



REQUEST FOR QUALIFICATIONS

INFORMATION TECHNOLOGY MANAGEMENT SERVICES AND SUPPORT



Date: **November 1, 2023**
Contact: **Aaron Betts, Operations Officer**
888-546-8353 ext. 1110
aaronb@it4ps.com



Table of Contents

A. Cover Page.....	1
B. Table of Contents	2
C. Transmittal Letter.....	3
D. Executive Summary.....	4
E. RFQ Response Forms	9
F. Firm Qualifications	17
G. Transition.....	22
H. General Operations.....	27

November 11, 2023

Mr. Kurt Kettenacker,

Thank you for the opportunity to present our organization for the Mission Springs Water District's Information Technology Management Services and Support RFP. **For nearly 3 decades**, Intelesys has been providing best-in-class technology services. We specialize in public sector solutions, dedicating our focus toward government and education for over 20 years. We understand the nuances that make public sector organizations like the Mission Springs Water District unique, and have built our company around delivering a level of service that the public sector requires.

I had the pleasure of serving as the City of San Marino's (One of our client's) IT Director for 14 months as an interim while they sought a replacement. This valuable experience allowed me to experience the aspects of our client base in a way not available to me in the past. I was able to complete two budget cycles, attend monthly executive team meetings, and present to council in open public meetings for requested budgetary needs. This engagement changed the way our company approached and managed our clients in significant ways.

Intelesys places a high degree of attention on project management and environmental discovery before a single change is made. Intelesys intends to provide 100% of the services listed in the RFP. We do not utilize any sub-contractors for our services. We acknowledge receipt of all RFP addenda. Pricing in the RFP will remain valid for no less than 90 days from the date of submittal.

Intelesys does not have any relation or conflict of interest with any city staff, council, nor city resource, past or present. We appreciate the opportunity to present our organization to the City of Rancho Palos Verdes and welcome a one on one conversation on how we can help assist in helping guide your network resources and future direction. Our job is to serve.

Respectfully,

A handwritten signature in black ink, appearing to read 'Rick Balzer'.

Rick Balzer

President

909.972.0404 | RickB@it4ps.com

Your primary contact:

Name: **Aaron Betts, Operations Manager**

Address: **3155 Sedona Court, Ste. B,
Ontario, CA 91764**

Direct: (909) 802-7338

Fax: (909) 305-2100

Email: AaronB@IT4PS.com

4.2.2 Executive Summary

Thank you for allowing Intelesys the opportunity to present our proposal recommendations on the Mission Springs Water District's RFP for managed IT services. As a top provider of solutions and management for local government in Southern California for the last 20 years, Intelesys has thorough knowledge of the unique municipal needs in technology services.



Our firm has consistently engaged in municipal projects exceeding over \$1M in scope and multiple years in duration. With 20 employees, Intelesys has staff available for support 24x7x365 to assist in emergency situations with quick local dispatch when needed. All of our work is completed by company employees, we do not subcontract out any labor.

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 (MISAC) 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.

Our best practices approach start 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 has been providing technology services to federal and state agencies, and municipalities for over 20 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. Our local approach varies greatly from many of our competitors who have been consolidated into firms headquartered outside the region. By knowing our local market, the local players, and having the ability to reach our staff on site as needed has led to our exceptional 98% customer satisfaction rating over the last 20 quarters.

Below is a list of projects similar in scope to the requested work asked for in the RFP. All clients listed below are located within Southern California.

- **City of San Marino – Network Security Audit and Network Management.**

In 2018, Intelesys was brought in to assess the City's network in preparation for the installation of a Mitel VoIP phone system. During the assessment, Intelesys discovered various networking and domain best practices that were not being adhered to. In presenting the findings, Intelesys was contracted to shore up the network vulnerabilities as well as take on the full management of the network. We are currently going into year 5 of a 3 year (with 2 extensions) contract. David Garcia and Charles Henigan are the primary senior engineers with Ryan Hurst and David Joyce providing onsite support. The initial projects investigation was for \$10,600. We also refreshed their network switches for \$15,259, and we maintain a \$15,000 per month which includes all of the Onsite, Remote network support, Network Tools, Backup utilities.

- **City of Big Bear Lake – Managed Services – network and server rebuild.**

A client since 2007, the City of Big Bear Lake engaged Intelesys for full Managed Services, in 2019. Intelesys has fully redesigned and replaced their entire network hardware infrastructure including new firewalls at each location. Intelesys manages the day to day IT needs for Big Bear both onsite and remotely. Charles Henigan, Ryan Hurst, and James Hunt have played integral parts in maintaining both their onsite and remote support needs. Intelesys, as part of the solution, implemented a cloud DR Backup solution which enables the District to fully function from anywhere with Internet should City Hall become unavailable. Their current monthly contract is \$10,428.

- **City of San Dimas – Network Re-design and Refresh Project.**

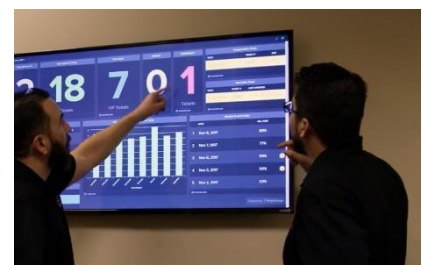
In 2019, the City of San Dimas engaged Intelesys to replace the network switches and re-design their network IP structure. David Garcia was part of the key personnel that assisted in designing and implementing the new IP structure, VLANs, and routing for a Core Switching network design. The project included sourcing, programming, and installing all new network switches. Intelesys was able to stand up the new network alongside the existing network to allow for testing and to prevent any interruption to the City employee’s productivity. The project budget was \$59,394 and was complete on time and within budget.

- **Laborers Training School – Network Re-design, Managed Network Services.**

In 2017, Laborers Training School engaged Intelesys to re-design their entire network infrastructure. David Garcia was part of the key personnel that assisted in designing and implementing the new IP structure, VLANs, and routing for a Core Switching network design. The project included sourcing, programming, and installing all new network switches, and firewalls. The project budget was \$62,541 and was complete on time and within budget. Then in 2020, Laborers was hit with a network breach and engaged Intelesys to monitor, manage, and maintain their network on an ongoing basis. Charles Henigan has been instrumental in identifying network vulnerabilities, and locking down the network security to conform to the NIST standards. They have not had a network event since Intelesys took over. Their monthly contract is \$7,374.

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. Whenever an SLA is within a 10% potential threshold of missing a committed target, the request turns red and is flagged at the management level to ensure proper resources are allocated to complete the tasks required.



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 want to hear about our service when 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 the 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 district. 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 district 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 district staff.

The majority of our staff have a 10+ year tenure with Intelesys, when new staff are brought on board they are required to go through a 9 to 12 months apprenticeship phase where all of their work monitored and shadowed by their team mentor. Each staff member is required to devote 20% to 30% of their time to educating themselves on products and processes and improving their technical ability to bring the best possible service to our clients.

Intelesys utilizes the industry standard platform IT Glue to document all of our clients' assets, processes, versioning, and general documentation. IT glue provides a central repository for all client information, backed with encrypted security to protect the integrity of the data.

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 four 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.

Our attention to detail has been recognized on a national scale by the California State University system and many technology vendors including TRA, NEC, Mitel, HP, and Dell. Intelesys was proud to be named "Service Entrepreneur of the Year" by the California State University system coveted Spirit of the Entrepreneur council, at an annual event devoted to recognizing excellence in the community.



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 the Mission Springs Water 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.

Mission Springs Water District

Released: September 2023		INFORMATION TECHNOLOGY SERVICES AND SUPPORT RFQ Response Form PROPOSER PROFILE			PROPOSER'S Name: Intelsys	
HOME OFFICE/HEADQUARTERS						
Legal Company Name:		ICS Intelesys, Inc.				
Company Reference:		HQ				
Address:	Street #/Name:	3155 Sedona Court				
	Suite:	#B				
	City, State, Zip	Ontario, CA, 91764				
Officers/Owners:		Title(s):	Office Phone	Email	Cell Phone	
Rick Balzer		President	909-305-1500	rickb@it4ps.com		
Type:	S-Corp	State of Registration:	CA	Year founded:	1969	Founded by: Rick Balzer
LOCAL BRANCH OFFICE FOR THIS PROJECT						
Branch Name:		Arizona Branch				
Address:	Street #/Name:					
	Suite:					
	City, State, Zip					
Year established:		Region(s) served:				
Contacts (for this project):		Title(s):	Office Phone	Email	Cell Phone	
INSTALLED USER BASE						
		Corporate			Local Branch (if different)	
Total						
Similar Size						

Mission Springs Water District

Released: September 2023	INFORMATION TECHNOLOGY SERVICES AND SUPPORT RFQ Response Form PROPOSER PROFILE			PROPOSER'S Name: Intelsys	
REFERENCES*					
Reference	Agency Name	Location (City & State)	Contact person - Title	Phone/Email	Product(s)/Services
	City of Desert Hot Springs	Desert Hot Springs, CA	Marius Stuler	(760) 329-6411 ext. 254 / mstuler@cityofdhs.org	Built Core Network and VLAN
	City of Big Bear Lake	Big Bear, CA	Kelly Ent	(909) 752-2858 / kent@citybigbearlake.com	Full Managed Services
	City of San Marino	San Marino, CA	Paul Chung	(626) 300-0708 / pchung@cityofsanmarino.org	Full Managed Services
	RJN Investigations	Tustin, CA	Fred Martino	(949) 678-0168 / fredm@rjninv.com	Full Managed 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: Intelsys	
SUPPORT TEAM					
Role	Name, Title	Phone/Email	City/State	Qualifications/Experience	
Manager/Officer	Aaron Betts, COO	909-802-7338	Ontario, CA		
				Years with firm	11
				Resume attached	Yes
Site Lead	David Garcia	909-305-1500	Ontario, CA		
				Years with firm	20
				Resume attached	Yes
Site Technician	James Hunt	909-305-1500	Ontario, CA		
				Years with firm	1
				Resume attached	Yes
Project Manager	Jessye Gentry	909-305-1500	Ontario, CA		
				Years with firm	2
				Resume attached	Yes
Security Consultant	Charles Hennigan	909-305-1500	Ontario, CA		
				Years with firm	4
				Resume attached	Yes
Trainer	Matthew Saenz	909-305-1500	Ontario, CA		
				Years with firm	20+
				Resume attached	Yes
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.

Managed Services Proposal



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, focused on technologies used by local municipalities.

CLIENT	Mission Springs Water District	BILLING ADDRESS	Desert Hot Springs, CA.
AGREEMENT TERM	12 months with (2) 12 month renew options	Network Hardware	14 laptops (Microsoft Surface, Lenovo, HP) 1 VM (used by Unidata developer) 42 desktops 20 iPads 49 District smartphones (iOS/Android) 2 Physical Servers with 10 Images
Switching and Routing	3 Layer-3 Fortinet Switches 2 Palo Alto firewalls 14 Layer-2 Ubiquity Switches 8 Ubiquity Wireless Access Points 1 Ubiquity Building Bridge pair 1 Ubiquity AirFiber pair 3 Synology NAS units 1 Ubiquity UniFi Protect NVR 26 RingCentral Polycom Desk Phones		
Managed Services Quote	Monthly Managed Services Agreement Onsite technician 2 Days/week Reimbursable expenses Subtotal Government discount Total Monthly Cost		Included \$ 10,200 \$ (2,550) \$ 7,650
<p>Included Services:</p> <p><u>Full-Service help desk</u></p> <ul style="list-style-type: none"> • Desktop Support Technicians will provide desktop support for all problems and project calls to diagnose, upgrade, install, fix, adjust, and general problem resolution • Staffed with Level 1, 2, and 3 CJIS Certified engineers • Onsite escalation provided as needed <p><u>Desktop hardware and software maintenance</u></p> <ul style="list-style-type: none"> • Review of all process logs for normal execution and performance. • Preparation of reports and outputs for distribution on next regular work day. • Review of security logs and for unusual activity. • Keeping and maintaining records on hardware assets: Acquisition date, Warranty date, maintenance agreement location, maintenance and repair contact number. • Patch management. <p><u>Network and Systems Support</u></p> <ul style="list-style-type: none"> • Network is defined to include all District switches, hubs, routers, bridges, repeaters, firewalls, servers, AP’s etc. • Maintenance 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 and network device configuration management and record keeping. • Network, network device and server capacity monitoring and planning. • Firewall monitoring for intrusion attempts, attacks, viruses, etc. • Firewall configuration and version updates. • Server OS configuration and version updates to keep within two versions of current. 			

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

District to provide (Intelesys to bid, procure, and implement if not currently in place)

- Enterprise Anti-Virus solution – Intelesys to bid top three government products utilizing government purchase rates and work with client to select appropriate solution if one does not exist
- Enterprise Email filter - Intelesys to bid top three government products utilizing government purchase rates and work with client to select appropriate solution if one does not exist
- Enterprise back-up solution - Intelesys to design and bid top three government products utilizing government purchase rates and work with client to select appropriate solution if one does not exist
- Enterprise DR solution - Intelesys to design and bid top three government products utilizing government purchase rates and work with client to select appropriate solution if one does not exist
- Active support agreements required for major network hardware and infrastructure

Deliverables

- Deliver expected annual expense forecast for district 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
- Perform annual CJIS audit to confirm network compliance

IntelesysOne White Glove Onboarding:

waived

- 300-point network audit and assessment
- Asset tag all devices and document hardware
- Inventory active software applications and licenses
- In addition to standard Support Onboarding services, Onboarding shall also include verification of backup services

TOTAL MONTHLY RECURRING: \$7,650

TOTAL ONE-TIME:

waived

Exhibit D: Consultant Questionnaire

1. How many years of experience does your organization have in the setup, administration, and maintenance of corporate networks?
 - a. **Intelesys has been providing setup of corporate networks for over 10 years. Intelesys has been providing fully managed services in the Municipal vertical for over 5 years.**
2. Does anyone within your organization with access to our data located outside the USA? If so, where?
 - a. **No, all Intelesys employees are located in Southern California.**
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. **Intelesys uses a securely encrypted system for remote management. Each technician at Intelesys has their own login and all logins require a Two Factor Authentication access method. The system is also 256bit encrypted.**
4. Have you performed background screening on all administrators within your organization that will have access to our data?
 - a. **Yes. All Intelesys employees have received background screening as Intelesys supports clients with Fire and PD. Everyone is CJIS certified.**
5. Please provide a list of relevant active certifications/licenses held by your organization.
 - a. **MCSE, CCNA, Security+, Mitel Certified Installer, Ring Central Certified Installer, Hpe,**
6. How can we retrieve our data, credentials, documentation, or other information if our contract with you is terminated?
 - a. **We store all client information in a digital repository called IT Glue. If a client were to leave, we can export the client data to give to the Water District or to the company who would assume control of the account.**
7. Which RMM system(s) do you use?
 - a. **Intelesys uses Screen Connect by Connectwise for their RMM tool.**
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. Intelesys can include an account in the RMM system for the IT Manager as part of their solution.**

Exhibit E: Disclosure Questionnaire & Qualification Statement

Consultant Name:

1. ORGANIZATION

- 1.1. How many years has your organization been in business as a Consultant? **27 Years**
- 1.2. How many years has your organization been in business under its present name? **27 Years**
 - 1.2.1. Under what other names has your organization operated? **None**
- 1.3. If your organization is a corporation, answer the following:
 - 1.3.1. Date of incorporation: **6-1-1996**
 - 1.3.2. State of incorporation: **CA**
 - 1.3.3. Corporate ID number: **1970179**
 - 1.3.4. President's name: **Richard Balzer**
 - 1.3.5. Agent for Service of Process: **Richard Balzer**
- 1.4. If your organization is a partnership, answer the following: **N/A**
 - 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: **N/A**
 - 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. **IT services, C-7 low voltage contractor**
- 2.2. List any other certifications held by your organization, and the name under which they are held. **CJIS**

3. EXPERIENCE

- 3.1. List the categories of work that your organization normally performs with its own forces.
Network Cabling, IT Project Services, Managed IT Services, Telephony Solutions, Carrier Management, Networking Solutions, WiFi Solutions, Cyber Security Services, Networking Assessments, IT Cloud Solutions,
- 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

4.4 Firm Qualifications

We are proud of the positive reputation we have built in the public sector for IT management and solutions. Intelesys has been supporting the Public Sector for fully managed services as well as project-based solutions for over 6 years. We have included 5 references in the Firm Profile Worksheet included as Exhibit C in the RFP. In the following pages, we highlight a few of these projects similar in scope to the Missions Springs Water District.

CLIENT HIGHLIGHT: City of San Marino

Paul Chung, pchung@cityofsanmarino.org, 626-300-0700

Contract Amount: \$1,144,000, \$13,415/month*

Period of Performance: 6/2018 to present



Their Solution

- Outsourced IT Director Position
- 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
- Full Vendor Management including FirstNet, PD, and FD Vendors
- Client since June 2018

Key Areas of Impact

- **Network Documentation** Intelesys performed a detailed network assessment and audit tracking all hardware, support dates, software versions, and contracts. This allowed us to deliver a solid budget forecast on what expenses needed to occur in the upcoming fiscal years giving council a factual basis for allocating funds.
- **CJIS Compliance** Identified and corrected policies and procedures that did not follow federally developed standards for network security. Developed new written policies to ensure ongoing adherence to CJIS standards.
- **IT Director Role** Intelesys has been retained as an Interim IT Director on the city's executive team to guide the direction of all technology acquisitions and decisions. This includes developing policies and procedures for proper network management and staff access, producing the annual IT budget for the city council, interfacing with city IT vendors, and developing solutions for all city technology needs.

CLIENT HIGHLIGHT: City of Big Bear Lake

Kelly Ent, 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, (949) 678-0168

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

Period of Performance: 2/2011 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

New Engagements this Year



Project Engagements

Network Domain AD Upgrade
Microsoft 365 Migration
Azure AD Connector Setup
Network IP & VLAN Redesign
Enhanced & NGA 911 Deployment
PD Watchguard Cloud Migration

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

Hosted Phone System Migration—RingCentral, GoTo, Teams

5.1 Transition

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 the City of Rancho Palos Verdes, **we will adjust the following example to meet the 18 Day Transition Requirement listed in the RFP.**

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 City'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 City's processes and procedures and utilize City 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 IT Director and City 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 the City of Rancho Palos Verdes and the previous IT provider
 - Conduct 500-point Onboarding Assessment, reviewing and documenting all aspects of the City of Rancho Palos Verdes' network environment, processes, third-party vendors, and more

- b. Conduct initial user enrollment
 - Collect pertinent data on all managed users within the City of Rancho Palos Verdes

- 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 City'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 city'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 City. Typically, Intelesys will setup guidelines per the City'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 IT Director's (or City 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
 - The City of Rancho Palos Verdes 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, city 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 City of Rancho Palos Verdes
 - Review Go-Live success and any notes
 - Schedule initial City Technology Planning meeting – a regularly recurring meeting to ensure Intelesys and the City of Rancho Palos Verdes remain aligned

4. Week 4 –Initial City Technology Planning Meeting & Onboarding Review

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

Management Team



Rick Balzer

President

Responsibilities: Management of projects, budgets and innovation

Mr. Balzer, who joined the company in 1994, is a licensed C-7 low voltage contractor in California and holds various technical certifications in PBX, VoIP, and carrier product lines. He graduated from California State University, Fullerton, with a degree in International Marketing and Philosophy in 1992. With executive oversight on significant Intelesys projects, he specializes in local municipalities and K-12 deployments. Certified as a systems designer and information systems consultant, he is a recognized industry speaker and consultant, awarded the California State University San Bernardino service entrepreneur of the year in 2012. Over the past 20 years, Mr. Balzer has driven Intelesys' direction, leading it to become a prominent provider on the west coast through innovative products and delivery methods.



Aaron Betts

Operations Manager

Responsibilities: Management of Operations Department

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, 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 and RingCentral, 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, ensuring that new PBX deployments align with clients' IT security policies and regulations. Since joining in 2019, he has brought his 25 years of industry expertise in Network Security to the team. With certifications including Microsoft Certified Systems Administration, Security+ SY0-501, and Cisco CCNA, he's actively pursuing his CPT and CEHv11 certifications. Mr. Henigan's experience spans healthcare and private sectors, where he provided Cybersecurity Assessments, Security remediation, Network hardening, and Firewall management for over two decades. He has established a security baseline for clients, guiding the team in network vulnerability scanning, remediation, firewall hardening, and network fortification.



Jessye Gentry

Training and Support Specialist

Responsibilities: Managed client telephone training and education

Ms. Gentry, who joined Intelesys in 2021, leads client training and education in telephony, specializing in hosted PBX solutions. She coordinates, schedules, and conducts end user training, providing printed materials and optional video recordings for future onboarding. Ms. Gentry also manages the client support experience, ensuring timely handling of support requests and overseeing their completion. With experience training hundreds of users on both hosted and premise telephony systems, she plays a crucial role in ensuring clients' smooth transition and ongoing support.

5.2 General Operations

OVERVIEW

Part of the benefits of working with Intelesys is the years of knowledge that the Intelesys team maintains. Intelesys is extremely knowledgeable in the workings of Cities and government entities and the processes required to make them successful. The following sections shows Intelesys' ability to fully support the areas of General Operations in the RFP. 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.

5.2.1 Operations / Administrative Services

As stated in the Company Profile, Intelesys has held the position of Interim IT Director for a City and understands the needs and processes required for the successful oversight of the account and administrative functions. Intelesys will meet regularly with the District's IT Manager to provide regular communication, performance reports (both network related, and account related) and provide expertise in technology strategy and planning for the District's future growth.

As shown in the SLA section of the RFP response, Intelesys maintains high standards of support and will review these support metrics with the IT Manager on a scheduled basis. Together we will identify areas that need better processes, improved metrics, and other items to ensure the District staff are satisfied with the support provided by Intelesys. Intelesys will maintain an online repository for all documentation regarding the account with the District.

Intelesys maintains a fairly flat hierarchy which provides the District with access to the Intelesys Executive team should the need arise.

During our tenure as the Managed Support Services Company for the Mission Springs Water District, 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, 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.

Intelesys is well versed in strategic planning and ongoing IT Management. A perfect example of this is our experience with the City of San Marino. Having transitioned from their former IT provider of over 20 years, the City of San Marino found that they needed a high degree of IT support, management, and overall alignment with the city's operations. Following a seamless transition to Intelesys, we were able to quickly identify and develop a detailed IT budget and support strategy the City's leadership could present to its Council for the first time. As the sole provider of IT management, support, and guidance for the City of San Marino, Intelesys has made an incredible impact on security, operations, and the ability for the city to effectively plan for its IT needs in both the short and long term.

The City of San Marino executed a 3-year contract with Intelesys for ongoing IT management and support services with two 1-year subsequent contracts. Taking advantage of Intelesys' per-user government pricing, the City of San Marino now enjoys a predictable support expense, free from the fluctuating costs and unexpected charges they had been accustomed to. Intelesys' high level of involvement at the city leadership level allows the city to operate with no need to dedicate city staff to IT management oversight. Instead, Intelesys' transparent holistic approach has freed city staff to focus on what is most important – delivering value to its citizens.

5.2.2 Help Desk Support

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.

Regardless of the method of support, as a government client, callers will enjoy 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 be also be submitted by email. Email tickets received during regular business hours are immediately triaged by our Dispatch Team, and assigned to support technician based on the skillset and availability required to resolve the issue the first time. When a technician is onsite at the Water District, per the requirements of the RFP, these support issues will be assigned directly to this resource. On occasion, we will find the need for the issue to be escalated to a specialized engineer remotely. Our goal is to always ensure that the best and most-ideal resource is used for each and every issue.

We utilize best-in-class tools to provide the highest levels of support. Our goal is to solve issues with the least possible 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.

HELP DESK AVAILABILITY AND RESPONSE TIMES

Intelesys will provide skilled technician aligned with the District’s schedule. Our Ontario, CA, Help Desk is staffed and available to provide immediate support 24x7, 7 days a week.

DESKTOP APPLICATIONS SUPPORT

By focusing squarely on the municipal and education markets, Intelesys has been able to develop an expertise in the products and solutions our clients rely on. This allows us to provide a great deal of support and guidance in the desktop applications governments use, including:

Application	Purpose
Adobe Creative Cloud Suite	Graphic design and editing, desktop publishing and page layout
AlphaCAM (Solidworks)	Computer-Aided Manufacturing software for woodworking, metal and stone cutting
ArcGIS Desktop	Mapping data, analysis
Audiolog / Verint Recording	Call recording
AutoCAD	Architectural drafting and engineering design
AVTEC	Police Radios
AWE Early Literacy Station	Literacy education and learning systems for libraries
Blackboard Connect	Mass communication tools
BlueTeam (for IAPro)	Field management of incidents for police officers and supervisors
CAD/RMS	Computer-Aided Dispatch and Record Management Software, Mobile Computing for Law Enforcement
CivicPlus	Government website CMS, design, and hosting
Crewsense	Staff resourcing, scheduling, tracking, time & attendance, etc.
Corel Suite	Desktop publishing
Dakin Brain Fitness	Brain fitness training for improving memory and language abilities, strengthen attention, focus, and concentration
Deep Freeze Enterprise	Computer change-management tool
Deepnet	Authentication platform
Digital EMS	ePCR "Medic Clipboard" program on FD iPads
Emergency Reporting	Fire & EMS reporting and records management
Envisio	Performance management
FIREHOUSE Software (ESO)	Records management software
FirstNet First Responder	Priority Network for Police and Fire
FireScene 6 Desktop Edition	Field diagramming and reporting tool for pre-plans and post event critiques and reports
GOGovApps	Code enforcement

GovClarity	Map-based real estate application in the cloud providing the ability to access, integrate, and visualize location data.
HdL Prime	Revenue administration and management
IAPro	Internal Affairs and Professional Standards management
LACRIS (CalPhoto)	Los Angeles County Regional Identification System (Criminal biometric identification, networked LiveScan implementation)
Laserfische	Records management and retention
Lexipol	Policy management for public safety
LexisNexis	Legal research tool, data analytics
Meritage Systems	Permits
Microsoft Exchange	Email and collaboration platform
Microsoft Office 365	Hosted email and collaboration platform
Microsoft Office Suite	Outlook for email management, plus general creation and editing of everyday documents, spreadsheets, and presentations.
Mitel/ShoreTel Connect	Mitel IP phone control and collaboration
MK Solutions RFID	Library self-service check-in /check-out, security, return, and sorting.
Municode	Government website CMS, design, and hosting
NetMotion	Mobile VPN security and remote access (used for communication from PD vehicles to server)
Nixle	Online emergency community notifications social platform
NJStar Communicator	Chinese, Japanese, and Korean (CJK) language tools for Windows
OCLC	Library catalog
PC Reservation (EnvisionWare)	Computer access and reservation control
PINS	Insurance management
POST EDI	Electronic Data Interchange for California Peace Officer Standards and Training platform
QuickBooks	Accounting
RecTrak	Parks & Recreation department tracking
Revize	Government website CMS, design, and hosting
Springbrook	Civic Platform
Target Solutions	Online tools for training, compliance, inspections, and workforce management
TASER Evidence Sync	Upload evidence from any source to Evidence.com

Toro Sentinel Irrigation	Centralized irrigation controller by Toro
Vesta 9-1-1	911 call handling
Vigilant Solutions	Automatic License Plate Recognition
Watchguard Video	Video evidence management, body cameras and in-car video

5.2.3 System Administration / Infrastructure Services

Intelesys consistently develops upon a number of best-practices for the management and administration of Active Directory. An ideal Active Directory implementation goes far beyond the addition and termination of user accounts. From streamlining user management, to implementing AD-integrated multifactor authentication (MFA) and expansion of AD authentication beyond the Windows network via LDAPS and RADIUS, to providing early notification of password expiration to users via email and text, to ensuring a secure policy-based environment with the proper deployment of OU structure and Group Policy – Intelesys ensures that your environment is performing at its peak by appropriately leveraging the power of a well-managed Active Directory.

EXCHANGE AND OFFICE 365 ADMINISTRATION

Intelesys has decades of in-the-trenches experience with the implementation and administration of Microsoft Exchange, and is well-versed in the provisioning and management of Office 365. Taking mail management even further, Intelesys commonly provides our clients with the advanced email archiving and discovery capabilities that government entities require and the encryption and mail security tools our technology climate demands. We then work with cities to unify their branding by implementing automated email signatures that apply to all mail your users send without any intervention on their end, all while adhering to your approved design and incorporating name, title, and contact information straight from Active Directory.

NETWORK MANAGEMENT TOOL STACK

Intelesys has worked with the industry's most-respected MSP software developers to assemble a suite of tools designed specifically to provide the greatest resources, functionality, and support to government entities like yours. Though we keep the solution names private in public RFP responses – for the security of all our managed IT clients – these tools provide incredible benefits to our team and your organization alike:

- **Remote management and monitoring** (RMM) providing alerting, patch management, scripting and automation, and policy enforcement
- Encrypted, **secure remote access** with one-way initiation – meaning we never “reach in” to your network, but rather are “invited in” through a protected protocol
- Advanced environment **documentation** platform
- **Antivirus** and antimalware protection with enhanced sandbox protection
- DNS protection and **web content filtering**
- Enterprise **mail protection** from spam, phishing, viruses, and more, with archiving, encryption, and protection from lost mail due to unexpected mail server downtime or connectivity loss
- Automated **asset tracking** and warranty discovery and reporting to ensure proper warranty tracking for your servers and switches.
- Continuous **documentation** of applications, systems, accounts, and work performed are provided as the customer needs dictate.

DATABASE MANAGEMENT

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

DATA BACKUP AND DISASTER RECOVERY

In working in the municipal space, Intelesys is well versed in the public record and need for data retention. Utilizing industry best practices, and if desired, Intelesys will recommend and implement a backup and recovery process that provides the needed availability of the District's data for today's operations as well as archive retrieval. Based on the needs of the department, we will plan and execute a backup strategy that will best protect the data and provide for quick and easy recovery should a hardware or data loss event occur. You can rest assured that your data is secure and ready should you need it. Intelesys can also work with the backup solution that is currently in place and will always make recommendations to ensure the safest storage and best recovery options for the District's data.

5.2.4 Voice and Communications Services

Intelesys has over 15 years' experience in Telecommunications and Phone System Support. Intelesys is a fully certified Ring Central installer and support company. Not only can we interface with Ring Central at an escalated level, we can also examine your existing programming and make suggestions on how it could be improved. Likewise, Intelesys has worked with all the major telecom carriers and can offer a level of support that smaller companies don't typically have access to.

5.2.5 Network, Switching, Routing, Wireless Services

Whether it's managing physical servers or virtual servers on platforms including VMware and Hyper-V, maintaining switches with complex VLAN and QoS requirements, or ensuring high levels of security by configuring and monitoring your firewalls and access points, Intelesys has you covered!

Intelesys' network engineering team carries a number of industry-recognized certifications from leaders like Cisco, HPE Aruba, Extreme, Microsoft, VMware, and more. We have assembled an incredible team that brings with them unbeatable experience – such as designing carrier-class networks for the country's largest telco providers. Having architected and implemented

numerous government networks from the ground up, we know what it takes to keep you running reliably.

As part of our ongoing management, we consistently monitor for network traffic performance and bottlenecks, ensure your devices are current on critical patches and firmware, and regularly scan and test for security vulnerabilities.

NETWORK SECURITY

In an environment where attacks on government entities are more and more prevalent – **such as we saw last year where over 33,000 companies had their Exchange servers compromised due to a zero day vulnerability** – taking proper steps to ensure the security of your data is of the utmost importance. Intelesys is here to guide you with the best practices, management and implementation of the tools and techniques to keep you protected.

Intelesys provides a full suite of tools specifically designed to work together in creating multiple layers of coordinated protection from threats originating from viruses, malware, phishing and other spam attacks, intrusions and security breaches, and more. We monitor the health of your network 24/7, and regularly scan for weak points such as insecure and stale passwords, unnecessary open ports, and more.

Even with all the protections and proactive efforts we provide, we truly understand that no security is perfect and to behave as if it were 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. We believe you should never be put in the position to have to pay a ransom for your data – as many U.S. cities have had to do paying over a combined \$2.1 million between them. In fact, the San Bernardino Sheriff Department just recently paid \$1.1 million to gain access to their data after a Ransomware event.

5.2.6 Scheduled Onsite Services and Support Personnel

Per the requirements of the RFP, Intelesys will support the District with an onsite resource two days a week from 7:30 am to 5:30 pm. Intelesys will also have a full team of support staff that is available to the District if the onsite technician is not available or if the issue that is presented needs a higher level of expertise.

This person will be the main point of contact for most of the work that will be required at the District. Our staff member will have the ability to escalate work to our office should a high level of skill set be needed in order to resolve the issue. Our staff member will become an extension of the District staff and blend with the culture and surrounding environment to ensure a positive working relationship. The technician will handle all Tier 1 and Tier 2 work that is requested by the District staff while maintaining proper documentation for the rest of our team so should the need arise any of the Intelesys staff could fill in. The onsite member of the team will also work with the District on public meetings to ensure all the required equipment is functioning as expected. One of the benefits of Intelesys is that should the technician be unavailable, a team of engineers are standing by to step in and help the District staff with any of their computing needs.

5.2.7 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 enable the alerts from the EDR firm and the SOC to be received and create an automated ticket in our ticketing platform. This will track all incidents from beginning to end.

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.

5.2.8 After-Hours Support

Intelesys staffs a rotating team of after-hours technicians ready to address and assist with the City'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.

5.2.9 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.

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

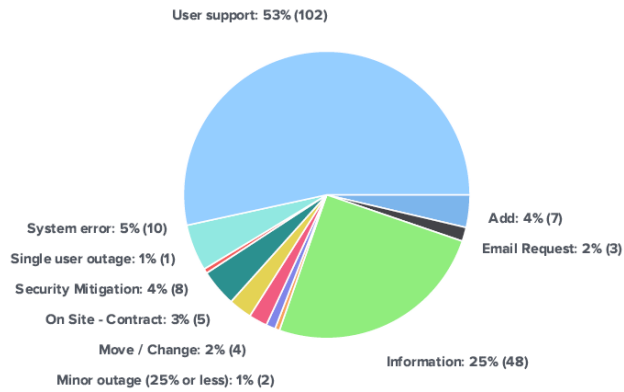
REPORTING

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.

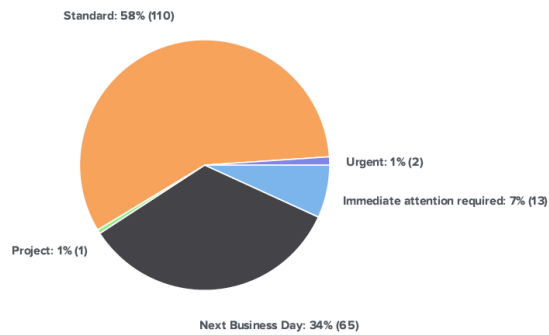
TICKET STATISTICS

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.

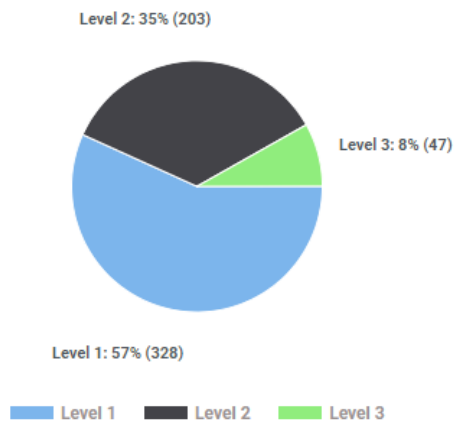
Tickets Received by Type



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 actually 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-CHRD01.ci.xxxx.xx.xx		x360Recover	Successful	03/22/2022, 3:30 PM	03/22/2022, 3:33 PM	3 m	C:
SM-CHRD01.ci.xxxx.xx.xx		x360Recover	Successful	03/22/2022, 11:30 AM	03/22/2022, 11:35 AM	5 m	C:
SM-CHRD01.ci.xxxx.xx.xx		x360Recover	Successful	03/22/2022, 7:30 AM	03/22/2022, 7:34 AM	4 m	C:
SM-CHRD01.ci.xxxx.xx.xx		x360Recover	Successful	03/21/2022, 7:30 PM	03/21/2022, 7:33 PM	3 m	C:
SM-CHRD01.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: