



## ***REQUEST FOR PROPOSALS***

# ***INFORMATION TECHNOLOGY MANAGED SERVICES PROVIDER (MSP) AND CYBERSECURITY SERVICES***



Date: **October 1, 2024**  
Contact: **Aaron Betts, President**  
**888-546-8353 ext. 1110**  
**aaronb@it4ps.com**



# Midway City Sanitary District Information Technology Managed Services

## Table of Contents

A. Project Cover Page .....	1
B. Table of Contents .....	2
C. Letter of Introduction .....	3
D. Proposal Approach .....	5
E. Description of Firm and Staffing .....	7
F. Qualifications .....	15
G. Scope of Work .....	24
H. Proposed Pricing .....	44
I. References .....	47

September 25, 2024

Robert,

We are pleased to submit our proposal for comprehensive IT support and managed services for your organization. This proposal outlines Intelesys' approach to meeting your technology needs and ensuring the smooth operation of your IT infrastructure. We have chosen to submit to you unlimited remote support from our full staff in our Ontario office with onsite presence during the first two months for the cutover. We serve several cities in the area and have found this to be an efficient way to provide coverage for all the city's needs at a price that is reasonable.

Intelesys is headquartered in Ontario California. Serving clients' technology needs in Southern California since 1996. We are not a large call center of support staff based in another state with minimal resources available to our local clients. We know our market, our geography, and the key players in our local area!

Intelesys is a fiscally sound California Corporation (FEIN: 95-458269) with over \$2M in cash assets and no long-term debt. Our firm has consistently engaged in municipal projects exceeding \$1M in scope and 12 months in duration. Neither our firm nor any shareholder has ever filed for bankruptcy protection. With 20 local staff and engineers, Intelesys has staff available for support 24x7x365 to assist in emergency situations.

Intelesys has been providing technology services to federal and state agencies, municipalities, K-12 education institutions and private enterprises for almost 30 years since our start in 1996. We have made a strategic decision to focus primarily on the California market. This focus has allowed Intelesys to provide solutions that specifically address the needs and concerns of the public sector while maintaining the strict compliance and security required in the industry.

We continually invest back into our clients through our participation in organizations including where we are able to hone our focus on the technology needs and trends that directly affect public sector organizations like yours. Our Chairman, Rick Balzer, has been a featured speaker at various conferences on IT investment and excellence.

Our proposal includes:

1. Robust day-to-day operational support with 24/7 help desk services from our Ontario, California headquarters.
2. Proactive network management, including infrastructure support, disaster recovery planning, and cybersecurity measures.
3. Strategic IT planning and budgeting assistance to align technology with your organizational goals.
4. Expertise in Microsoft systems and cloud solutions to optimize your productivity tools.
5. A comprehensive cybersecurity approach based on the NIST framework and zero trust, including employee training and incident response planning.
6. Flexible and responsive support with strict adherence to Service Level Agreements.

We believe our team's experience, local presence, and commitment to proactive IT management make us an ideal partner for your organization. Our approach focuses on preventing issues before they occur while maintaining the agility to respond quickly to any challenges that arise.

We look forward to the opportunity to present Intelesys in an inperson interview. Thank you for considering Intelesys as your IT support provider.

Sincerely,



Aaron Betts

President

[aaronb@it4ps.com](mailto:aaronb@it4ps.com)

909-802-7338

# Proposal Approach

For three decades, Intelesys has been providing technology solutions for entities in Southern California. During the last two decades Intelesys chose to focus on one vertical market, government and education, to become experts in the technologies used by that market segment. As a featured presenter (2019) and attendee of the Municipal Information Systems Association of California (MISAC) for over 15 years, Intelesys has kept up to date on the latest trends and challenges facing local government in areas of technology.

Our staff of certified engineers allows the Midway City Sanitary District to tap into a diverse range of skill sets and experience including Microsoft 365 and Azure management, Hyper-V and VMWare server virtualization best practices, efficient data routing design, latest trends in cyber security management, as well as end user training and testing to ensure a safe computing environment. Intelesys is proud to only use company employees who are certified in CJIS (FBI) and CLETS data handling for client management. With an average staff tenure of 10+ years, we are fully prepared to guide the district into the future with their technology.

Using the experience we have gained with our current clients, as well as the continued education we receive from multiple sources, we would begin the project for Midway City Sanitary District with a thorough assessment of the existing network and IT processes.

Once the current situation is fully assessed, and the needs are gathered, Intelesys will develop recommendations for any changes and/or enhancements that may be needed to ensure optimal operation of the network while looking to future proof the city's technology. Upon customer agreement of the end solution, presented in non-technical jargon, with easy-to-understand decision points, Intelesys will build a short and long-term process to achieve the desired results. The process will focus on security vulnerabilities, priority project items, budget availability, and staff preference. Particular focus will be emphasized on the benefits of cloud migration and cyber security protection of critical systems and identified operations.

Coupled with the phased timeline, Intelesys will provide a support agreement that will optimize resources to deliver end user support, ongoing systems support, an aggressive cyber-security program,

and a disaster recovery and backup plan designed to allow for recovery from potential outages, breaches, or internal damage. Intelesys will create a fully tested plan on how to respond, not if, but when, any system should be compromised. The goal is to have the city back online and fully recover as quickly as possible. We believe that taking this approach prepares us for this quick recovery plan. Preparation for loss is the only way to secure the district's data.

Intelesys clients are set up to take advantage of the speed and efficiency of remote management when possible, keeping the district's costs under control. However, on the occasion where onsite support is ideal, we do not hesitate to dispatch engineering resources from our headquarter office located in Southern California. The best of our team is ready to serve you, whether for a simple staff addition or a rapid onsite presence requirement for a cyber-security breach.

Each step of our process is fully documented with both a technical review of collected data and summaries to be used by the executive team and city council for justification of all technology investments. With the drive for more transparency in government, and the realization that municipalities in general are under constant attack by malicious actors, the technology systems of the past are no longer sufficient to drive future needs. Intelesys will use the latest strategies to secure Midway City Sanitary District's environment, deliver cost effective solutions used in local government, and provide an ongoing support model to keep the technology current, complete with annual budgeting recommendations.

# Intelesys Profile

## Intelesys is headquartered in

3155-B East Sedona Court, Ontario, California 91764

Serving clients' technology needs in Southern California since 1996. We are not a large call center of support staff based in another state with minimal resources available to our local clients. We know our market, our geography, and the key players in our local area!



Intelesys is a fiscally sound California Corporation (FEIN: 95-458269) with over \$2M in cash assets and no long-term debt. Our firm has consistently engaged in municipal projects exceeding \$1M in scope and 12 months in duration. Neither our firm nor any shareholder has ever filed for bankruptcy protection. Intelesys has never been involved in any litigation or received any type of fine or censure from any organization, public or private.

Intelesys has made a strategic decision to specialize exclusively in the municipal and government market space to build a level of expertise that can be shared across our client base. This approach allows us to share strategies, be aware of industry impacting issues, and to educate ourselves on the software commonly utilized within the industry. We are one of the very few select managed service providers that attend the annual Municipal Information Systems Association of California



conference where information-technology directors gather to share ideas and learn about new challenges facing the municipal industry. As a platinum sponsor that has been involved in this organization for 15 years, Intelesys utilizes



this peer group as a key component of continued education to support our clients. With local staff and engineers, Intelesys has staff available for support 24x7x365 to assist in emergency situations.

Intelesys maintains a flat organizational structure with a very interactive team. Our President, Aaron Betts is involved in all our major municipal accounts through regular reviews with our Account Manager, Amanda Chapman. Our systems are built around the establishment of optimal goals, constant monitoring and measurement of goal attainment, and systems adjustment to drive goal accomplishment. We nurture a culture of rapid escalation both internally and externally with monitoring of exceptions reaching all layers of our organization including our president.

Intelesys executives include majority Shareholder and Chairman Richard Balzer, and President Aaron Betts. Our firm and staff hold numerous partnerships and certifications including Cisco, HP/Aruba, Microsoft, RingCentral, Dell, Fortinet, SonicWall, Extreme, CompTIA, Microsoft Certified Systems Administration, Security+ SY0-501, and Cisco CCNA. All our technical staff are CJIS certified and maintain annual refresh courses for their continued certification.

Our best practices approach starts with benchmarking the current environment and developing a plan in conjunction with our client to identify key needs and any critical areas that should be addressed along with a quarterly system measuring results and improvement. As part of our commitment to best practices every staff member of Intelesys completes the FBI's *Criminal Justice Information Services* Division, or *CJIS "Best Practice"* training. This training is renewed annually and ensures our staff follow the best practice methodology as defined by the FBI and DOJ.

Intelesys believes that open communication and excellent service are the top two essential items for a successful relationship with any of our clients. Intelesys maintains a Net Promoter Score in the high 80's which puts us in the category of World Class Service. Listening to the needs of our clients and looking for the root of a customer's issue, not just the stated problem, is a primary focus for our service department and our approach to our day-to-day engagements with our clients. All tickets are monitored and reported on and escalated when issues are taking an unexpected amount of time to resolve. Our management team is always available for contact and wants to hear about our service when it is good and when we fall short. Constant adjustment is something we focus on but strive for excellence. At the close of all service orders,



a blind survey is sent out asking the customer how our service department did. This is critical in tracking true customer happiness across all departments.

One of the ways Intelesys has been able to maintain such a high customer service rating is by providing proactive support that addresses many potential issues before they impact the end-user of the client network. Through 24/7 proactive monitoring of alerts, Intelesys can see issues and trends that can indicate a potential service impact may be imminent. We also monitor trends on support tickets to identify any recurring problems that happen within the organization which can indicate a problem within the network or may need for focused end-user training.

Through detailed management of service requests, trending of technical issues, and our continued education with entities like MISAC, our team combines these factors into a quarterly report for the account team to find ways to improve end-user experience within the city. Our goal is to become an extension of your staff and provide a level of support that exceeds the organization's. Our team takes great pride in workmanship and is always looking for ways to improve both our internal processes and the effectiveness in which city staff can utilize technology to improve their overall job function.

Over the years Intelesys has developed a strong team mentality when it comes to providing outsourced IT support and management. One critical component is to ensure there are no single points of failure to your organization. This means all issues and projects are reviewed and understood by your account team. There is no member of your account team that does not have a backup in place that is properly involved in your account to take over should absence occur, and our team is focused on learning the specifics of your service needs so we can customize your experience in a way that benefits all city staff.

During the course of an agreement there will be instances where projects and/or additions will be needed to the network such as PCs, Software, Servers, etc. Typically, the labor that would be created from these additions would be a billable charge in the form of a project quote signed by the IT Manager before the work or materials have been engaged or purchased. If Intelesys is brought into support 3rd party installations, our quote includes up to six hours of coordination

time to help assist in their deployment. If a more detailed scope of work is required on our part, it will be addressed on a project-by-project basis.

Over the course of the contract, Intelesys will meet with the IT Manager – we suggest quarterly but will take direction of the Manager – to review the account, reports, tickets, etc. to ensure both Intelesys and Midway City Sanitary District are moving in the same direction and that the users are satisfied with our support. If corrections are needed, we want to head those off as quickly as possible so that the working relationship between the district and Intelesys is the best it can be.

# Staffing Plan

Intelesys will provide unlimited remote support as needed 24x7x365 to ensure the technology and productivity of Midway City Sanitary District is properly managed. If needed, Intelesys will deploy staff onsite from our Ontario office ensuring a quick reponse to district needs.

Amanda Chapman will be the primary project coordinator during the onboarding of the district. She will be overseen by our President Aaron Betts. Amanda will be your day-to-day contact person.

Midway City Sanitary District will be supported solely by ICS, Intelesys Inc. from our Headquarters Office in Ontario California. The address of our office is listed in the firm's profile. Intelesys does not use any subcontractors for any of its day-to-day network management or help desk support. Intelesys is legally authorized to do business in the State of California, the County of Orange, and the City of Westminster. Upon award of the contract, Intelesys will provide any and all necessary legal documentation of said authorization.

A brief bio for each of the Midway City Sanitary District – Intelesys Team is listed below.

---

## Management Team



*Aaron Betts*

### President

#### **Responsibilities: Management of projects, budgets and innovation**

Since joining Intelesys in 2012, Mr. Betts has been instrumental in leading the Operations Department since 2014. His extensive 27-year experience in the IT industry includes overseeing numerous telecommunication system conversions and managing projects for clients with over 500 endpoints, as well as Municipality and K-12 clients. His expertise has contributed significantly to a 97% client retention rate and consistently high satisfaction ratings. Mr. Betts ensures projects are completed on time and within budget, showcasing his commitment to excellence and making him a valuable asset to Intelesys.



*David Garcia*

### Network Engineer

#### **Responsibilities: Management of technical projects**

Since joining the company in 2004, Mr. Garcia has excelled in the IT and telecommunications field. His extensive experience includes configuring client networks and providing valuable consultation. As a senior PBX engineer at Intelesys, he actively contributes to network evaluation, system design, and implementation of new hosted platforms. With certifications in Cisco, HP, Microsoft, VMWare and Mitel, Mr. Garcia possesses diverse technical expertise. He oversees Network Design, focusing on tasks like vulnerability scanning, remediation, network isolation, and routing. Mr. Garcia provides technical supervision for projects exceeding 500 endpoints and those critical to Intelesys, such as municipal and K-12 deployments. His leadership extends to network-related projects involving switches, firewalls, servers, and virtual environments, making him a pivotal member of the Intelesys team.



*Matt Saenz*

### Telephony Specialist

#### **Responsibilities: Management of hosted installations and client transitions**

Mr. Saenz, part of Intelesys since 2010, oversees hosted installations and client transitions. Certified in platforms like Mitel Connect, MiVoice Business, RingCentral, GoTo and 8x8. he designs and programs PBX deployments. With 20 years of PBX and telephony support, he specializes in transitions for Municipal and Education clients, offering expertise in network and telephony support. His skills encompass designing, programming, installing, and troubleshooting both premise and hosted PBX solutions. Additionally, Mr. Saenz holds certifications as a SonicWall CSSA and MikroTik MTCNA & MTCSE.



*Charles Henigan*

### Security Specialist

**Responsibilities: Management of Security for IT policies and regulations**

Mr. Henigan serves as Intelesys' lead Security Specialist, overseeing the alignment of new PBX deployments with clients' IT security policies and regulations. Since joining in 2019, he has contributed 25 years of industry expertise in Network Security, backed by certifications including Microsoft Certified Systems Administration, Security+ SY0-501, and Cisco CCNA. Actively pursuing his CPT and CASP+ certifications, he has a broad background spanning healthcare and private sectors, where he has conducted Cybersecurity Assessments, implemented Security remediation, executed Network hardening, and managed Firewalls for over two decades. Beyond these accomplishments, Mr. Henigan has been a driving force in Healthcare Informatics, focusing on EMR adoption and integration. His expertise extends to assisting small and medium-sized healthcare organizations with EHR integrations, incorporating HL7 and Dicom interfacing for seamless information flow across medical subsystems. Currently, he is furthering his qualifications with the CASP+ certification, complementing his Pentest and Security+ credentials.



*David Joyce*

### Senior Onsite Technician

**Responsibilities:** David Joyce brings 30 years of SMB support experience to Intelesys. Joining the company in 2021, he specializes in Windows Servers, VMWare, and hardware troubleshooting. David provides first-line response, network escalations, and onsite support for a wide range of systems, including Windows, MacOS, Linux, and UNIX/Solaris. He has expertise in designing, installing, analyzing, and securing small to mid-sized IT environments, and holds certifications in SonicWall CSSA and MikroTik MTCNA & MTCSE.



*James Hunt*

### Onsite Technician

**Responsibilities:** James Hunt, joined Intelesys in 2023 as an onsite technician. Certified in Information Security by the U.S. Marine Corps, he brings 6 years of industry experience and 4 years of government work in Telecom and Network Management. James specializes in onsite support for Municipal Clients. He studied Network Administration at Palomar College and holds a Cisco CCNA. His experience includes managing network security at both an IT management services company and a media marketing company.



*Amanda Chapman*

### **Account Manager**

**Responsibilities:** Amanda has been with Intelesys since 2023. She was brought on-board for her project management and client advocate skills. Amanda previously managed e-sport tournaments and is very familiar with ensuring project deadlines are met and flags are clearly communicated. She also leads our Client Success Team which not only ensures our client's are trained in Cyber Security but she will also be your main point of contact during your relationship with Intelesys as a client.

## Qualifications and Experience

### Client Projects

Intelesys has focused on the Public Sector for the past 15 years. This focus has allowed us to successfully complete a variety of projects for our municipal and education clients. From fully managing municipal networks, budgeting, forecasting, and council presentations to engaging cities with projects that they don't have the expertise in-house, we have helped our public sector clients grow in their technology support.

Below you will find our existing managed municipal accounts as well as a list of projects in which clients of Intelesys which were not fully managed wished to tap our IT expertise to assist in projects they were having issues with or could not do in-house.

## CLIENT HIGHLIGHT: Mission Springs Water District

Kurt Kettenacker, [kkettenacker@mswd.org](mailto:kkettenacker@mswd.org), 760.329.6448 ext. 116

**Contract Amount:** \$304,704, \$8,464/month\*

**Period of Performance:** 1/2024 to present



### Their Solution

- Intelesys awarded the District's RFP for Managed Services
- IT Procurement and PM for all Departments
- Fully Managed Network Solutions including monitoring, back-up and continuity, and budgeting

### Key Areas of Impact

- **Network Environment** Intelesys set up environmental monitoring for the district's server environment. This monitors Heat and Humidity, and alerts should either measurement go outside of predetermined parameters.
- **Multi-Factor Authentication Deployment** Intelesys configured and deployed a multi-factor solution for the district utilizing DUO as the software provider. This provides the district with another layer of security in their Cybersecurity portfolio.
- **Network Expansion** Intelesys successfully deployed the district's network to their new Wastewater Plant. This deployment included configuring and deploying switches and a new firewall at the new location. Intelesys also helped segment the network traffic to prevent unauthorized access to the network from reaching other areas and containing the potential breach to one segment.



## CLIENT HIGHLIGHT: City of La Cañada

Arabo Parseghian, aparseghian@lcf.ca.gov, 818-790-8880 X 108

**Contract Amount:** \$643,920, \$13,415/month\*

**Period of Performance:** 7/2024 to present



### Their Solution

- Intelesys awarded the City's RFP for Managed Services
- IT Procurement and PM for all Departments
- Fully Managed Network Solutions including monitoring, back-up and continuity, and budgeting
- Citywide Desktop Support
- Managed VoIP Solution

### Key Areas of Impact

- **Network and Security Visibility** Intelesys has increased the visibility of network performance by deploying monitoring tools that are watched over 24x7 by a Security Operations Center (SOC). This tool has been deployed to all PCs and Servers and has already identified and mitigated potential network threats.
- **Mail Auto-Forwarding** Intelesys was given the task of removing an auto-forward in the 365 tenant which had not been done by their previous vendor. This has tightened the security of their data via the mail system ensuring that mail stays within the city's network.

# CLIENT HIGHLIGHT: City of Big Bear Lake

Kelly Ent, [kent@citybigbearlake.com](mailto:kent@citybigbearlake.com), 909-752-2858

**Contract Amount:** \$618,000, \$11,473/month\*

**Period of Performance:** 2/2011 to present



## Their Solution

- Intelesys awarded the City's RFP for Managed Services
- IT Procurement and PM for all Departments
- Fully Managed Network Solutions including monitoring, back-up and continuity, and budgeting
- Citywide Desktop Support since 2019
- Managed VoIP Solution since 2007

## Key Features

- Intelesys established best practice design for Network
- Work with main City contacts to create a master project plan including Office 365 migration, Network and Firewall refresh, and PC upgrades.
- Specific system improvements made over the next 6 months including
  - Corrected security issues based on network access.
  - Established a secure remote access platform allowing for IP Phones to be taken home for the COVID-19 Stay at Home order.
  - Provided Remote Desktop Services to enable a more controlled remote environment that includes Dual Factor Authentication.
  - Migrated critical City applications to a new Virtual Host for increased stability and redundancy
  - Cataloged all software in use by city, identifying support status, ongoing support contract costs, and license compliance
  - Created a centralized back-up and redundancy operation plan for the city that includes secure offsite cloud storage and Disaster Recovery options

# CLIENT HIGHLIGHT: RJN Investigations

Fred Martino, [fredm@rjiniv.com](mailto:fredm@rjiniv.com), (949) 678-0168

**Contract Amount:** \$617,077, \$10,284/month\*

**Period of Performance:** 2/2017 to present



## Their Solution

- 2 Sites with remote investigators
- 60+ TB of video and evidence storage
- Virtualized Network Design
- Fully redundant network for continuity
- Full desktop support for users since 2017

## Key Features

- Built a WAN platform to fully replicate all network operation and function to a geographically redundant site
- Structure a data store for retention of terabytes of data for quick retrieval and access by investigators when needed for discovery and court requirements
- Created a blended cloud / premise strategy for handling of large quantities of data, complete with a disaster planning platform
- Manage end users' tickets and SLA's for maximum end user efficiency

\* Contract amounts given as total spent / monthly managed services amount

## PROJECT HIGHLIGHT: City of Hemet

Scott Underwood, [sunderwood@hemetca.gov](mailto:sunderwood@hemetca.gov), (951) 765-3765

**Project Amount:** \$564,609

**Period of Performance:** 07/2024 to 11/2024



### Their Solution

- Intelesys awarded the City's RFP for Hosted Phone System Replacement
- Intelesys awarded the Network Infrastructure Replacement Project
- Intelesys awarded a city wide Wireless Network Replacement Project including 293 new cable runs

### Key Features

- Intelesys pulled the existing phone system design and interviewed all city departments on phone system wishlist.
- Intelesys engaged in running cable for the WiFi and Network refresh projects while not disrupting staff.
- Intelesys worked with city IT staff to design the new network VLAN structure. All new Aruba switches have been upgraded, programmed, and tested.
- Intelesys worked with city IT staff to design new WiFi protocols and wireless networks to deploy throughout the city for a seamless transition between sites without the need to re-sign in at each location all while maintaining industry standard security protocols.

# PROJECT HIGHLIGHT: City of San Bernardino

Rolland Kornblau, [kornblau\\_ro@sbcity.org](mailto:kornblau_ro@sbcity.org), (909) 501-2205

**Project Amount:** \$15,558

**Period of Performance:** 10/2023



## Their Solution

- Exchange Migration completion (take over from previous vendor)
- Active Directory Design Assessment
- Active Directory Migration and Enhancements

## Key Features

- Intelesys was engaged to look at the Exchange to Microsoft 365 Migration that was started 18 mo. earlier by another IT Vendor.
- Intelesys assessed the project and was then asked, based on finding and recommendations, to complete the project.
- Intelesys has since performed the following:
  - Performed a security uplift on the 365 tenant
  - Setup and configured Exchange 2019 with fully security settings and patching
  - Setup a hybrid Exchange environment for Active Directory integration to 365
  - Setup Domain replication in the new AD Forest
  - Created a centralized back-up and redundancy operation plan for the city that includes secure offsite cloud storage and Disaster Recovery options

# PROJECT HIGHLIGHT: City of Rosemead

Mike Bruckner, [mbruckner@cityofrosemead.org](mailto:mbruckner@cityofrosemead.org), (626) 569-2100

**Contract Amount:** \$58,823

**Period of Performance:** 5/2023



## Their Solution

- Intelesys awarded the City's RFP for Server Upgrade and Migration
- Propose design, hardware, and solution
- Purchase, configure, install Dell servers
- Migrate existing AD servers to new environment

## Key Features

- Upgraded 3 separate network domain servers
- Updated Domain Forest to newest versions
- Identified and mitigated security vulnerabilities in existing design. Moved servers to a DMZ configuration for increased security.
- Redesigned remote access for webserver and city database to further enhance security
- Initial project was done on time and in budget – security enhancements were provided through an agreed upon change order

# New Engagements this Year

---



## Project Engagements

---

**SharePoint Migration**  
**Network Domain AD Upgrade**  
**Microsoft 365 Migration**  
**Azure AD Connector Setup**  
**Network IP & VLAN Redesign**  
**Enhanced & NGA 911 Deployment**  
**Hosted Phone System Migration—GoTo**  
**Hosted Phone System Migration—RingCentral**

**Hosted Phone System Consulting**  
**Wi-Fi Design & Implementation**  
**Wireless Heatmaps**  
**Firewall Replacement**  
**Virtual Server Migration**  
**File Server Migration**

## Scope of Work

Some of the benefits of working with Intelesys is the years of knowledge that the Intelesys team maintains along with Intelesys being a local vendor that can dispatch at a moment's notice. With the tenure of technician at Intelesys, we're ready to hit the ground running. Intelesys is extremely knowledgeable in the workings in government entities and the processes required to make them successful. The following sections shows Intelesys' ability to fully support the areas of day-to-day operational support and fulfillment of the essential duties listed in the RFP. Intelesys maintains a full staff of highly-skilled support engineers in our Ontario, California, headquarters. Help desk support will be provided onsite as per the RFP and supported remotely by an entire team of skilled engineers to ensure the issue at hand is dealt with properly. Intelesys does not outsource help desk support to any outside provider.

We take the approach not to just be a managed services vendor, but as an extension of the district's staff. Our engineers, both remote and onsite, will build relationships with the district so that we understand what is important to them in their day-to-day operations. Our Helpdesk Management System will ensure timely resolution of end-user issues, and we will work with your team to review and refine information systems guidelines, policies, and procedures as needed.

Intelesys believes in forward-thinking approaches to technology support that go beyond mere problem-solving to anticipating and addressing future challenges. Our team is committed to staying ahead of the curve and implementing innovative solutions to support your evolving needs.

Intelesys understands the critical role that a robust and reliable network infrastructure plays in the smooth operation of your organization. Our team is committed to ensuring that your network, both LAN and WAN, is optimized for performance, stability, and reliability. In our approach to network infrastructure installation and management, we don't just focus on addressing current requirements but also plan for scalability and flexibility to accommodate future growth and technological advancements. Our network designs are future-proofed to ensure that your infrastructure can adapt to emerging technologies and increasing demands. This includes the installation and management of servers, switches, routers, modems, firewalls, and other essential components.



To provide up-to-date information on network changes and configurations, we leverage advanced monitoring and reporting tools that not only track current activities but also analyze trends and predict potential issues before they arise. This proactive approach allows us to take preemptive measures to optimize performance and prevent disruptions.

In supporting your disaster recovery plan, we go beyond traditional backup and recovery methods by implementing cutting-edge solutions such as continuous data protection and a tested disaster recovery service. Coupled with the ability to stand up the district's network in the cloud should headquarters become unusable, these solutions ensure rapid and seamless recovery in the event of any unforeseen incidents, minimizing downtime and data loss.

Our commitment to innovation extends to cybersecurity, where we employ advanced threat detection and mitigation techniques to respond to cyber threats in real-time. Through continuous monitoring and analysis, we proactively identify and neutralize security risks before they can cause harm to your organization.

We do understand that the question with cybersecurity is not "IF" but "WHEN" an attack happens. In the event of emergencies, our team is available around the clock to provide rapid response and resolution. We guarantee a response time of within 15 minutes for any after-hours emergency calls, and for cyber security breaches..

Beyond infrastructure support, we offer comprehensive assistance for your hardware and software needs. Our services include hardware diagnostics, application software support, remote desktop support for staff, and physical installation or upgrades of systems and software. We will also manage database systems and provide support for Microsoft SharePoint to ensure efficient data management and collaboration within your organization.

Our commitment to proactive management extends to hardware and software inventory, licensing agreements, and long-term information systems planning. We will implement a monthly update process for servers and workstations where we will vet all the incoming updates to ensure there will be no conflicts with existing software. During the process, Intelesys will snapshot the server in case we need to revert due to any functionality issues once the patches have been applied. We will work closely with your team to evaluate technology solutions, make recommendations, and assist with budget planning to meet your organization's needs effectively.

In addition to technical support, we prioritize security and compliance. Our team will maintain network security and integrity, manage and maintain Active Directory Management (including migration to a cloud-based or hybrid solution), and establish consistent patching and backup processes to protect your data from threats such as ransomware.

We understand the importance of collaboration and coordination with third-party vendors and will serve as a liaison on IT matters related to your organization's environment.

Intelesys is not just a technology support provider, but a strategic partner committed to helping you navigate the ever-changing landscape of technology.

# Help Desk / Support Services

## Desktop Administration

Intelesys maintains a full staff of highly skilled support engineers in our Ontario, California, headquarters. All help desk support is provided from this location by Intelesys employees, and Intelesys does not outsource help desk support to any outside provider.

As a VIP government client, any emergency call will be greeted with a warm hand-off to a support technician familiar with your network and organization. Right from the start, we want each experience your staff has with our team to be extraordinary.

In addition to requesting support by phone, support tickets may also be submitted by email. Email tickets received during regular business hours are triaged by our Dispatch Manager and assigned to a support technician based on the skillset and availability required to resolve the issue. Our team of technicians and engineers will evaluate and begin working on the request within the Service Level Agreements, tracking all work performed in the Intelesys ticketing portal.

We utilize best-in-class tools to provide the highest levels of support. Our goal is to solve issues with little to no interruption to the user. In many cases, we can troubleshoot, diagnose, and resolve issues using our backend management tools – avoiding the inherent disruption caused by interrupting a user’s ability to work. In the cases where a screen sharing session is beneficial – such as when a user wishes to illustrate a challenge they are experiencing – our tools make the process fast and secure.

Intelesys utilizes industry best practices in standardizing desktop images to provide a uniform approach to the end user experience. By imaging machines before they are deployed, all desktops become the same core operating system configuration. This uniform deployment reduces the amount of discovery that needs to be performed prior to the technician engaging with the district’s end user.

Once the equipment is deployed, Intelesys utilizes best in class tools to maintain an active inventory of the district's computer related hardware. Intelesys uses this database to track and schedule the replacement of end-of-life hardware and operating systems that could potentially leave the district vulnerable to loss of production or outside attacks.

## **Proactive and Remote Services**

Intelesys will install and configure remote monitoring systems that will continue to proactively monitor the district's network 24x7x365. Intelesys has utilities that will perform the following services:

- Proactive monitoring of all equipment
- Monitoring for critical alerts
- Notification of vulnerabilities and potential issues
- Regular monitoring of successful backups
- Status of network PC and Server patch management
- Monitor network and application availability

Intelesys will perform all system updates / patching afterhours or within an acceptable scheduled maintenance window. Any troubleshooting or problem resolution from said patching will be included as part of Intelesys' standard hours of operation.

## **After-Hours Support**

Intelesys staffs a rotating team of after-hours technicians ready to address and assist with the district's emergency needs **24x7x365**. We hold ourselves to a measured **15-minute response time** with automatic escalation to a secondary or tertiary resource in the event that the primary technician is occupied with a different issue or otherwise unavailable. Similar to our business hours, all support is provided with US-based staff operating from our Ontario, California, office.

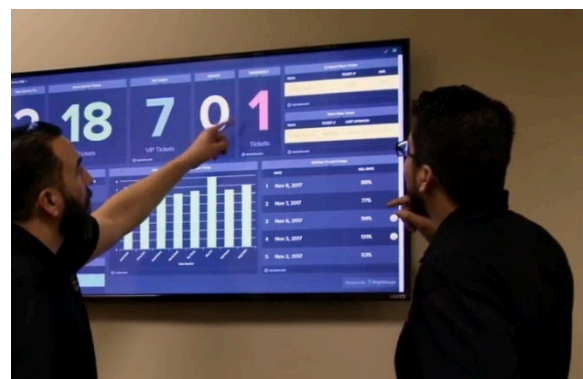
Users contacting Intelesys for after-hours support (during off-hours, weekends, and holidays) will be assisted utilizing the same support capabilities and resources available during business hours. This includes live phone support, remote support screen sharing sessions, and onsite technician response if required.

## Reporting and SLA

Every support issue is tracked and documented in our ticketing system. All work performed and time invested in each ticket is detailed and audited for accuracy.

Clients have access to managing and reviewing their tickets through our secure Client Portal.

Our service team maintains a close pulse on all active tickets, monitoring and acting in real-time to adjust allocated resources, manage to priorities, and maintain our SLA commitments. We utilize live dashboards throughout our facility to enable a constant awareness of open tickets.



## SERVICE-LEVEL METRICS

Intelesys adheres to a strict Service Level Agreement (SLA) to ensure our clients get the response they need. Intelesys will fully comply with the Service Level Agreement statistics listed in the RFP. Included below is a chart of SLA metrics that Intelesys adheres to.

Intelesys Service Level Agreements (SLA's) - Managed Information Technology Services



Impact Level	Categorization Guidelines	Normal Business Hours		After hours / Holiday		Committed Service Level
		Response Time	Resolution Time*	Response Time	Resolution Time*	
Critical	Major business impact and/or service disruption across multiple users / departments	Within 15 minutes	Within 1 hour	Within 15 minutes **	Within 1 hour	98%
High	Diminished operational ability across multiple users / departments	Within 15 minutes	Within 2 hours	Within 30 minutes **	Within 2 hours	98%
Medium	Single user issue / outage not impacting ability to perform operational requirements	Within 60 minutes	Within 4 hours	Next Business Day	Within 4 hours	95%
Low	Single user issue causing inconvenience or frustration where a viable work-around exists	Within 90 minutes	Within 8 hours	Next Business Day	Within 8 hours	95%
Scheduled	Issue not requiring immediate attention which is scheduled for a later time or an onsite visit based on impact and availability	Within 4 hours	Scheduled	Next Business Day	Scheduled	95%
Adds / Moves / Changes	Additions of new equipment and/or changes in existing equipment (Items involving more than 5 devices may require a project plan)	Within 4 hours	3-5 Business days	Next Business Day	3-5 Business days	95%
Anti-Virus Updates	Virus definitions continuously updated real time, to stay current with known threats					
Patching Updates	Normal patches applied with two weeks of release pending precaution environment approval, elevated patch updates applied real time based on CVSS (Common Vulnerability Scoring System)					8%
Data and Operating Systems Back-ups	Client data and network operating systems structure is backed up hourly with offsite replication and data versioning available for prior date recovery					95%
Customer Satisfaction	Every service order interaction will include a third party rating measuring if the technician was courteous and professional, fully addressed user concerns, user is satisfied with the outcome of the service order resolution, and if user recommend Intelesys to a friend or colleague. Ranking is on a scale of 1-5 with an equally weighted average of the scores					95%

\* Resolution time may be extended based on additional troubleshooting needs, work will not be interrupted without resolution

\*\* After hours notification requested to be made via telephone call for urgent issues

## REPORTING

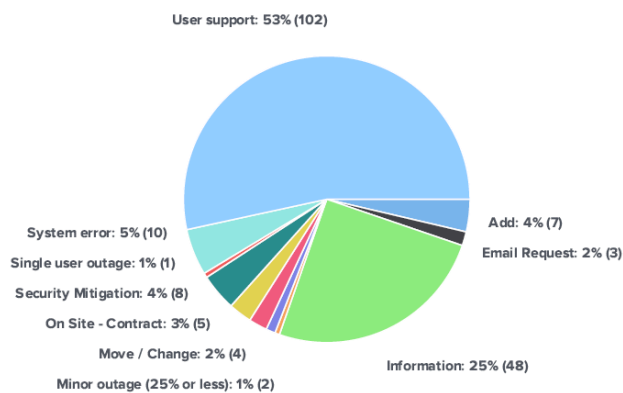
Intelesys believes that the strongest asset in a customer relationship is communication in how the Intelesys team is performing their support of the district and what kinds of work are being asked to support. These metrics will help guide and shape the relationship long term and any adjustments that need to be made. Intelesys will provide the IT Manager with reports on a weekly and monthly basis. These reports will indicate the amount and type of help desk requests the district is producing, the SLA response for these requests, the MTTR (mean time to response and resolution) for the district's requests. Included below are some sample reports that other Intelesys Clients have requested.

## TICKET STATISTICS

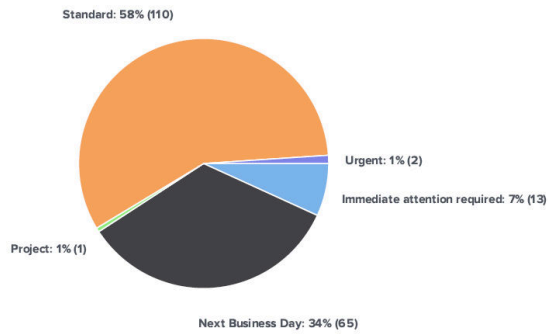
Some of the reports that Intelesys can deliver weekly, monthly, quarterly, or as needed schedule are what type of work is being requested, how many and what types of tickets are being requested, and how urgent the requests that are coming in are. This gives the district valuable insight into if their requests stem from aging hardware, end user training, or other related incidents. Examples of such statistics are included below.

---

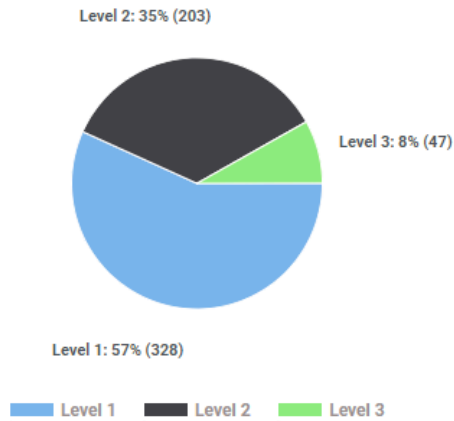
### Tickets Received by Type



### Tickets Received by Priority



### SO Level for previous Mo.



## BACKUPS

Another critical report type is the health and availability of the district’s data, the lifeblood of the organization. By monitoring the backups and producing regular reports, the district will always know the health of their backup solution and the availability of the data in case a recovery is necessary. Also, reports on Quarterly Restores that are performed for verification that the data can be recovered as expected in the event of an emergency.

Device	Client name	Type	Backup Status	Backup Start Time	Backup End Time	Time to Complete	Volumes
SM-DC.ci.xxxx.xx.xx		x360Recover	Successful	03/21/2022, 9:00 PM	03/21/2022, 9:02 PM	2 m	C:
SM-DC.ci.xxxx.xx.xx		x360Recover	Successful	03/20/2022, 9:00 PM	03/20/2022, 9:02 PM	2 m	C:
SM-DC.ci.xxxx.xx.xx		x360Recover	Successful	03/19/2022, 9:00 PM	03/19/2022, 9:03 PM	3 m	C:
SM-DC.ci.xxxx.xx.xx		x360Recover	Successful	03/18/2022, 9:00 PM	03/18/2022, 9:02 PM	2 m	C:
SM-DC.ci.xxxx.xx.xx		x360Recover	Successful	03/17/2022, 9:00 PM	03/17/2022, 9:04 PM	4 m	C:
SM-CONNECTHQ.xxxx.xx.xx		x360Recover	Successful	03/21/2022, 9:00 PM	03/21/2022, 9:07 PM	7 m	C:, D:
SM-CONNECTHQ.xxxx.xx.xx		x360Recover	Successful	03/20/2022, 9:00 PM	03/20/2022, 9:02 PM	2 m	C:, D:
SM-CONNECTHQ.xxxx.xx.xx		x360Recover	Successful	03/19/2022, 9:00 PM	03/19/2022, 9:02 PM	2 m	C:, D:
SM-CONNECTHQ.xxxx.xx.xx		x360Recover	Successful	03/18/2022, 9:00 PM	03/18/2022, 9:03 PM	3 m	C:, D:
SM-CONNECTHQ.xxxx.xx.xx		x360Recover	Successful	03/17/2022, 9:00 PM	03/17/2022, 9:02 PM	2 m	C:, D:
SM-EXCH.ci.xxxx.xx.xx		x360Recover	Successful	03/22/2022, 3:01 PM	03/22/2022, 3:17 PM	16 m	C:
SM-EXCH.ci.xxxx.xx.xx		x360Recover	Successful	03/22/2022, 2:00 PM	03/22/2022, 2:17 PM	17 m	C:
SM-EXCH.ci.xxxx.xx.xx		x360Recover	Successful	03/22/2022, 1:00 PM	03/22/2022, 1:17 PM	17 m	C:
SM-EXCH.ci.xxxx.xx.xx		x360Recover	Successful	03/22/2022, 12:00 PM	03/22/2022, 12:17 PM	17 m	C:
SM-EXCH.ci.xxxx.xx.xx		x360Recover	Successful	03/22/2022, 11:00 AM	03/22/2022, 11:18 AM	18 m	C:
SM-CHRS01.ci.xxxx.xx.xx		x360Recover	Successful	03/22/2022, 3:30 PM	03/22/2022, 3:33 PM	3 m	C:
SM-CHRS01.ci.xxxx.xx.xx		x360Recover	Successful	03/22/2022, 11:30 AM	03/22/2022, 11:35 AM	5 m	C:
SM-CHRS01.ci.xxxx.xx.xx		x360Recover	Successful	03/22/2022, 7:30 AM	03/22/2022, 7:34 AM	4 m	C:
SM-CHRS01.ci.xxxx.xx.xx		x360Recover	Successful	03/21/2022, 7:30 PM	03/21/2022, 7:33 PM	3 m	C:
SM-CHRS01.ci.xxxx.xx.xx		x360Recover	Successful	03/21/2022, 3:30 PM	03/21/2022, 3:33 PM	3 m	C:
SM-FILE.ci.xxxx.xx.xx		x360Recover	Successful	03/22/2022, 3:00 PM	03/22/2022, 3:04 PM	4 m	C:, E:
SM-FILE.ci.xxxx.xx.xx		x360Recover	Successful	03/22/2022, 2:00 PM	03/22/2022, 2:05 PM	5 m	C:, E:
SM-FILE.ci.xxxx.xx.xx		x360Recover	Successful	03/22/2022, 1:00 PM	03/22/2022, 1:04 PM	4 m	C:, E:
SM-FILE.ci.xxxx.xx.xx		x360Recover	Successful	03/22/2022, 12:00 PM	03/22/2022, 12:05 PM	5 m	C:, E:
SM-FILE.ci.xxxx.xx.xx		x360Recover	Successful	03/22/2022, 11:00 AM	03/22/2022, 11:04 AM	4 m	C:, E:

## Strategic Planning

Intelesys is well versed in strategic planning and ongoing IT Management. During the last 3 years, Intelesys has identified and developed a detailed IT budget and support strategy the district can present to its board. As the sole provider of IT management, support, and guidance for Midway City Sanitary District, Intelesys will make an incredible impact on security, operations, and the ability for the district to effectively plan for its IT needs in both the short and long term.

## IT Management

Intelesys will guide the strategic planning, development, deployment, and management of the current IT systems, and support the evaluation and development of long-term planning to meet future needs.

Intelesys will perform lifecycle planning of all IT assets, research costs associated with IT asset refresh cycles, and assist in the negotiation of contracts with vendors.

In our role of IT Management, Intelesys will assist in selecting appropriate technology solution(s) and vendor(s) based on current market technologies and industry standards. We will assist with coordination with any third-party vendor(s) with issues that pertain to information systems/technology issues.



Finally, Intelesys will work to review information systems guidelines, policies and procedures. We will assist with evaluation and recommendations in regards to software and hardware purchases, compile hardware and software upgrade schedules, work to recommend a budget for the purchase of equipment, supplies, and other products or services as needed and purchase of such equipment, supplies and products or services.

# Microsoft System Expertise

Intelesys has extensive experience with Microsoft products both on-premise and in the cloud. We have migrated several clients from premise Exchange solutions up to Microsoft 365 that have included a variety of 365 solutions such as SharePoint, InTune, OneDrive, and Azure Active Directory both in the cloud and as a hybrid connector.

## **Active Directory / Azure Active Directory**

An ideal Active Directory implementation goes far beyond the addition and termination of user accounts. It starts from a robust access governance model based on the principle of least privilege and continues through the management of Group Policy Objects to streamline permissions and folder access.

In today's network environments, it is crucial that security such as Multi-Factor authentication and conditional access is used to strengthen login protocols and help prevent unauthorized access. Intelesys extends this to those that work remotely or in the field with only access to Outlook for mail via a Hybrid Azure Active Director server in the cloud. Very few companies are positioned to fully manage their networks from the cloud but do not understand the need to this hybrid environment to extend the users credentials and network security to the online platforms.

## **OneDrive / SharePoint**

More and more companies are turning to OneDrive and SharePoint for online repositories and file sharing, removing this function from an on-premise server. Many clients have sought out the expertise that Intelesys has in designing and managing the features to adhere to the public record requirements that municipalities are held to. Ensuring that proper security, retention and back up of the Microsoft cloud data is crucial to any Microsoft deployment.

## **365 Backup**

Though Microsoft is spread across multiple data-centers around the country for failover and redundancy, Microsoft themselves have admitted to NOT backing up their customer's data. If

something should happen to a customer's tenant, their data would be lost. For this reason, Intelesys incorporates cloud backup solutions that target the Microsoft family of products. We will ensure that the district's data is backed up and available for any potential e-discovery requests.

## **InTune**

For those portable devices issued to district staff such as laptops, tablets, and cell phones, Intelesys will suggest and deploy Microsoft Intune for mobile device management. What happens when an employee has their laptop stolen or loses their cell phone? Intelesys ensures that the data on those devices is protected from unwanted access and that the device can be managed remotely for applications and even device wiping if needed. The Intune Connector for Active Directory adds entries to your on-premises Active Directory domain for computers that enroll using Windows Autopilot. Microsoft Intune enables containerization of District data to a controlled area of the device which enables that data to be remotely removed even on employee provided hardware. Intune also enables for secure wiping of district hardware should a provided laptop, tablet, or cell phone be lost or stolen. Knowing the District's data is secure and recoverable is one of the key reasons Intelesys has invested time and expertise into understanding and implementing the Microsoft suite of security applications.

## **SQL Server**

Working with various vendors and applications, Intelesys provides various levels of database support and management. We have supported the creation of reports through Crystal Reports and other industry software that fit the individual needs of the departments we support. Utilizing vendor support on custom databases or unique configurations, together with the years of supporting SQL and MySQL databases, Intelesys engineers are key in providing updates and reports on various platforms and applications

## **Windows Server / Desktop**

Keeping up with the Microsoft operating systems is a constant battle with security and productivity. Intelesys monitors Microsoft for all updates provided for the Windows operating systems and has extensive knowledge in deploying Windows both on Servers and Desktops. Intelesys staff has been managing these operating systems since the Windows XP and NT Server

days. We constantly keep updated on the enhancements and security patches released by Microsoft to ensure the district's computing hardware is secure but offers the latest in productivity.

Utilizing imaging procedures, Intelesys ensures that all the desktops deployed have the same experience and the one previously. Intelesys also has deployed hundreds of Microsoft servers on virtual platforms such as Hyper-V and VM Ware.

Rest assured that no matter the Microsoft product Midway City Sanitary District wishes to utilize, Intelesys will be there to assist in the planning, deployment, and support.

# Cyber Security Approach

Intelesys designs Cybersecurity programs via a variety of processes and tools designed to help organizations deter, detect and block threats. As members of the Los Angeles chapter of Infragard, a partnership between the Federal Bureau of Investigation (FBI), Homeland Security, the LA PD, and members of the private sector for the protection of U.S. critical infrastructure, Intelesys is alerted to potential cyber security issues and attacks pertaining to municipalities and critical infrastructure. A maxim among our security professionals is that everyone in an organization is responsible for information security, thus our Cybersecurity involves every level of the organization in some manner.



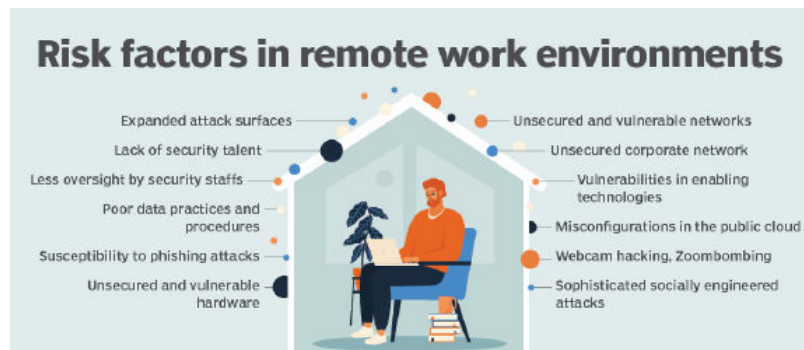
Our programs are custom designed to factor in the unique threats and breach attempts within the municipal sector. Each form of attack has a specific prevention strategy and remediation process, while all working in conjunction to support the overall Cybersecurity program.

## 13 common types of cyber attacks



Our technology team attends the annual 4-day Municipal Information Systems Association of California (MISAC) conference to stay up to date on latest threats and strategies specifically around Cybersecurity within the municipal space.

Intelesys follows the NIST Cybersecurity Framework to design and implement a Zero Trust policy. This security model is based on a strict identity verification platform which dictates only authenticated and authorized users can access applications and network data. For organizations that have expanded their remote work capabilities during the Covid era, special attention is paid to the increased exposure and liabilities as a result of "Opening Up" the network.



We utilize a multi-layered strategy that addresses various aspects of digital infrastructure, data protection, network security, and incident response. Here's an outline of such an approach:

**1. Risk Assessment and Governance:**

- a. Conduct a thorough risk assessment to identify potential vulnerabilities, threats, and critical assets within the district's digital infrastructure.
- b. Establish a cybersecurity governance framework with clear roles and responsibilities for managing cybersecurity risks at different levels of the district administration.

**2. Policy and Compliance:**

- a. Develop cybersecurity policies and procedures based on industry best practices and regulatory requirements.
- b. Ensure compliance with relevant standards such as NIST Cybersecurity Framework, ISO 27001, and GDPR.

**3. Infrastructure Protection:**

- a. Implement robust perimeter security measures such as firewalls, intrusion detection/prevention systems (IDS/IPS), and secure gateways to protect the district's network infrastructure from external threats.
- b. Deploy network segmentation to isolate critical systems and data from unauthorized access.

**4. Data Protection and Privacy:**

- a. Encrypt sensitive data both in transit and at rest to prevent unauthorized access.
- b. Implement access controls and role-based permissions to restrict data access to authorized personnel only.
- c. Develop procedures for secure data handling, storage, and disposal in compliance with data protection regulations.

**5. Endpoint Security:**

- a. Deploy endpoint protection solutions such as antivirus software, endpoint detection and response (EDR) tools, and mobile device management (MDM) systems to safeguard district-owned devices and endpoints.

**6. Incident Detection and Response:**

- a. Implement a Security Information and Event Management (SIEM) system to monitor network traffic, detect security incidents, and respond to threats in real-time.
- b. Establish an incident response plan with predefined procedures for containing, investigating, and recovering from cybersecurity incidents.
- c. Conduct regular security drills and simulations to test the effectiveness of the incident response plan.

**7. Security Awareness and Training:**

- a. Provide cybersecurity awareness training to district employees, contractors, and stakeholders to educate them about common cyber threats, phishing attacks, and best practices for maintaining security.
- b. Foster a culture of security awareness and encourage employees to report any suspicious activities or security incidents promptly.

**8. Collaboration and Information Sharing:**

- a. Foster collaboration with other government agencies, law enforcement, cybersecurity organizations, and industry partners to share threat intelligence and best practices for cybersecurity risk management.
- b. Participate in cybersecurity forums, conferences, and exercises to stay abreast of emerging threats and technologies.

**9. Continuous Improvement:**

- a. Regularly assess the effectiveness of the cybersecurity program through audits, penetration testing, and security assessments.
- b. Continuously update and improve security controls and procedures based on lessons learned from security incidents and emerging threats.

**10. Emergency Response Planning:**

- a. Develop contingency plans and protocols for responding to cyber emergencies, such as ransomware attacks or large-scale data breaches.
- b. Coordinate with relevant agencies and stakeholders to ensure a swift and effective response during cyber crises.

We put dedicated effort into educating your users so that they become the best first line of defense your district has. Our recommendation includes monthly security training. Shorter, more frequent training opportunities has shown more effective results than longer courses spread apart.

Monthly phishing attempts will be sent randomly. This becomes a game with staff to see who can spot the fakes, department success contests help fuel healthy competition. With the end result being staff looking for the anomalies, the strategy has shown to be the single most effective end user program we can implement.

Intelesys has extensive experience with Cisco Meraki products including firewalls and Wi-Fi hardware. The Cisco Meraki dashboard provides centralized management and granular visibility into network traffic, security events, and device health status. Our experience with Cisco Meraki firewalls has been overwhelmingly positive. From streamlined deployment to robust security features and centralized management, Meraki firewalls have proven to be an integral component of our network designs across many organizations. They provide the security, visibility, and control necessary to safeguard against evolving cyber threats effectively.

Even with all the protections and proactive efforts we provide, we truly understand that no security is perfect, and to behave as if it was would be irresponsible. Because of this, we complement our security strategy with a full backup and disaster recovery solution designed to provide operational continuity in the event of any outage or data loss. The damage of a Cybersecurity incident is directly proportional to the ability to recover corrupted data from district resources. A 3-2-1 strategy with three copies of the data, 2 different locations, with one location being completely offline and unavailable. Versioning within this process allows our team to go back in time by individual file level if needed, to recover data from a pre-infected date.

To round out our security strategy for Midway City Sanitary District, Intelesys provides program documentation, monthly reporting, and online portal access to view status of the operational systems. All of these resources are living processes and documents that we fully expect to change over time. Cybersecurity is not a destination; it is a journey.

Two things are clear in every security strategy, first no strategy will ever catch 100% of the threats trying to penetrate your network. Second no matter the investment, your network will likely get successfully hit within the next two years. Any credible organization will tell you Cybersecurity is not black and white, but a degree of success. A solid Cybersecurity program includes threat identification, isolation, removal, and remediation. Speed of response is the secret to success.



# Transition Timeline

## INTELESYS' WHITE GLOVE ONBOARDING

Intelesys' White Glove Onboarding process was designed to deliver an incredibly smooth transition from your existing IT support to our team. As we begin our engagement with Midway City Sanitary District, we will adjust the following example to meet the requirements of the district. Intelesys will begin the relationship with a kick-off meeting that includes the IT Director, Project Manager, Account Manager, and Senior Engineer. During this meeting we will identify any procedures that Intelesys needs to be aware of in order to successfully integrate with the district's culture and way of doing business. At Intelesys, our goal is to be an extension of the IT department, not a barrier for the end user. We will integrate with the district's processes and procedures and utilize district practices whenever possible.

Our On-boarding Team will include the staff listed in this section of the RFP response. This includes a Project Manager, Account Manager, Senior IT Engineer, and support level Technician. During the kick-off meeting, we will identify the actual timeline and key milestones with the district staff.

The following is an example of how we have on-boarded similar clients over period of 3-4 weeks:

### **1. Week 1 – Client Setup & Provisioning**

- a. Full documentation of the environment
  - Review all existing documentation provided by Midway City Sanitary District and the previous IT provider
  - Conduct 500-point Onboarding Assessment, reviewing and documenting all aspects of Midway City Sanitary District's network environment, processes, third-party vendors, and more
- b. Conduct initial user enrollment
  - Collect pertinent data on all managed users within the district.

- Add user data to Intelesys' internal systems for managing communication, requests from users, and approval verifications
- c. Provision client services
- Create all necessary accounts in Intelesys' monitoring tools, documentation and inventory platforms, DNS/web hosting, antivirus, web protection, and email protection.
  - Implement Intelesys AD user account on the district's network
- d. Onsite deployment of agents and asset tags
- Affix management asset tags to all devices and record with client inventory
  - Generate tag file on computers
  - Install management and support agents
- e. Conduct onsite End-User introductions.
- Per the district's preference, this can be accomplished as brief presentations to users in group settings, 1-on-1 introductions by the Intelesys team at end-users' desks, or a combination.
- f. Setup weekly check-in with IT Director to provide progress on week's activities, identify any potential concerns and create an action plan to address such concerns.
- g. Review with IT Director the preferred Change Control process for the district. Typically, Intelesys will setup guidelines per the district's request of the type of changes that end users can initiate, changes that need to be approved by their head of departments, and changes that need the District Manager's approval. In these instances, we will inform the end user that we need to obtain approval for the request and contact the appropriate person for the escalation.

## **2. Week 2 – Analysis & Implementation**

- a. Implement Intelesys credential standards and document accordingly
- Change passwords for router, switches, and other discovered devices
  - Change password for client's AD admin user account

- Push local management credentials to all workstations
- b. Generate a Network Health Snapshot
    - Run initial onboarding Health Reports as a baseline for future comparison and measurement
    - Prepare report of any initial observations and recommendations
  - c. Go-Live Readiness review
    - Midway City Sanitary District and Intelesys meet to review initial findings during onboarding and certify that both parties are ready for Intelesys to assume support and management
    - Verify monitoring/patching readiness and enable

### **3. Week 3 – GO LIVE & Start of Regular Management**

- a. Communication with users
  - Together, district leadership and Intelesys send an email to all staff reminding them of the coming transition, reiterating any new processes for obtaining support. (This should be sent 2-3 days prior to the transition.)
- b. Provide onsite support for Go Live
  - Engineers onsite at key locations
- c. First week follow-up meeting with Intelesys and Midway City Sanitary District
  - Review Go-Live success and any notes
  - Schedule initial District Technology Planning meeting – a regularly recurring meeting to ensure Intelesys and the District remain aligned

### **4. Week 4 –Initial District Technology Planning Meeting & Onboarding Review**

- a. Review initial ticket submissions and end user adoption
- b. Conduct District Technology Planning meeting
- c. Address any punch list items generated throughout the onboarding process

# Cost of Services

## Managed Information Technology Services Quote



3155-B East Sedona Court | Ontario, California 91764

The Information Technology Services Solution by Intelesys offers a 360-degree answer to your organization’s IT needs. Our diverse engineer pool delivers specialists in every IT area, all focused on technologies specifically utilized by local municipalities. Our team has hands on experience in the products cities use, all backed by CJIS certified company employees, not subcontractors. Our Cyber-Security Management Process was co-developed by a former CIO of the FBI specifically for our firm. We augment your team to help you achieve success!

<b>CLIENT</b>	Midway City Sanitary District	<b>BILLING ADDRESS</b>	14451 Cedarwood Street, Westminster, CA 92683
<b>AGREEMENT TERM</b>	36 months with (1) 36 month optional extensions	<b>CONTRACT COSTS</b>	
<b>AGREEMENT OFFERING</b>	Pricing valid for 120 days	<b>Optional Monthly Tools</b>	<b>\$ 1,936.60</b>
		<b>Monthly Managed Services</b>	<b>\$ 3,938.21</b>
		<b>Onetime setup charges</b>	<b>\$ 2,995.00</b>

<b>Managed Services Quote</b>	<b><u>Hardware Managed</u></b>	
	Servers	1
	Workstations	12
	Laptops	8
	Tablets	8
	Firewalls	1
	Switches	3
	Aps & Bridges	6
	Phones, Printers, etc. as listed in RFP	

**Full-Service help desk Monday – Friday 7AM to 4:30PM**

- Remote Support Technicians will provide desktop support for all problems and project calls to diagnose, upgrade, install, fix, adjust, and general problem resolution
- Remote Help Desk Staffed with Level 1, 2, and 3 CJIS Certified engineers
- Onsite emergency support and escalation provided as needed

**Network and Systems Support**

- Network is defined to include all District PCs and Server.
- Maintenance and installation of network cabling within District facilities including patch management.
- Network and network device performance monitoring, diagnostics, and tuning.
- Network and network device configuration and version updates to keep within two versions of current.
- Network, network device configuration management, and record keeping.
- Network, network device and server capacity monitoring and planning.
- Network intrusion and virus software management (keeping current updates and versions).
- Quarterly on-site visit for environmental audit and maintenance

**Cyber Security Management**

- Managed Detection and Response with staffed 24/7 Security Operations Center (SOC) (optional)
- Monitoring & Management of the existing DNS Security and URL content filtering system (optional)
- Provide email filtering and automatic quarantining of known/suspected issues (optional)
- Monitoring & Management of the existing Anti-Malware System
- Monitoring & Management of the existing Next-Gen Antivirus and Security system
- Quarterly vulnerability assessment and Pen test

**Documentation**

- Monthly report on SLA performance and ticket volume
- Network hardware inventory for all managed devices with release dates, patch status and system life report
- Network device configurations and network layout map
- Security status and threat summary
- IT satisfaction survey results

**Annual Deliverables**

- Deliver expected annual expense forecast for city budget process
- Perform annual network assessment with full reporting
- Track system support status and extended warranty cost
- IT Satisfaction Survey – Statistical and end user measurement

**Included Licensing / Tools**

- Remote Management and Monitoring

**Client Provided Licensing / Tools – Intelesys can provide upon request**

- Microsoft 365 Licensing
- Anti-Virus

**Total Monthly Contract Amount** **\$3,938.21**

**Intelesys One Time White Glove Onboarding:** **\$2,995.00**

- 300-point network audit and assessment
- Cyber security vulnerability assessment
- Asset tag all devices and document hardware
- Inventory active software applications and licenses

**Services available on demand billed at municipal rates (35% off):**

- New hardware additions
- Recovery from cyber-attacks exceeding 10 hours
- New project coordination with third party vendors exceeding 10 hours
- Failures caused by third party vendors

**Ad-hoc Services:**

- Onsite Desktop Support – \$140 hr.
- Onsite Network Support – \$169 hr.
- Project based work – \$128 hr. remote, \$169 hr. onsite

**Optional Pricing**

	<u>Monthly</u>
Hourly Server Back-ups to the Cloud – 1 Servers (Additional servers are \$140 mo.)	<b>\$ 140.00</b>
Managed Endpoint Detection and Response with staffed 24/7 SOC	<b>\$ 360.00</b>
Network SIEM with staffed 24/7 SOC	<b>\$ 870.00</b>
DNS Filter Solution	<b>\$ 77.00</b>
Cybersecurity and Phishing Training and Testing	<b>\$ 387.60</b>
M365 Backup (includes mailbox, onedrive, sharepoint)	<b>\$ 102.00</b>

**Additional user costs**

- New end user (Defined as an increase in user count)
  - Setup .....\$ 110
  - Monthly Charge .....\$ 46
- New device (Defined as an increase in device count)
  - Setup .....\$ 85
  - Monthly Charge .....\$ 50
- Additional Considerations / Possible charges
  - Anti-virus, email filter, internet filter, Office 365, etc. license cost currently paid for by city will increase
  - Additional equipment may be needed to support more users for example a data switch
  - Devices reference added desktops, laptops, and other end user computing devices
  - Servers and data switches will require a separate quote to add based on function and scope

**Accepted by:**

\_\_\_\_\_

Print name

\_\_\_\_\_

Title

\_\_\_\_\_

Signature

\_\_\_\_\_

Date

**TOTAL MONTHLY RECURRING: \$3,938.21**

**TOTAL ONE-TIME:**

**\$6,933.21**

## References

### City of La Cañada

Contact Individual: Arabo Parseghian

Address: 1 Civic Center Dr., La Cañada, CA 91011

Phone Number: (818) 790-8880

- Project Name: Managed IT services, Hosted Ring Central phone system
- Contract Amount: \$643,920, \$13,415/month. Period of Performance: 7/2024 to present.
- Description of services provided: Full management of city Information technology services, forecast, budget, and plan all city IT needs for annual budget, install and manage a new voice over IP telephone system, upgrade network infrastructure and servers.

### City of Big Bear Lake

Contact Individual: Kelly Ent

Address: 39707 Big Bear Boulevard, Big Bear, CA 92315

Phone Number: (909) 752-2858

- Project Name: Managed IT services, Voice over IP phone system
- Contract Amount: \$618,000, \$11473/month\* Period of Performance: 2/2011 to present.
- Description of services provided: Full management of city Information technology services, forecast, budget, and plan all city IT needs for annual budget, install and manage a new voice over IP telephone system, upgrade network infrastructure and servers.

### Mission Springs Water District

Contact Individual: Kurt Kettenacker

Address: 66575 2nd St, Desert Hot Springs, CA 92240

Phone Number: (760) 329-6448

- Project Name: Managed IT services
- Contract Amount: \$304,704, \$8,464/month\* Period of Performance: 1/2024 to present
- Description of services provided: Full management of city Information technology services, forecast, budget, and plan all city IT needs for annual budget, install and manage a new voice over IP telephone system, upgrade network infrastructure and servers.

## City of San Bernardino

Contact Individual: Rolland Kornblau

Address: 66575 2nd St, Desert Hot Springs, CA 92240

Phone Number: (909) 501-2205

- Project Name: Exchange & AD Upgrade and Migration
- Project Amount: \$15,500
- Description of Project: The city engaged with Intelesys to complete an Exchange Migration another vendor had started but had not completed 18 mo. after the engagement. While the project was in process, the project expanded to upgrading and migrating the AD configuration and servers to an up-to-date forest on the latest server OS.