

Coneth Solutions has provided uninterrupted managed IT services to the City and Police Department since August 2022. During this period, our firm designed, implemented, secured, and continues to administer the City's complete IT infrastructure, including public safety systems. This environment includes customized configurations, security controls, vendor integrations, and compliance processes that are uniquely tied to our firm's historical knowledge and ongoing management.

Basis for Sole Source Determination

1. Original Designer and Implementer of Infrastructure

Our firm built and configured the City's current IT infrastructure from the ground up. This includes network architecture, security frameworks, access controls, backup systems, and public safety technology integrations. These systems rely on institutional knowledge developed over multiple years and are not readily transferable without significant operational risk.

2. Public Safety & DOJ Compliance Experience

- Three (3) of our staff members assigned to this account have successfully completed their Live Scan and California DOJ background checks and are authorized to support Police Department systems.
- We have supported the Police Department through multiple DOJ audits, ensuring compliance, documentation, and remediation where required.
- We maintain an established working relationship with the Calaveras County Sheriff's Office, supporting inter-agency coordination and continuity of law enforcement operations.

3. Advanced Security Stack & Configuration

The City's cybersecurity posture includes enterprise-grade tools such as Blackpoint Cyber and ThreatLocker, which have been specifically configured, monitored, and maintained by our team. These security controls are tightly integrated into the City's environment and transitioning them to another provider would require system re-engineering and create cybersecurity risk.

4. Operational Continuity & Institutional Knowledge

Our firm has provided consistent IT support through multiple senior leadership transitions, including changes in Mayor, Chief of Police, City Administrator, and other key staff. This continuity has preserved institutional knowledge, minimized disruption, and ensured stable operations during periods of organizational change.

5. Telecommunications & Vendor Familiarity

We manage and support the City's RingCentral phone system, including configuration, administration, and troubleshooting. This familiarity eliminates vendor learning curves and reduces service interruptions.

Impact of Competitive Re-Bid or Provider Transition

Transitioning IT services to a new provider would result in:

- **Significant upfront exit and entry costs**, including offboarding, onboarding, documentation recreation, and system discovery
- **Business and public safety disruption**, including service downtime and reduced response capability
- **Increased cybersecurity risk** during transition periods
- Loss of established working relationships and institutional knowledge
- Additional strain on City and Police Department staff during onboarding and retraining

City and Police Department staff have expressed a strong preference for maintaining the existing MSP relationship due to its reliability, security posture, and operational familiarity.

Conclusion

Due to the proprietary knowledge, security clearances, public safety experience, infrastructure ownership, and continuity requirements described above, Coneth Solutions is uniquely qualified to continue providing managed IT services to the City of Angels Camp and the City of Angels Camp Police Department. No other vendor can provide equivalent services without introducing unacceptable risk, disruption, and cost.