certified Advanced Technician
DDoS	Distributed Denial of Service
DHCP	Dynamic Host Configuration Protocol
DLP	Data Loss Prevention
DNS	Domain Name Server
DR/BC	Disaster Recovery and Business Continuity
ELCAC	Early Learning Center of Alachua County
EOL	End of Life
ESOP	Employee Stock Option Plan
Grep	Global regular expression print
HA	High Availability
HIPAA	Health Insurance Portability and Accountability Act
HOSF	Hospice of Saint Francis
IP	Internet Protocol
IPS	Intrusion Prevention System
ISP	Internet Service Provider
IT	Information Technology
KPI	Key Performance Indicator
LAN	Local Area Network
NASA	National Aeronautics and Space Administration
NIST	National Institute of Standards and Technology
NOC	Network Operations Center
NTFS	New Technology File System
OS	Operating System
PBX	Private Branch Exchange
PC	Personal Computer
PCI	Payment Card Industry
PHI	Protected Health Information
PM	Project Manager
POC	Point of Contact
POTS	Plain Old Telephone Service
PRI	Primary Rate Interface

QBR	Quarterly Business Reviews
RFP	Request for Proposal
RMM	Remote Monitoring and Management
ROI	Return on Investment
SAN	Storage Area Network
SCADA	Supervisory Control and Data Acquisition
SIEM	Security Incident and Event Monitoring
SIP	Session Initiation Protocol
SLA	Service Level Agreement
SOC	Security Operations Center
SPF	Strategic Prevention Framework
SQL	Structured Query Language
SSL	Secure Socket Layer
TCP	Transmission Control Protocol
TLS	Transport Layer Security
TrialPro	The Trial Professionals
VCTO	Virtual Chief Technology Officer
VPN	Virtual Private Network
VoIP	Voice over Internet Protocol
WAN	Wide Area Network
ZLD	Zuber Lawler Del Duca LLC

1.0 FIRM INFORMATION

Founded on December 10, 1999, Saalex Corporation has been providing Engineering Services and Information Technology (IT) Services for over 19 years. Our IT division, SaalexIT, provides proven and comprehensive IT support to customers like the San Gabriel Mosquito and Vector Control District (the District), allowing them to benefit from world-class customer support, real time data analytics and improvements to their infrastructure without degradation to IT performance. *Table 1* below provides the requested contact information, including company name, primary corporate office address, website and principal point of contact (POC) information.

Table 1 – SaalexIT contact information

Firm Information	
Firm Name:	Saalex Corp.
Address:	811-A Camarillo Springs Road, Camarillo, CA 93012
Telephone Number:	805.482.1070
Website:	www.saalex.com
Principal Point of Contact:	Travis Mack, President and CEO Phone: 805.482.1070 x 101 Email: travis.mack@saalex.com

Saalex is recognized as an outstanding company and a great place to work. Saalex has won numerous awards, including the coveted *Award for Excellence* from the United States Small Business Administration, *2015 Small Business of the Year* and the *2004 Service Disabled Veteran Business of the Year*. Mr. Mack has been featured by the *Pacific Coast Business Times* “40 under 40” list and Saalex has been featured by the *Pacific Coast Business Times* list of fastest growing privately owned companies in the Tri-Counties area and the best places to work in the Central Coast.



Most recently, Saalex implemented an Employee Stock Ownership Plan (ESOP), providing levels of ownership to its personnel. The ESOP is a great value driver for our customers by making all employees owners, thus driving them to higher levels of performance.

2.0 DESCRIPTION OF FIRM AND FIRM QUALIFICATIONS

2.1 FIRM DESCRIPTION

Saalex Corporation (Saalex) comprises two divisions — Saalex Solutions and Saalex Information Technology (SaalexIT). Saalex employs more than 600 personnel from coast to coast and has revenues in excess of \$62 million. Our company has extensive experience executing varying types of contracts that include engineering services, cybersecurity and IT services. We provide system performance analysis, information assurance, technical guidance and direct support throughout the project lifecycle. Saalex is a prime contractor as well as an active subcontractor for the Air Force, Navy, Marine Corps, Army and National Aeronautics and Space Administration (NASA).

SaalexIT professionals are intimately versed in assessing, analyzing and fulfilling the information technology needs of a broad range of clients, ranging in size and scope from small private businesses to the U.S. military and other federal entities. This includes serving the unique IT demands of local government entities like the District. We support thousands of end users on a daily basis and provide IT support to over 35 city, county and commercial customers, many of which are valuable long-term clients.

SaalexIT currently provides information assurance and information security solutions to small and medium-size businesses, as well as government agencies at the municipal level up to the federal government. These services include everything from installing and managing network parameters to prevent intrusions, deploying anti-malware and anti-virus software to protect systems and data, to providing 24x7x365 monitoring of all devices attached to the network by a Security Operations Center that can provide immediate response and remediation of threats. Our IT services continue to be fully compliant with National Institute of Standards and Technology (NIST) 800-171 since 2017.

SaalexIT's skill-based routing process consolidates services across multiple clients and time zones, allocating the appropriate technician to each ticket, and allowing us to cover a comprehensive range of technical services in a timely, effective manner. We hire trained and certified (e.g., A+, Net+, Security+) staff experienced in resolving issues reported through tickets to maximize customer satisfaction. We manage an internal U.S.-based help desk that requires shift and on-call work, and we engage in continual 24-hour operations.

2.2 QUALIFICATIONS TO PERFORM REQUESTED WORK

The District has developed and implemented a complex IT infrastructure and requires an economical and effective solution that will allow the District to continue providing services and excellent support to the public. SaalexIT's commitment to quality customer service through responsive and knowledgeable professional staff can help the District achieve this goal. We make it our number one priority to meet our client's needs while protecting data and keeping the organization running smoothly. We offer a systems management, data analytics-driven approach to ensure the District's system remains both operational and current. Our monthly summary reports of systems health and metrics measure outstanding issues, performance trends, degrading technologies and overall system performance. This will enable the District to align technical efforts with business operations and assist administrators in proactive strategic investment decisions. When coupled with our first-rate help desk, network and IT diagnostics and management tools, we deliver a service package that will ensure continuity of operations, data fidelity and protection and enhanced cybersecurity.

Table 2 – Highlights, Key Features, Benefits to the District

SaalexIT Offers	Advantage of Feature	Direct Benefit to the District
U.S.-based skilled, certified and experienced technicians to provide network, system server and all related equipment support.	Increased productivity for the District's staff. As the District's needs evolve, SaalexIT can align resources to ensure proper skills are available to the District.	Fast, efficient operation of systems, less downtime for all users.
Equipment Replacement Program and Implementation Plan.	SaalexIT will present the District with a report detailing the age, condition and life expectancy of current equipment, as well as recommendations for future acquisitions and upgrades.	Enables the District to properly budget for needed replacements and upgrades with a cohesive implementation plan.
A designated Customer Success Team.	SaalexIT has a special Customer Success Team with customer specific processes that ensures SaalexIT continues to meet the District's needs.	Coordinated and satisfaction driven support between SaalexIT and the District's staff to meet the District's goals and objectives.
Security Operations Center (SOC).	24-hour cybersecurity monitoring, assessment and defense of the District's systems and data with U.S.-based SOC for immediate identification and threat response.	Provides the District real time investigation of security anomalies, thus reducing false alerts and unnecessary actions.
Security Information and Event Management (SIEM) logging.	Aggregated event logs from secure sensors are sent to centralized collectors, allowing real-time single-point monitoring for all critical infrastructure.	Provides the District an artificial intelligence engine to provide faster and more comprehensive security, enabling early detection and quicker remediation of cyberattacks.
Network Operations Center (NOC).	24x7x365 monitoring and capability for resolving most issues and performing proactive software updates and critical maintenance.	Provides the District with access to a higher technical skill set at no extra cost while ensuring security updates and patches are always up to date.
Easily accessible online ticketing system (supplemented by a toll-free phone number).	Ticketing system is accessible through the SaalexIT portal during entire open cycle of help desk tickets.	Delivers the District users peace of mind that their IT needs are being taken care of on a timely basis. Progress and average resolution can be monitored in real time.
Weekly and monthly executive reports.	Reports provide metrics that measure outstanding issues; performance trends; degrading technologies; optimization recommendations, and system performance versus cost expenditures.	Quickly and easily keeps administrators informed. This allows them to make strategic IT investment decisions and answer questions about the heart of the system and progress towards problem resolution and/or improvements.
Data and Predictive Analytics (DAPA).	Historical data can be used to forecast future resource demands to enable the District staff to make pragmatic business decisions.	The District can direct the right materials and people to the correct job at precisely the right time. Efficiencies can be found to help control costs and save time.
Disaster recovery specialists.	A disaster recovery assessment will be conducted to understand the level of impact risks. SaalexIT will work with the District staff to develop a disaster recovery plan.	The Disaster Recovery Plan will allow the District to recover data and minimize downtime in the event of a natural or manmade disaster (e.g., earthquake, fire, flood, power outage, hacking).

Checked and cleared personnel.	SaalexIT has backgrounded and security cleared technicians to work with confidential government information, systems and on-base federal locations.	Technicians are backgrounded to municipal standards that access local police department infrastructure and can start working to meet the District's requirements immediately upon contract.
Skills-based routing of help desk tickets.	Tickets are routed to specific technicians based on their expertise. Avoids need for escalating tickets to another technician.	Faster resolution time for issues.
Autonomous Project Manager (PM).	Local PM with authority to meet all of the District's requirements and execute all contract provisions.	No delay while waiting for corporate office to make decisions.
Business Plan/Action Plan will be prepared and presented.	Cohesive plan aligned with the District's goals.	Strategic planning for purchasing and emerging technology trends to meet its business vision and desired future state.
ISO 9001:2015 certified company.	Corporate commitment to employee training and emerging job requirements/proven quality assurance processes for planning, scheduling and performing inspections, audits and reviews.	Properly trained and certified technicians will answer calls for assistance. Proven quality assurance processes create and maintain a highly functioning system.

SaalexIT is a registered Microsoft Silver Certified Partner and enjoys all the tools available to support all product instances. The partnership allows SaalexIT the ability to test, turn up, and support IT environments at the highest level. We are thoroughly experience in working with Microsoft products. Our experience predates Windows 2000 Server and the creation of Active Directory. Our technicians, Mr. David Stills and Mr. Kevin Kehoe, have over fifteen (15) years of experience each in Exchange and have supported every version of Exchange going back to 5.5, including all versions of Active Directory.



3.0 PRINCIPAL STAFF MEMBERS

3.1 STAFFING



SaalexIT’s Deputy Director of IT Operations, Mr. Kevin Kehoe, will serve as the IT Project Manager who oversees and supervises IT operations for the District. Mr. Kehoe is a distinguished IT professional with more than 10 years of success managing and leveraging technology to meet our client’s goals. Mr. Kehoe has full autonomy and decision-making authority to execute all provisions of the contract without intervention from Saalex corporate. Mr. Kehoe will interface with the assigned District POC regarding all contractual matters.

This streamlined approach significantly minimizes turnaround time in the decision-making process. Key personnel can make decisions in hours rather than days. Additionally, Mr. Kehoe will be on-call to assist with any other issues and will be available via phone and email to initiate immediate corrective action should escalation of an event related to the District’s concerns regarding performance or staffing be required.

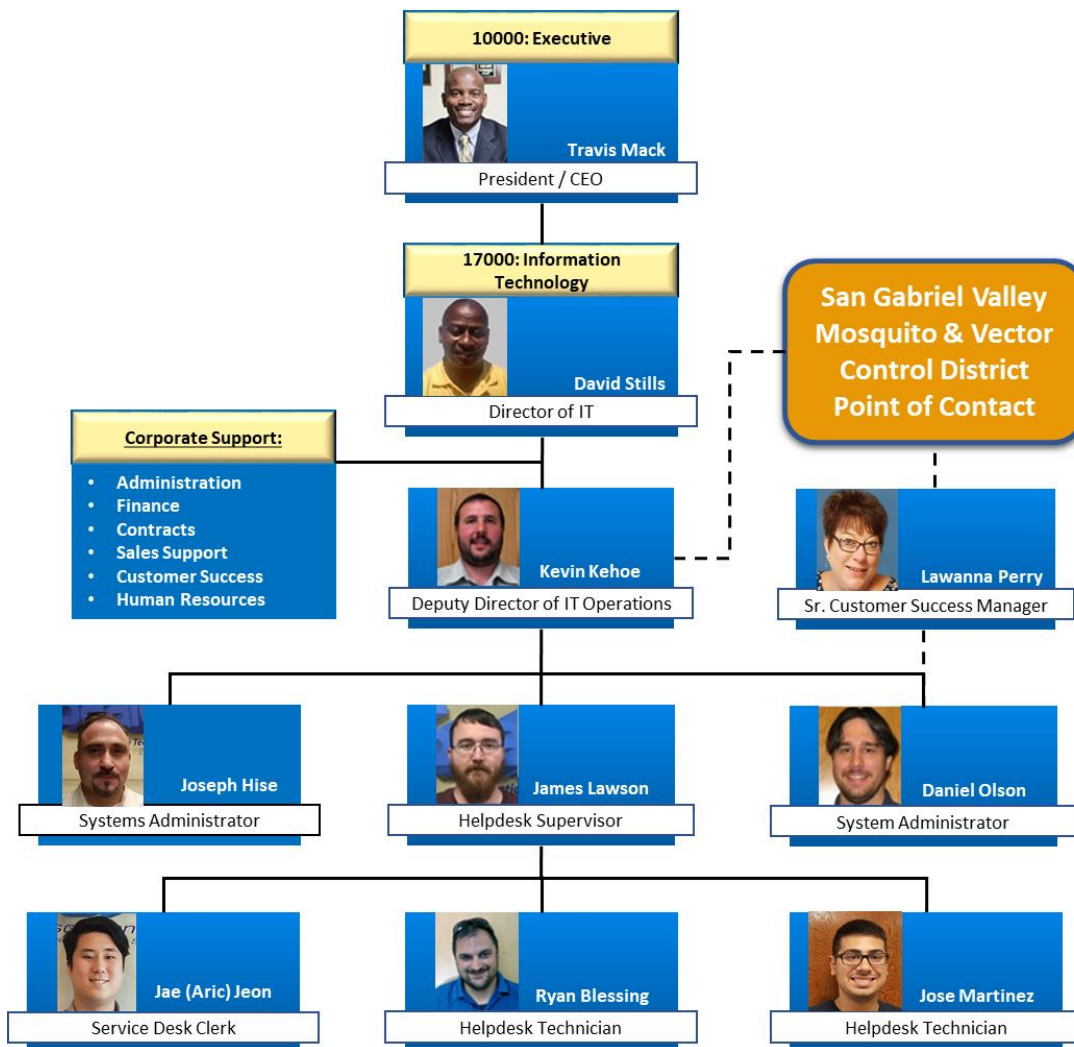


Figure 1 – Organizational Chart

When working with the District's systems, SaalexIT will handle or aid in all server/applications changes and upgrades and offer a fully functional remote help desk that District end users can call. To ensure proper customer experience, SaalexIT uses its national Network Operations Center (NOC) to monitor server and infrastructure support and to provide immediate response to all reported incidents. SaalexIT also provides status reports and metrics on systems operations and develops surveys for distribution to clients. SaalexIT maintains call logs and operations logs, and reviews technical alerts and bulletins.

3.2 RESUMES

Resumes for our principal staff members are included in the following sections.

3.2.1 *Deputy Director of IT Operations – Kevin Kehoe*

Role of Engagement: Mr. Kehoe will be providing local overall guidance throughout the life of the contract to the SaalexIT help desk team and the District and serve as the project's Transition Manager. Additionally, Mr. Kehoe will provide Tier 4 IT Network Administration support.

3.2.1.1 *Completed Education*

- EnCase Examination of New Technology File System – Guidance Software, 2012
- EnCase Mac-Linux Examinations – Guidance Software, 2012
- EnCase Advanced Computer Forensics – Guidance Software, 2012
- EnCase EnScript Programming – Guidance Software, 2012
- EnCase Prep Course – Guidance Software, 2012
- Computer Forensics I and II, Guidance Software, 2011
- Forensic Computer Examiner (150-hour course), National University, 2011
- Microsoft: Network Configuration, Moorpark College, Moorpark, CA, 2009
- A+ Coursework, Oxnard College, Oxnard, CA, 2000
- High School Diploma, Hueneme High School, Oxnard, CA, 1999
- Cisco Certified Network Associate (CCNA) Pilot Course, Hueneme High School, Oxnard, CA, 1999

3.2.1.2 *Training, Certifications and Additional Qualifications*

- Certified Information Systems Security Professional (CISP) Studies, 2017
- LabTech Training, 2016
- ConnectWise Training, 2015
- AccessData Certified Examiner (A.C.E), 2013
- EnCase Certified, 2012
- Forensic Computer Examiner, Completed, 2011
- Microsoft Certified Technology Specialist: Network Configuration, 2009
- Dell Certified Systems Expert, 2005
- A+ Certification, 2000

3.2.1.3 *Previous Work Experience*

Saalex Solutions, Inc., Deputy Director of IT Operations, 2014 – Present

Mr. Kehoe is responsible for West Coast operations, client support and coordinating the SaalexIT Team, providing support to SaalexIT West and East Coast clients.

- Create methods to regularly meet with clients to review ongoing IT needs and project management
- Create metrics to increase accuracy in time-tracking and resource management
- Increase transparency and accountability with tickets and resource utilization
- Recommend and implement new tools to increase SaalexIT offering and ability to support clients remotely

- Increase SaalexIT team's ability to automatically update, monitor and secure machines remotely
- Meet with clients and engineer solutions to modernize their infrastructure from multi-site disaster recovery solutions, migrating email from on premise to Office 365, Office 365 to other hosted solutions, or updating/upgrading on premise servers and applications
- Audit IT security of clients, Payment Card Industry (PCI)/Health Insurance Portability and Accountability Act (HIPAA)/Sarbanes-Oxley Act/Financial Industry Regulatory Authority-Security and Exchange Commission compliance and remediation; review infrastructure and work with decision-makers to implement modern solutions to increase IT security

Mr. Kehoe is responsible for deploying the release of new technologies for clients as well as the design, installation, configuration, maintenance and system integration testing performance of PC/server operating systems, related utilities and hardware.

- Install, maintain and upgrade client computer hardware and software systems supporting client environments
- Control user access and passwords and maintain secure environments based on industry best practices
- Propose and implement system enhancements to improve reliability and performance, monitor usage and performance.
- Train client IT personnel and internal Saalex staff on system usage
- Troubleshoot server, software and hardware issues
- Assist with recommending, scheduling and implementing system hardware and/or software upgrades or repairs
- Research, evaluate and recommend software and hardware products and be the in-house subject matter expert on industry-leading software and hardware solutions
- Support web access and messaging services and maintain a secure systems environment

Sage Network, Inc., Tech III/Project Manager, 2013 – 2014

Mr. Kehoe developed and implemented a methodology to maintain network/server documentation per client, separating and securing that knowledge from our General IT Knowledgebase. He developed methods to create a more transparent communication and time management model. He prioritized incoming issues from over 300 clients, from minor support to critical outages; communicating ever-moving and changing timelines to the Sage team and clients.

Mr. Kehoe managed and executed deployment and migration projects for the following:

- Microsoft Domain Controllers, File Servers, structured query language (SQL) 2005/08, Exchange 2003/07/10/13, Outlook Anywhere and ActiveSync support
- Deploy and maintain backup solutions and disaster recovery virtual machine platforms (e.g., Shadow Protect, Acronis, Backup Exec, Datto)
- Configure, image, and deploy Windows devices
- Troubleshoot or configure applications for Macs, PCs, iPhone/iPad, Android, and Windows Phones

He performed troubleshooting/repair/data recovery on enterprise-level servers to workstations. He also performed office network evaluations, moves, network build-outs, VoIP troubleshooting and implementation.

Mr. Kehoe managed or assisted in managing Windows Server upgrade projects. Occasionally, this involved Linux file server migration to Active Directory/File Sharing. He managed and assisted in execution of multiple PC Refresh projects for both Mac and Windows machines in Active Directory.

Mr. Kehoe performed Windows Network and Server Troubleshooting, migrations and new builds for over 300 clients. This includes Active Directory, Internet Information Services, structured query language, install database upgrades, Exchange and wide-area network/local area network (WAN/LAN) domain name service administration. He performed SonicWall and Cisco router configuration and general network troubleshooting. Mr. Kehoe, performed physical network troubleshooting and buildup, rack builds, building WAN/LAN wiring, physical installation and buildup of servers, switches, and routing equipment. He assisted with Help Desk tasks when escalated.

eLitigation Solutions, Inc., Forensic Technician, 2011 – 2013

Mr. Kehoe created a Forensic Department to enable eLit to obtain new clients. He established transparent communication between office stakeholders, IT management and executive staff. He assessed eLit's IT spending and recommended changes in staffing and IT solutions to cut the overall budget by one-third. Mr. Kehoe coordinated with vendor to cut IT labor costs by 50 percent per month. He created Visio documents, budgets, and asset lists to help organize eLit's IT infrastructure.

Mr. Kehoe managed smartphones and tablets along with Windows and Mac computers and various cloud-based data resources, as well as handled Google, DropBox, SharePoint, other online email sources. He is familiar with global regular expression print (grep) and search for various email Outlook (Mac/PC), Lotus Notes, RAW (msg, eml), IM/Skype logs, Smartphone backups, and create custom EnCase Conditions. He advised clients on PGP, Bitlocker, FileVault 1-2, and full and partial disk encryption protocols, and engaged with client IT groups to circumvent deployed encryption schemes. He managed/coordinated large projects for eLit's datacenter, housing over 250TB of storage, 40+ physical servers, and 40+ virtual machines.

3.2.2 *Director of Information Technology – David Stills*

Role of Engagement: As the Director of Information Technology, Mr. Stills will be providing overall guidance throughout the life of the contract. Additionally, Mr. Stills will provide Tier 4 IT Network Administration support.

3.2.2.1 *Completed Education*

- Bachelor of Science, Information Technology Management, American Military University, 2010 – 2014
- Associate of Applied Science, Computer Technology, Pikes Peak Community College
- Associate of Arts, Brevard Community College, 2008 – 2009

3.2.2.2 *Training, Certifications and additional Qualifications*

- Project Management Training, 2015
- Member, ToastMasters International, 2013
- Member, Society for Information Managers, 2010

3.2.2.3 *Previous Work Experience*

Saalex Solutions, Inc., Director of Information Technology, 2015 – Present

Responsible for all aspects of our client's computer network from PC support to networking and servers, troubleshooting, connectivity, remote monitoring and support, installations and field service. Strong hands-on experience managing small and mid-market commercial business clients' IT environment end-to-end. Leverages experience in troubleshooting workstation and networking issues with razor-sharp attention on maintaining clients and providing daily support (both remote and on-site) of our clients' computer networks. Provide clients with premier customer service at all times.

- Architect, design and implement network upgrades or new infrastructure
- Manage documentation and diagramming of server and storage infrastructure
- Design technical solutions to meet business objectives
- Manage various-sized IT infrastructure projects
- Manage and troubleshoot Level 2 and 3 Help Desk support issues

Saalex Information Technology, LLC., Senior System Administrator, 2015 – 2015

Responsible for deploying the release of new technologies for our clients as well as the design, installation, configuration, maintenance and system integration testing performance of PC/server operating systems, related utilities and hardware. Install, maintain and upgrade client computer hardware and software systems supporting client environments; is well versed in IT Solutions hardware and software for enterprise environments.

- Propose and implement system enhancements
- Recommend, schedule and implement system hardware and/or software upgrades or repairs
- Troubleshoot server, software and hardware issues
- Research, evaluate and recommend software and hardware products
- Support web access and electronic messaging services and maintain a secure systems environment

Ron Jon Cape Caribe Resort/HomesbyTowne, a division of Zilber LTD, Regional IT Director, 2003 – 2015

Oversaw IT operations in Florida for timeshare, commercial/residential real estate, and asset management company with over 200 employees and 50 million dollars in assets.

Provided technical strategy, Tier 3 support, and leadership for 24x7 customer centered IT operation and supervise four departments of diverse and talented teams consisting of Network Operations, Help Desk, Software development and Business Development. Supported business-critical IT initiatives in all areas of enterprise server and network infrastructure, security administration, website and intranet development and customer support.

- Built entire infrastructure to include Windows 2003, 2008 and 2012 servers; Cat5E cabling; firewalls; exchange servers; SQL Servers; Mitel telephone system; switches; routers; wireless networks and wide area networks
- Research, design and implemented VMware migrations for the Florida region. Eight hosts connected to a nimble 10TB SAN with off-site replication.
- Hands-on management of server, telecom and network infrastructure core components to include various Voice over Internet Protocols (VoIP), firewalls, hardware, virtualization, appliances, and server operating systems environments
- Proposed hardware, software, security and analytical tools for business continuity
- Designed and managed infrastructure for a 60-seat call center using Avaya private branch exchange (PBX)
- Built network for 30 users in three (3) locations. The network required two VMware servers in a cluster to host VoIP, structure query language, domain controller, print server, and several security appliances, as well as 30 workstations and 15 printers.

PC-Connect Data Systems, Inc., Senior Consultant, 1993 – 2003

Managed client engagements and bottom-line business operations for technology consulting company with a 10-member staff. Leveraged business insight with technical expertise to provide small and mid-sized clients with highly available, user-friendly IT solutions; utilized various accounting software, operating systems (Windows, Mac and Linux), and infrastructure hardware on a variety of platforms to develop, deploy, and troubleshoot new tools, systems, and networks based on the client's needs. Trained and mentored employees, providing guidance in solutions engineering, system administration and technical support, customer service and business operations.

- Engineered networks for over a 100 small to mid-sized businesses using both Novell and Windows operating systems
- Earned Novell and Microsoft certifications and stay abreast of latest industry technical advancements and trends to deliver cutting-edge solutions that exceed customer expectations
- Took initiative to identify methods for improving processes, technical capabilities, business results, time management and service delivery
- Provided technical support in the form of application and desktop support to all customers

Loral Aerospace, IT Network Manager, 1993 – 1996

Managed all technical support, equipment and services for over 200 customers at 15 sites throughout the country.

- Responsible for administering the Novell network, SQL databases and project infrastructure in accordance with the high demands of the Air Force requirements across a multi-site, multi-tiered platform
- Developed and maintained database system to track thousands of parts, supplies and maintenance records required to keep the equipment operational
- Contributed in writing the proposal for increasing technical staff for the project.
- Facilitated customization of the proprietary database system and conversion for other contracts awarded

3.2.3 *Systems Administrator – Daniel Olson*

Role of Engagement: Mr. Olson will provide Tier 3 IT Network Administration support.

3.2.3.1 *Completed Education*

- Associates Degree in Computer Networking Systems Engineering, Moorpark College, Moorpark, CA, 2005
- High School Diploma, Royal High School, Simi Valley, CA, 1999

3.2.3.2 *Training, Certifications and additional Qualifications*

- Datto Certified Advanced Technician (DCAT), 2015
- WatchGuard Professional, 2014 – 2015
- Microsoft MCP (Server 2008 Network Infrastructure), 2009
- CompTIA A+ Certified, 2008
- Cisco Certified Network Associate, 2002 – 2006
- Cisco Routers/Switches
- SonicWall Routers
- WatchGuard Routers
- Active Directory
- Exchange 2003 – 2013
- Windows Server 2003 – 2012
- Labtech
- Dynamic Host Configuration Protocol/Domain Name Server (DNS/DHCP)
- Symantec Backup Exec
- Symantec Endpoint
- PowerShell Scripting (Exchange)
- Windows XP/7/8/10
- Internet Explorer/Firefox/Chrome
- Microsoft Office
- Office 365
- AppRiver
- GoToAssist/LogMeIn/Remote Access
- Group Policy
- Datto
- ConnectWise
- Webroot

3.2.3.3 *Previous Work Experience*

Saalex Solutions, Inc., Systems Administrator, 2014 – Present

Mr. Olson provides remote support via Labtech/ScreenConnect and LogMeIn/Continuum. He researches, evaluates and recommends software and hardware products and is the in-house subject matter expert on industry-leading software and hardware solutions. He assists with recommending, scheduling and implementing system hardware and/or software upgrades or repairs. He implements system enhancements to improve reliability and performance. Performs server administration for the following:

- Applications
- Domain controllers
- Exchange servers

Mr. Olson performs troubleshooting for server, software and hardware issues for various programs including the following:

- Microsoft Office
- Webroot
- AppRiver
- Windows
- Datto backup system

Mr. Olson is responsible for deploying new technologies for clients as well as the design, installation, configuration, maintenance and system-integration test performance of PC/server operating systems, related utilities and hardware. He installs, maintains and upgrades client computer hardware and software systems supporting client environments.

Additionally, performs the following:

- Trains client IT personnel and internal Saalex staff on system usage
- Controls user access and passwords and maintains secure environments based on industry best practices
- Monitors usage and performance
- Supports web access and messaging services and maintains a secure systems environment

Sage Network, Inc., Help Desk Support Tech 2/Lead Tech, 2008 – 2014

- Remote and on-site support of servers, workstations and network equipment
- Management and monitoring of backup systems – backup exec and a cloud-based system
- Trained new techs on troubleshooting/tools
- Active directory/Exchange user creation and configuration
- Share/New Technology File System (NTFS) management
- Cisco/SonicWall/other router configuration
- Office 365 exchange account setup/configuration
- AppRiver account setup/configuration
- Windows/application troubleshooting
- Workstation setup/deployment
- Network cabling/termination
- Virus removal/troubleshooting
- Printing/scanning configuration
- Backup maintenance/monitoring
- SonicWall and Cisco virtual private network (VPN) configuration

Moorpark College, Help Desk Technician, 2004 – 2007

- Worked as the Computer Help Desk Technician at the Open Access Lab.

Northridge Hospital Medical Center, Intern/Support Technician, 2001 – 2002

- Desktop support
- Access database creation, Office and other application troubleshooting

3.2.4 *Systems Administrator – Joseph Hise*

Role of Engagement: Mr. Hise will provide Tier 3 IT Network Administration support.

3.2.4.1 *Completed Education*

- Bachelor's Degree in Economics from the School of Business, California State University Northridge, 1990 – 1995

3.2.4.2 *Training, Certifications and additional Qualifications*

- Microsoft Certified Systems Engineer (MCSE), 2000
- OS: CentOS 4.x, 5.x, 6.x, 7.x, Redhat RHEL 4.x - 7.x Windows NT; Windows Server 2000; Windows Server 2003; Windows Server 2008; Windows Server 2012, Ubuntu 14.x -16.x, Fedora etc.
- Infrastructure Service: Active Directory, RADIUS, Bind DNS, Plesk, CPanel, Red Hat Satellite Server, Microsoft SCOM, MOM, Nagios; SiteScope; OwnCloud; Next Cloud
- Virtualization: VMware vSphere; VirtualCenter, ESX 4.0; ESXi 4.1, ESX 5x, ESX 6x. Amazon Web Services (AWS); S3 etc.
- Applications: Apache / LAMP; IIS; Postfix; Qmail; Apache 2.0; MySQL 3.x — 5.x; etc.
- Protocol Technologies: Transmission Control Protocol (TCP), IP, UDP; DNS; DHCP; ICMP; SMTP; CIFS, NFS; HTTP, HTTPS; SSH; IMAP; POP3; SFTP; FTPS; etc.
- Hardware: Dell Blade Servers; IBM Blade Servers; CISCO UCS Blade Servers; etc.
- Additional Exposures: NetApp Filers (Hardware & Cluster), SnapMirror, snapshot, CIFS and NFS sharing; VMWare ESX; IBM GPFS; F5 BigIP Load Balancers; NetScaler Load Balancers; PFSense Proxy / Firewall / Load balancer. Etc.
- Development Proficiencies: HTML, CSS, PHP, MYSQL, javascript, BASH scripting.

3.2.4.3 *Previous Work Experience*

Saalex Solutions, Inc., Systems Administrator, 2018 – Present

- Installs, configures and monitors patches, firmware, drivers, antivirus, mobile devices and utility software
- Researches and recommends network and data communications hardware and software
- Researches and maintains Active Directory, Group Policies, DNS, DDNS, and DHCP services
- Provides support for Tier 1 through Tier 3 help desk requests
- Maintains communication equipment and software (including Wi-Fi routers and access points)
- Interacts with management and employees to accurately assess hardware, software and server needs and provides recommendation options and implements solutions
- Installs, configures, and supports multiple organizations' WAN/LAN and internet-based cloud segments or on-premises hybrid solutions. This includes Monitoring networks, Security websites, and ensuring availability of all system users and perform necessary maintenance to support availability
- Provides training to users on general usage of PCs and software applications

- Tier 3 IT Support for over 40 companies. Responsible for engineering out solutions and fulfilling technical projects.

Digital Overture, Senior Systems Administrator / Manager, Simi Valley, CA 2012 – 2018

- Solely responsible for the design and management of all IT operations and infrastructure, including network, security, Proxy/Firewall, stand-alone servers, virtualized environment, cloud storage, and AWS integration for a design, stage, and production environment
- Design and implementation of company's VMware vSphere and ESX environments. ESX 5x, ESX 6x, etc. Maintain and operate VMware infrastructure for business systems as well as customer forward-facing web services.
- Build and maintenance of personalized Cloud Services using open source Own Cloud and Next Cloud with federation integration into Dropbox and Google Drive
- Configuration and Management for customer administration using CPANEL Web Host Manager (WHM), Plesk Onyx and other administrative services
- Customized bash scripting to maintain live-site replication to a standby hosting services using RSYNC. Custom VMWare scripting and use of GhettoVCB for off-site backups and recovery.
- Design and Setup Linux, Apache, MySQL, PHP (LAMP) websites specific to developer and customer standards
- Custom IIS builds and configurations for deployed .Net applications
- Design and setup of payment processing and open source shopping carts including OpenCart and Woo Commerce
- Design and implementation of AWS services for individual company website hosting and backend services
- Managed email services, including QMail, SquirrelMail, Atmail, Horde, Spamdyke with customer support
- Open source PFSense load balancing/Proxy/Firewall services
- Support of website applications with knowledge of HTML, CSS, PHP, MySQL, JavaScript, etc.

TASER International (Axon), Senior Systems Administrator, Los Angeles & Carpinteria, CA 2009 – 2012

- Design and buildout of a VMware vSphere environment running on Cisco UCS platform. Maintained over 250 virtualized Windows and Linux servers with a variety of services, including forward-facing web site services. Designed and built original Evidence.com data center at an Equinix facility with team of four, including environmental, network devices, Cisco UCS servers, load balancing, IBM GPFS storage and server builds for all necessary services used for Taser websites and Evidenc.com.
- Design and maintenance of custom video streaming services using FFmpeg multimedia framework to display secure video streams to law enforcement for evidence requirements. Online proprietary Linux service consisting of a platform for a content management system, which also ingests on-officer video content over secured internet connections.

- Design Network and Policy services on Active Directory servers, RADIUS authentication integrated with Juniper networking environment. Design and maintenance of other Linux infrastructure services such as Memcache, Apache Server, and Red Hat Satellite Server for patch and asset management.
- Maintain company website software releases to QA, staging and production environments.
- Design and implement strict security requirements using CentOS to comply with the NSA's guide for securing RHEL servers using Red Hat Enterprise Linux.
- Build and migration of selective website applications, including Apache, IIS, S3 Storage, Database and other services to AWS.
- Design and configuration for a customized version of infrastructure and web services to host evidence.com for the country of New Zealand to deploy to their countrywide police department.

Realtor.com (Move.com), Enterprise Architect/Director of IT Operations, Westlake Village, 2000 – 2009

- Senior Systems Administrator for company websites including Realtor.com, Move.com, Homebuilder.com, WelcomeWagon.com, and others. Operational support for backend services utilizing IIS, Apache, Microsoft Back Office, Microsoft Exchange, SharePoint, Microsoft SQL, PeopleSoft, and a variety of Internal Business Systems. Team lead with direct oversight and administration of over 450 Windows Servers, 135 Linux Servers, and 120 infrastructure servers. Achieved 99.999% uptime in a non-single point of failure environment.
- VMWare ESX servers using a variety of technologies. Trained other Administrators on the creation, deployment, migration and VMotion of virtual machines to different physical ESX servers. Wrote server build and OS build documentation and guidelines for DC Operations staff.
- As an Enterprise Architect responsible for a new design and build out of a data center in Phoenix, including electrical, HVAC, network, DC layout, server and hardware purchases and site migration plans. Migration of all websites and services. Managed traffic migration to the new data center using NetScalers implementation of Global Server Load Balancing.
- Software deployment, monitoring services using Microsoft Operation Manager, Nagios, SiteScope and Dell Open Manage. Provided patch management.
- Reduced QA physical hardware footprint by 30:1 using VMware ESX server, resulting in significant savings in electricity and physical server support costs per month. Replaced 140+ low-end Dell servers with 12 Dell 6650's.
- Integrated several pairs of high-availability (HA) NetScaler load balancers pushing 600mbit/s, utilizing features such as Mac-based forwarding, global server load balancing, TCP-offloading and Content Redirection. Implementation of NetScalers from 6.0 to 6.1 with zero downtime, and subsequently upgraded to 7.x and 9.x.
- Design, implementation and training of backup strategy and enterprise -wide roll out of Veritas NetBackup retention and archiving.

- Managed Netapp Cluster serving millions of real estate property pictures and virtual tours. NetApp filers (760s, 840s) to Qtrees on a FAS960 filer; led to ease of data replication to the new data center using SnapMirror.

3.2.5 *Help Desk Supervisor – James Lawson*

Role of Engagement: Mr. Lawson will provide Tier 3 IT Network Administration support.

3.2.5.1 *Completed Education*

- Network Infrastructure, Eastern Florida State College, Cocoa, FL, 2017 – 2017
- CCENT 100-105 ICND1 – Certificate, Cisco Networking Academy, Online, 2017 – 2017
- Oracle Certified Database Administrator, Eastern Florida State College, Cocoa, FL, 2015 – 2017
- Associates in Database Administration, Computer Information Technology, Eastern Florida State College, Cocoa, FL, 2015 – 2017
- 49 semester hours toward Criminal Justice and Principles of Electronics Degree, Community College of the Air Force, Maxwell Air Force Base, AL, 2006 – 2014

3.2.5.2 *Training, Certifications and additional Qualifications*

- CompTIA A+ Certified (COMP001020941853), 2015
- Trained in Cisco, Watchguard, Barracuda, Sonicwall, PL/SQL, Powershell, MS Access, MS Power BI, VB, VBA, JAVA, Extensible Markup Language, HTML, Python, C++, Open Mesh, WireShark, VSphere, Hyper-V, Cloud Hosted VM
- Proficient with Office 2003-2016, Windows Server 2003-2016, Windows XP – 10, Active Directory, Outlook Web Access, Exchange, VPN, Remote Desktop Protocol, Routing and Remote Access, Managed Layer 3 Switches, VoIP, MS SQL and Analog PBX Systems
- Tier I, II, III Help Desk Technician for MSP
- Knowledgeable in ConnectWise Automate\ Manage\ Control, Labtech, ScreenConnect, LogMeIn, WebEx, ZOOM, SharePoint, ITBoost, Veeam, Datto, Acronis, and Dahua IP Camera Systems

3.2.5.3 *Previous Work Experience*

Saalex Solutions, Inc., Help Desk Supervisor / Help Desk Technician, Rockledge, FL, 2016 – Present

- Completed +4000 Trouble Tickets for Clients, providing high potential for profits by ensuring resource availability
- Trained and supported 11 Tier III Technicians, decreasing the volume of escalated tickets
- Built, implemented and maintained multiple fixes for legacy software, minimizing downtime for clients
- Recognized and executed a rapid solution for stopping and recovering from Ransomware Attacks
- Revamped the monitoring of RMM software, increasing accuracy of positive results and decreasing false alerting
- Developed an application to automate and streamline New Hire process, decreasing onboarding time by 85%

Eastern Florida State College, Help Desk Internship, Cocoa, FL, 2015 – 2017

- 17-week internship at Saalex Information Technology, Rockledge, FL
- Received letter of recommendation for extraordinary IT capability and professionalism

- Resolved between 10 and 40 Help Desk tickets daily
- 3.9 GPA in all IT related classes; held in high regard by all involved professors

3.2.6 *Help Desk Technician – James “Ryan” Blessing*

Role of Engagement: Mr. Blessing will provide Tier 2 IT Network Administration support.

3.2.6.1 *Completed Education*

- Information Technology Academy, Indian River State College, 2008 – Present
- High School Diploma, Sebastian River High School, Sebastian, FL, Information Technology Academy, 1999 – 2003

3.2.6.2 *Training, Certifications and additional Qualifications*

- Digium Switchvox Support Engineer, 2018
- Datto Tech I & II, 2017
- A+ Computer Certification, 2003
- Cisco Networking Certification, 2003
- Axis Cameras Bootcamp, 2015

3.2.6.3 *Previous Work Experience*

Saalex Information Technology, Surveillance Engineer/IT Help Desk, 2015 - Present

- Tier 2 help desk technician providing software, hardware, client/server and networking technical support to non-technical personnel within and outside the corporation
- Managed call flow and responded to technical support needs of customers
- Trained and lead interns and new team members starting out as Tier 0 & 1 technicians in company SOP compliance
- Conducted site surveys for surveillance systems and IT networks, then designed and implemented a custom solution specific to the client’s needs
- Administrated and provided Tier 2 & 3 support as the team leader for the third shift
- Experience with Microsoft Exchange, Active Directory, Azure, SQL, Server 2003, 2008(R2), 2012(R2), 2016 operating systems and administration
- VMware/Hyper-V Administrator - Responsible for all aspects of maintaining, updating, and creating virtual machines (VM) in the VMware environment
- Administrator for VoIP cloud PBX system with 160+ endpoints, IVR design and implementation
- Provided break/fix model repairs for analog and internet protocol (IP) surveillance camera systems
- Engineered and built networks specifically for surveillance systems from the ground up, tailored to client needs, budgets and expectations
- Diagnosed surveillance systems and repaired various issues on Linux and Windows systems
- Oversaw and administrated data backups for clientele and corporate levels, utilizing different backup software like Datto, Veeam, Symantec, Mozy, Carbonite, Acronis, and more

3.2.7 *Help Desk Technician – Jose Martinez*

Role of Engagement: Mr. Martinez will provide Tier 2 IT Network Administration support.

3.2.7.1 *Completed Education*

- Inter Americana of Bayamon: Bachelors of Science in Computer Science Bayamon, Puerto Rico, 2016 (Concentration: Repair and configuration of computer system and network)

3.2.7.2 *Training, Certifications and additional Qualifications*

- Career Source Brevard Certificate of Completion (Nextgen program), 2018
- Microsoft Digital Literacy, 2018
- Microsoft Office: Word, PowerPoint, Excel, Access and Outlook
- Operation Systems: Windows 7, 8, 10, MAC O SX Sierra, El Capitan, Yosemite and High Sierra
- Networking: Windows server 2012, 2016, commands such as (ipconfig/all, nslookup, ping, etc.)
- Active Directory: DNS, DH CP and Group Policy
- Programming: Microsoft Visual Studio and HTML for web design
- Network management programs: Lansweeper and Wireshark

3.2.7.3 *Previous Work Experience*

Saalex Information Technology, Help Desk Technician, 2019 – Present

- Receives, sets up and supports client-related network equipment, such as firewalls, routers and switches, configuring the appropriate network settings for client
- Administers network servers including installation and set-up of networked workstations, responsible for keeping the networks up
- Troubleshoots complex network problems for internal and external customers
- Provides technical support to customers and network engineers involving Windows, MS Proxy Servers, TCP/IP and ACCESS programming
- Maintains hardware and software inventory
- Maintains and documents network and systems diagrams
- Administers the creation and deletion of user accounts as needed among the varying systems
- Monitors appropriate procedures to safeguard systems from physical harm and viruses, unauthorized users, and damage to data

Commission of Public Service, Desktop Support, San Juan, Puerto Rico, 2016 – 2016

- Repaired and cleaned computers and printers for the employer
- Performed computer maintenance and software/hardware installation
- Created accounts for customer taking truck license exams
- Troubleshot computer and software problems in the employer's office

3.2.8 *Service Desk Clerk – Aric Jae Jeon*

Role of Engagement: Mr. Jeon will provide Tier 1 IT Network Administration support.

3.2.8.1 *Completed Education*

- Bachelor of Science, Biomedical Engineering, University of California Riverside, 2010 – 2017

3.2.8.2 *Training, Certifications and additional Qualifications*

- Innovative Customer Service Techniques
- Learning PC Maintenance and Performance
- Troubleshooting Common PC Issues for Users
- Windows 10: Administration
- Windows 10: Manage and Maintain Windows 10
- C++, C#
- Unity
- Unreal Engine

3.2.8.3 *Previous Work Experience*

Saalex Solutions, Inc., Service Desk Clerk, 2018 – Present

Responsible for attaining maximum utilization of internal and field technical resources through daily dispatch of service requests.

- Acts as the single POC to the customer for all types of service requests
- Coordinates all IT support groups to ensure maximum utilization of billable resources
- Pre-processes service requests as they arrive through email, manual entry or direct customer input
- Schedules internal and field technical resources on the dispatch portal
- Monitors resources schedules to ensure prompt time entry on service requests
- Communicates with customers as required: keeps them informed of incident progress, notifies them of impending changes or agreed outages
- Provides fast turnaround of customer requests
- Improves usage and increases productivity of IT support resources
- Escalates service requests that cannot be scheduled within agreed service levels
- Reports the utilization of IT support resources and successful completion of service requests to the IT Director and Managed Services
- Responsible for entering time and expenses as it occurs
- Enters all work as service tickets into Help Desk Ticketing System
- Responsible for ordering hardware and software for customers and processes said items upon receipt
- Provides some help desk functions as required including talking to vendors, hardware and software installation

4.0 FIRM EXPERIENCE

4.1 INFORMATION TECHNOLOGY MAINTENANCE

4.1.1 Servers

SaalexIT will provide the District with a variety of options for server and systems administration, including proactive server management and project-based work. With proactive server management, SaalexIT will remotely monitor and remediate issues before they cause system outages or security risks. SaalexIT will take a project-based work approach to help the District design, manage, implement and provide testing/quality control for Windows Server active directory or virtualization projects. SaalexIT maintains call logs and operations logs, and continuously reviews technical alerts and bulletins.

The list below contains typical examples of Windows Servers tasks we have undertaken:

- Carrying out server upgrades and migrations
- Providing server health statistics for specific servers
- Rebooting servers and machines to ensure installed patches have been applied, and to free-up resources that may have been locked by the system
- Authenticating and authorizing users and computers in Windows domain-type networks, including assisting users with password resets

SaalexIT will conduct inventories of real-property installed equipment on a frequent and scheduled basis or as deemed necessary by the District. SaalexIT will monitor all servers daily, scanning for the following:

TCP - RDP Port 3389	Localhost	TCP	Success	2d 6h 55m 28s
TCP - HTTPS Port 443	Localhost	TCP	Success	2d 6h 55m 28s
TCP - HTTP Port 80	Localhost	TCP	Success	2d 6h 55m 28s
TCP - RDP Port 3389	Localhost	TCP	Success	2d 9h 50m 55s
TCP - RDP Port 3389	Localhost	TCP	Success	2d 10h 26m 9s
TCP - RDP Port 3389	Localhost	TCP	Success	2d 10h 26m 9s
TCP - HTTP Port 80	Localhost	TCP	Success	2d 10h 26m 9s
TCP - HTTP Port 80	Localhost	TCP	Success	2d 10h 26m 9s

- An excess of 90 percent of computer time spent processing interrupts
- Free space for any logical disk (1000MB) samples
- Available memory
- Processor time exceeding 95 percent

SaalexIT will maintain the District’s facilities and equipment in a state of good repair to ensure their continued availability for their intended purposes.

Perf - Available MBytes	Perf		Success	192d 2h 51m 42s
Perf - Processor Queue Length	Perf		Success	46d 19h 16m 1s
Perf - Pages Input/Sec	Perf		Success	186d 22h 34m 30s
Perf - Current Disk Queue Le...	Perf		Success	41d 23h 12m 37s
Perf - NIC Packets Received ...	Perf		Success	192d 2h 51m 42s
Perf - NIC Output Queue Len...	Perf		Success	192d 2h 51m 42s
Perf - Processor Utilization	Perf		Success	192d 2h 51m 42s
Perf - Memory Utilization	Perf		Success	192d 2h 51m 42s
Perf - Disk Utilization	Perf		Success	192d 2h 51m 42s
Perf - Network Utilization	Perf		Success	192d 2h 51m 42s
SVC-Dhcp	Service	Dhcp	Success	192d 2h 51m 42s

4.1.2 Desktop and Laptop Computers

SaalexIT uses ConnectWise Automate, a powerful Remote Management and Monitoring (RMM) tool, to provide in-depth performance metrics on all network devices, including printers, copiers, routers, switches, workstation and servers. This software allows us to deliver detailed health reports, receive alerts and alarms of current and pending system failures and connect remotely to resolve issues.

Our integrated Network Monitoring Software monitors server, desktop and infrastructure support 24x7x365. SaalexIT will provide access to our client web portal, where the District will be able to check the status of tickets, network status, operations status and open tickets. At any time on any day, the District will be able to see the status of its IT environment in real time.

SaalexIT will use ConnectWise Manage and Automate to gather a detailed list of devices connected to the District's network upon onboarding. We will use this information to provide a baseline of active users and software on the District systems. SaalexIT can help the District create and adopt an asset management system. During onboarding, SaalexIT will gather roles and user access rights classifications along with their software and applications in order to understand the new workstation configurations and end user support. Each user will be audited, updated and tracked as they are employed, on-boarded or promoted within the District. SaalexIT will support, maintain, install and manage the workstations and laptops.

For new hardware deployments, SaalexIT will carry out the following:

- Install operating systems on applicable PCs and/or devices
- Create an image from the baseline, including SaalexIT's RMM tool and anti-virus
- Apply patches to operating systems and applications
- Install additional software in accordance with the pre-approved profile of the job function of the user
- Connect additional items, such as a mouse, internet, network connections and more
- Schedule a time and date (preferably one that does not interrupt business operations) to connect PC and other computing devices
- Configure peripheral devices, such as printers, cameras and/or scanners
- Test all functionality with users
- Communicate completion of the deployment to the District's POC
- Track and document all functions in SaalexIT's ticketing system

4.1.3 VOIP Phone Systems

SaalexIT performs configurations, migrations, installations and support for various types of telecommunication equipment and services. SaalexIT supports primary rate interface (PRI), hosted private branch exchange (PBX), and session initiation protocol (SIP) trunks for current clients, including the hardware, cabling and networking. Our standard operating procedure (SOP) exceeds industry standards to ensure Quality of Services (QoS) and data privacy are established with mission-critical infrastructure, such as telecom services and servers, and is supported through SD-WANs, load balancers, firewalls and managed switches when available with a backup internet and appropriate network hardware. Telecommunication services are networked through managed

switches to ensure that VLANs are used to separate voice packets to prevent interruption by other network traffic causing delays or service drops in the voice services. We provision the firewalls to segment traffic and enhance QoS, ensuring communications are not lost or interrupted during network peak traffic. If needed, SaalexIT will consult with the service provider to gather the configuration settings for the SIP server, username, password, and IP address regarding any VoIP configurations and test all equipment for full functionality.

SaalexIT technicians will use our networking abilities to track the initial problems through the automated RMM tools to find network outages via switches, firewalls and other network devices. Technicians can also inspect packet traffic to find if network configurations are blocking voice or data transmissions. If the problem is outside the network and falls under the responsibility of the vendor (e.g., AT&T, Verizon, Spectrum), our technicians will directly call and start the ticket process with the vendor on behalf of the District. SaalexIT can only contact the carrier on behalf of the District if a letter of agency (LOA) is established with SaalexIT and the telecommunication provider.

If needed, SaalexIT can also provide our Regional Information Technology Sales Associate, Kenji Martinez, whose experience encompasses cellular, Plain Old Telephone Service (POTS), VoIP and other communication solutions. Mr. Martinez has consulted on a range of projects from small business VoIP solutions to large integrated customer-relationship management (CRM) solutions for call center deployments. The consulting methods used by Mr. Martinez examine case-specific use of services as well as the transportation method (internet service provider [ISP] and network) to ensure stability and prioritization for phone-dependent industries. If needed, the District can leverage SaalexIT's resources to streamline current solutions. The on-site technician and Mr. Martinez can carry out the assessment to ensure the infrastructure can support any equipment additions, modifications or migrations. On all projects, our staff will conduct a discovery phase to identify the IT needs of the District, assess current conditions and project status, outline needs and goals of all stakeholders and develop a road map for the project from start to finish. SaalexIT will secure approval from the District before beginning action and offer guidance for areas that can improve efficiency or save money.

4.1.4 Networking Infrastructure

SaalexIT currently supports customer networks across the United States. The services we provide our clients include, but are not limited to, 24x7x365 network performance monitoring; VPN support; firewall, router and switch management; installation of patches and upgrades; and basic device cabling. We routinely monitor employee internet activity, fixing virus/malware issues, providing firewall audit trails and gaining an in-depth look at the District's network.

SaalexIT will provide basic LAN, WAN and wireless network support during the District's business hours. Our standard coverage runs from 7 a.m. to 6 p.m. Pacific Time, Monday through Thursday. Support services will include network setup, licensing and testing; domain name server (DNS) administration; TCP/IP and DHCP configuration, and patch and firmware updates. SaalexIT will provide a less than two-hour response time for emergency issues outside of normal coverage. During emergencies, we will troubleshoot the issue and communicate with District officials regarding problem resolution (including confirming the need to dispatch a technician to resolve the issue).

4.1.5 Firmware/Software Upgrades

SaalexIT will support the District with the installation and upgrade of all firmware/software on and not limited to District workstations, servers, switches, firewalls, routers and access points. Our technicians will also troubleshoot software to ensure network connectivity is functioning correctly, applications or software are not showing any signs of corruption or instability, and, if needed, will create a service ticket with the vendor if the issues derive from the code within the software. In most cases, SaalexIT technicians can roll back previous versions of software or restore last saved backups before the change to ensure the multiple options are available to achieve the most beneficial outcome. SaalexIT on-site and remote technicians will be responsible for coordinating with all District vendors that support hardware, software and communication (ISP and telecom) services. We will secure a Letter of Agreement signed by District representatives to authorize SaalexIT to contact the vendors on its behalf. During onboarding, SaalexIT’s Customer Success managers will gather a detailed list of vendors and vendor services rendered to the District and employ a direct contact method to streamline our technicians’ response.

4.1.6 On-Site Presence

SaalexIT will provide an on-site technician for up to 10 hours per month for all the District’s on-site needs. SaalexIT will work with the District to establish a schedule and protocols that will result in a technician visit. SaalexIT typically finds that on-site hours are initially higher for our onboarding and network analysis of new customers until the first 90 days, at which time most of our customers’ environments are stabilized and our Help Desk operations team is fully integrated with all end users and infrastructure. Using this approach, SaalexIT will help to reduce costly on-site tech visits as we stabilize and optimize network performance, cybersecurity and business continuity.

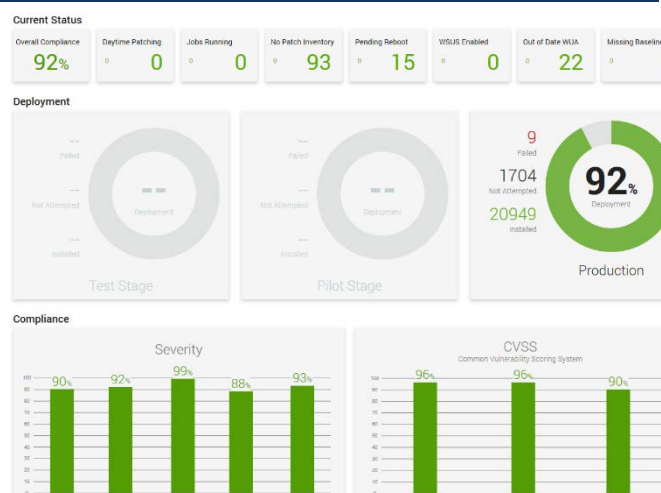
For desktop and laptop installations, equipment may be shipped to our local office to be configured, and a technician dispatched to install the hardware.

Across SaalexIT’s customer base, we spend an average of 2.5 percent of service hours each year on responses requiring onsite resolution. On average, SaalexIT receives 6,000 tickets a month to our help desk via phone, email and customer portal.

4.2 SERVER MAINTENANCE

SaalexIT will provide 24x7x365 support of all servers. The services include Office 365 administration, anti-virus management, local backup administration, local backup management and recovery, remote patch management, performance monitoring, software installation, hardware upgrades, recovery, automated remote resolution of events, server virtualization, and any additional on-site support as needed.

During onboarding, SaalexIT’s Customer Success team will gather appropriate times for maintenance, receive notification from



our technicians when updates or repairs need to be made and coordinate between the technicians and the District’s POC to determine appropriate times to perform the scheduled work. SaalexIT will obtain permission from the District prior to performing this work. SaalexIT will track progress from detection/notification to remediation or project completion status through ConnectWise Manage and a notification of each step will be sent to the District’s POC.

4.3 HELP DESK TICKETING SYSTEM

SaalexIT uses ConnectWise Manage to manage service tickets. When a user has an issue, they can create a ticket via the SaalexIT web portal, by emailing techsupport@SaalexIT.com or by calling the SaalexIT Help Desk. Once created, the ticket is automatically routed to a SaalexIT technician. The technician is responsible for responding to and resolving the ticket in accordance with the agreed service levels. Once the task is complete, we close the ticket is closed and it goes into the archive repository. Our IT Director, Mr. David Stills, will prioritize tickets that must be worked on-site and leverage additional staff to assist with remaining tickets that can be worked on remotely. The process is depicted in *Figure 3* below.

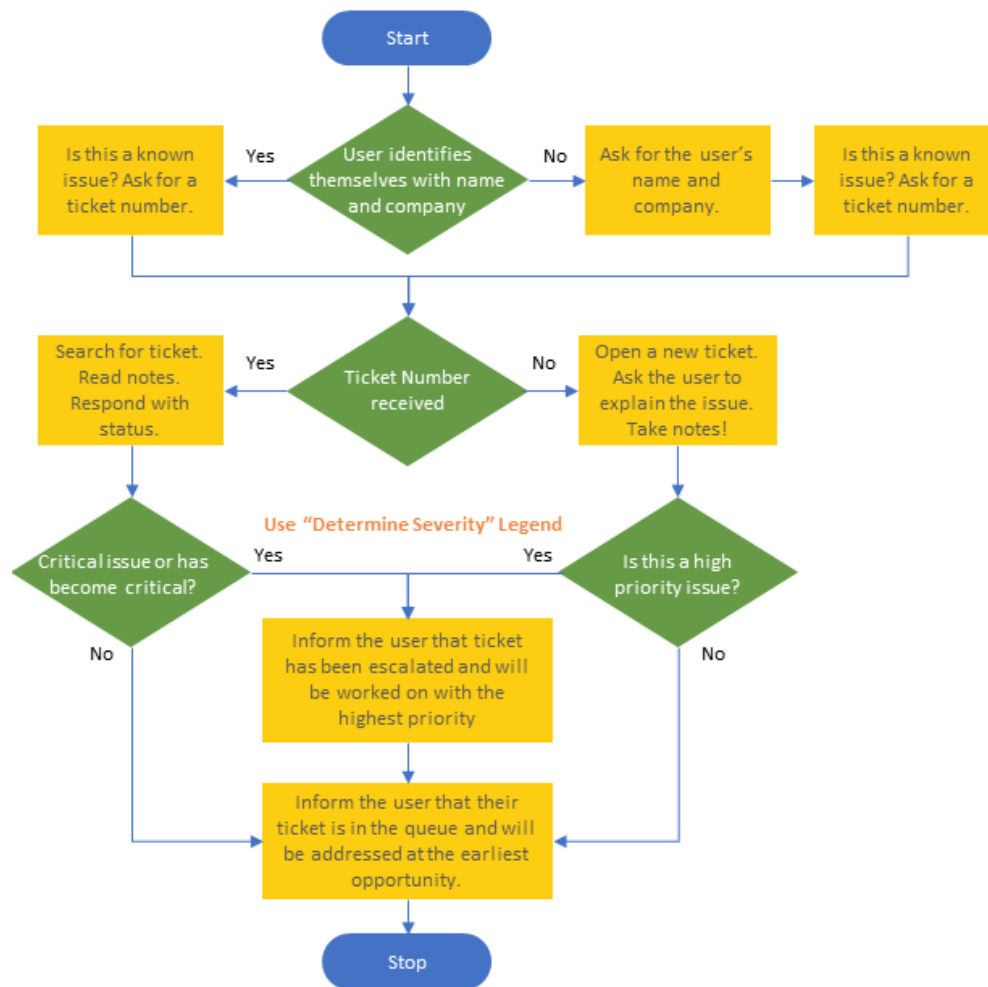


Figure 2 – Ticketing process flowchart

SaalexIT will provide monthly reports of all tickets, identifying the date and time the ticket was opened, problem identification, problem resolution and the time and date the ticket was closed. If the District would like to have real-time reports or the ability to see end-of-day reports, SaalexIT will provide access to a web portal where ticket status and network operations can be viewed in real time. See our Tier 1-4 Support details below (Table 3).

Table 3 - SaalexIT Tier 1-4 Support

Level	Description
Tier 1	All support incidents begin in Tier 1. This is where the initial trouble ticket is created, the issue is identified and clearly documented, and basic hardware/software troubleshooting is initiated. This is also where most issues are resolved for things like password resets, printer connections and general support issues. Common Tier 1 issues are password resets, printer connectivity issues, basic email and desktop issues and general questions.
Tier 2	All support incidents that cannot be resolved with Tier 1 support are escalated to Tier 2, where more experienced specialists can provide complex support on hardware/software or intermediate network issues.
Tier 3	Support incidents that cannot be resolved by Tier 2 support are escalated to Tier 3 where support is provided by the most qualified and experienced specialists. These specialists have the ability to collaborate with third-party vendor support personnel to resolve the most complex issues. Examples include internet issues, Line of Business (critical) application upgrades and critical network issues.
Tier 4	Support incidents that involve items outside SaalexIT's control may need to be escalated to Tier 4, where support from another organization is required. SaalexIT will request the assistance and monitor the request for implementation. This is also the tier that performs engineering, complex network and cloud services. Examples include major infrastructure upgrades, engineering and large-scale projects.

In addition to responding to support calls, SaalexIT will ensure that we are providing the District the appropriate ticket assignment and response time by utilizing SaalexIT's RMM tool, which will perform health checks on all systems multiple times a day to ascertain new work requirement entries. Technicians will log issues into SaalexIT's Ticketing System, and communicate via telephone and email regarding any new work requirements.

SaalexIT ensures compliance with this aggressive service level agreement (SLA) by employing analytics. Daily reports are sent to the team and reviewed by SaalexIT Management to alert them to tickets with aging status.

ConnectWise Manage also includes the automation of WebRoot. If WebRoot detects, regardless if it automatically removes the threat, a virus or malware, a ticket is automatically created. Since the District is currently using WebRoot, which is SaalexIT's standard deployment for all clients who purchase or ask for advisement for anti-virus solutions, SaalexIT is providing a streamlined IT ecosystem to enhance the protection and tracking solution.

During onboarding, we send all client employees a customer portal through which they can review and track their tickets and technical/resolution notes. SaalexIT provides an admin account for the District's appointed POC where they can see all District tickets as well as the notes for each.

SaalexIT's custom ConnectWise Manage solution will also benefit the District with its automated reports that gather serial numbers on all assets and collect warranty expiration dates and end-of-life (EOL) dates from the manufacturers. This tool allows SaalexIT to immediately identify vulnerabilities and manage asset lifecycles for infrastructure and workstation devices within the first 30 days of onboarding all clients.

4.4 DAILY TASKING – BACKUPS/SYSLOGS

SaalexIT will monitor backups nightly and remediate as needed. SaalexIT can assist the District with disaster preparedness and contingency planning by recommending custom solutions, including continuity of operations and disaster recovery plans that provide data redundancy and system security. This plan includes backup schedules, cloud storage information, alternate connectivity options, and procedures to test and verify that backups are running correctly. Backup plans are routinely reviewed with our clients and changes are made accordingly. SaalexIT will survey and audit the existing District system to establish a baseline report. From this report, we will issue recommendations for appropriate configurations, backup system options, including consideration of cloud-based storage systems such as Veeam, Datto or Acronis. SaalexIT can manage the District's cloud-based solution utilizing local on-site backup or off-site data center backups.

SaalexIT performs the following in its backup service offering:

- Meeting with the District to determine their backup requirements. This includes backup frequency, retention and, most importantly, their restoration priority, which will help to determine which solutions would work best for the District.
- Installing and configuring local server backups for clients and duplicating data to a cloud-based storage solution.
- Providing Disaster Recovery/Business Continuity. We will use the locally hosted or cloud-based Veeam to spin up virtual machine(s) based on the situation at hand. This solution provides enhanced flexibility without enterprise-level costs.
- Scheduling incremental back-ups. Veeam is flexible in that it provides our clients the ability to set any backup schedule that they desire, including daily, weekly and monthly backups. With Veeam, SaalexIT can provide unlimited cloud storage.
- Providing notifications and remediation of backup failures to include snapshots and email notices.
- Providing monthly reporting of all backup processes.

SaalexIT helps several of its clients with cloud storage. We have experience with various cloud storage platforms, including Google, Amazon, Microsoft and DropBox.

SaalexIT will carry out the following with regard to storage and backup services:

- Troubleshoot any slow data transfer to your business via the internet
- Eliminate the use of magnetic tapes as a backup medium
- Upon disaster, ship a new device to your business overnight containing your otherwise-lost data
- Provide quick recovery of multiple terabytes of information in 24 hours, which would be nearly impossible using other methods.

Network backups are documented during network discovery to ensure that any devices that are managed by SaalexIT and not hosted in a cloud service can be restored manually, if necessary. Many services like Datto (a cloud-driven access point system) are self-restored once they are reconnected with internet service and can be provisioned remotely if needed.

SaalexIT will also audit to ensure system logs are enabled and can be reviewed on a daily basis. SaalexIT can also automate this process by creating Security Information and Event Management (SIEM), logs and send them through a SOC, Security Operations Center, to remove false positives and find irregular activity with a 15-minute notification window from detection to notification with District. Please see 4.5 Cybersecurity below for more information about SOC services.

4.5 CYBERSECURITY

SaalexIT will keep the District within two (2) updates unless a special request is made to stop further updates (**4.5.1 Firmware/Software Upgrades**). If the District identifies an application that is mission-critical and will need to be tested with a new update, SaalexIT technicians can create a test workstation or network device to test the compatibility with the update. If a test environment cannot be created, SaalexIT will create a backup of the server, workstation, or network devices to allow for a rollback of the most current version. Updates can be remotely pushed for most devices and scheduled for release during out of business hours or a least impacting time of day with a minimum of 72 hours' notice and approval from the District. Our RMM will automatically populate on deployment a detailed list that includes OS version, applications (including current version installed) and warranty dates for all equipment. SaalexIT will generate executive reports in real time, which we will email to the authorized POC from the District. Reports will detail devices do not comply with the current security patches, and any workstations that do not comply will have a technician scheduled to force the update remotely or in person.

Cybersecurity Focus-SIEM/SOC



SaalexIT, as an optional enhancement, will provide SIEM logging and SOC monitoring 24x7x365 of the District's critical data and infrastructure for three (3) months free of charge. We recommend monitoring your most critical infrastructure with this enhancement to audit for known weaknesses, uncover active exploits, identify unforeseen risks and prioritize the most threatening issues to remediate first. This software, backed by a powerful U.S.-based SOC team, will provide your leadership team with immediate notification, escalation and remediation by the SaalexIT Network Operations Center (NOC) of any breach or security incident. Our Artificial Intelligence engine monitors your network (e.g., servers, firewalls, end points) and locates any active and/or ongoing cyber breaches that firewalls and other security devices cannot detect. The District may opt into this service after the initial 90-day trial period at our preferred State & Federal Government pricing.

4.6 ON-SITE SUPPORT

SaalexIT will provide the District with 10 hours of support per month for on-site responses and out-of-scope projects, as well as unlimited off-site (in-scope) support not covered under the 10-hour estimate in the RFQ. Should the District need more hours than 10 hours per month, SaalexIT will provide those hours at a discounted rate of \$95 per hour for the life of the contract. Any travel time to and from the District will **not** be charged. If the hours are not used, they can be reassigned to future dispatches or out-of-scope services. All technicians dispatched can perform troubleshooting for infrastructure and endpoint issues along with replacing hardware and maintenance. SaalexIT is a Premier Dell and HP partner, who can process warranty repairs for the District.

4.6.1 Hardware/Software Support

SaalexIT will provide active management, maintenance and 24x7x365 monitoring of all infrastructure and workstations. SaalexIT operates an unlimited remote help desk resource to assist the District during regular business hours, which is backed by our SLA and key performance indicator (KPI) tracking. Our technicians are certified for a range of solutions and enterprise devices from Cisco, Microsoft, Palo Alto, WatchGuard and more. For cloud-based services, SaalexIT will update District's network connection and firewall protocols to comply with vendor requirements for services like Microsoft Exchange, WebRoot, ProofPoint Essentials, Quickbooks, and Office 365. Our technicians will also provide vendor support and network troubleshooting services to ensure connectivity. SaalexIT can open service tickets directly with the vendor on behalf of the District with a blanket Letter of Agency (LOA) that is pre-established during onboarding. SaalexIT can provide enhanced troubleshooting with all Microsoft products and applications via our technicians and with the backing of our registered Microsoft Silver Certified Partner. We document all technician conversations and technical changes supported by the vendor through our ticketing repository. SaalexIT will also provide new user and terminated user access privileges for email, line of business applications and Microsoft Office applications. SaalexIT is also capable of supporting servers for ARC GIS. Any updates to the server or applications will be scheduled with the District, vendor and our technician to ensure the vendor can properly access or guide our technicians through the required patch and firmware updates for proper function and security.

4.6.2 After-Hours Support

SaalexIT performs routine maintenance tasks after hours, such as network and device configuration changes, patches and software updates. We will carry out these maintenance tasks in accordance with a monthly schedule that best accommodates the District. SaalexIT will require a mutually agreed upon service window outside of the District's business hours to complete various on-site or remote tasks, such as, but not limited to, network audits, scans, backups and other planned or unplanned services to the managed infrastructure. Unless otherwise requested by the District this service window will be between the hours 6:00 p.m. (ET) and 6:00 a.m. (ET), Monday through Friday and all day on weekends.

SaalexIT will provide a less than two-hour response time for emergency issues. Should the District contact our emergency response number after normal business hours, we will troubleshoot the issue and share further details with the District contact. If the SaalexIT NOC detects a critical incident that requires emergency response, the on-duty technician will call the emergency contact for the District to describe the incident and gather approval to remediate. We will determine if the issue can be resolved remotely or if on-site support is needed. We will reach out to the District for approval prior to dispatching a technician to go on-site for problem resolution.

4.7 DISTRICT LIAISON WITH OTHER TECHNOLOGY PROVIDERS

We will secure a Letter of Agreement signed by the District to authorize SaalexIT to contact outside technology vendors on its behalf. During onboarding, SaalexIT's Customer Success managers will gather a detailed list of vendors, vendor services rendered to the District, and a direct contact method to streamline our technicians' response.

5.0 CLIENT REFERENCES

5.1 CITY OF SAN FERNANDO (CSF)

Client Information	
Client Name:	City of San Fernando (CSF)
Client Address:	117 N. MacNeil St., San Fernando, CA 91340
Client Point of Contact:	Nick Kimball, City Manager Phone: 818.898.7307 Email: NKimball@SFCity.org
Dates of Service:	06/03/2019 – Present
Involved Attorneys:	N/A. There are no attorneys involved with this contract.

Description of Services provided

In June of 2019, the City of San Fernando (CSF) contracted SaalexIT to perform consulting services prior to launching our fully managed service provider (MSP) and cybersecurity services to the CSF. These services were performed over multiple meetings and network assessments with the current department directors and leadership team supporting the CSF's infrastructure of 150 workstation and over 30 servers. SaalexIT performed systems audits, Cyber Risk Assessments, network remediation, topography plans of CSF's network infrastructure, and audited CSF's license and subscriptions within 20 working days. SaalexIT supports all seven (7) departments within the CSF, which requires 24x7x365 support and 100 percent uptime.

Desktop Support: SaalexIT performs desktop support services for the CSF. We carry out routine maintenance for all workstations in the CSF. The CSF benefits from SaalexIT's ticketing system and RMM to automate help desk services into an SLA-driven help desk. We track each ticket from its initial input time and technician response.

Computer Operations Support: The CSF expects its servers to function 24 hours per day with minimal unplanned service interruptions between 7:30 a.m. and 5:30 p.m. The CSF's infrastructure is considered a Critical Infrastructure by the standard of the federal government. The CSF servers and network support Supervisory Control and Data Acquisition (SCADA) systems that are used to pump water 24x7x365 to the residents of San Fernando, resulting in monthly calls with FBI Cyber Watch that SaalexIT participates in to understand current and future cyber threats.

Security Administration Support: SaalexIT's Customer Success team and IT team held one-hour interviews with each department to establish a baseline of user access rights and standard configurations. SaalexIT is currently establishing CSF's first Change Management plan, Asset Management, Incident Management Plan (Cyber Event Planning) and Identity Management plan. Each plan can be created, managed and auditable for each active user in the CSF. SaalexIT has audited every endpoint and network device to establish that they are active in the network, the administration credentials have been changed and previous profiles removed. This change ensured all previous vendors and employees no longer have access to the cloud services, network and devices.

Network and Systems Support: The Network and Systems Support provides all the necessary network and system technical expertise to allow the City's systems and network operate efficiently and effectively. Network and systems staff hours are normally 7:30 a.m. to 5:30 p.m., Monday through Friday. However, SaalexIT is expected to work after hours and weekends as necessary to

resolve problems, install updates, and perform testing so as not to affect normal productivity within the City. During the consulting, SaalexIT discovered the firewall, spam filter, and access points lacked active licenses, leading to a significant security exposure. SaalexIT identified existing cybersecurity risks, and continues to work with the CSF to reinforce and enhance their security posture.

Planning and Project Management: David Stills and Kevin Kehoe carried out the audit of system lifecycles, subscriptions and licensing. With the enterprise experience, they were able to road map the upcoming years projects and identify mismanaged licenses. This plan was used to create the budget for the 2019-2020 fiscal year and will be further developed to establish a revised 2020-2021 budget.

Communication and Analysis: SaalexIT provides executive summary reports at the end of each month, delivering clear and concise communications to ensure the end users have a full understanding of their status, answers to their questions and emergency notifications. SaalexIT developed a list of emergency POCs for each department within the city. This reduced notification fatigue by focusing only those departments that faced disruption from any unplanned and planned maintenance windows.

Adherence to schedule and budget: SaalexIT was successful in carrying out a 40-hour consulting project and keeping the project on time and within budget. Our Project Manager, Vernita Lane, and Sr. Customer Success Manager, Lawanna Perry, managed the team, tracking all hours performed and providing bi-weekly updates to both the City and internal team to help them direct resources to where they would be most effective.

5.2 HOSPICE OF ST. FRANCIS (HOSF)

Client Information	
Client Name:	Hospice of St. Francis (HOSF)
Client Address:	1250-B Grumman Place, Titusville, FL 32780
Client Point of Contact:	Jennifer Creel, IT Manager Phone: 321.269.4240 Email: JCreel@hospiceofstfrancis.com
Dates of Service:	10/08/2013 – Present
Involved Attorneys:	N/A. There are no attorneys involved with this contract.

Description of Services provided

In September of 2016, Hospice of St. Francis (HOSF) Chief Financial Officer (CFO) contacted SaalexIT to design and implement an infrastructure upgrade. The requirements were to come up with a solution to help minimize down time and increase storage capacity. SaalexIT designed a solution incorporating a Storage Array Network System, which includes over 20 Servers, more than 225 workstations and moving to a virtual environment. This provided additional redundancy, improved reliability and additional functionality needed for their aging server infrastructure. The project involved several vendors, internal staff and SaalexIT staff. SaalexIT completed the project under the \$50,000 budget.

Upon completing that project, HOSF began using SaalexIT's Virtual Chief Technical Officer (VCTO) option to provide IT management support. This contract is ongoing, with SaalexIT

managing the internal IT staff of HOSF, developing policies and procedures, and acting as the interface between senior management and the technical staff.

Desktop Support: HOSF benefits from free or severely reduced license from Microsoft and other vendors. With over 240 active users, HOSF utilizes Labtech features to track all licenses and hardware. SaalexIT assisted in setting up those features.

Computer Operations Support: HOSF internal IT staff handles the bulk of the exchange services error and only calls SaalexIT for advanced support. Items SaalexIT has provided support for failed exchange upgrades, assistance with voicemail integration and rules for spam filtering.

SaalexIT worked with HOSF to develop a disaster recovery plan using Veeam. This plan calls for a local backup that is replicated off-site in our datacenter. This plan also includes a Service Level Agreement.

Security Administration Support: SaalexIT plays a critical role in security management. In our current role, we have implemented a pseudo Change Management plan, where any changes to firewall, spam filter, Wi-Fi, or antivirus configuration must be vetted through SaalexIT prior to being made. This allows the SaalexIT team to evaluate the changes in a test environment before they can affect the HOSF environment. In addition, all changes must have a ticket in the help desk system categorized as Change Management with all of the above documented.

SaalexIT assisted HOSF with successfully passing their first official Health Insurance Portability and Accountability Act (HIPAA) audit through Clifton Larson Allen auditing services. SaalexIT provided HOSF with a pre-audit, which identified several flaws. We worked with the IT staff to secure their perimeter with a WatchGuard firewall, secure active directory using group policies and, following best security practices, lock down the exchange server and setup TLS and Strategic Prevention Framework (SPF) records. Finally, we helped to reconfigure printer and workstation access to servers and network resources.

Network and Systems Support: HOSF and SaalexIT both use Labtech, an RMM tool, which allows seamless integration of alerts on critical issues. When an alert is triggered, SaalexIT is automatically emailed and quickly connects to the HOSF system to remediate. Both SaalexIT and HOSF have found this connectivity very useful.

Planning and Project Management: SaalexIT worked with the HOSF IT staff to develop a plan to recover should an upgrade fail. This plan included ensuring all users are out of the system, a complete backup is performed and isolating the system prior to starting the upgrade.

SaalexIT created a policy on performing major updates that includes a communication plan, a fall back plan and a testing environment. The communication plan consisted of coordinating with senior management to define the schedule. Using a standard email template, we alerted all employees of the pending update. We send the email out seven (7) days prior to the update, again three (3) days prior, the day of the update and finally just before the update begins. Once the update is complete, an all-clear email is sent to all employees. Finally, an email is sent to senior management and SaalexIT (acting as interim IT Director) providing status and reporting any issues with the upgrade.

Communication and Analysis: SaalexIT provides detailed monthly activity that logs date, time started, time ended, type of work done and detailed list of tasks performed. This is reviewed quarterly with the CFO to help get the most out of the VCTO as well as help shape their internal

IT department. Saalex attends meetings with management to help develop an IT strategy that support HOSF's corporate initiatives.

Adherence to schedule and budget: SaalexIT assisted HOSF with successfully passing their first official HIPAA audit through Clifton Larson Allen auditing services. SaalexIT provided HOSF with a pre-audit, which identified several flaws. SaalexIT worked with the IT Staff to secure their perimeter with a WatchGuard firewall, secure active directory using group policies and following best security practices, lock down exchange server and setup TLS and SPF records, and finally, reconfiguring printer and workstation access to servers and network resources.

5.3 EARLY LEARNING COALITION OF ALACHUA COUNTY (ELCAC)

Client Information	
Client Name:	Early Learning Coalition of Alachua County (ELCAC)
Client Address:	4424 NW 13th Street, A5, Gainesville, FL 32609
Client Point of Contact:	Linda Goettsche, Operations Coordinator Phone: 352.376.2570 Email: LGoettsche@elcalachua.org
Dates of Service:	07/01/2018 – Present
Involved Attorneys:	N/A. There are no attorneys involved with this contract.

Description of Services provided

Desktop Support: SaalexIT is responsible for the 24x7x365 support of workstations, servers, switches, printers, routers and firewalls for the Early Learning Coalition of Alachua County (ELCAC). Our services include Office 365 administration, anti-virus management, local backup administration, anti-virus management, local backup management and recovery, remote patch management, performance monitoring, software installation, hardware upgrades, recovery, automated remote resolution of events, and any additional on-site support as needed.

Computer Operations: SaalexIT ensures proper operation of the ELCAC's networked computer system, equipment and related network infrastructure located in two buildings within the ELCAC. Our responsibilities include providing server, workstation, printer, switch and LAN management. We are also responsible for planning and managing inventory, backup system and documentation for all systems and activity performed within their environment. SaalexIT performs monthly inspections of the computer room to ensure healthy working conditions, including general cleanliness, organization and climate control to ensure equipment health.

Security Administration Support: SaalexIT's methodology for Security Administration and Support for the ELCAC is based on industry best practices from both the NIST Cybersecurity Framework (from our federal contracts) and the CIS Top 20 Critical Security Controls, ensuring our customers receive the benefit of a holistic defense-in-depth' approach. These foundational cybersecurity tenets enable SaalexIT to implement industry-leading best practices for standards and guidelines to manage cybersecurity-related risks.

Our Senior Technicians and Network Engineers leverage ConnectWise asset management, logging, patching and inventory tools to continually monitor, update, patch and detect cyber-attack activity in real time, including all end points, network devices, firewalls, servers, access points, etc.

Value added for the ELCAC included our security risk and network assessment, which uncovered outdated firewall technology that required an upgrade. It also identified inadequate backup throughput that was causing backups to fail (a security and business continuity risk), which was quickly remediated. We also have identified and repulsed several hacking attempts, protecting the sensitive data of the children and families that ELCAC serves.

Network and Systems Support: Since ELCAC selected SaalexIT, we have countered multiple hacking attempts from outside threats, increased performance on the primary server by 400 percent, and identified and removed abandoned software by multiple previous solution providers. Additionally, SaalexIT provides two (2) hours of monthly on-site service.

Planning and Project Management: Though it is a cost-conscious non-profit, SaalexIT treats ELCAC like a strategic partner. In keeping with our Customer Success engagement strategy, ELCAC are part of our Quarterly Business Reviews (QBR) in which all stakeholders and decision-makers are updated on information technology, security, business continuity, budget plans and projects for the fiscal year. Additionally, we are helping ELCAC to improve their project management functionality through implementation of an enterprise SharePoint platform.

Communication and Analysis: SaalexIT participates collaboratively with various ELCAC departments to fulfill service needs with the ELCAC operations coordinator. Additionally, SaalexIT provides monthly summary reports of systems health and patch management. Finally, our IT Director performs a quarterly review of the environment to ensure compliance, security and optimum performance. This analysis is then reviewed with ELCAC's executive management to make recommendations for future improvements, purchasing and technology upgrades.

Adherence to schedule and budget: SaalexIT adheres to our response and resolution time frames established in our SLA with ELCAC and has performed our IT Managed Services within budget.

5.4 ZUBER LAWLER DEL DUCA LLC (ZLD)

Client Information	
Client Name:	Zuber Lawler Del Duca LLC (ZLD)
Client Address:	777 South Figueroa Street #37, Los Angeles, CA 90017
Client Point of Contact:	Chelsea Watson, Tech Coordinator Phone: 213.596.5620 Email: cwatson@zuberlaw.com
Dates of Service:	03/07/2013 – Present
Involved Attorneys:	N/A. There are no attorneys involved with this contract.

Description of Services provided

SaalexIT has reduced overall costs and improved work efficiency for enterprise law firm Zuber, Lawler, Del Duca (ZLD) by providing a stable, secure IT environment. Our comprehensive IT solution includes 24x7x365 desktop care for 112 managed computers, hardware and software audits, performance and preventative maintenance reports, LogMeIn remote control patch management and monitoring, web-based management portal, desktop performance monitoring. In addition, we provide administrative scripting, policy management, client communicator with self-help center, anti-virus management, Web-Root anti-virus software, Malwarebytes anti-malware software, virus and malware removal, mobile device support, administrative tasks, and software installations.

Desktop Support: Although most issues are resolved automatically through our RMM software, on occasions where an actual technician is needed, SaalexIT experts are quick to respond to requests. ZLD benefits from immediate response help desk support 24 hours a day, seven days a week, a dedicated dial-in number for VIPs, and the ability to schedule same day on-site support for emergencies and next day on-site support for non-critical issues.

Computer Operations: To minimize cost for ZLD, SaalexIT relies on a combination of automated tools and procedures to ensure continuity of operations. SaalexIT uses a Syslog server to record all incidents on systems such as firewalls and mission-critical servers. This logging system provides over 100 comprehensive reports, filtering and prioritizing key indicators and assisting technicians with efficient identification of critical events. ZLD uses Datto as an off-site backup appliance. Datto completes a local backup before moving off-site. SaalexIT backs up the ZLD server prior to performing maintenance or upgrades.

Security Administration Support: Our methodology for ZLD's Security Administration and Support is based on industry best practices from both the NIST Cybersecurity Framework (from our federal contracts) and the CIS Top 20 Critical Security Controls. This ensures that our customers receive the benefit of a holistic defense-in-depth approach. These foundational cybersecurity tenets enable SaalexIT to implement industry-leading best practices for standards and guidelines to manage cybersecurity-related risks for ZLD.

In addition, to protecting highly sensitive client matters and trade secret data, SaalexIT implemented next-gen cybersecurity technology from WatchGuard (Total Security) and SiteLock to prevent Denial of Service Attacks (DDoS) with Intrusion Prevention System (IPS) and Data Loss Prevention (DLP). We then layered over our network SIEM service coupled with our Network Operations Center Team to identify, protect, detect, respond and recover from cyber incidents, giving ZLD peace of mind in knowing that their network, client data, intellectual property and other assets are protected 24x7x365. Our team are also experts in managing user access and roles for ZLD's hundreds of attorneys and consultants across North America. Our approach has helped successfully thwart recent DDoS attacks against ZLD's network from overseas, among many other threats.

Network and Systems Support: SaalexIT provides security management for ZLD in the form of firewall management, anti-virus, anti-malware and perimeter monitoring. We also set up and manage their virtual private networks (VPN) via Secure Socket Layer (SSL) or Internet Protocol Security (IPsec). We recently assisted with a high-profile security project involving secure connections to financial institutions, as well as setting up encrypted email services. The project was successful and ZLD was satisfied with the results.

Planning and Project Management: ZLD's IT Committee, comprising the most senior partners and thought leadership of the firm, takes a hands-on approach and is very involved in daily operations, security, budgeting and operational and highly sensitive personnel issues with SaalexIT. SaalexIT is a strategic resource for this team and is highly engaged in a weekly IT status call. This rhythm enables SaalexIT to be embedded in the most critical technology business issues that ZLD has prioritized – from cybersecurity to software upgrades, office move to improving workflows and user experience for its 150+ employees.

As part of our Customer Success engagement strategy, ZLD also continues to be part of our QBR in which all stakeholders and decision makers are updated on information technology, security,

business continuity and budget plans and projects for the fiscal year. Additionally, we help ZLD to improve their case management workflows through implementation of Litera, a cloud-based legal workflow software.

Communication and Analysis: ZLD conducts weekly team meetings to review ongoing projects, tasks and high-priority issues. As their trusted IT partner, SaalexIT is included in these meetings. ZLD involves us in the early planning stages of projects, such as office moves or acquisitions, and welcomes our insight on decisions from an IT perspective.

Adherence to schedule and budget: SaalexIT follows established protocols and procedure to ensure we are meeting our budgetary and scheduling obligations. We conduct weekly meetings with ZLD to review agenda action items (e.g., projects, tasks, help desk performance, new issues and hurdles). During these meetings, we discuss strategies with the client to address these action items effectively, identify potential roadblocks, verify due dates and respond to changing conditions on either the SaalexIT or the client side.

SaalexIT holds monthly reviews with ZLD to go over executive and patch-management reports to identify and resolve security issues and assess the general state of ZLD's IT infrastructure. We develop projects that result from these meetings through a scope of work. Our ticketing system allows us to match our quoted hours to actual hours worked. Key performance indicators measure our performance as it relates to scheduling and budget. In addition, we continuously request performance feedback from the client during weekly meetings and through a user survey integrated into our ticketing system. We archive all ZLD tickets, which our DAPA program accesses to identify peak usage periods. This allows us to efficiently schedule maintenance and service, while minimizing disruptions and avoiding unplanned expenditures.

5.5 THE TRIAL PROFESSIONALS (TRIALPRO)

Client Information	
Client Name:	The Trial Professionals (TrialPro)
Client Address:	1218 E. Robinson Street, Orlando, FL 32801
Client Point of Contact:	Lewis Aguirre, Information Technology Manager Phone: 800.874.2577 Email: lewis@trialpro.com
Dates of Service:	03/21/2016 – Present
Involved Attorneys:	N/A. There are no attorneys involved with this contract.

Description of Services provided

SaalexIT provided legal services firm The Trial Professionals (TrialPro) with end-to-end network and IT asset configuration control, modernized their network, and established a baseline for their IT infrastructure environment. Along with dedicated technicians, SaalexIT was able to improve their users' customer service experience and provide a stable, efficient network. TrialPro benefits from SaalexIT's 24x7x365 monitoring.

Additionally, when TrialPro relocated to a larger office, SaalexIT analyzed their work methods and the data storage and distribution requirements, developed a tailored network architecture that improved their data management and overall systems reliability, and ensured they remained operationally efficient. We installed the system, monitored its operation to ensure the transition was smooth and subsequently performed a risk assessment analysis to ensure that the system was

not vulnerable from a cybersecurity perspective. Additionally, we engineered cabling for the new office and moved all workstations, servers and network equipment over one weekend. This resulted in only four hours of down time, as opposed to the expected 48 hours, all while ensuring that the law firm and their clients' information remained privileged. Today, our relationship with TrialPro continues to expand and we now provide them with managed IT services, help desk support, remote server administration and network support.

Desktop Support: SaalexIT provides all Microsoft updates to the seven servers in TrialPro's infrastructure. These include Microsoft Exchange and Structured Query Language (SQL) updates. To eliminate any disruptions in the practice, we performed the updates after-hours in accordance with a monthly schedule that best fits TrialPro. With our RMM tool, we customize when and what patches are applied. This approach provides the client with the most up-to-date security patches and performance enhancements to their system.

Computer Operations: SaalexIT assessed TrialPro's network, and we determined that a reliable off-site backup was required to ensure data integrity through a combination of archiving and reconciliation. Since we are a Veeam authorized reseller, we developed and provided them with a Veeam solution utilizing local on-site backup that replicates to our off-site data center built within the Satcom Direct worldwide data center. More recently, SaalexIT has initiated SIEM logging and our SOC monitoring to elevate TrialPro's cyber defense posture.

Security Administration Support:

SaalexIT implemented next-gen cybersecurity technology from WatchGuard and IPS, DLP and SIEM coupled with our Network Operations Center Team to identify, protect, detect, respond and recover from cyber incidents, giving TrialPro peace of mind in knowing that their network, client data, intellectual property and other assets are protected 24x7x365. Furthermore, we have implemented user-centric email protection, including Appraver (spam filter, impersonation prevention), Web Blocker and Spam Blocker (in Firewall) to provide deep defense layers for their 50 employees at locations in Orlando, Naples, Ft. Meyers and Melbourne, FL. Our team are also experts in managing user access and roles for TrialPro's distributed attorney workforce and consultants across Florida.

Our approach successfully thwarted hacking and cyber-attacks since we first took them on as a customer in 2016 following a ransomware attack. A final value add is a very robust Disaster Recovery and Business Continuity (DR/BC) Plan. This includes full backups of critical corporate data to the cloud using OmniCloud, which performs local and cloud backups (private cloud), critical in hurricane-prone Florida.

Network and Systems Support: As part of our initial system assessment, we discovered that the TrialPro system had several security issues that could compromise their operations and their client's data. The risks discovered included open ports, expired filter subscriptions, and low-level VPN encryption. SaalexIT upgraded their firmware, transitioned their VPN to IPsec, and renewed their filtering subscription, providing TrialPro with much stronger security for their organization. SaalexIT is responsible for account management of the active directory, exchanges and their proprietary systems. This gives TrialPro the assurance that all necessary applications, security and system access are handled correctly.

Planning and Project Management: TrialPro's Operations Director and IT Manager work hand in hand with SaalexIT in daily operations — from onboarding of new employee workflow to security, strategic budgeting and operational issues impacting their business. SaalexIT is considered a strategic resource for this team, as well. We are involved in annual budget planning and IT refresh cycles, so that TrialPro has a predictable IT budget that also best aligns with their business SLAs. As part of our Customer Success engagement strategy, TrialPro also continues to be part of our QBR in which their operations and IT decision makers are updated on IT, security, business continuity and budget plans and projects for the fiscal year.

Communication and Analysis: SaalexIT performs quarterly account reviews with TrialPro. We also prepare executive reports on invoicing, service, future projects and budgeting for quarterly meetings. These meetings are invaluable to TrialPro and SaalexIT in aligning technical efforts with their business operations. SaalexIT also provides TrialPro with an online portal to see and manage real-time activity.

Our participation in TrialPro's annual budget planning ensures we are meeting all of TrialPro's IT project goals and completing them on schedule and within budget. As an example, SaalexIT supported TrialPro's relocation effort and exceeded their expectations, allowing for complete transition over one weekend with a downtime of just four (4) hours, as opposed to the expected 48.

6.0 COST

6.1 COST PROPOSAL

SaalexIT is pleased to offer a price of \$4,125/mo. fixed for the requested services (\$49,500 for one [1] year), plus an hourly rate for specific services that are not included in our MSP package price as per our Cost Proposal. The following tables below lists our prices and the services included in our MSP package.

1. Fees assume the following:
2. The District will provide an enclosed, secure office for the Saalex technician when on-site services are required.
3. A Saalex technician will be available on-site as needed.
4. Fixed-fee covers all services checked off in *Table 4* of the Saalex proposal as In-Scope Work/Included.
5. Fees do not include the cost of any hardware or software requirements.
6. Fee increases are about 2.5 % per year for cost of living adjustments.

Table 4 - IT Services included in the MSP package for the District

Scope	IT Service	Included in MSP package	Additional Cost
	7:30 a.m. to 5:30 p.m. Help Desk Service	Y	
	After Hours Emergency Support (between 5:30 p.m. ET – 7:30 a.m. ET)		\$125.00 per hour
	10 hours/week support	Y	
	Out of Scope Projects (See Table 5 for costs)		\$95.00 per hour
	Transportation/Travel (See Table 5 for costs)	Y	
Scope of Services			
7a.	Monthly, or as needed, maintenance of all servers, desktop and laptop computers, VOIP phone system(s), and networking infrastructure. This includes applying firmware/software upgrades to any switches, routers, Wi-Fi devices or printers as needed. Desktop and laptop computer installation and routine maintenance will require on-site presence.	Y	
7b.	Provide plan and schedule of server upgrades and replacements, including virtualization of servers and backup services (done on a per project or per case basis).		\$95.00 Per hour
7c.	Provide help/support for end users via a desk ticket system.	Y	
7d.	Perform daily routine tasks such as verifying all backups, checking system logs (syslog).	Y	
7a.	Actively manage/prevent cyber threats and attacks through maintenance of security protocols, firewalls, and software updates. This may require installing missing patches, removing/updating obsolete software, etc.	Y	

Scope	IT Service	Included in MSP package	Additional Cost
7e.	On an as-needed basis, the consultant will be called upon to travel to the client's site to perform routine maintenance, as well as assist with system outages and security threats. This work could range from replacing failed hard drives to troubleshooting network issues, desktop issues, and printer issues.	Y	
7f.	Consultant must be able provide active management and troubleshoot the following hardware/software: <ul style="list-style-type: none"> i. Fortigate Firewall ii. Cisco ASA 5512 iii. Proof Point Essentials iv. WebRoot v. Quickbooks vi. Microsoft Exchange vii. Microsoft Office Suite viii. ARC GIS 	Y	

6.2 INVOICING SCHEDULE

Saalex will invoice the District on a monthly basis.

6.3 BILLING AND TRAVEL FEES

The below items list our prices for the services not included in our MSP package.

Table 5 – After-hours Services/Additional Options

IT Services	Hourly Cost to the District
Emergency Hour(s) Service	\$125/hr
Out-of-Scope Projects (e.g. Additional Cost Innovations)	\$95/hr
Transportation/Travel	No charge to District
Out-of-Scope requiring VCTO	\$145/hr

6.4 PROOF OF INSURANCE

See Section 7.0 Insurance Coverage for insurance information.

7.0 INSURANCE COVERAGE

SaalexIT maintains general liability, automobile liability and professional liability insurance coverages with major insurance carriers Valley Forge Insurance Company, Continental Insurance/Causality Company and the National Fire Insurance Company of Hartford.



CERTIFICATE OF LIABILITY INSURANCE

Exhibit 7C
11/28/2018

THIS CERTIFICATE IS ISSUED AS A MATTER OF INFORMATION ONLY AND CONFERS NO RIGHTS UPON THE CERTIFICATE HOLDER. THIS CERTIFICATE DOES NOT AFFIRMATIVELY OR NEGATIVELY AMEND, EXTEND OR ALTER THE COVERAGE AFFORDED BY THE POLICIES BELOW. THIS CERTIFICATE OF INSURANCE DOES NOT CONSTITUTE A CONTRACT BETWEEN THE ISSUING INSURER(S), AUTHORIZED REPRESENTATIVE OR PRODUCER, AND THE CERTIFICATE HOLDER.

IMPORTANT: If the certificate holder is an ADDITIONAL INSURED, the policy(ies) must have ADDITIONAL INSURED provisions or be endorsed. If SUBROGATION IS WAIVED, subject to the terms and conditions of the policy, certain policies may require an endorsement. A statement on this certificate does not confer rights to the certificate holder in lieu of such endorsement(s).

PRODUCER Chambers & Company Insurance Brokers 751 Daily Dr. Suite 230 Camarillo, CA 93010	CONTACT NAME: Veronica Castellanos PHONE (A/C, No, Ext): (805) 388-7130 641 FAX (A/C, No): (805) 388-7138 E-MAIL ADDRESS: vcastellanos@ccinsb.com	
	INSURER(S) AFFORDING COVERAGE NAIC #	
INSURED Saalex Corp. DBA: Saalex Solutions, Inc. 811-A Camarillo Springs Road Camarillo, CA 93012	INSURER A : Nat'l Fire Ins Co of Hartford 20478	
	INSURER B : Valley Forge Ins Co 20508	
	INSURER C : Continental Insurance Company 35289	
	INSURER D : Continental Casualty Company 20443	
	INSURER E :	
INSURER F :		

COVERAGES CERTIFICATE NUMBER: REVISION NUMBER:

THIS IS TO CERTIFY THAT THE POLICIES OF INSURANCE LISTED BELOW HAVE BEEN ISSUED TO THE INSURED NAMED ABOVE FOR THE POLICY PERIOD INDICATED. NOTWITHSTANDING ANY REQUIREMENT, TERM OR CONDITION OF ANY CONTRACT OR OTHER DOCUMENT WITH RESPECT TO WHICH THIS CERTIFICATE MAY BE ISSUED OR MAY PERTAIN, THE INSURANCE AFFORDED BY THE POLICIES DESCRIBED HEREIN IS SUBJECT TO ALL THE TERMS, EXCLUSIONS AND CONDITIONS OF SUCH POLICIES. LIMITS SHOWN MAY HAVE BEEN REDUCED BY PAID CLAIMS.

INSR LTR	TYPE OF INSURANCE	ADDL INSD	SUBR WVD	POLICY NUMBER	POLICY EFF (MM/DD/YYYY)	POLICY EXP (MM/DD/YYYY)	LIMITS		
A	<input checked="checked" type="checkbox"/> COMMERCIAL GENERAL LIABILITY			4029274423	10/1/2018	10/1/2019	EACH OCCURRENCE	\$ 1,000,000	
	<input type="checkbox"/> CLAIMS-MADE <input checked="checked" type="checkbox"/> OCCUR						DAMAGE TO RENTED PREMISES (Ea occurrence)	\$ 1,000,000	
							MED EXP (Any one person)	\$ 15,000	
GEN'L AGGREGATE LIMIT APPLIES PER:							PERSONAL & ADV INJURY	\$ 1,000,000	
<input type="checkbox"/> POLICY	<input type="checkbox"/> PRO-JECT	<input checked="checked" type="checkbox"/> LOC					GENERAL AGGREGATE	\$ 2,000,000	
OTHER:							PRODUCTS - COMP/OP AGG	\$ 2,000,000	
							EBL AGGREGATE	\$ 1,000,000	
B	AUTOMOBILE LIABILITY			4032636105	10/1/2018	10/1/2019	COMBINED SINGLE LIMIT (Ea accident)	\$ 1,000,000	
	<input checked="checked" type="checkbox"/> ANY AUTO OWNED AUTOS ONLY	<input type="checkbox"/>	SCHEDULED AUTOS				BODILY INJURY (Per person)	\$	
	<input type="checkbox"/> HIRED AUTOS ONLY	<input type="checkbox"/>	NON-OWNED AUTOS ONLY				BODILY INJURY (Per accident)	\$	
							PROPERTY DAMAGE (Per accident)	\$	
								\$	
C	<input checked="checked" type="checkbox"/> UMBRELLA LIAB	<input checked="checked" type="checkbox"/>	OCCUR	4032636119	10/1/2018	10/1/2019	EACH OCCURRENCE	\$ 3,000,000	
	<input type="checkbox"/> EXCESS LIAB	<input type="checkbox"/>	CLAIMS-MADE				AGGREGATE	\$ 3,000,000	
								\$	
							DED <input checked="checked" type="checkbox"/> RETENTION \$	10,000	
C	WORKERS COMPENSATION AND EMPLOYERS' LIABILITY			6043347888	10/1/2018	10/1/2019	<input checked="checked" type="checkbox"/> PER STATUTE <input type="checkbox"/> OTH-ER		
	ANY PROPRIETOR/PARTNER/EXECUTIVE OFFICER/MEMBER EXCLUDED? (Mandatory in NH)	<input type="checkbox"/>	Y / N				N / A	E.L. EACH ACCIDENT	\$ 1,000,000
	If yes, describe under DESCRIPTION OF OPERATIONS below							E.L. DISEASE - EA EMPLOYEE	\$ 1,000,000
								E.L. DISEASE - POLICY LIMIT	\$ 1,000,000
D	Errors and Omissions			6016053871	10/1/2018	10/1/2019	Limit	2,000,000	
D	Crime			596617039	10/1/2018	10/1/2019	Limit	500,000	

DESCRIPTION OF OPERATIONS / LOCATIONS / VEHICLES (ACORD 101, Additional Remarks Schedule, may be attached if more space is required)
For Informational Purposes Only

CERTIFICATE HOLDER

CANCELLATION

For Informational Purposes Only	SHOULD ANY OF THE ABOVE DESCRIBED POLICIES BE CANCELLED BEFORE THE EXPIRATION DATE THEREOF, NOTICE WILL BE DELIVERED IN ACCORDANCE WITH THE POLICY PROVISIONS.
	AUTHORIZED REPRESENTATIVE



We have prepared a quote for you

ProCare Complete - San Gabriel Valley Mosquito &
Vector Control District

QUOTE # KW-000183 V1

PREPARED FOR

San Gabriel Valley Mosquito & Vector Control

PREPARED BY

Katherine Wetherbee

Wednesday, July 10, 2019

San Gabriel Valley Mosquito & Vector Control
Jared Dever
1145 N Azusa Canyon Rd
West Covina, CA 91790
jdever@sgvmosquito.org

Dear Jared,

Thank you for the opportunity to respond to your RFP.

Based on your RFP, we are confident we can provide top notch IT services to your organization with our service product, ProCare Complete. We take a systematic and careful approach of on-boarding our clients to ensure a seamless integration and a successful continuation of service. As part of our services we would start with a full network and security assessment. This assessment will be used to create an accurate understanding of all IT equipment and how its configured and being managed today. From this assessment we will provide documentation as to your environment, how things are setup, and recommendations to areas of your network that need to be modified.

ProCare Complete includes the following:

- IT support for desktops, servers and networking
- Licensing for anti-virus, malware protection and on-site backups
- 1 - temporary server (Used throughout the life of the contract and refreshed as needed)

We feel that ProCare Complete is an excellent fit for your organization's needs which will give you piece of mind that your IT investment is supported, maintained and protected.

Please let me know if you have any questions.

Once again, we thank you for your consideration and look forward to working with you in the years to come.



Katherine Wetherbee
Sales Mgr
Syntech Group

Company Summary

About Us:

Syntech is a technology solutions organization that employs 22 individuals, 18 of which are engineers. Syntech has spent the past 12 years focused on Outsourced IT Support, Cloud Service, Backup Solutions, B2B IT product sales and professional services.

Syntech's client base are organizations that run the spectrum of business verticals. However, our growth has resulted in specializing in local government, healthcare and manufacturing verticals.

At Syntech, we're about keeping you up and running, resolving problems quickly, providing personal attention and providing you with reliable IT support when you need it.

Below is a partial list of partners we choose to partner with, based on their presence in the IT industry. This empowers us to provide unparalleled support in a broad range of technology products.

- Dell
- HP
- Lenovo
- VMWare
- Cisco
- Palo Alto
- Office365
- AWS

Product Offerings:

Our product line encapsulates the total functionality required to create, administer and manage a stable IT infrastructure for your organization and meet your industry's specific regulation requirements

- ProCare Complete
- ProCare Complete with Off-Site BackUps
- ProCare Health IT
- StrongBox
- Strongbox with Off-Site BackUps
- AWS Hosting Service

Our Clients:

Information technology plays a critical role for many organization's.

Our clients reflect a wide spectrum of industries (which have been included below) with one thing in common; They require stability, reliability and support services within their IT infrastructure .

- Health Care
- Manufacturing
- Logistics
- Local Government
- Transportation
- Education
- Construction

References:

Client: City of LaVerne Contact: Billy Elftman Phone: 909.596.8775 Email: belftman@cityoflaverne.org

Service: Backup Solution- currently an ongoing service provided by Syntech

Project: 2016 SAN and Virtualization Solution - Implemented an Hp Nimble SAN solution and migrated to VMware

Project: Ongoing - Wireless Mesh Project

Client: Lynam Contact: Frany Montalvo Phone: 951.313.9160 Email: frany@lynaminco.com

Service: ProCare Complete (Managed Services)

Project: Office & Quickbooks implementation - ongoing support

Project: Server and firewall refresh

Client: Pinnacle Contact: Mary Alice Speak Phone: 909.357.1595 Email: mspeak@epiclp.com

Service: ProCare Complete (Managed Services)

Project: Scheduled refresh of client systems

Projects- Work with 3rd party vendor in assistance with integration of their EMR software and network security

Client: Sierra Pads Contact: David Morad Phone: 818.497.2194 Email: David@sierrapads.com

Service: ProCare Complete (Managed Services)

Project: Infrastructure restructuring

Project: Work with 3rd party vendor to implement new ERP system that coordinate with clients website

Long Term Assurance:

Syntech is continually looking for ways to providing reliable, cost effective, quality products that will continue to serve the needs of your company well into the future. We are committed to providing your company with the road map that will incorporate these new technologies and long-term partnerships.

Insurance:

Syntech is insured with Farmers Insurance. General Liability insurance coverage is 2 million for each occurrence and 4 million for general aggregate.

Guard Insurance provides us Professional liability insurance and the coverage is 1 million for each occurrence.

Proof of insurance is available upon request

This is a summary of how many users and devices are covered under this agreement.

Pricing Agreement		Recurring	Qty	Ext. Recurring
B-SPT	Base Support	\$775.00	1	\$775.00
SRVR	Servers	\$155.00	11	\$1,705.00
WKST	Workstations	\$15.00	48	\$720.00
OS-Storage	Off- Site Storage (per gig)	\$0.18	1000	\$180.00
			Recurring Subtotal	\$3,380.00

Billed Separately		Price	Qty	Ext. Price
OTOF	One Time On-Boarding Fee	\$1,850.00	1	\$1,850.00
			Subtotal	\$1,850.00

Included Services	Recurring	Price	Qty	Ext. Recurring	Ext. Price
OSVPM Onsite visits per month (unlimited)	\$0.00	\$0.00	1	\$0.00	\$0.00
BS Base Support	\$0.00	\$0.00	1	\$0.00	\$0.00
RNSPCM Remote Network/Server and PC Management	\$0.00	\$0.00	1	\$0.00	\$0.00
NM Network Monitoring 24x7x365	\$0.00	\$0.00	1	\$0.00	\$0.00
VM Vendor Management(8am-5pm M-F)	\$0.00	\$0.00	1	\$0.00	\$0.00


 Support/Maintenance

	Workstation	Server
Security		
Blacklisted Software	X	X
Antivirus Software Definitions	X	X
Expired Passwords Monitoring	X	X
Blacklisted Event Detection	X	X
Windows Patch Management	X	X
Support Software Updates	X	X
Hardware Tampering Detection	X	X

Performance		
Hard Drive File Fragmentation	X	X
Hard Drive MFT Fragmentation	X	X
Low Memory Detection	X	X
High CPU Usage Detection	X	X
Startup/Background Processes	X	X
Unauthorized Software Removal	X	X

Proactive Reliability		
Hard Drive Error Monitoring	X	X
Hard Drive SMART Stats Monitoring	X	X
Hard Drive Free Space	X	X
Hardware/Software Raid Failure Monitoring	X	X
Windows File Corruption	X	X
Bad Process Detection	X	X
SQL database availability		X

Administration		
Exchange Updates		X
User Updates (Removal/Addition)		X
Active Directory		X

Service Levels**Introduction**

The service level agreement (SLA) describes the levels of service that San Gabriel Valley Mosquito & Vector Control (The Client) will receive from Syntech and is covered in more detail in the attached SLA agreement document. Although the SLA covers key areas of the client's IT systems and support, the support contract may include areas not covered by this SLA.

Purpose

San Gabriel Valley Mosquito & Vector Control depends on IT equipment, software and services that are provided, maintained and supported by Syntech.

Some of these items are of critical importance to the business. This service level agreement sets what levels of availability and support the San Gabriel Valley Mosquito & Vector Control can expect to receive for specific parts of the IT system.

This SLA forms an important part of the contract between the San Gabriel Valley Mosquito & Vector Control and Syntech. It aims to enable the two parties to work together effectively.

Exclusions

The SLA is written in a spirit of partnership and Syntech will make every effort to rectify every issue in a timely manner.

However, there are a few exclusions. This SLA does not apply to:

- Any equipment, software, services or other parts of the IT system not listed.
- Software, equipment or services not purchased via and managed by Syntech
- The problem has been caused by using equipment, software or service(s) in a way that is not recommended.
- San Gabriel Valley Mosquito & Vector Control has made unauthorized changes to the configuration or set up of affected equipment, software or services.
- San Gabriel Valley Mosquito & Vector Control has prevented Syntech from performing required maintenance and update tasks.
- The issue has been caused by unsupported equipment, software or other services.

This SLA does not apply in circumstances that could be reasonably said to be beyond Syntech's control.

For instance: ISP Outages, floods, war, acts of god and so on. This SLA also does not apply if San Gabriel Valley Mosquito & Vector Control is in breach of its contract with Syntech for any reason (e.g. late payment of fees).

Syntech aims to be helpful and accommodating at all times, and will do its absolute best to assist San Gabriel Valley Mosquito & Vector Control wherever possible.

Responsibilities**Syntech responsibilities**

Syntech will provide and maintain the IT system used by the client.

The IT support contract between Syntech and the client includes full details of these responsibilities.

Additionally, Syntech will:

- Ensure relevant software, services and equipment are available to the client in line with the up-time levels listed below.
- Respond to support requests within the timescales listed below.
- Take steps to escalate and resolve issues in an appropriate, timely manner.
- Maintain good communication with the client at all times.

San Gabriel Valley Mosquito & Vector Control responsibilities

San Gabriel Valley Mosquito & Vector Control will use Syntech provided IT system as intended.

The IT support contract between Syntech and San Gabriel Valley Mosquito & Vector Control includes full details of the IT system and its intended uses.

Additionally, San Gabriel Valley Mosquito & Vector Control will:

- Notify Syntech of issues or problems in a timely manner.
- Provide Syntech with access to equipment, software and services for the purposes of maintenance.
- Maintain good communication with Syntech at all times.

Response times

The response time measures how long it takes Syntech to respond to a support request called into the Syntech Help Desk. Syntech utilizes the matrix below to determine the priority of each ticket called into the Help Desk.

		Urgency			
		High	Medium	Low	When Available
Impact	High	Priority 1	Priority 2	Priority 3	Priority 5
	Medium	Priority 2	Priority 3	Priority 4	Priority 5
	Low	Priority 3	Priority 4	Priority 4	Priority 5

Urgency Definition
High – Entire company is affected
Medium – Multiple departments or a large group of users are affected
Low – Small group or single user is affected

Impact Definition
Critical – Major business processes are stopped
Medium - Business is degraded, but there is a reasonable workaround
Low - More of an irritation than a stoppage

Priority Definition	
Priority 1	30 Minutes
Priority 2	2 Hours
Priority 3	4 hours
Priority 4	Next Business Day
Priority 5	Scheduled or as available

Response times are measured from the moment San Gabriel Valley Mosquito & Vector Control calls the Syntech support service team and the issue has been thoroughly documented.

Response times apply during standard working hours (8am - 5pm) only, unless the contract between San Gabriel Valley Mosquito & Vector Control and Syntech specifically includes provisions for out of hours support.

Resolution times

Syntech will always endeavor to resolve problems as swiftly as possible. It recognizes that San Gabriel Valley Mosquito & Vector Control computer systems are key to its business and that any downtime can cost money.

However, Syntech is unable to provide guaranteed resolution times. This is because the nature and causes of problems can vary enormously.

For instance, it may be possible to resolve a fatal server issue in minutes, simply by restarting the server. But if a server fails due to disk error or a hardware fault (also classed as a fatal issue) it may take much longer to get back up and running.

In all cases, Syntech will make its best efforts to resolve problems as quickly as possible. It will also provide frequent progress reports to San Gabriel Valley Mosquito & Vector Control.

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ProCare Complete - San Gabriel Valley Mosquito & Vector Control District



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 Jared Dever
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Quote Information:
 Quote #: KW-000183
 Version: 1
 Delivery Date: 07/06/2019
 Expiration Date: 08/15/2019

Quote Summary

Description	Amount
Billed Separately	\$1,850.00
Total:	\$1,850.00


Recurring Expenses Summary

Description	Amount
Pricing Agreement	\$3,380.00
Recurring Total:	\$3,380.00

Thank you for your order. Your electronic signature, per the Electronic Signature Act, is considered equivalent to your signed and faxed signature, and allows you to accept and place your order. With your acceptance, you are also signing and agreeing to the attached proposal, Master Service Agreement and Premier Service Agreement that can be downloaded and reviewed below. A copy of this acceptance and the attached proposal document with your signature will be sent to your email address to complete your order acceptance. If you have any questions, please feel free to contact us.

Syntech Group

San Gabriel Valley Mosquito & Vector Control

Signature: 
 Name: Katherine Wetherbee
 Title: Sales Mgr
 Date: 07/06/2019

Signature: _____
 Name: Jared Dever
 Title: _____
 Date: _____