Request For Qualifications

Information Technology Management Services and Support

Mission Springs Water District

October 20, 2023

Contents

Mission Springs Water District

RE: RFQ for Information Technology Management Services and Support

Dear Sir/Madam:

Acorn Technology Services is thrilled to present this proposal to the Mission Springs Water District. Our proposition uniquely combines decades of experience in supporting quasi-government agencies, highly specialized security services, staff augmentation expertise, and application/IT Strategic planning. We are confident that our team can deftly and comprehensively satisfy the complete Scope of Work as outlined in your RFP.

Acorn Technology has been doing business for over 22 years. We are located in Riverside, CA and are the largest managed IT Service provider in the city. Acorn's reach begins in the Inland Empire with customers and onsite technicians extending across San Bernadino, Orange, Los Angeles, Riverside, and Ventura counties. Outside of California, Acorn has supported customers in 17 states and internationally, in both Canada and Germany. Acorn has extensive experience supporting municipalities, public safety, special districts, and other local government agencies including police and fire departments. In addition to Acorn's remote helpdesk support, Acorn provides dedicated onsite support to many of its government agency clients, ranging from one day a week to full time.

Acorn Technology Services was originally founded in 2000, and is located in the Riverside Business Technology Park in Riverside, California. Our team of 70+ members has depth and breadth of extensive experience in providing Information Technology Services, including but not limited to: Security Assessments, IT Assessments, IT risk assessments, strategic planning, project management, Managed IT Services; desktop support, server and network administration; systems design and implementation; disaster recovery; vulnerability scans, critical systems monitoring, system documentation, training, 24 x 7 x 365 technical support, Network Operations Center and a Security Operations Center.

This proposal will remain valid for 120 days following it's receipt. No Consultant or employee of Acorn has any conflicts of interest with the Mission Springs Water District.

We look forward to working with you!

Sincerely,

Craig Wolynez
Chief Executive Officer
cwolynez@acorntechservices.com

Executive Summary

Approach

Acorn's approach to our partnerships is highly strategic. IT is a support service for any organization, meant to be an enabler to help the organizations reach their strategic goals. Strategy to Acorn means the following:

| Understanding Organization's Goals | IT & Security Assesment | Initiative Prioritizations | 5 Year Budget | Quarterly Reviews |

History

Acorn has a 20+ year history of supporting quasi-government and government agencies. Below are some of our current clients:

Because many of our City partners have Police and Fire Departments, Acorn maintains a 24x7x365 Helpdesk, Network Operations Center (NOC), Security Operations Center (SOC), and a 24x7x365 Systems Engineering team. A large swath of our personnel is CJIS certified ensuring a high level of security and peace of mind.

How We'll meet Statement of Work

We are effectively and successfully able to meet our obligations (defined in the Statement of Work section below) utilizing a combination of time-tested elements:

- **Strategy** Defined Approach (see previous section)
- **Communication** is among the most important components of a successful partnership (see 'Meeting Cadence' below)
- **Standards**. We've adopted the most effective standards out there for IT.
    - ITIL Standards for Help Desk
    - COBIT for Enterprise IT Department Management
    - NIST for Security
- Investment in superior Management **Software**.
    - Datto RMM for reporting/management
    - Auvik for Network Reporting/Management
    - IT Glue for documentation
    - Brightguage for Reporting
    - ScalePad for Asset Mangement
    - SmartSheet for Project Management
- **Expertise**. Our team of 73 employees is large enough to emulate an Enterprise IT Department but small enough to provide boutique service
- **Experience**. We've been supporting government and quasi-government agencies for decades and have fine-tuned our approach over the years resulting in a battery of satisfied customers.
- **Core Values**. Accountability, Integrity, Diversity, Empathy, Excellence, Transparency, & Fun!

Proactive vs. Reactive

Assessments

All of our engagements begin with these assessments:
- *Organizational Strategy*: We can better support the Water District if we understand the trajectory of the organization.
- *IT Infrastructure Assessment:* Once we have an understanding of the IT assets, we can help define a refresh strategy that will be incorporated into the budget and proactively avoid hardware failures.
- *Security Assessment:* Once we understand the security vulnerabilities the District has, we can help define a security strategy that will be incorporated into the budget. This will reduce the exposure of the district and minimize Cybersecurity threats and vulnerabilities.

Budget

A five-year budget will be created based upon collaboration with District and the findings of the above Assessments.

Budgeting gets us on the same page with our customers, facilitates Infrastructure upkeep and proactively reduces down-time. See sample below:

City of ▇▇▇ 2023 IT Budget	Jul-23	Aug-23	Sep-23	Oct-23	Nov-23	Dec-23	Jan-24	Feb-24	Mar-24	Apr-24	May-24	Jun-24	2024-25	2025-26	2026-27	202
Managed Services																
City of ▇▇▇	$ 27,175.00	$ 27,175.00	$ 27,175.00	$ 27,175.00	$ 27,175.00	$ 27,175.00	$ 27,175.00	$ 27,175.00	$ 27,175.00	$ 27,175.00	$ 27,175.00	$ 27,175.00	$ 326,100.00	$ 326,100.00	$ 326,100.00	$ 326,100
	$ 965.00	$ 965.00	$ 965.00	$ 965.00	$ 965.00	$ 965.00	$ 965.00	$ 965.00	$ 965.00	$ 965.00	$ 965.00	$ 965.00	$ 11,580.00	$ 11,580.00	$ 11,580.00	$ 11,580
Security Services																
SecureWorks XDR - Taegis (Exp. 01/21/24)							$ 27,589.90						$ 27,589.90	$ 27,589.90	$ 27,589.90	$ 27,589
SecureWorks VDR - Vulnerability Detection, qty: 250 (Exp. 08/24/23)		$ 28,800.00											$ 28,800.00	$ 28,800.00	$ 28,800.00	$ 28,800
Dark Cubed (Dark3)																
@$200 per month included under the City's and HSIP Traffic MRC																
Hexnode, qty: 10 (exp 09/28/23)																
@$190 per month included under the City's MRC ($19 per device per month)																
BitDefender, qty: 230 (exp: 12/1/24)						$ 3,454.23							$ 3,454.23	$ 3,454.23	$ 3,454.23	$ 3,454
Employee Training (KnowB4) (exp 04/19)									$ 5,457.00				$ 5,457.00	$ 5,457.00	$ 5,457.00	$ 5,457
Hosted Services & Licenses																
SSL Renewals																
Wildcard SSL: 'Laquintaca.gov' (Exp. 7/10)	$ 142.00												$ 142.00	$ 142.00	$ 142.00	$ 142
Standard SSL f▇▇▇14/24)											$ 99.99		$ 99.99	$ 99.99	$ 99.99	99
SSL: 'm▇▇▇(Exp. 09/25/27; 5-year renewal)																$ 2,555
Domain Renewals																
(11) Domains from GoDaddy Account #228389686	$ 225.89															
(5) Domains from Network Solutions	$ 360.84												$ 360.84	$ 360.84	$ 360.84	$ 360
▇▇▇ (exp. 12/06/23)				$ 400.00									$ 400.00	$ 400.00	$ 400.00	$ 400
▇▇▇er.com (exp 04/06/24)										$ 56.99			$ 56.99	$ 56.99	$ 56.99	5
▇▇▇tek (exp 10/23)			$ 95.33										$ 95.33	$ 95.33	$ 95.33	9
Licenses																
▇▇▇ Firewall, 3 Years Renewal (Exp. 7/13/23)	$ 7,500.00													$ 7,500.00		
CGSS ▇▇▇ raffic Firewall , 3 Years Renewal (Exp. 10/1/2023)			$ 6,186.24											$ 6,186.24		
Cisco Meraki License for (1) Switch at Talus Event Center (exp 03/14)								$ 527.91					$ 527.91	$ 527.91	$ 527.91	527
Cisco Meraki License for (19) Switches at City Hall (Exp. 03/11)								$ 5,337.00					$ 5,337.00	$ 5,337.00	$ 5,337.00	5,337
ManageEngine File Audit Subscription(Exp. 05/14)										$ 811.00			$ 811.00	$ 811.00	$ 811.00	811
Warranty Renewals for 5 Hosts: LAQHOST1, 2, 3, LAQDCHOST1 & 2 (Exp. 12/19)						$ 13,914.00							$ 13,914.00	$ 13,914.00	$ 13,914.00	13,914
Warranty Renewals for SAN Unit Dell SCv3000 (exp 12/28/22)						$ 9,000.00							$ 9,000.00	$ 9,000.00	$ 9,000.00	9,000
VMWare vSphere 7 Essentials for 2 Hosts at ATS DC																
VMWare vSphere 7 Standard for 4 Hosts at the City (Exp. 09/11)		$ 20,852.26											$ 20,852.26	$ 20,852.26	$ 20,852.26	20,852
Shadow Protect Licenses for Servers at City, qty: 14 (Exp. 07/12)	$ 1,038.00												$ 1,038.00	$ 1,038.00	$ 1,038.00	1,038
Shadow Protect Licenses for Servers at Traffic, qty: 3 (Exp. 07/09)	$ 715.00												$ 715.00	$ 715.00	$ 715.00	715
Druva InSync Cloud Enterprise License, qty: 80 (Exp. 04/29)											$ 4,300.00		$ 4,300.00	$ 4,300.00	$ 4,300.00	4,300
DNS Service for .laquintaca.gov via AWS Route53 (Exp. 4/5/26)													$ 250.00	$ 250.00	25	
AutoCad Subscriptions, qty: 2, 3 year renewals (Exp 01/17/26)							$ 1,610.00						$ 1,610.00			
Bluebeam Studio Prime, qty: 1 (Exp. 07/05)	$ 2,545.00												$ 2,545.00	$ 2,545.00	$ 2,545.00	2,545
Bluebeam Revu 2020 Standard, qty: 15 (Exp. 9/21)			$ 1,779.00										$ 1,779.00	$ 1,779.00	$ 1,779.00	1,779
Parallels Desktop for Mac Business Edition, qty: 1 (Exp. 11/14)					$ 149.99								$ 149.99	$ 149.99	$ 149.99	149
Adobe Creative Cloud, qty:2 (exp TBD, March/April)										$ 2,040.00			$ 2,024.00	$ 2,024.00	$ 2,024.00	2,024
Adobe Photoshop 2021 (Exp. 6/1)												$ 321.05	$ 321.05	$ 321.05	$ 321.05	32
Adobe Acrobat Pro DC, qty: 60 (exp 06/13/23)												$ 4,450.70	$ 4,451.00	$ 4,451.00	$ 4,451.00	4,45
Microsoft Office365 GCC G5, qty: 166 (Exp. 3/31/24) @appx $38 per user per month							$ 75,696.00						$ 75,696.00	$ 75,696.00	$ 75,696.00	75,696
Microsoft Office365 AAD P1 for Government, qty: 166 (Exp. 3/31/24) @appx $6 per user per month							$ 11,952.00						$ 11,952.00	$ 11,952.00	$ 11,952.00	11,952
ArcGIS Licensing (purchased by Customer directly;price unknown)(11/30)																

Meeting Candence
- Budget Meetings: Annual
- Business Reviews: Quarterly
- Service Reviews: Monthly or bi-weekly
- Project Meetings: As needed

These meetings ensure the refresh cycles are being maintained and also are a forum to discuss other service delivery needs.

Tools
- Datto RMM proactively monitors the health of your Servers and Workstation assets on a 24x7x365 basis and reports issues to our 24x7x365 NOC before they become a problem.
- Auvik is an advanced network monitoring tool that proactively monitors your networking assets on a 24x7x365 basis and reports issues to our 24x7x365 NOC before they become a problem.
- Cynet is an advanced Cybersecurity EDR tool that proactively monitors security on your infrastructure on a 24x7x365 basis and reports issues to our 24x7x365 SOC, greatly reducing your risk of Cyber-attacks.

Continuous Improvement
Our goal is to be part of the top 10% MSPs in the country. We have aggressive SLAs and have a system of continuous improvement including the following:

- Root Cause Analysis (RCA) for issues whose resolutions did not meet our customer's expectations.
- Ongoing process improvement in Help Desk, Project Management, and Finance
- Continuing Technical Education program for our engineers paid for by Acorn
- Ongoing evaluation of internal and customer tools

Cross Training

All new staff undergo a 4 week training period to fully learn our processes and details about supporting our customers. The staff is supported by IT Glue software, the industry leading IT documentation tool making details about supporting our customers easily accessible. Additionally, the staff in certain departments are cycled around to gain a deep understanding of how all parts of the business work. The size of our company (72 employees) gives us a deep bench and the ability to 'cover' in the event of employee outages.

Organizational Staff

Our Administrative/Organizational processes and procedure are heavily documented facilitating the training our staff.

Asset Tracking / Documentation

For Inventory Control/Reporting, Warranty Management, and Asset tracking, we use a combination of the following tools:
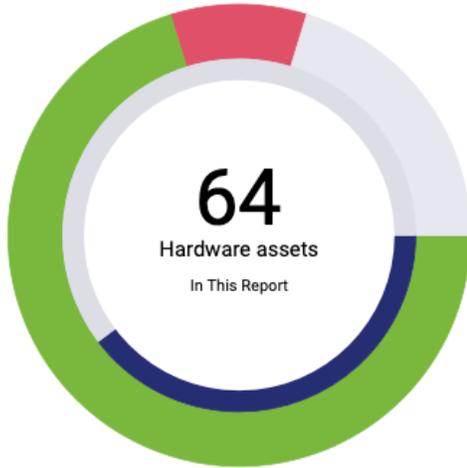
- Datto RMM
- ScalePad
- IT Glue
- SmartSheet
- Auvik

ScalePad is a tool that helps manage inventory and warranties. This tool plugs into Datto and Auvik to help with refresh cycles for Workstations, Servers, and Network Hardware. The tool can be configured to automatically email monthly Asset Reports.

See screenshots below:

Hardware Lifecycle Report

October 2023

acorn
TECHNOLOGY SERVICES

64

Hardware assets

In This Report

About This Report

This is an overview of known server and workstation hardware for ████. A detailed breakdown starts on page 2. The sample evergreen report appearing on the last page is for discussion purposes only, and doesn't represent an actual quote. Please contact us with any questions and we would be pleased to discuss this report in further detail.

Replacement status:

45 Supported
No action required

6 Overdue
Action required

13 Unknown
Under review or unknown

Operating System:

21 OS supported
Within support period

32 OS unsupported
No longer maintained

3
Servers

Replacement status:
- 2 Overdue
- 1 Unknown

48
Workstations

Replacement status:
- 45 Supported
- 3 Overdue

Operating System:
- 16 OS supported
- 32 OS unsupported

7
VMs

Operating System:
- 5 OS supported

5
Network

1
Imaging

Replacement status:
- 1 Overdue

Servers		Make	Serial	Model	OS	Age	Purchased	Expires	
B███OST2		Dell	5DHZXM2	PowerEdge T640	VMWare	5.6	2018-02-14	2023-02-14	■
B███OST1		Dell	5DHYXM2	PowerEdge T640	VMWare	5.6	2018-02-14	2023-02-14	■
B███NAP1		QNAP	Q16BI00762	TS-453U-RP					■

Workstations		User	Make	Serial	Model	OS	Age	Purchased	Expires	
███40		j██████	Dell	6TRHFY3	Latitude 5440	Windows 11 22H2	0.1	2023-08-24	2026-08-25	■
███41		j█████rough	Dell	DNRHFY3	Latitude 5440	Windows 11 22H2	0.1	2023-08-24	2026-08-25	■
███42		C█████	Dell	B9YHFY3	Latitude 5440	Windows 11 22H2	0.1	2023-08-24	2026-08-25	■
███43		A████rator	Dell	DPRHFY3	Latitude 5440	Windows 11 22H2	0.1	2023-08-24	2026-08-25	■
███39		A████rator	Dell	9MXFYW3	Latitude 5540	Windows 11 22H2	0.2	2023-08-04	2026-08-05	■
███38		d████s	Dell	BK5BYW3	Latitude 5540	Windows 11 22H2	0.2	2023-07-26	2026-07-27	■
███37		l█████	Dell	9X5BYW3	Latitude 5540	Windows 11 22H2	0.2	2023-07-26	2026-07-27	■
███35		A████rator	Dell	CL5BYW3	Latitude 5540	Windows 11 22H2	0.2	2023-07-26	2026-07-27	■
███36		j█████	Dell	6TY9YW3	Latitude 5540	Windows 11 22H2	0.2	2023-07-26	2026-07-27	■
███34		c█████	Dell	5TTGCS3	Latitude 5530	Windows 10 22H2	0.5	2023-04-20	2026-04-22	■
███33		d█████	Dell	4HJL8S3	Latitude 5530	Windows 10 22H2	0.7	2023-01-11	2024-01-12	■
███31		b█████	Dell	4J5TTT3	LATITUDE 5431	Windows 11 22H2	0.8	2022-12-06	2023-12-07	■
███32		j█████rozco	Dell	DS66VT3	LATITUDE 5431	Windows 11 22H2	0.8	2022-12-06	2023-12-07	■
███21		a█████	Dell	JC0TSL3	Latitude 5520	Windows 10 22H2	1.1	2022-08-18	2025-08-20	■
███26		t█████	Dell	680TSL3	Latitude 5520	Windows 10 21H2	1.1	2022-08-18	2025-08-20	■
███30		A████lina	Dell	8D0TSL3	Latitude 5520	Windows 10 21H2	1.1	2022-08-18	2025-08-20	■
███29		g█████	Dell	580TSL3	Latitude 5520	Windows 10 21H2	1.1	2022-08-18	2025-08-20	■
███22		l████z	Dell	G80TSL3	Latitude 5520	Windows 10 21H2	1.1	2022-08-18	2025-08-20	■
███25		L████as	Dell	FD0TSL3	Latitude 5520	Windows 10 21H2	1.1	2022-08-18	2025-08-20	■
███24		N█████	Dell	BD0TSL3	Latitude 5520	Windows 10 21H2	1.1	2022-08-18	2025-08-20	■
███27		a█████	Dell	4C0TSL3	Latitude 5520	Windows 10 21H2	1.1	2022-08-18	2025-08-20	■
███23		C█████	Dell	390TSL3	Latitude 5520	Windows 10 21H2	1.1	2022-08-18	2025-08-20	■
███28		n█████	Dell	JJZSSL3	Latitude 5520	Windows 10 21H2	1.1	2022-08-18	2025-08-20	■
███20		l████	Dell	8DGV2M3	Latitude 5420	Windows 10 21H2	1.6	2022-03-19	2025-03-21	■
███19		n█████	Dell	5BKV2M3	Latitude 5420	Windows 10 21H2	1.6	2022-03-19	2025-03-21	■
███18		D█████	Dell	992PZH3	Latitude 5420	Windows 10 21H2	1.9	2021-11-09	2025-02-09	■

IT Glue/Brightguage IT Glue is the industry leading IT documentation tool. We use it to track/alert annual subscription renewals, procedures, and processes amongst other things. We utilize Brightguage to present subscription/renewal data from IT Glue via a web portal:

BrightGauge   Dashboards   Goals   Reports   Gauges

IT Glue - Warranty Status ⌄   ┢ Gauges

Overall Warranty Status

Warranty Status	Count of devices
0. No Warranty Info	6764
1. Expired	2613
2. 0-30 Days	51
3. 31-60 Days	50
4. 61-90 Days	49
5. 90+ Days	1274

⊙ 3 HOURS AGO

Overall Expirations In Next 60 Days

Customer name	Expirations in 60 days
V rdes)	30
R (IT)	12
P agement)	9
AS (City	8
ISD District)	6
ICR ds)	5
: (Da mmunities)	4
S (Acon Services)	3

⊙ 3 HOURS AGO

Network Devices - Expirations In Next 60 Days

Customer name	Expirations in 60 days
RPV rdes)	30
SSI IT)	12
SSF Management)	9
SF)	8
CI istrict)	6
BGC dlands)	5
IC munities)	4

Servers Devices - Expirations In Next 60 Days

Customer name	Expirations in 60 days
ICI ommunities)	2
B rtals)	1
Solutions)	1
RCC e Consortium)	1

Smartsheet is a versatile web-based tool that facilitates the sharing of detailed inventories with our clients.

Additional Charges

Below are items that would substantiate an additional charge:
- Projects: defined as work not defined in the Statement of Work below. This is typically the addition of new hardware, locations, or initiatives.
- Software licenses
- Security Services can be bundled into Managed Services but are typically a separate charge. The services include, but are not limited to, EDR, XDR, VDR.

RFQ Response Forms

Firm Profile

Mission Springs Water District

Released: September 2023	INFORMATION TECHNOLOGY SERVICES AND SUPPORT RFQ Response Form PROPOSER PROFILE			PROPOSER'S Name: Acorn Technology Services
HOME OFFICE/HEADQUARTERS				

Legal Company Name:	CU Technology LLC			
Company Reference:				
Address: Street #/Name:	1960 Chicago Avenue			
Suite:	E9			
City, State, Zip	Riverside, CA 92507			

Officers/Owners:	Title(s):	Office Phone	Email	Cell Phone
Craig Wolynez	CEO	951-379-3552	cwolynez@acorntechservices.com	213-926-8687
Umar Irshad	COO	951-397-2601	uirshad@acorntechservices.com	425-943-0376

Type:	LLC	State of Registration:	CA	Year founded:	2000	Founded by: Don Dye

LOCAL BRANCH OFFICE FOR THIS PROJECT				
Branch Name:				
Address: Street #/Name:	1960 Chicago Avenue			
Suite:	E9			
City, State, Zip	Riverside, CA 92507			
Year established:	2000	Region(s) served:	Southern California	

Contacts (for this project):	Title(s):	Office Phone	Email	Cell Phone
Ryan Wambolt	PMO	951-379-3538	rwambolt@acorntechservices.com	951-836-9495
Tiffany Shaw	Acount Manager	951-277-6008	tshaw@acorntechservices.com	951-252-8012

INSTALLED USER BASE		
	Corporate	Local Branch (if different)
Total	45	
Similar Size		

Released: September 2023	INFORMATION TECHNOLOGY SERVICES AND SUPPORT RFQ Response Form PROPOSER PROFILE			PROPOSER'S Name:
REFERENCES*				
Reference Agency Name	Location (City & State)	Contact person - Title	Phone/Email	Product(s)/Services
Lukasz Buchwald City of Rancho Palos Verdes	Rancho Palos Verdes, California	IT Manager	310-544-531 lbuchwald@rpvca.gov	Managed IT Services
John Botero City of Duvall	Duvall, Washington	City Clerk	425-788-1186 john.botero@duvallwa.gov	Managed IT Services
Kathy Tai City of Industry	City of Industry, California	Development Services Manager	612-333-2211 ext. 232 ktai@cityofindustry.org	Managed IT Services
Lynn McIntier Desert Water Agency	Palm Springs,, California	Director of IT	310-892-4386 lmcintier@dwa.org	Managed IT Services
Luis Frausto City of South Pasadena	South Pasadena, California	Director of Management Services	626-403-7234 lfrausto@southpasadenaca.gov	Managed IT Services
Brittany Mello City of Huntington Beach	Huntington Beach, California	Dep.Dir. of Administrative Services	714-536-5537 brittany.mello@surfCity-hb.org	Security Services
Lauren Vasquez City of Monrovia	Monrovia, California	Assistant City Manager	626-932-5506 lvasquez@ci.monrovia.ca.us	Managed IT Services

* These should be references as similar in size and organization to the DISTRICT as possible with products/services similar to those proposed herein.

Mission Springs Water District

Released: September 2023	INFORMATION TECHNOLOGY SERVICES AND SUPPORT RFQ Response Form PROPOSER PROFILE			PROPOSER'S Name:	
SUPPORT TEAM					
Role	Name, Title	Phone/Email	City/State	Qualifications/Experience	
Manager/Officer				Years with firm	
				Resume attached	
Site Lead				Years with firm	
				Resume attached	
Site Technician				Years with firm	
				Resume attached	
Project Manager	Please see abreviated resumes below:			Years with firm	
				Resume attached	
Security Consultant				Years with firm	
				Resume attached	
Trainer				Years with firm	
				Resume attached	
Other(s)				Years with firm	
				Resume attached	
Corporate level resource people available to local support staff.				Years with firm	
				Resume attached	

Attach resumes or additional pages if necessary. Although these may not be the actual people to participate in the project, they must be representative in terms of training and experience and knowledge of the District's environment for those who will be involved.

RFQ 2023 Response Forms - PROPOSER PROFILE

Name: Craig Wolynez	Position: CEO, Owner

Craig Wolynez has been a technology entrepreneur since 1998 founding/acquiring multiple companies with disciplines in web development and IT Managed services. He has worked with business leaders across a wide array of companies like Ford Motor Company, Jerry Bruckheimer Films, Motorola, The United Way, Harpo Studios, and Habitat For Humanity. Craig has held a myriad of positions over his career such as President of Mergers & Acquisitions, CIO, and now currently, CEO of Acorn Technology Services.

Craig has spent the past two decades helping organizations achieve meaningful and strategic change by leveraging technology to achieve their visions. He is a people person who puts a high value on personal relationships, a key ingredient to his success with customers. Currently, Craig works with the leaders at Acorn Technology Services to offer high value products and premium services in Managed IT and Security Services.

Name: Umar Irshad	Position: COO, Owner

Umar has over 20 years of experience in end-to-end IT management and governance. His most recent accomplishment was rebuilding a Pacific Northwestern MSP into a regional leader by building from the ground up; process, procedures, products, and staff utilizing the COBIT architecture.

He has directed global operations teams for Microsoft.com, Microsoft Anti-Malware, and Windows Update. At Microsoft, his team managed 24 data centers worldwide. His experience includes building robust IT management teams and processes based on ITIL standards and cybersecurity systems based on ISO27002 and (ISC)2. Umar believes that by following a few basic principles and standards IT can be simplified all the while empowering your employees and protecting your organization from Cybersecurity threats.

Umar has spent several years designing and implementing streamlined security platforms that meet client needs and budgets. He has been on the front lines working with IT-ISAC, Department of Homeland Security, Federal Bureau of Investigation, and some of the largest technology companies in the world. Umar is passionate about Cybersecurity, aligning IT teams, structure, and process with business vision and expectations.

Name: David McKissic	Position: VP, Technical Operations, 2 Yrs.
	Director of Security Services, 8 Yrs.
	CompTIA A+, Network+ and Security+ certified

David has been working in cybersecurity for almost 20 years. Before working at Acorn Technology Services, he ran his own business, and consultation. At Acorn he leads the helpdesk operations and cybersecurity departments. He has assisted in integrating new technologies and bringing in security options for customers. Part of his responsibilities also included leading and performing vulnerability assessments and audits for various projects and customers. Many were for municipal governments that are current customers today.

Name: Ryan Wambolt	Position: Dir, Project Management, 2 Yrs.
	Senior Project Manager, 5 Yrs.
	Project Manager, 2 Yrs.

Ryan has been a project manager with Acorn for the past 9 years and has ascended to the role of Director of Project Management Office. Ryan leads a team of 4 project managers and 9 project engineers. Additionally, Ryan has been personally responsible for the management and implementation of multiple high-complexity projects for various Acorn customers, ranging from private organizations to public entities, including a handful of municipalities where he has overseen discovery and IT assessments for new and existing customers; while focusing efforts on meeting timelines, contributing to network design, maintaining budget requirements, ensuring high levels of customer service, and interfacing with technical and customer service staff, vendors and Acorn's CEO keeping them all apprised on the status of projects. Ryan's team will be meeting with you on a cadence commensurate to the volume of projects we are engaged in.

Name: Araceli Nava	Position: Dir, Account Management, 1 Year
	Account Manager, 4 Yrs.
Araceli Nava has been with Acorn for 5 years. She manages the Account management department at Acorn and has a team of account managers who report to her. Araceli deftly manages Tier 1 customers at Acorn including multiple cities like Costa Mesa Sanitary District, City of Monrovia, City of Industry, and the City of South Pasadena. She is well versed at creating and maintaining budgets, she is meticulous, and is a ferocious advocate for her customers.	

Name: Lyle Jones	Position: Dir, Systems Engineering, 2 Yrs.
	Senior Systems Engineer, 2 Yrs.
	Senior Systems Administrator, 7 Yrs.
	Technical Service Representative, 6 Yrs.
Lyle has over 20 years of IT experience. His team is responsible for handling an elevated level of service requests, along with setting standards on system design and architecture. Lyle has been with Acorn for the last 17 years. Lyle's responsibilities include awareness and competency with all current technology supported by Acorn, including workstations, servers, networks, and vendor specific hardware and software. He frequently advises and directs installation, maintenance, and monitoring operations for all customers. Advises with recommendations for systemic improvements to all systems and architectures. Provides specialized systems technical support when necessary to support administration and security of systems and hardware; diagnose and treat incidents; writes procedures and various technical documents; and support for internal training on customer equipment and software.	

Name: Joel Noriega	Position: Manager, City Engineers, 2 Yrs .
	Onsite City Engineer, 5 Years
	Helpdesk Technician, 5 Years
	Implementation Engineer, 6 Months
Joel Noriega has been working for Acorn Technology Services for approximately 12 years. His experience includes onboarding new City customers, managing networks, and configuring servers. As an on-site City manager, Joel works at various municipal government sites and manages and assists the onsite City engineers. He focuses on ensuring that the on-site City engineers are successful in their roles and get all the assistance from other departments at Acorn in a timely manner.	

Pricing Sheets

We propose the following pricing:

IT Consulting Support Services	Monthly Fee
Transition Price	*Included in the 1st month's managed services fee*
Unlimited Server, Network, Desktop, Mobile Device, and remote support, and all services as defined in Scope of Services	$8,775
Emergency services including Onsite Emergency Support	$0
Scheduled Onsite Options	
8 Hours/Week Scheduled Onsite Support	Included in Above Price
16 Hours/Week Scheduled Onsite Support	+$1,600
40 Hours/Week Scheduled Onsite Support	+$6,500

Items outside the Scope of Services will be considered 'Projects.' They will be billed at a rate of $165/hour. An estimate or quote for Projects can only be given after an IT Assessment and Security Assessment.

Security Services	Annual Fee
KnowB4 Security Training	$36/User
EDR Services (Next Generation Security Protection which incorporates Antivirus)	$155/User

Consultant Questionnaire

1. How many years of experience does your organization have in the setup, administration, and maintenance of corporate networks?
   a. 22 Years
2. Does anyone within your organization with access to our data located outside the USA? If so, where?
   a. We have two models for our customers.
      i. CJIS Model – Our Water District customers and City customers with Police Departments are on CJIS Model, whereby no one outside of continental United States has access to Servers, Networks, Documentation or Remote Administration tool.
      ii. Non-CJIS Model – Our Non-Water District customers and customers with no Police Departments are on Non-CJIS model. Our non-CJIS customers projects are delivered by our Offshore team in Pakistan. Offshore team only delivers

project work for our non-CJIS customers. Acorn's entire Helpdesk, Systems and Network engineering and Cybersecurity departments are located in continental United States.

3. As you will have some form of remote access to our data, network, and systems, describe how unauthorized access will be prevented and monitored.
    a. Acorn uses Datto remote management tool. Every remote access is tracked by Datto and this log cannot be altered even by Datto global administrators. Datto has two main security groups. One group has access to CJIS customer environments, and the other group does not have access to CJIS customers. Acorn's cybersecurity team out of Riverside, CA manages the access control system for Datto which is audited monthly by Vice President of Cybersecurity and Technical Operations.

4. Have you performed background screening on all administrators within your organization that will have access to our data?
    a. Yes. All employees are CJIS certified employees.

5. Please provide a list of relevant active certifications/licenses held by your organization.
    a. ISC2 CISSP (1 employee)
    b. Cisco CCNA (12 employees)
    c. Cisco CCNP (9 employees)
    d. Cisco CCIE (2 employees)
    e. CCNP-SPCORE (1 employee)
    f. CCNP-SECORE (1 employee)
    g. CISCO Certified CyberOPS (1 employee)
    h. Certified Ethical Hacker (1 employee)
    i. MCP (8 employees)
    j. MCTS (6 employees)
    k. MCITP (5 employees)
    l. MCSA (6 employees)
    m. MCSE Cloud (1 employee)
    n. CJIS (Criminal Justice Information System) Certified (40 employees)
    o. PhD in Data Science and Artificial Intelligence (1 employee)
    p. ITIL (6 employees)
    q. AWS Solutions Architect (4 employees)
    r. PMP (2 employees)
    s. Watchguard Network Security Essentials, Secure Wi-Fi Essentials certifications (2 employees)
    t. Veeam Storage and Replication Backup Certification (2 employees)
    u. StorageCraft Certified Engineer (2 employees)
    v. Dell EMC Information Storage & Management, DECA-ISM (1 employee)
    w. VMWare Certified Professional, VCP (2 employees)
    x. CompTIA A+, Network+, and Security+ certifications (15 employees)

6. How can we retrieve our data, credentials, documentation, or other information if our contract with you is terminated?
    a. IT Glue Export.
7. Which RMM system(s) do you use?
    a. Datto RMM
8. Can the MSWD IT Manager be granted an account in your RMM system that will allow remote access, monitoring, and creating reports?
    a. Yes

Disclosure Questionnaire

1. ORGANIZATION

    1.1. How many years has your organization been in business as a Consultant?

    22 Years

    1.2. How many years has your organization been in business under its present name?

     22 Years

       1.2.1. Under what other names has your organization operated?

       Acorn Technology Services is held by CU Technology LLC since 2022.

    1.3. If your organization is a corporation, answer the following:

       1.3.1. Date of incorporation: 1/20/2022

       1.3.2. State of incorporation: California

       1.3.3. Corporate ID number: 87-4541758

       1.3.4. President's name: Craig Wolynez

       1.3.5. Agent for Service of Process:

    1.4. If your organization is a partnership, answer the following:

       1.4.1. Date of organization:

       1.4.2. Type of partnership (if applicable):

       1.4.3. Name(s) of general partner(s):

    1.5. If your organization is individually owned, answer the following:

       1.5.1. Date of organization:

       1.5.2. Name of owner:

    1.6. If the form of your organization is other than those listed above, describe it and name the principals:

2. LICENSING

    2.1. List jurisdictions and trade categories in which your organization is legally qualified to do business and indicate registration or license numbers, if applicable.

    There are no legal restrictions or licenses needed to perform IT Consulting Services in the State of California.

    2.2. List any other certifications held by your organization, and the name under which they are held.

    See previous question.

3. EXPERIENCE

    3.1. List the categories of work that your organization normally performs with its own forces.

       Managed Services
- 24x7x365 Help Desk
- Engineering Services
  - Network Support

- o   Server Support
- Procurement Services
- Phone System Support
- MDM (Mobile Device Management)

Cybersecurity Services
- Anti-Virus Management
- EDR/XDR provisioning and Management
- VDR (Vulnerability Management) provisioning and management
- Advanced Threat Management for Networks
- Dark Web Monitoring
- User Security Awareness Education & Training

Project Services
Examples:
- Server Migrations
- Cloud Migrations
- O365 Migrations
- PC Refresh
- MFA Implementations
- UcaaaS Implementations
- Etc.

3.2. Has your organization, under its current name or any previous names, ever failed to complete any work/contract awarded to it? (If Yes, please explain)
No

4. CLAIMS AND LAWSUITS

4.1. Are there any judgments, lawsuits, administrative proceedings, claims, arbitration proceedings, suits pending or outstanding, or other exposures against your organization or any its officers? (*If Yes, please describe*)
No

4.2. Has your organization filed any lawsuits or requested arbitration with regard to any of its contracts within the last five (5) years? (*If Yes, please explain*)
No

4.3. Has the Consultant, any officer of the Consultant, or any employee of the Consultant who has proprietary interest in the Consultant, ever been disqualified, removed, or otherwise prevented from bidding on, or completing a federal, state, or local government project because of a violation of law or safety regulation? (*If Yes, please explain*).
No

Supporting Certificates, resumes, other credentials
Either not applicable or included in previous sections.

Statement of Work and Service Level Agreements

Transition
During the transition period, Acorn Technology Services will work closely with the District's contact and current MSP to begin the process of transferring services. A dedicated Project Manager and Account Manager will be assigned to the transition project who will update the District's main contact and Acorn Engineering teams on a daily basis until the transition is completed. A transition plan will be created in Smartsheet with the following details. We will commit to the action plan and Terms of Engagement will be developed.

Week 1:
- Day 1:
    - Will request District or present MSP to create Acorn domain admin account.
        - **Responsibility:** District & Acorn Project Management department.
    - Install Datto Agents on the workstations and servers.
        - **Responsibility:** Acorn Project Management department.
    - Install Auvik collector for network infrastructure management.
        - **Responsibility:** Acorn Systems Engineering department.
- Day 2: (**Responsibility**: Acorn Project Management department)
    - Request all documentation from present MSP.
        - This documentation will include the following.
            - Location information.
            - Contacts of all employees.
            - Helpdesk, Engineering documents.
            - Passwords.
            - Domain information.
            - SSL Certificate information.
            - Antivirus details.
            - Application and SMEs.
            - Internet WAN information.
            - LAN information.
            - Licensing details.
            - Remote access.
            - Vendor information (*if needed*).
        - It usually takes around a week for the MSP to provide documentation in our experience including passwords.
- Day 3 to Day 5: (**Responsibility**: Acorn Project Management department)
    - Create server/application mapping documents in IT Glue.

- o Start documenting infrastructure details in IT Glue. (*This information will be gathered by Datto, Auvik and onsite Project Manager during the transition/meetings/data gathering discussions with District IT and current MSP staff*)

Week 2:
- Day 1
  - o Start importing documentation into IT Glue gathered in week 1.
    - ▪ (**Responsibility**: Acorn Project Management department)
- Day 2:
  - o Importing of all contacts in Autotask ticketing system.
    - ▪ (**Responsibility**: Acorn Project Management department)
- Day 3-5:
  - o Install Cynet agents for intrusion detection, prevention, and anti-virus.
  - o Share with users at Mission Springs Water District on how to engage Helpdesk. This is a 3-slide presentation that can be given to all users.
    - ▪ (**Responsibility**: Acorn Project Management & Account Management departments)

Week 3:
- Day 1
  - o Continue updating IT Glue as and when more information is received or gathered.
    - ▪ (**Responsibility**: Acorn Project Management department)
- Day 2-5:
  - o Train Helpdesk department.
    - ▪ (**Responsibility**: Acorn Helpdesk department)
- Day 2-5:
  - o Train Systems Engineering department.
    - ▪ (**Responsibility**: Acorn Helpdesk department)
-

Week 4 or 5:
- Helpdesk team to start taking calls and emails from Mission springs Water District.
- Continue updating documentation.

General Operations
Administration Services
Acorn refers to all of the required Administration Services and Account Management. The District will have a dedicated Account Manager assigned to your account. They will have periodic meetings with you (as defined in section 'Meeting Cadence'.) Your Account Manager will maintain and give you access to:
- Inventories
- Network Diagrams

- Policy / Procedure Documents

Best practice solutions will be presented in your Annual Budget Meeting or during periodic check-ins.

Additionally, SLAs can be measured via our Online Dashboard detailed in the Reporting section below.

Help Desktop / Support Services

We will provide an on-site Desktop Support Technician (Hours/week of your choosing) that will report to our Director of Technical Operations, Sara Lauritzen, to ensure that the technician is fully supported by Acorn's other departments.
- All user related tickets will be routed to the Helpdesk as primary contact. If the Helpdesk is unable to resolve the issue, the Helpdesk team will then engage Acorn's engineering team for assistance. If needed, the City's IT technician will be engaged to assist for onsite support.

Acorn Technology Services uses the Autotask ticketing system to process customer requests. Ticket can be generated by the customer by sending email to helpdesk@acorntechservices.com. Each ticket request generates an automated response to the user setting up response expectations. Users can also reach the Helpdesk via phone for urgent issues. The average hold time for phone calls for the last 3 months at Acorn Technology Services is less than a minute.

Call Time

- Avg. Call Handling Time
- Avg. Call Waiting Time
- Longest Call Waiting Time

Response Times & Service Level Agreement

Priority		Issue Type	Response SLA	
P1	Critical	• Major outage impacting all users. • Business critical applications are down and impacting all users. • Significant revenue loss, legal implication, virus attack or reputational impact	15	minutes
P2	High	• Outage impacting most of the users but not all of the users. • Business critical application down but not impacting all users	15	minutes
P3	Normal	• Single user impact • Business application e.g., ERP, Office, Email, Internet outage etc.	30	minutes
P4	Low	• Single user impact • Nonbusiness applications e.g., Adobe, PDF etc.	30	minutes

NOTE: If an issue is escalated to a vendor, then vendor SLA's will be considered.

Desktop Support

Below are details regarding what is included in our Helpdesk Support services:

Helpdesk Services	**Service Request Management:**
	24x7x365 Desktop and User support via telephone and email.
	Ticket generation, customer communication & ticket management.
	First line of support for all issues.
	Document issues and information.
	PC Support:
	Troubleshoot and resolve issues on company desktops and laptops.
	Escalate to vendor if needed.
	RMA support.
	Procurement.
	Application Support:
	Basic Line of Business (LOB) Application support (Password reset, new user provisioning, login issue).
	Escalation of Non-Desktop related LOB issues to vendor, Acorn engineering or customer's client Subject Matter Expert (SME).
	Creation and Maintenance of LOB Knowledge Base Article Library.

	Basic O365 provisioning. (Email setup, forwarding, whitelist/blacklist, Distribution groups, permissions, shared mailboxes).
	Microsoft Office application installations.
	Mobile Device Support:
	Remote assistance connecting device to Exchange Services .
	Printer/Scanner Support:
	Configure workstations to connect to network printer/scanner.
	Basic Network Printer Configuration - attaching printer to network, providing IP's to printers, setting up scan to print, scan to folder and scan to email.
	Basic Network Printer Troubleshooting - troubleshooting printing issues caused due to network, scan to print, scan to email and scan to folder issues.
	Escalate printer issues to printer Vendor as necessary.

System Administration / Infrastructure Services

Below are details regarding what is included in our System Administration (Server Management) services:

Included Services	Exclusions
Server Monitoring & Infrastructure Management - 24x7x365 Monitoring, Administration and Remediation of Server issues via telephone, email, and onsite as needed. *(Acorn uses Datto and Auvik for monitoring and response on a 24x7x365 basis)* - Physical Architecture diagrams of Servers & Network devices with bi-yearly reviews. - Break fix for issues related to Infrastructure. - Major incident investigation and resolution. (If an outage is caused by LOB applications, then, coordination with vendors). - Document issues and information related to escalated tickets.	
Server Troubleshooting - Troubleshooting/Remediation of server Operating System performance issues - Troubleshooting hardware performance related issues - Troubleshooting IIS and SQL related issues - Coordinating core application related issues with 3rd party providers	
Change management. - Schedule - Change step - Roll back steps - Testing - Customer Approval - Acorn Engineering Approval	

Active Directory Management
- Secure DNS Management
- Group Policy Management
- Password Policy Management
- Active Directory OU management
- Active Directory replication to Disaster Recovery site
- Active Directory identification and authentication
- Active Directory Remote Desktop Services
- Active Directory Certificate Services
- LDAP management
- Active Directory synchronization from on premises to Azure Active directory
- Data retention management. (Note: Retention policy must be shared by the Client)
    o User retention
    o Device retention
	- Single sign-on integrations with Active Directory Federation services. Acorn Technology Services can assist with Active Directory cleanup as a Project.
	- Integration with 3rd party applications. E.g., SaaS applications using Active Directory for authentication and identification.
	- Federated services with 3rd party applications.
	- Domain controller functional level version upgrades.

Server Operating System patching on monthly basis **NOTE:** All patches are approved by the Systems Engineering department before rollout. These patches can also be shared with City's IT staff prior to patching activity.	
Encryption (servers and backups)	Cost of licenses
Server Images/Cloning as and when needed	
Backups (Email, One Drive, SharePoint)	Cost of licenses
Backups and disaster recovery management (Servers)	Cost of licenses
Anti-Virus for servers	
O365 support	Migration and cost of licenses
Azure Support if Applicable (Virtual Machines, Storage, Reserved instances, Azure Hybrid benefits)	
Infrastructure Documentation	
Certificate support and maintenance	Cost of certificates
Intune support for MDM	

Voice and Communication Services

Acorn will provide general support and administration for the District's RingCentral telephone system, conferencing equipment. Additionally, we will administer Mobile Device Management systems.

28

Network, Switching, Routing & Wireless Services

Below are details regarding what is included in our Network Maintenance and Management services:

Included Services	Exclusions
Monitoring and management - 24x7x 365 Network device Monitoring. *(Acorn uses Datto and Auvik for monitoring and response on a 24x7x365 basis)* - After-hours response to critical outages and incidents - VPN mgmt. and support - ISP Management and Support	
Network device management - Firewalls maintenance - Switches & routing maintenance - WAPs maintenance	
Network troubleshooting - Troubleshooting/Remediation of network related issues - Troubleshooting network performance related issues - Hardware issues and RMA	
Firmware upgrades	
Secured Encrypted VPN Management	Setup and license
DHCP Support and Maintenance	
Network Architect Diagram Creation	

Scheduled Onsite Services and Support Personnel

As per the Mandatory Online Firm Conference, we will slightly deviate from the RFP providing the Options the District expressed interest in.

Acorn follows ITIL standards and thereby follows the standards of Help Desk escalations expressed in section 5.2.6. As such, we will provide an L1+ Onsite Resource to the District to participate in Tier 1 duties.

Option #1
8 Hours / week of Onsite support. Pricing is defined in the 'Pricing Sheet Section.'
Option #2
16 Hours / week of Onsite support. Pricing is defined in the 'Pricing Sheet Section.'
Option #3
40 Hours / week or Fulltime Onsite support. Pricing is defined in the 'Pricing Sheet Section.'

Proactive and Remote Services

Acorn will provide Proactive Support (as touched upon in Proactive vs. Reactive section above.)

- *Proactive monitoring of servers, network devices and peripherals*
  Above devices will be monitored by our 24x7x365 NOC team
- *Monitoring of vital systems and alerts*
  Above devices will be monitored by our 24x7x365 NOC team
- *Notification of any indication of an impending problem*
  Notification policy will be defined in onboarding.
- *Daily monitoring of data backup status and addressing backup issues*
  Included in our Server Support Services.
- *Server and workstation patch management*
  Included in our Services.
- *Detailed monthly reports*
  See reporting below.
- *Application availability monitoring*
  This will need to be defined during onboarding.
- Services will include monitoring EDR alerts
- Patching is included in our services as well as remediation from unforeseen incidents stemming from patching.
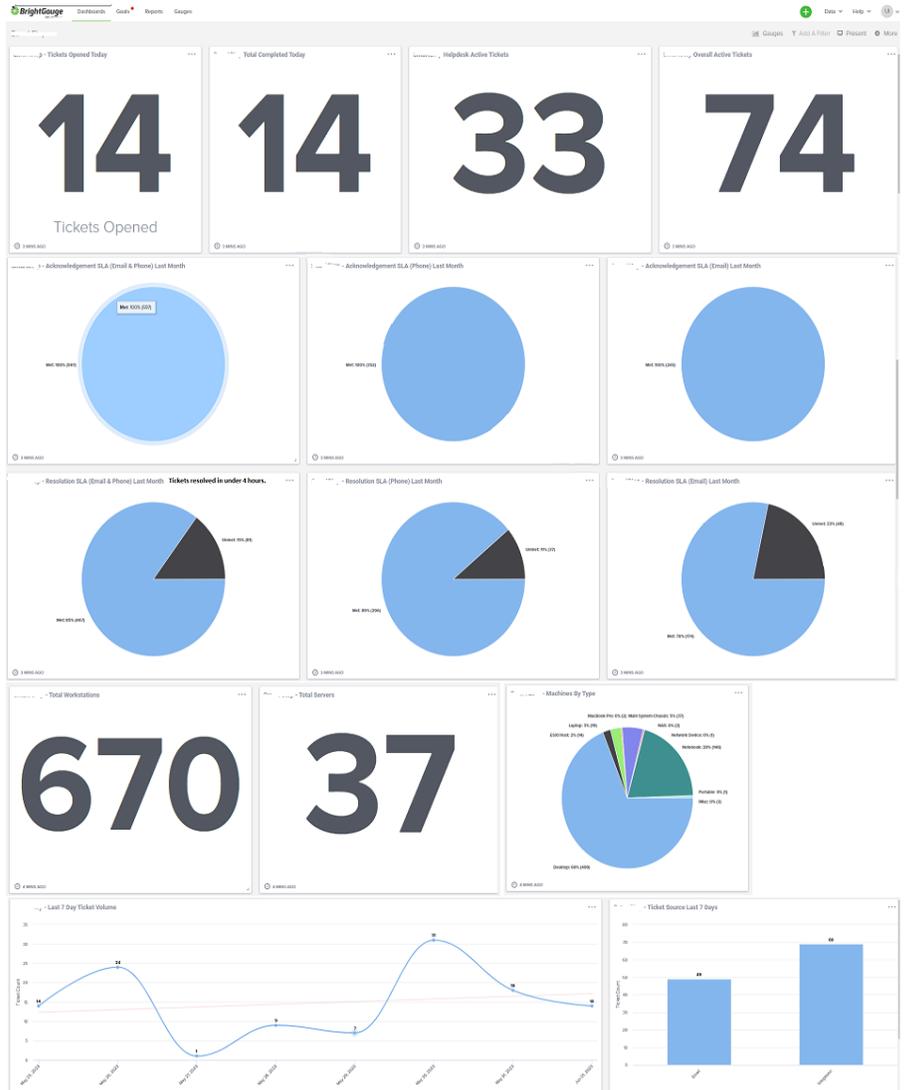
After-Hours and Emergency Support

- Unlimited Emergency (On and Off-Site) After-Hours support is included in our Proposal.
- Patching is *not* considered emergency support

Help Desk

Ticket reporting is available via a portal in real-time which includes:
- Ticket Status
- SLA Metrics
- Below is a sample screenshot of reporting metrics

- Ticketing portal can be customized to include all the criteria defined in section 5.2.9.

Systems Reporting

Reporting Portal can be customized to show:
- Server System Health
- Disk Space Utilization
- Workstation System Health

- Patching levels on Servers/Workstations
- Server uptime

Backup Reporting
- Backup reports can be emailed automatically as requested
- Backup integrity tests and Quarterly System Recovery Tests will be performed as requested

Pool of Consulting Hours

Acorn is open to providing a Pool of Hours as requested *or* provide Project Services as budgeted and as needed. Our PMO Department is highly qualified to tackle the mentioned projects such as:

- New Systems Implementations
- Network/Hardware/System Architecture, Engineering Design Services
- Server Migrations
- Cloud Migrations
- O365 Migrations
- PC Refresh
- MFA Implementations
- UcaaaS Implementations
- Etc.

We do *not* do Software Development in-house but do have a trusted partner that can implement complex solutions.

Invoicing
Monthly Invoicing will be clear and consistent as per section 5.4.

Service Level Agreements

Priority		Issue Type	Response SLA	
P1	Critical	• Major outage impacting all users. • Business critical applications are down and impacting all users. • Significant revenue loss, legal implication, virus attack or reputational impact	15	minutes
P2	High	• Outage impacting most of the users but not all of the users. • Business critical application down but not impacting all users	15	minutes
P3	Normal	• Single user impact • Business application e.g., ERP, Office, Email, Internet outage etc.	30	minutes
P4	Low	• Single user impact • Nonbusiness applications e.g., Adobe, PDF etc.	30	minutes

NOTE: If an issue is escalated to a vendor, then vendor SLA's will be considered.