

## Mission Springs RFQ Transmittal Letter for I.T. Services

To: The Mission Springs Water District  
66575 Second Street  
Desert Hot Springs, CA 92240

Attention: Kurt Kettenacker

Umetech, Inc. is submitting the enclosed I.T. Services proposal in response to the Request for Qualifications posted by Mission Springs Water District. Umetech, Inc. understands that by submitting the enclosed proposal, the terms and conditions contained in the proposal become part of this document will be bound by the terms of the enclosed proposal, subject to its terms and conditions, if selected as the successful applicant. The submitted proposal is valid for 90 days. The Offeror encloses the required "PROPOSAL" in response to the RFQ issued by Mission Springs Water District. The Offeror certifies that the information furnished herewith is complete, true, and correct, and recognizes that false statements may subject the Offeror to criminal penalties of 18 U.S.C. 1001. The Offeror agrees to meet all the minimum requirements of the draft sample lease, and the RFQ, and that the Offeror has provided all the mandatory information specified in the RFQ in order to be considered for selection.

Umetech, Inc. acknowledges that the required information documents have been included in the RFQ Proposal:

- RFQ Response
- Pricing Sheet attached in RFQ Response
- Exhibit E
- Exhibit D
- Resumes

By: Ken Umemoto

Date: 10/30/2023

Signature:  001EB17DDE4C4DB

Title: President

# RFQ Response for Mission Springs Water District

## Information Technology Management Services and Support



Prepared for  
**Mission Springs Water District**

Prepared by  
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Submitted on  
October 29, 2023

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## 4.2.2 – Executive Summary

Established in 1996 by Ken R. Umemoto, a visionary in the field, Umetech, Inc. ([www.umetech.net](http://www.umetech.net)) stands at the forefront of the computer consulting services industry. Our unwavering commitment revolves around delivering optimal results and tailor-made services to our esteemed clientele. Backed by a team of adept professionals, Umetech excels in custom software development, database management, cybersecurity, network engineering, help desk support, and compliance.

Recognizing the pivotal needs of our customers, Umetech prioritizes adaptability in an ever evolving technological landscape. Our team remains dedicated to staying abreast of the latest innovations, ensuring our customers receive nothing short of cutting-edge solutions.

Umetech's prowess is exemplified through our decade-long proficiency in managing over 1200 nodes, with our robust Managed Services product, ConnectWise Automate. This proactive system not only monitors but also rectifies and reports on all monitored nodes. Our expertise extends to servicing small government agencies, supporting water districts, electrical co-ops, and boasting team members with extensive experience in city agencies. Accumulating over 2 million dollars in automation development invested in our product underscores our commitment to excellence and innovation.

### IT Philosophy

At Umetech, our unwavering commitment is to deliver unparalleled service, ensuring our customers achieve their desired results. With a steadfast focus on excellence, we boast a proven track record of successful implementations, backed by our unyielding dedication to quality.

### Integrity

Umetech provides the commitment to our customers and values a long-standing relationship over short term gains.

### Professionalism

At Umetech, we strongly believe that our commitment to professionalism is fundamental to nurturing strong customer relationships. Our team consistently operates with unwavering professionalism, prioritizing our customers' needs with the utmost seriousness. We are wholeheartedly dedicated to maintaining a professional demeanor characterized by excellent communication, a refined skill set, a clear vision, and exemplary moral conduct.

### Advocacy

At Umetech, we are dedicated to championing the best interests of our clients. Our commitment to nurturing strong and meaningful relationships with our customers is fundamental to how we deliver our services.

**Summary of Services** Umetech approaches IT Services for Mission Springs Water District with an unwavering commitment to delivering results-driven support. Leveraging our advanced software stack, we actively monitor, report, and swiftly resolve any arising issues. Our proactive approach extends to continuously monitoring network and system health for all clients, aided by a custom-built NOC that ensures meticulous oversight and scheduled maintenance for maximum uptime and reliability. At Umetech, Inc., we've crafted a comprehensive strategy to cater to the services outlined in the



Request for Quotation (RFQ) and establish a robust methodology for sustained support. Our approach is built on industry best practices, service excellence, and a steadfast dedication to providing top-tier, efficient, and secure IT services.

Here's a comprehensive overview of our approach:

- **Needs Assessment:** Collaborating closely with Mission Springs Municipal Water District (MSWD) enables us to conduct a thorough needs assessment, tailoring our services to your specific requirements and objectives.
- **Customized Solutions:** We implement proven solutions for each service area outlined in the RFQ, such as Helpdesk Support, Cyber Security, Network Engineering, Custom Website and Software Development, GIS Systems Integration/DBA Services, DBA Services, and Outsourced IT Management, all aligned with industry standards and best practices.
- **Proactive Service Delivery:** Our proactive service model emphasizes preemptive measures, ensuring smooth and secure IT system operations through regular monitoring, maintenance, and security measures.
- **Ongoing Training and Certification:** Our team undergoes regular training and maintains certifications, ensuring the delivery of services by knowledgeable and skilled professionals up to date with the latest technologies and best practices.
- **Security and Compliance:** Security is our top priority. We employ best practices in cybersecurity, continually monitor threats, and ensure compliance with relevant regulations, such as data privacy laws.
- **Scalability and Flexibility:** Our solutions are designed to be scalable, allowing adaptation to changing needs without disruptions, including resource allocation, network expansion, and software updates.
- **Continuous Improvement:** Our approach focuses on regular performance assessments, feedback collection, and integrating emerging technologies into service strategies for continuous enhancement.
- **Cross-Training and Knowledge Sharing:** We implement a cross-training program to ensure service continuity despite staff turnover or absences.
- **Comprehensive Documentation:** Detailed documentation of assets, systems, procedures, and configurations ensures a well-documented and transparent IT environment for MSWD.
- **Strategic Partnership:** Our goal is to establish a long-term strategic partnership, aligning IT services with evolving business strategies, technology investments, and goals through regular consultations.
- **Compliance and Reporting:** We maintain awareness of changing regulations, ensuring MSWD's ongoing compliance through regular reporting and transparency. **Innovation and Technology Trends:** We actively research and recommend technologies and innovations to keep MSWD's IT infrastructure cutting-edge.

In summary, Umetech, Inc. employs a holistic and forward-thinking approach to fulfill the IT services outlined in the RFQ. Our focus on proactive, secure, and scalable solutions, combined with our commitment to continuous improvement and client collaboration, ensures that MSWD receives the highest level of support in line with industry best practices. Our dedication to transparency, security, and efficiency positions us as a trusted partner for our clients' IT needs.

**Outsourcing** - IT Services can offer numerous benefits for small businesses across various domains, including Helpdesk Support, Cyber Security, Network Engineering, Custom Website and Software Development, GIS Systems Integration/DBA Services, DBA Services, and Outsourced IT Management. Umetech has provided outsourcing as both MSP Services and custom software/database development for all our customers. We work both with companies that have internal IT departments along with companies that have no internal presence.

Here's why:

- **Cost Savings:** Small businesses often operate on tight budgets. Outsourcing IT services allow customers to access specialized expertise without the expense of hiring and maintaining in-house staff. This cost-effective approach can reduce labor costs, infrastructure expenses, and the need for constant training and certifications.
- **Access to Expertise:** Umetech employs a highly competent staff that can provide a full IT Services solution.
- **Scalability:** Small businesses may experience fluctuating demands for IT services. Outsourcing offers flexibility to scale services up or down based on the business's evolving needs. This adaptability can help small businesses manage costs and resources more efficiently.
- **Focus on Core Competencies:** Outsourcing IT services allow small businesses and employees to concentrate on their core competencies and strategic goals rather than getting bogged down in IT issues. This can lead to better productivity and growth.
- **Reduced Risk:** Cybersecurity is a critical concern for small businesses. Outsourced cyber security services can provide enhanced protection against threats, vulnerabilities, and data breaches. Umetech CISSP is always up to date with the latest security measures, reducing the risk of security incidents.
- **Efficiency and Reliability:** Network engineering and IT management are vital for ensuring that a business's systems run smoothly. Umetech keeps systems maintained and optimizes networks and IT infrastructure, minimizing downtime and enhancing reliability.
- **Custom Solutions:** Umetech has developed many customized software solutions for our customers. Mission Springs Water District has had several systems developed over the years.
- **Compliance and Regulations:** Keeping up with changing regulations, especially in areas like data privacy (e.g., GDPR, CCPA, PCI-DSS, ITIL, HIPPA, NIST, ISO) can be challenging for small businesses. Outsourced IT services can help maintain compliance and reduce the risk of costly legal issues.
- **Reduced Turnover:** Hiring and retaining IT professionals can be challenging for small businesses due to competition with larger companies. Outsourcing eliminates concerns about staff turnover and knowledge gaps that can occur when employees leave.
- **Strategic Partnerships:** Umetech has maintained a long-term relationship with Mission Springs Water District and provides valuable insights, strategic guidance, and customized solutions that align with the business's goals.

In conclusion, outsourcing IT services provide small businesses with a cost-effective way to access specialized expertise, increase efficiency, and reduce risks. It allows our customers to focus on their core competencies, scale their operations, and stay competitive in an increasingly technology-driven world. Small businesses can gain a significant competitive advantage by leveraging the benefits of outsourced IT services across a range of critical functions.

**Statement of Work** - Umetech, Inc. is committed to providing comprehensive IT services to ensure Mission Springs Municipal Water District (MSWD) meets its objectives while adhering to the specified Service Level Agreement (SLA). Our approach involves a tailored and holistic strategy aligned with MSWD's unique operational needs.

This is how Umetech, Inc. will meet MSWD's requirements:

- **Understanding MSWD's Needs:** Umetech, Inc. will consistently support and fortify the existing IT infrastructure, helpdesk services, cybersecurity, business processes, and specific operational requirements. This understanding forms the bedrock for tailoring services to align precisely with MSWD's objectives and operational intricacies.
- **Customized Solution Design:** Umetech, Inc. will continually design and enhance a customized IT solution that precisely addresses MSWD's needs and aligns with their budget and long-term goals. This may include network infrastructure enhancements, cybersecurity measures, software development, database administration, and GIS system integration, depending on the SOW.
- **SLA Development:** Umetech, Inc. will work closely with MSWD to define key performance indicators (KPIs) and service level expectations. This includes response times for Helpdesk Support, uptime requirements for networks and systems, security incident response times, and other critical metrics. These will be documented in a detailed SLA for transparency and accountability.
- **Expert Team Deployment:** Umetech, Inc. will assign a team of skilled and certified professionals in each area outlined in the SOW, including Helpdesk Support, Cyber Security, Network Engineering, Custom Website and Software Development, GIS Systems Integration/DBA Services, and DBA Services. These experts will be dedicated to MSWD's operations and be readily available to address any issues or enhancements.
- **Proactive Monitoring and Maintenance:** To meet MSWD's SLA for network and system uptime, Umetech, Inc. will continue using our RMM system for proactive monitoring and maintenance routines. This includes regular updates, security patch management, and network performance optimization to prevent downtime and disruptions. Our senior engineer will continue to provide proactive maintenance on all the servers, software, and network.
- **Cybersecurity Measures:** Umetech, Inc. will continue to deploy robust cybersecurity measures to meet MSWD's security requirements. Upgrading the Palo Alto Firewalls to newer generation devices. We will continue to run our threat monitoring, intrusion detection, data protection, and regular security audits to ensure the highest level of protection against cyber threats.
- **Compliance and Reporting:** Umetech, Inc. will maintain awareness of all relevant industry regulations and compliance standards. They will help MSWD stay in compliance with data privacy laws and other regulatory requirements. Regular reporting will be provided to ensure transparency and accountability.
- **Support:** Umetech, Inc. will provide Helpdesk Support to address any IT issues that may arise at any time. Umetech can provide onsite technicians all days of the week. Umetech has dedicated employees that are available off hours if needed. This ensures that MSWD's operations run smoothly, even during non-business hours.
- **Continuous Improvement:** Umetech, Inc. will engage in ongoing communication with MSWD to identify areas for improvement and optimization. This iterative approach will ensure that IT services evolve in tandem with MSWD's changing needs.
- **Capital Projects:** Umetech will continue to provide support for any capital improvements for the MSWD IT Department for new servers, firewalls, networking equipment, SharePoint conversion, ERP software, custom software development.

**Proactive Approach** - Umetech, Inc. prides itself on its forward-thinking proactive support approach, designed to preemptively identify and resolve issues before they evolve into significant problems. Here's an amplified description of Umetech, Inc.'s proactive support methodology:

- **Monitoring and Maintenance: Continuous Monitoring:** Umetech, Inc. utilizes advanced monitoring tools to keep a watchful eye on MSWD's network, systems, and applications 24/7. This includes monitoring for performance bottlenecks, security threats, and potential system failures.
- **Regular Maintenance:** Scheduled maintenance tasks, such as software updates, security patches, and system optimizations, are performed during off-peak hours to minimize disruption to MSWD's operations.
- **Threat Detection and Cybersecurity: Intrusion Detection:** Umetech, Inc. employs intrusion detection systems and behavior analytics to identify and thwart potential security threats before they breach the network via the existing Palo Alto firewall along with Umetech staff looking at threat logs.
- **Vulnerability Scanning:** Utilizing CyberCNS, Hosted Scans, DefensX and our RMM tool to perform regular vulnerability assessments are conducted to proactively identify and address weaknesses in the system's security posture.
- **Proactive Troubleshooting:** Umetech, Inc. doesn't wait for issues to arise; instead, we analyze historical data and performance trends to identify potential trouble spots. By addressing these early, they prevent minor issues from escalating into major disruptions.
- **Regular Backups and Disaster Recovery:** Umetech, Inc. ensures that MSWD's critical data and systems are regularly backed up and that a robust disaster recovery plan is in place using Acronis on premise and offsite backups. This proactive measure guarantees that data loss or system failures can be swiftly addressed with minimal downtime.
- **Security Awareness Training:** Umetech, Inc. offers ongoing security awareness training to MSWD's employees to educate them about the latest cybersecurity threats and best practices. This proactive measure reduces the likelihood of human error leading to security breaches.
- **Scalability Planning:** Umetech, Inc. works closely with MSWD to anticipate growth and increased demand for IT services. They proactively scale resources, such as server capacity or network bandwidth, to accommodate this growth without interruptions.
- **Regular Reporting and Communication:** Umetech, Inc. maintains open and transparent communication with MSWD through regular reporting and meetings. We can provide insights into system performance, security, and compliance, ensuring that both parties are aligned on the status and future needs of MSWD's IT infrastructure.
- **Technology Trends and Innovation:** Umetech, Inc. stays current with emerging technology trends and innovations for all customers. We actively research and recommend technologies that can enhance MSWD's operations, ensuring that their IT infrastructure remains cutting-edge.

In contrast, a reactive support approach typically involves addressing issues as they occur, potentially leading to downtime, data loss, and increased recovery costs. By focusing on proactive support, Umetech, Inc. helps MSWD prevent problems from arising in the first place and ensures that the organization's IT systems run smoothly and securely, minimizing disruption, and enhancing overall efficiency.

**Service Delivery** - Umetech, Inc. is committed to continuously improving service delivery over the term of the contract with Mission Springs Municipal Water District (MSWD). Our approach to ongoing enhancement of services is based on several key principles:

- **Regular Performance Evaluation:** Umetech, Inc. conducts regular performance assessments to evaluate the effectiveness of our IT services. These evaluations may include measuring SLA compliance, service response times, and customer satisfaction.
- **Client Feedback and Collaboration:** Umetech, Inc. maintains open channels of communication with MSWD to actively seek feedback and insights. This feedback loop is instrumental in identifying areas that require improvement and understanding MSWD's evolving needs.
- **Benchmarking and Best Practices:** Umetech, Inc. stays current with our industry's best practices and benchmarks its performance against these standards. They use this information to identify gaps and opportunities for improvement. Our partnership with our VAR's keeps us updated on all trends.
- **Technology Upgrades:** Umetech, Inc. actively researches and recommends technology upgrades and innovations that can enhance MSWD's operations. This includes proposing hardware and software enhancements to keep the IT infrastructure up to date.
- **Skill Development and Training:** Umetech, Inc. invests in the professional development of their IT team. This includes ongoing training to keep up with the latest technologies and certifications. The knowledge and skills of their team are continuously improved to benefit MSWD.
- **Agile and Iterative Development:** For services like custom website and software development, Umetech, Inc. follows an agile and iterative development approach. They work closely with MSWD, and as requirements evolve, they adapt and enhance the solutions accordingly.
- **Security Enhancements:** As cybersecurity threats continually evolve, Umetech, Inc. proactively assesses and updates security measures via our CISSP to stay ahead of potential risks. This includes regular security audits and improvements based on the latest threat intelligence.
- **Scalability and Resource Management:** Umetech, Inc. anticipates MSWD's changing needs and plans for scalability. They ensure that resources, such as server capacity, bandwidth, and storage, are adjusted as necessary to accommodate growth.
- **Compliance and Regulatory Updates:** Umetech, Inc. actively monitors changes in relevant laws and regulations, ensuring MSWD's ongoing compliance. They implement necessary changes in processes and systems to meet evolving legal requirements.
- **Reporting and Transparency:** Umetech, Inc. maintains transparent reporting to MSWD, providing clear insights into performance and areas of improvement. This enables both parties to track progress and adapt strategies as needed.
- **Continuous Innovation:** Umetech, Inc. is committed to identifying and proposing innovative solutions and technologies that can improve MSWD's operations. They proactively bring these ideas to MSWD's attention for consideration.
- **Strategic Partnership:** Umetech, Inc. seeks to build a long-term strategic partnership with MSWD. This partnership involves strategic planning sessions and regular consultations to discuss long-term goals and align IT services with MSWD's evolving business strategy.

By adhering to these principles and maintaining a proactive and collaborative relationship with MSWD, Umetech, Inc. ensures that their IT services continually evolve to meet the district's changing needs and deliver the highest level of performance, efficiency, and security over the course of the contract.

**Cross Training** - Umetech, Inc. recognizes the importance of providing cross-training to its staff to minimize lost time caused by staff turnover and to ensure continuity of services even when regularly assigned staff are absent or on vacation. Here's an overview of Umetech's approach to cross-training:

- **Vested Employees:** Umetech's senior staff Ken Umemoto, Jeremiah Goode and Nick Metnik are the bedrock of the company, offering stability and continuity.
- **Identify Key Positions and Functions:** Umetech, Inc. begins by identifying key positions and functions within the organization, especially those critical to providing services to clients like Mission Springs Municipal Water District (MSWD). This involves understanding the roles and responsibilities of each team member.
- **Cross-Training Plan:** Umetech, Inc. develops a cross-training plan outlining which team members will be cross-trained in which areas. This plan is based on staff members' current roles, skills, and areas of expertise.
- **Hands-On Training:** Umetech, Inc. employs a hands-on training approach, allowing team members to actively participate in learning different roles and tasks. This can include shadowing, mentorship, and supervised practice.
- **Comprehensive Documentation:** To aid in cross-training, Umetech, Inc. maintains comprehensive documentation of processes, procedures, and best practices for each key function and or customer. This documentation serves as a reference for staff who are learning new roles.
- **Regular Training Sessions:** Umetech, Inc. schedules regular training sessions, workshops, and knowledge-sharing meetings to facilitate cross-training. These sessions may cover various IT services, such as helpdesk support, network engineering, cybersecurity, or software development, depending on the staff's areas of focus.
- **Role Rotation and Shadowing:** Team members are rotated between roles periodically to gain practical experience. Shadowing, where a team member observes and assists a colleague in a different role, is an effective way to facilitate learning.
- **Testing and Evaluation:** Umetech, Inc. employees have ongoing certificate goals to ensure that staff members have continuing education. These assessments help identify areas that require further training or clarification.
- **Continual Learning and Development:** Cross-training is not a one-time event but an ongoing process. Umetech, Inc. emphasizes the importance of continual learning and development, encouraging team members to stay updated with evolving technologies and best practices.
- **Cross-Functional Teams:** When possible Umetech, Inc. forms cross-functional teams composed of staff with diverse skills. These teams work on real-world projects, fostering collaboration and a deeper understanding of each other's roles.
- **10. Encouraging a Culture of Adaptability:** Umetech, Inc. promotes a company culture that values adaptability and flexibility among its staff. This mindset encourages team members to willingly take on new challenges and responsibilities.
- **11. Comprehensive Succession Planning:** In the event of staff turnover or extended absences, Umetech, Inc. has a well-defined succession plan in place. This plan includes identifying qualified individuals to step into vacant roles temporarily or permanently.

By adopting this approach to cross-training, Umetech, Inc. ensures that its staff members are well-prepared to assume multiple roles and responsibilities. This not only minimizes disruptions due to staff turnover or absences but also enhances the overall flexibility and resilience of the organization, ultimately benefiting clients like MSWD by ensuring the continuity of high-quality services.



**Employee Training** – Umetech, Inc. places a strong emphasis on the training and development of its organizational staff to ensure that they are well-prepared to meet the evolving needs of our clients, including Mission Springs Municipal Water District (MSWD). The company has a training policy in place that encompasses various aspects of staff development:

- **Needs Assessment:** Umetech, Inc. regularly conducts a needs assessment to identify the skills and knowledge areas where staff members require training and development. These assessments are based on individual performance evaluations and the evolving demands of the IT industry along with applicable certificates.
- **Training Objectives:** Clear and specific training objectives are defined for each staff member, aligning their development goals with the company's mission and the needs of clients like MSWD. These objectives guide the training process.
- **Access to Resources:** Umetech, Inc. provides staff members with access to a variety of resources, including online courses, industry certifications, workshops, conferences, and in-house training materials.
- **Mentorship and Coaching:** The company encourages mentorship and coaching, pairing experienced team members with those seeking to develop specific skills or knowledge areas. This one-on-one support helps staff members grow in their roles.
- **Regular Workshops and Seminars:** Umetech, Inc. employees attend workshops, seminars, and knowledge-sharing sessions to keep staff updated with the latest technologies, industry trends, and best practices. These events also provide a platform for team members to share their knowledge.
- **Certification Programs:** Umetech, Inc. sponsors staff members to pursue industry-recognized certifications that are relevant to their roles. These certifications not only enhance the individual's skills but also validate their expertise.
- **Cross-Training:** As previously mentioned, cross-training is an integral part of the company's training policy. Staff members are encouraged to learn about and experience different roles within the organization to foster a deeper understanding of the business.
- **Continuous Learning Culture:** Umetech, Inc. fosters a culture of continuous learning, where staff members are encouraged to take initiative in their own development. They are given opportunities to explore new technologies and tools, conduct research, and stay curious about their field. Umetech has a test environment that the employees can use for their learning.
- **Performance Reviews:** Performance reviews, conducted regularly, provide staff members with constructive feedback on their progress and development. These reviews help staff understand their strengths and areas for improvement.
- **Evaluating Training Effectiveness:** Umetech, Inc. evaluates the effectiveness of its training programs to ensure that they meet their intended objectives. Adjustments are made based on feedback and results.
- **Budget for Training:** The company allocates a budget specifically for training and development activities, demonstrating its commitment to staff growth.

By maintaining a robust training policy, Umetech, Inc. aims to equip its staff with the skills, knowledge, and expertise required to deliver high-quality IT Services to clients such as MSWD. This approach ensures that staff members remain competitive in the industry and continue to meet the evolving demands of their roles.

**Documentation** - Umetech, Inc. follows a structured approach to documenting District assets, systems, procedures, and other essential documentation to ensure efficient management and maintenance of IT infrastructure. Here is an overview of their approach:

- **Asset Inventory:** Umetech, Inc. maintains an up-to-date inventory of all District assets, including hardware, software licenses, network devices, and other IT equipment. This inventory includes details such as make, model, purchase date, warranty information (For Hardware), and location.
- **Configuration Management:** Umetech, Inc. employs configuration management tools and practices to document the configuration of all hardware and software components. This documentation helps in tracking changes and ensuring consistency.
- **Network Diagrams:** Umetech, Inc. can create detailed network diagrams that illustrate the layout of the district's network infrastructure. These diagrams include routers, switches, servers, and connections to help in troubleshooting and maintenance.
- **Standard Operating Procedures (SOPs):** Umetech, Inc. develops and maintains comprehensive SOPs for common IT procedures, including routine maintenance, backup processes, security protocols, and disaster recovery. These SOPs serve as a reference for staff and are regularly updated.
- **Disaster Recovery Plan:** Umetech, Inc. documents a disaster recovery plan that outlines the procedures and steps to be taken in the event of data loss, system failures, or other catastrophic events. This plan includes backup strategies, recovery processes, and assigned responsibilities.
- **Change Management Documentation:** All changes to the District's IT systems are documented using a change management process. This includes change requests, approvals, implementation details, and post-change assessments.
- **Security Documentation:** Umetech, Inc. maintains detailed security documentation that includes security policies, access control lists, user privileges, and incident response plans. This documentation helps ensure data protection and compliance with security standards.
- **Software and License Documentation:** All software applications and licenses are documented, including information on software versions, license keys, and renewal dates. This helps with license compliance and software updates.
- **Documentation Repositories:** Umetech, Inc. maintains organized and secure repositories for all documentation, ensuring that they are readily accessible to authorized personnel when needed.
- **Regular Updates:** Documentation is not a one-time effort; Umetech, Inc. emphasizes the importance of regular updates to keep the documentation accurate and relevant. This includes revising procedures, diagrams, and asset inventories as changes occur.
- **Document Retention and Archiving:** Umetech, Inc. establishes document retention and archiving policies to ensure that historical records are preserved in compliance with legal and regulatory requirements.
- **Training on Documentation:** The organization provides training to staff members to familiarize them with the documentation and how to access and utilize it effectively.
- **Documentation Review:** Periodic reviews are conducted to assess the quality, accuracy, and relevance of documentation. Feedback from these reviews is used to enhance documentation.

By implementing this approach, Umetech, Inc. ensures that the district's assets, systems, and procedures are well-documented, organized, and up to date. This not only streamlines operations and maintenance but also enhances the organization's ability to respond to incidents, recover from disasters, and adhere to compliance and security requirements.



### 4.2.3 – RFQ Response Forms

Attached forms:

- Proposal Transmittal Letter Attached Above
- Exhibit C Form Attached Below
- Exhibit B Form (Embedded in Section 4.3)
- Exhibit D Form Attached Below
- Service Fixed Price Estimate Attached Below
- Umetech Staff Resumes Attached Below

### 4.3 – Pricing

#### Transition Cost

- There would be no additional cost since all services are in place.

#### General Operations

The monthly fixed pricing is: \$9,763.95

Umetech does not require the monthly service to be fixed pricing. If the hours are not needed, they can be reduced or increased by need. If needed Umetech can have an onsite presence 5 days a week to cover any needs the district may have. The software agents provided can also be lowered or increased on an as needed basis.

#### General Operations Proposed IT Services

- Network management and proactive monitoring
- Server management
- Desktop and end-user support
- Cyber Security services (firewalls, antivirus, etc.)
- Data backup and disaster recovery
- Cloud services (Azure AD)
- Vendor management (When applicable)
- Helpdesk and technical support
- Custom Software Development

The total monthly fixed invoice for the RFQ Described Services is as follows:

#### Labor

- Provide monthly 70 hours onsite Helpdesk Support \$5,250.00
- Provide monthly 40 hours remote Network Admin and Engineering Services \$3,400.00

#### Proved SaaS

- 10 Server Managed Services Agent monthly cost \$100.00
- 57 Workstation Managed Services Agent monthly cost \$456.00
- Spam Hero for MSWD Domain monthly cost \$15.00
- 57 DefensX Premium Agents monthly cost \$313.50
- 57 CyberCNS Agents monthly cost \$171.00
- 57 AdminDroid Agents monthly cost \$48.45
- 2 Screen Connect Agents monthly cost \$10.00

#### Fixed Monthly Cost \$9,748.95

Mission Springs Water District RFQ for Full IT Services

Confidential

prepared by Umetech, Inc.

Document version 1.1 – November 2, 2023

### **Additional or Alternate Services that can increase costs (Capital Projects)**

Services and Software would be billed by job detail and go on the same invoice.

- Additional Helpdesk or Network Admin hours (Remote)
- Emergency Support – Standby hours
- Custom Software Development Refactoring existing software to new ERP Platform
- Upgrading current servers and network infrastructure
- Upgrading the firewalls
- SharePoint Migration
- IT Policies and SOP development
- Migrations to new ERP Platform
- DBA Services for ERP and G.I.S systems
- Managed Services Agents (Adding or Removing will affect cost)
- AdminDroid Agents (Adding or Removing will affect cost)
- DefensX Agent (Adding or Removing will affect cost)
- Spam Hero (Overage for outbound email)
- CISSP Services (Hourly Labor Using CISSP Services)
- IT and Project Management Services (Hourly Labor Using IT Management Services)
- Hourly Labor Additional Documentation, UML Models, Network Diagrams, etc.

**Service Rates, Software Rates and Payment Terms:** Invoices are provided on the first of the month with a NET 15 Term.

Summary of Labor and SaaS costs:

- Cyber Security (CISSP) Hourly Labor Rate billed in .25 Hr. increments
  - Rate 95.00 Per Hr.
- Software Development, Network Engineering Hourly Labor Rate billed in .25 Hr. increments
  - Rate 85.00 Per Hr.
- Help Desk Hourly Labor Rate billed in .25 Hr. increments
  - Rate 75.00 Per Hr.
  - Emergency/Standby Hourly Labor Rate billed in .25 Hr. increments
  - Rate 90.00 Per Hr.
- Managed Services Agent (ConnectWise Automate) for Servers
  - 10.00 Per Server per month
- Managed Services Agent (ConnectWise Automate) for Workstations (Includes Screen Connect)
  - 8.00 Per Workstation per month
- Spam Hero
  - 15.00 Per Month
- DefensX DNS Content Filter
  - 5.00 Per Agent Per Month
- Screen Connect for Individual User Access
  - 5.00 Per User Per Month
- CyberCNS Security Monitoring and Remediation
  - 3.00 Per Agent Per Month
- AdminDroid Office 365 Security Tenant Management
  - .85 Per Agent Per Month

#### 4.4 – Firm Qualifications

Umetech boasts an extensive 27-year legacy in delivering top-tier IT Services. For nearly three decades, Umetech has been a steadfast partner, instrumental in supporting the Mission Springs Water District Since 1994, marking the inception of their collaboration with the installation of the existing Finance and Billing system.

With a profound understanding of the intricacies within the water industry, Umetech offers a comprehensive array of services, including adept helpdesk support, meticulous network administration and engineering, robust cybersecurity solutions, proficient database administration, and tailored software development services. Our expertise extends to collaborating with various software companies, facilitating the seamless onboarding and conversion processes from financial systems, utility billing, CMMS, to GIS, ensuring a smooth and efficient transition for our clients. Umetech, Inc. boasts extensive expertise encompassing a diverse array of systems and requirements, including but not limited to:

- SAP
- Infor – Lawson, Hansen
- Microsoft – Business Central, Great Plains, Navision, Dynamics, SharePoint, MS Exchange, SQL Server
- Springbrook
- Tyler
- Caselle
- CUSI
- Gough Systems – Unidata
- Sage 50, 300
- CLETS
- Tiburon CAD systems
- EOC Operations at City, County and Municipality levels
- Governmental Policies, Procedures and Compliance
  - SB 1386, AB1149, SB46, PCI-DSS, CPRA, Voluntary Critical Infrastructure Cybersecurity Program, etc.

#### CERTIFICATIONS and MEMBERSHIPS

- Microsoft Gold Partner
- Microsoft Certified Systems Engineers (MCSE & MCITP Employees)
- CISSP Certified (Certified Information Systems Security Professional)
- Cisco and Extreme Networks Certified
- Palo Alto and Sonic Wall Certified

#### SECURITY STANDARDS and TECHNOLOGIES

- PCI-DSS
- ITIL
- HIPPA
- NIST
- ISO

References: See attached Exhibit C for Details

- Rancho California Municipal Water District (Larger Size than MSWD)
- Lake Hemet Municipal Water District (Similar Size as MSWD)
- Hi-Desert Water District (Similar Size as MSWD)
- Mach Networks (Similar Size as MSWD)
- Rancho Santa Margarita Water District (Larger Size than MSWD)
- Anza Electric Cooperative (Similar Size as MSWD)

Recent Experience in public sector

- Systems migration for existing applications integrating with finance, utility billing and CMMS for Rancho Water
- Developed My Water Tracker for hourly usage, leak detection and alerting for Rancho Water
- Migration from Gough Systems to Lawson, Cayenta, and Infor for Rancho Water
- Migration from Gough Systems to Tyler Software for Lake Hemet Water
- Refactored custom online bill pay from Gough Systems to Cayenta for Rancho Water
- Refactored custom IVR from Gough Systems to Cayenta for Rancho Water
- Refactored custom online bill pay from Gough Systems to Tyler Software for Lake Hemet Water
- Refactored custom IVR from Gough Systems to Tyler Software for Lake Hemet Water
- Upgraded CUSI utility billing for Box Springs Water District
- Setup SharePoint for Box Springs Water District
- Upgraded network switches for Lake Hemet Water District to new 10GB backbone

Hi-Desert Water District (Summary of the last 2 Years)

- SharePoint setup for collaboration and file sharing for Hi-Desert Water District
- Setup and installed a New Primary and Secondary replicated Hyper-V Host servers at main office. They replicated and provided Hi-Availability.
- All existing servers have been rebuilt on new Hyper-V hosts
- Replication between Hyper-V hosts happens every 5 min. In the event of host server hardware failure, replication partner can go live.
- Setup new Hyper-V Host servers at Plant and OWS locations
- Installed and setup Main Office primary and secondary domain controllers
- Installed, configured and setup OWS and Plant location domain controllers
- Installed, configured and setup OWS and Plant user home folders located on new file server at OWS or Plant location
- Installed, configured and setup All servers at all three locations backing up to location network attached storage device or dedicated HDD in Hyper-V host (OWS)
- Installed, configured and setup All new managed network switches\access point for all three locations
- Migrated from on prem phone system to cloud VoIP service
- Setup and configured GPOs (Group Policy Objects) used to install printers for user automatically
- Setup and configured GPOs (Group Policy Objects) used for user folder redirection to store user profile files on servers which are then included in the server backups.
- Installed, configured, and set up New Palo Alto enterprise class firewalls at all three locations. Setup stricter rules, logging, and VPN Connections.
- Site-to-Site VPN tunnels between all three locations via the Palo Alto Firewalls.
- Installed, configured, and set up external Wi-Fi coverage at the plant.

## **5.0 – Statement of Work and Service Level Agreements**

Umetech acknowledges the Statement of Work and Service Level Agreements noted above.

### **Service Level Agreement (SLA)**

Response times for service requests are 15 minutes or less. Umetech can handle any escalation request per customers SOP. Support services will be delivered either onsite or remote as needed. Support hours for Umetech are Monday through Friday 7:30am to 5:00pm and have one technician on standby Saturday and Sunday as needed.

### **5.1 – Transition**

No transition efforts or cost would be necessary since Umetech is the current Managed Service Provider and Custom Software company.

### **5.2 – General Operations**

Umetech acknowledges the responsibilities related to the requirements that MSWD has for their IT Services Contract that is noted in section 4.2.2 Summary of Services.

#### **5.2.1 – Operations / Administration Services**

Umetech acknowledges the operations and administrative services required. Umetech would continue to work with the district staff and stakeholders to ensure the quality of work provided. Services including IT Inventory, UML and As Built Diagrams, Standard Operating Procedures, IT Documentation, etc.

#### **5.2.2 – Help Desktop / Support Services**

Umetech would continue to make Helpdesk a priority as it always has done so. Umetech is available to the MSWD staff at any time via onsite, phone, MS Teams, and remote support.

#### **5.2.3 – System Administration / Infrastructure**

Umetech would continue to provide proactive administrative work for servers, firewalls, onboarding and off boarding users, servers and data storage, and disaster recovery services.

#### **5.2.4 – Voice and Communications Services**

Umetech would continue to support the Ring Central System which we originally set up and installed. Umetech can also provide custom integration with Ring Central via their API to integrate with the district's new ERP system, which we have done for other customers.

### **5.2.5 – Network, Switching, Routing & Wireless Services**

Umetech would continue to administrate and monitor MSWD network. Real-time monitoring and alerting is already in place. When connectivity goes down at any level ISP, Network Switches and Servers, our systems alert us.

### **5.2.6 – Scheduled Onsite Services and Support**

Umetech would continue to provide the same support services as it has been, providing onsite technical support along with remote support (Option 2). Umetech can provide technicians full time to part time depending on MSWD needs. Umetech prefers to rotate its staff onsite to ensure all technicians stay up to date with the districts systems. The process has been proven over the years of supporting our customers.

Umetech can provide any services and support required by MSWD.

### **5.2.7 – Proactive and Remote Services**

Umetech has leveraged ConnectWise Automate (Formerly Labtech) as our trusted RMM tool since 2009, maintaining our system on-premises within Azure, ensuring direct access to our MySQL Database. This deliberate choice sets us apart from SaaS-hosted RMM tools by granting us unparalleled control over our system's core. Unlike SaaS options, our model allows us to exercise comprehensive oversight and management.

The advantages of this approach are manifold, with paramount emphasis on security. While hosted RMM systems often become targets for cyber threats, our self-hosted solution significantly mitigates these risks. Additionally, our setup provides a level of data access and manipulation that is unattainable in hosted solutions. Our custom reporting and dashboards are a testament to this, offering insights and analytics tailored precisely to our needs.

Moreover, the flexibility and depth of our scripts and management functionalities are greatly enhanced due to our tailored approach. Over the years, our senior engineer has continually crafted and refined custom features and scripts, instilling our system with an array of capabilities that cater specifically to our requirements.

Given our in-house software development team, we've expanded our system extensively with custom features, enabling our staff to delve deeper into insights, improve time tracking, and integrate CRM functionality seamlessly within our unified system. This flexibility and customization are pivotal in streamlining our operations and enhancing productivity across the board.

#### Labtech Monitors:

- Performance monitors (Included but not limited to):
  - Processor
  - Memory
  - Disk
  - Network
- Drive monitors (including but not limited to):
  - Space
  - Usage
  - Fragmentation
  - Sector\Block Failures
  - SMART Failures
- Critical Service Monitors
- System uptime
- Network port monitors
- Patch management
- Application Monitoring
- Process Monitoring
- Event Log Monitoring
- Vulnerability Checks\Monitoring
- Antivirus Monitoring
- Backup Monitoring
- Remote Access Monitoring
- Server Role Monitoring
- End of Support (OS and Software)

#### 5.2.8 – After-Hours and Emergency Support

Umetech offers after-hours support, ensuring continuous assistance through a dedicated standby staff that operates on rotational shifts. Regular maintenance tasks such as patching and server reboots for managed services incur no additional fees. Requested after hours work, emergency services or weekend requests would be charged at the Standby rate.

Throughout our extensive collaboration with MSWD spanning over two decades, standby support has rarely been required, reflecting the reliability and stability of our services.

#### 5.2.9 – Reporting

Umetech offers comprehensive reporting capabilities encompassing a wide range of services tracked within our RMM tool. This includes monitoring Anti-Virus, Acronis backups, Office 365, Drop Suite, Synology NAS, Admin Droid, CyberCNS, and DefensX. What sets us apart is our automated reporting system for these services, enabling direct updates to our MSWD Teams Channel and immediate email alerts. This integration ensures streamlined communication and timely notifications for efficient monitoring and management.

Leveraging our robust RMM tools in conjunction with Grafana and CFAR Reporting empowers us to generate a comprehensive array of reports, including but not limited to:

#### Helpdesk Metrics

- Helpdesk Metrics
- Burn rates by any date range on tickets
- Tickets by customer job categories
- Asset reports
- Disk space and health reports

#### Other Reporting and Alerts:

- Office 365 2FA notifications
- Office 365 login by Geolocation
- Server and Workstation remediation planning and critical patching on third party applications
- Daily Office 365 SharePoint and hosted mailbox backups
- Internet and systems usage via DefensX
- NAS Updating on health and storage availability
- Acronis Server and Workstation daily notifications

### **5.3 – (Optional) Pool of Consulting Hours**

As mentioned previously Umetech is available for any additional support or capital projects that MSWD requires.

### **5.4 – Invoicing**

Umetech already has the job numbers that we log time to. Umetech invoices on the first of the month for the prior month's services and SaaS.



## Customer Testimonials

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### Testimonials:

#### **Rancho California Water District**

"The team at Umetech has helped RCWD meet the technology needs of the district, both for our employees and our customers. The solutions Umetech has developed include allowing our customers to pay their bill and view account information online. Umetech goes above and beyond to make sure that the solutions they provide are rock solid and meet the needs of their customers. "

Jason Martin  
IT Manager  
951-296-6900  
Rancho California Water District

#### **Ingram Micro, Inc.**

"Umetech was able to assess our current business processes and build an application that was efficient and easy to use for both our internal staff and our end users. Thanks to Umetech, we have a Best-in-Class portal application that allows us to process our orders more efficiently than anyone else in our business channel. I would highly recommend Umetech to any company who is looking for a custom application to satisfy their business needs. "

Tanya Weido  
Manager Wireless Operations  
760-533-3483  
Ingram Micro Inc

#### **Wireless Services Center**

"Umetech has provided both Mobile DataComm (Verizon Wireless' largest national master Value Added Distributor) and Wireless Services Center (the nation's leading provider of wireless activation services) with best-in-class systems, processes, and procedures that have allowed both companies to become industry leaders in the wireless industry. Originally Umetech was originally contracted to provide system integration services and web-site design. However, it soon became apparent that Ken wanted to ensure that he provided us with the right long-term solutions for our business needs. To that end, Umetech did a thorough analysis of the business, not just the back-end processes and systems. This allowed Umetech to propose strategic solutions not previously considered but have made a material difference in improved operational efficiencies and therefore the overall success of the business. I would without hesitation recommend Umetech to any business looking to develop customer business applications or improve their operational efficiencies. "

Donald Ochoa  
CEO, Wireless Services Center  
(858) 243-1384  
dochoa@activationdesk.com  
[www.activationdesk.com](http://www.activationdesk.com)

#### **JLC Engineering & Consulting, Inc.**

"Umetech has provided "JLC Engineering and Consulting" exceptional computer and programming technical support services for over 19 years. "JLC Engineering and Consulting" employees are highly dependent on the use of computer programs, network servers, and plotters to perform daily work tasks. Umetech has provided timely and excellent technical services which have minimized production inefficiencies. Additionally, Umetech computer software and hardware knowledge has been a valuable resource in the planning and maintenance of our computer network system. Umetech is an invaluable component of "JLC Engineering and Consulting"

Joe Castaneda P.E.  
951-304-9552  
President

Mission Springs Water District

<b>Released:</b> September 2023		<b>INFORMATION TECHNOLOGY SERVICES AND SUPPORT</b> RFQ Response Form PROPOSER PROFILE			<b>PROPOSER'S Name:</b> Ken Umemoto	
<b>HOME OFFICE/HEADQUARTERS</b>						
<b>Legal Company Name:</b>		Umetech, Inc.				
<b>Company Reference:</b>						
<b>Address:</b>	Street #/Name:	31805 Temecula PKWY				
	Suite:	410				
	City, State, Zip	Temecula, CA 92592				
<b>Officers/Owners:</b>		<b>Title(s):</b>	<b>Office Phone</b>	<b>Email</b>		<b>Cell Phone</b>
Ken Umemoto		President	951-719-1806	ken@umetech.net		951-415-0374
<b>Type:</b>		<b>State of Registration:</b>	<b>CA</b>	<b>Year founded:</b>	<b>1996</b>	<b>Founded by:</b> Ken Umemoto
S Corp						
<b>LOCAL BRANCH OFFICE FOR THIS PROJECT</b>						
<b>Branch Name:</b>		Temecula				
<b>Address:</b>	Street #/Name:	31805 Temecula PKWY				
	Suite:	410				
	City, State, Zip	Temecula, CA 92592				
<b>Year established:</b>	<b>1196</b>	<b>Region(s) served:</b>	<b>USA</b>			
<b>Contacts (for this project):</b>		<b>Title(s):</b>	<b>Office Phone</b>	<b>Email</b>		<b>Cell Phone</b>
		President	951-719-1806	ken@umetech.net		951-415-0374
<b>INSTALLED USER BASE</b>						
		<b>Corporate</b>			<b>Local Branch (if different)</b>	
<b>Total</b>		1200 Systems				
<b>Similar Size</b>		25				

Mission Springs Water District

<b>Released: September 2023</b>	<b>INFORMATION TECHNOLOGY SERVICES AND SUPPORT</b> RFQ Response Form PROPOSER PROFILE			<b>PROPOSER'S Name:</b> Ken Umemoto	
<b>REFERENCES*</b>					
Reference	Agency Name	Location (City & State)	Contact person - Title	Phone/Email	Product(s)/Services
	Rancho CA Water District	Temecula, CA	<b>Jason Martin</b>	951-296-6942 martinj@ranchowater.com	I.T. Services, Custom Software Development
	Hi-Desert Water District	Yucca Valley, CA	<b>Tanya Gruwell</b>	760-228-6271 tanyag@hdwd.com	I.T. Services, Custom Software Development
	<b>Mach Networks</b>	Carlsbad, CA	<b>Tanya Wiedo</b>	866-972-7677 tanya@machnetworks.com	I.T. Services, Custom Software Development
	Santa Margarita Water District	Rancho Santa Margarita, CA	<b>Dustin Navarro</b>	949-459-6568 dustinn@smwd.com	Custom Software Development
	Lake Hemet Municipal Water	Hemet, CA	<b>Clara Beaver</b>	951-658-3241 cbeaver@lhmwd.org	I.T. Services, Custom Software Development
	Carol Racing Development	Placentia, CA	<b>Tim Carol</b>	714-871-3300 tim@crd-usa.com	I.T. Services, Custom Software Development
	Vallecitos Water District	San Marcos, CA	<b>Thomas Beier</b>	760-744-0460 tbeier@vwd.org	I.T. Services, Custom Software Development
	Box Springs Water District	Moreno Valley, CA	<b>Karen Collins</b>	951-653-6419 karen@bsmwc.org	I.T. Services, Custom Software Development
	JLC Engineering Services	Murrieta, CA	<b>Marina Castaneda</b>	951-304-9552 marina@jlcengineering.com	I.T. Services, Custom Software Development

\* 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

<b>Released: September 2023</b>	<b>INFORMATION TECHNOLOGY SERVICES AND SUPPORT</b> RFQ Response Form PROPOSER PROFILE		<b>PROPOSER'S Name:</b> Ken Umemoto		
SUPPORT TEAM					
Role	Name, Title	Phone/Email	City/State		
Manager/Officer	Ken R Umemoto President/CTO	951-415-0374 ken@umetech.net	Temecula, CA		
				Years with firm	27
				Resume attached	Yes
Site Lead	Jeremiah Goode Vice President/Sr. Engineer	951-327-6114 jgoode@umetech.net	Quam		
				Years with firm	16
				Resume attached	Yes
Site Technician	Allen Flock Logan Lanley Rian Rockwell Technician II	aflock@umetech.net	Fallbrook, CA		
				Years with firm	1
				Resume attached	Yes
Project Manager	Ken R Umemoto	ken@umetech.net	Temecula, CA		
				Years with firm	27
				Resume attached	Yes
Security Consultant	Dale Badore CISSP - Consultant Pat Elssaser Consultant	208-255-0345 dbadore@umetech.net 951-712-6986 pelssaser@umetech.net	Oceanside, CA		
				Years with firm	12
				Resume attached	Yes
Trainer	Ken Umemoto Dale Badore	951-415-0374 ken@umetech.net 208-255-0345 dbadore@umetech.net	Temecula, CA		
				Years with firm	27
				Resume attached	Yes
Other(s)	Nick Metnik - Software Engineer 951-760-8306 Logan Lanley - Technician II 949-555-5555 Rian Rockwell - Technician II 949-555-5555	llanley@umetech.net rrockwell@umetech.net	Eau Claire, WI Temecula, CA		
				Years with firm	20
				Resume attached	Yes
Corporate level resource people available to local support staff.	Ken Umemoto Patrick Elssasser Logan Lanley Allen Flock Rian Rockwell	ken@umetech.net Pelssaser@umetech.net llanley@umetech.net Aflock@umetech.net rrockwell@umetech.net	Temecula, CA		
				Years with firm	27
				Resume attached	Yes

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.

Umetech, Inc

31805 Temecula Parkway, Suite #410  
 Temecula, CA 92592

# Estimate

Date	Estimate #
10/18/2023	1150

Name / Address
Mission Springs Water District Attn: Accounts Payable 66575 2nd Street Desert Hot Springs, CA 92240

			Project
Description	Qty	Rate	Total
Provide onsite Helpdesk Support on a fixed month basis for two days a week. This is averaged for a 52 weeks support 832 Helpdesk hours.	70	75.00	5,250.00
Provide Network Engineer Services and Perform System Checks. This is averaged for a 52 weeks support 480 hours.	40	85.00	3,400.00
<ul style="list-style-type: none"> <li>•Network and Server Administraion</li> <li>•Monitoring and Verification Acronis Backups</li> <li>•Monitoring and Verification on DropSuite Backups</li> <li>•Daily monitoring of server logs</li> <li>•Daily monitoring of server and network equipment performance logs</li> <li>•Daily monitoring of Hyper-V replication status</li> <li>•Daily monitoring of O365 critical alerts</li> <li>•Monitoring of Sentinel One AV alerts</li> <li>•Weekly review of Artic Wolf reports</li> <li>•Monthly review of workstation stats</li> </ul>			
Managed Services Support for Servers (Monthly Service)	10	10.00	100.00
Managed Services Support Workstations (Monthly Service)	57	8.00	456.00
Spam Filter Monthly Service	1	15.00	15.00
DefenseX DNS Premium Filter and Monitor	57	5.50	313.50
CyberCNS Security Monitoring	57	3.00	171.00
AdminDroid Moniroting	57	0.85	48.45
Screen Connect for Individual Users access for Lee Boye and, Mark Alock	2	5.00	10.00
		<b>Total</b>	\$9,763.95

## Exhibit D: Consultant Questionnaire

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1. How many years of experience does your organization have in the setup, administration, and maintenance of corporate networks?
  - a. Umetech, Inc as a company has 27 total years of experience.
2. Does anyone within your organization with access to our data located outside the USA? If so, where?
  - a. No
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. We do not allow unauthorized access to any systems.
  - b. All Screen Connect traffic is encrypted with AES-256 block encryption and Rivest-Shamir-Adleman (RSA) provided by the Microsoft RSA/Schannel Cryptographic Provider. These particular implementations of the AES-256 and RSA algorithms have been designated as FIPS-compliant for Screen Connect servers on Windows. For more information, see Microsoft's documentation on FIPS 140 validation.
  - c. Screen Connect instances are secured with a secure sockets layer (SSL) certificate and enabled with an HTTP-to-HTTPS redirect. SSL certificates create a foundation of trust by establishing a secure connection.
  - d. Screen Connect provides login protection against brute-force attacks. If someone enters their password incorrectly multiple times, the account will lock.
  - e. All accounts have two-factor authentication (2FA) enabled. 2FA requires users to submit two forms of identification to access their accounts. This can help protect against stolen passwords.
  - f. Group policy is configured on all domain connected machines to lock computers after being idle, requiring the user or technician to sign in to resume access. This will protect unauthorized access to endpoints in the case a technician forgets to log out.
4. Have you performed background screening on all administrators within your organization that will have access to our data?
  - a. Yes, All Umetech employees and contractors have background screening before offered positions within the company.
5. Please provide a list of relevant active certifications/licenses held by your organization.
  - a. Microsoft Partner, Microsoft Small Business Partner, Sentinel One Partner
6. How can we retrieve our data, credentials, documentation, or other information if our contract with you is terminated?
  - a. All data would be exported all saved from our Managed Services System and provide all credentials in a .csv format.
7. Which RMM system(s) do you use?
  - a. ConnectWise Automate (On Premises)
  - b. Grafana reporting and management (Custom for reporting of MySQL Data)
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

## Exhibit E: Disclosure Questionnaire & Qualification Statement

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**Consultant Name: Umetech, Inc.**

### 1. ORGANIZATION

- 1.1. How many years has your organization been in business as a Consultant?  
Umetech, Inc. has been in Business since 2008, Umetech DBA operated from 1996 through 2007
- 1.2. How many years has your organization been in business under its present name? 15 Years
  - 1.2.1. Under what other names has your organization operated? Umetech (DBA)
- 1.3. If your organization is a corporation, answer the following:
  - 1.3.1. Date of incorporation: 03/06/2007
  - 1.3.2. State of incorporation: California
  - 1.3.3. Corporate ID number: 20-8968686
  - 1.3.4. President's name: President
  - 1.3.5. Agent for Service of Process: Ken Umemoto
- 1.4. If your organization is a partnership, answer the following:
  - 1.4.1. Date of organization: Not Applicable
  - 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: Not Applicable
  - 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. Not Applicable (Umetech works within the domestic USA and Canada)
- 1.1. List any other certifications held by your organization, and the name under which they are held.  
Microsoft Partner, Microsoft Small Business Partner, Sentinel One Partner  
CISSP, MCSE, MCP, Microsoft Specialist, ACE

### 3. EXPERIENCE

- 3.1. List the categories of work that your organization normally performs with its own forces.
  - 3.1.1. Outsourced I.T. Management
  - 3.1.2. Managed Services Provider
  - 3.1.3. Security Services, Cybersecurity, etc.
  - 3.1.4. Helpdesk Support
  - 3.1.5. Network Engineering and Infrastructure
  - 3.1.6. Communications management and support
  - 3.1.7. Data Analytics/Business Intelligence, AI
  - 3.1.8. Backup and Disaster Recovery management and support
  - 3.1.9. Software-as-a-Service (SaaS) management and support
  - 3.1.10. Custom Software Development and DBA Services
- 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**



**Ken Umemoto**  
33169 Sage Ct.  
Temecula, CA 92592  
TEL: (951) 415-0374

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## EMPLOYMENT

President  
Umetech 12-19-96 to Present

As the president of Umetech I personally oversee all business operations which includes, accounting, project management and outsourced I.T. Management for our customers. I also oversee all capital projects for our customers along with internal projects. I manage our Engineers and Support staff. As a former software engineer, I still oversee all software development and architecture with my development department. As the CTO of Umetech I regularly attend Microsoft and Security webinars to keep up with current software and trends.

Senior Technical Engineer/MIS Director 04-15-95 to 12-18-97  
TECHNOLOGY ONE IRVINE, CA

Technology One is an Advanced Product Center for SCO Unix, which supports businesses on Unix based Systems along with Most Database Systems. I also support Novell and NT systems due to my background in LAN's. As Senior Engineer/MIS Director my main job duties are to Supervise our technicians, support our clients Hardware, Operating Systems and Database Software with our larger customer base. I perform new installations and upgrades of Unix and Database software. I also developed programs for clients in the Unix Scripting language, Unidata and FoxPro. Install cross platform networks with TCP/IP. Conversions of Database systems to new or existing platforms. Build and upgrade hardware, including RAID Systems, DSU, CSU communication systems, Modem Servers, etc. Install and design web Servers either on Unix or NT. Also install Proxy servers on Unix and NT along with intranets. Oracle experience includes working with Lawrence Livermore Labs in their Operation Department in which I installed and converted a cost analysis Oracle Database System to new hardware.

Program Analyst 08-93 to 4-95  
GOUGH SYSTEMS CORONA, CA

Worked as a consultant at three municipal Water Districts for Gough Systems. Main job duties were to Develop Software for Billing/Accounting system along with supporting a Novell Network. Developed modules for new handheld units, Utility Billing and Accounts Receivable. All program development was applied and integrated within the Current Accounting System. Converted all three water districts from NCR ADDS machines to Unix based systems. Performed software conversions from Pick to Unidata. Administrated Data General Aviiion 850, Sun Sparc 20 and Silicon Graphics workstation for G.I.S. System. Also linked our local network to Riverside County's WAN.

Johnson Controls 8-93 to 11-93  
Contract Consultant

Contracted systems work on a Sun Sparc 2000 and Silicon Graphics Indy workstations for US Customers C3I West base at March Air Force base. I helped with a team from Johnson Controls in upgrading some of the Sun systems for US Customs. All the systems were RISC based systems that were and a wide area network (WAN) to the east coast. My main job functions were to incorporate the systems into the LAN and WAN through TCP/IP. Installed an Oracle database system for the administrator for flight tracking system.

Riviera Vacations  
M.I.S. Systems Operator

8-92 to 8-93

Maintained a two hundred user accounting system in DBL and SCO Unix. Maintained four off site locations through a Multiplexor. Administrated all end users both on the Unix/Accounting side as well as a twenty user LAN in house. Installed and implemented internal Email along with system wide backups. Regular job duties included upgrading and installing all new software both for the Unix server and the LAN PC's. Instructing employees on the use of new software. Running all major accounting reports for mortgage statements, sales cost analysis, demographics, etc. Also worked and maintained our auto dialer for our telemarketing department.

Global Cellular  
M.I.S. Systems Operator

3-92 to 8-92

Maintained an accounting system in SCO Unix for a company in the Cellular industry. Performed normal systems operations with terminals, printers, and end users. Maintained hardware and voice mail phone system. Developed small applications in FoxBASE for agent commissions.

Consultant  
Consultant

1-89 to 3-92

Maintained three sites for a Cellular company with SBT Accounting software running on SCO Unix. Installed and implemented LAN Network using Lantastic for local PC's. CO-wrote an Activation Tracking program for PACTEL Cellular Agents to track customer and dealer activations. This program was developed over the course of two years in FoxBASE and then ported over to FoxPro for Windows. It can integrate with SBT Accounting software to update its General Ledger. Our program was running on five PACTEL agents until the recent changes in the cellular industry.

## EDUCATION

MCSE (Microsoft Certified Systems Engineer)  
ACE (Advanced Certified Engineer)  
For SCO Unix  
Courses Completed - Unix Administration - TCP/IP, NFS - UUCP - Shell Programming  
Data General Certified  
For DG/Unix  
Courses Completed - Unix Administration - TCP/IP, NFS


## SKILLS


- Excellent knowledge of the computer field both from Network Engineering and Application Architecture.
- Developed multiple database-oriented systems.
- Ability to learn and adapt quickly to changing needs.
- Strong financial background.
- Proficient in programming in C#, Visual Basic. Net, Unidata, Visual FoxPro and Unix Scripting Language
- Excellent with network environments and Firewalls

REFERENCES AVAILABLE UPON REQUEST

# Jeremiah Goode

## CONTACT

 885 Sgt Roy T. Damian St. Toto, GU 96910

 951-551-7964

 sysadmroot@gmail.com

## EDUCATION

Microsoft Certified System Engineer (MCSE)  
QuickStart Technologies  
Orange, CA 1997-1998

AA General Studies  
Palomar College  
San Marcos, CA 1994 - 1996

## CERTIFICATIONS

Microsoft Certified Systems Engineer (MCSE)  
Microsoft Certified Professional (MCP)  
Microsoft Specialist: Virtualization with Hyper-V

## TECHNOLOGY EXPERIENCE

Palo Alto Next-Gen Firewalls  
Active Directory, File, Print Servers  
ASSP Anti-Spam Server  
Next-Gen Antivirus  
Microsoft O365  
Microsoft Azure  
Microsoft Exchange Server  
Windows Server 2012-2019  
Ubiquity UniFi Management  
Document Management Server  
Microsoft Office and Microsoft 365  
CAT6 Termination and Punch-Down  
Network Video Systems  
Windows 7/8/10 Desktop  
Multifunction Printers  
Batch file and PowerShell Scripting  
PC Repair  
Wireless bridge setup and maintenance

## WORK EXPERIENCE

*VP Operations*

*Umetech, Inc., Temecula, CA*

*2002 – Present*

### Network Management

- Designed networks for productivity and security, implementing VLANs, guest control, VPN access, and security group permissions
- Equipment and server installation and configuration
- Active Directory and Exchange management
- Network inventory and reporting
- Next-Gen firewall setup and management
- PCI compliance auditing

### Helpdesk and Troubleshooting

- Responded to and completed helpdesk requests from hundreds of users at dozens of businesses
- Listened to customers and translated hard-to-explain concerns into actionable support tasks
- Assisted with hardware and software issues in-person and remotely
- Consistently supported customers with respect, patience, and understanding

### Training, Mentoring, and Teamwork

- Trained new employees ranging from zero to moderate I.T. experience
- Coached on professionalism, ethics, and customer communication
- Conducted performance evaluations
- Setup and lead continuous updating of documentation knowledgebase

Nicklaus J. Metnik - Senior Solutions Architect/.Net Developer

Nicklaus J. Metnik  
45859 Daviana Way  
Temecula, CA 92592

Mobile: (951) 760-8306

Email: [nickmetnik@hotmail.com](mailto:nickmetnik@hotmail.com)

## BACKGROUND

Experienced software developer specializing in Microsoft.NET and related technologies. Resourceful worker with a wide range of experience including web, desktop, and database development.

Worked closely with executives from two Fortune 10 companies to extract IPO and develop solid solutions that suited their needs for systems that are still in use this very day.

My career goal is to craft long term scalable solutions for a small to enterprise level business. I'm a detail orientated, highly motivated, and proud father of two amazing sons!

## PROFESSIONAL EXPERIENCE

**Umetech, Inc.** - *Senior Solutions Architect/Consultant*  
Microsoft Certified Gold Partner  
Temecula, CA

August 2001 - Present

**Growth Resource Group, Inc.** - *Senior Underwriter*  
San Juan Capistrano, CA

January 2000 - August 2001

## PROJECT EXPERIENCE

**Ingram Micro** – *Developer, Project Lead*

Designed, developed, and implemented an public facing mobile device activation portal using ASP.NET, VB.NET, SSRS, JavaScript, AJAX, SQL

Created a Window's Application to manage collected data from the B2B portal and transacted data between Ingram Micro and Verizon Wireless using VB.NET, SSRS, Office Excel Interopt, SQL

**3Sphere Innovations, Inc.** – *Developer*

Created a Microsoft Word Add-in (Armed Forces Correspondence Application) to format and control Department of Defense correspondence using C#.NET, XML, Office Interopt. This add-in is being deployed to several thousand United States Navy military installations around the globe and will soon be adapted to work with other branches of the US Military.

**Mobile Line Communications** – *Developer, Project Lead*

Designed, developed, and implemented a complex wireless industry commission system for B2B relationships using VB.NET, SQL, SOAP, SSRS, SQL

Nicklaus J. Metnik - Senior Solutions Architect/.Net Developer

Developed tools to screen scrape and manipulate Verizon Wireless's activation portal to compliment the commission system using VB.NET web requests.

Created a B2B portal for reporting and data exchange to compliment commission system using ASP.NET, VB.NET, XML, SSRS, JavaScript, SQL

**Wireless Services Center** – *Developer, Project Lead*

Created B2B portal for activating data services for Cisco devices for Verizon, Sprint, and T-Mobile using ASP.NET, C#.NET, AJAX, SSRS, SQL

**Bioness** – *Developer*

Created ASP.NET website for an industry leader in health care technology using VB.NET and JavaScript.

**The Foto Group** – *Developer, Project Lead*

Created health insurance industry auditing and analysis tool for medical re-coding responsible for millions of dollars in savings to Blue Cross ASP.NET, C#.NET, Ajax, jQuery, SSRS, SQL

Created a secure portal for the Department of Justice to handle medical billing using ASP.NET, C#.NET, Ajax, jQuery, SSRS, SQL

**Rancho California Water District** – *Developer, Project Lead*

Created customer bill pay and water usage analysis website using ASP.NET, VB.NET, Payflo Pro.

Created budgeting portal that has collected and balanced the district's annual budget for over 6 years using ASP.NET, C#.NET, SQL, AJAX

Created project authorization portal for all approved jobs using ASP.NET, AJAX, C#.NET, SQL

Created automated meter reading portal housing ITRON data using ASP.NET, AJAX, C#.Net, SQL

**Moulton Niguel Water District** – *Developer, Project Lead*

Created employee portal to handle employee requests using ASP.NET, AJAX, C#.NET, SQL

**Lake Hemet Municipal Water District** – *Developer, Project Lead*

Created customer bill pay and water usage analysis website using ASP.NET, VB.NET, Authorize.net

**Mission Springs Water District** – *Developer, Project Lead*

Created customer bill pay and water usage analysis website using ASP.NET, C#.NET, Authorize.net

Created company intranet for CRM functionality to compliment customer portal.

**Priva Sicuro** – *Developer, Project Lead*

Created professional athlete financial management tool using ASP.NET, C#.NET, jQuery, AJAX, SSRS, SQL

## EDUCATION, CERTIFICATIONS, AND SKILLS

### EDUCATION

- Flambeau High School – Graduated 1998

### ENTERPRISE ARCHITECTURE

- Team Foundation Server (Source Control)
- Agile Development
- Test Driven Development
- SCRUM Methodology

### DEVELOPMENT

- C#.NET (7 years)
- VB.NET (5 years)
- ASP.NET
- MVC3
- Microsoft Word, Excel, and Outlook Interopt/Extensibility

### CLIENT SIDE

- JavaScript (10 years)
- jQuery
- AJAX
- HTML4 & 5
- CSS2 & 3
- Microsoft Silverlight/XAML

### SYSTEMS ADMINISTRATION

- Microsoft Exchange Server 2003 and 2007
- Windows Server 2000, 2003, 2008R2
- Windows XP and Windows 7
- SQL Server 2000, 2005, 2008, 2008R2

### MERCHANT SERVICES

- VeriSign/Paypal Payflow Pro Integration
- Authorize.NET CIM, AIM, Reporting API

### CERTIFICATIONS & ACKNOWLEDGEMENTS

- Microsoft Certified Professional
- Currently a Microsoft MVP candidate

### DATA

- ADO.NET
- XML
- Entity Framework
- T-SQL
- CLR
- SQL Server Reporting Services
- LINQ to SQL

### WEB SERVICES

- WCF
- SOAP
- XML
- JSON

### MOBILE DEVELOPMENT

- Windows 7 Phone
- Android Development (Eclipse Environment + Java)

### SPATIAL/GEO SERVICES

- Google Maps and Analytics API Client Side Integration
- Bing Maps Client Side Integration

### GRAPHICS DESIGN

- Adobe Illustrator C25.1
- Adobe Photoshop C25.1

## REFERENCES

Pete Juliano – *Sr. Developer*  
SnowBlaze  
Phone: 917-974-2898

Terry Voss – *MVP, CEO, Developer*  
Computer Consulting  
Phone: 509-998-9234

Dale Badore – *IT Manager*  
Rancho California Water District  
Phone: 951-526-7242

Jason Martin – *CS Mgr*  
Rancho California Water District  
Phone: 951-306-2573

Teresa Troidl – *CS Mgr*  
Lake Hemet Municipal Water District  
Phone: 951-658-3241 ext. 226

Jim Gough – *CEO, Developer*  
Gough Systems  
Phone: 951-235-5354

Nolan King – *IT Director*  
Molten Nigel Water District  
Phone: 949-425-3542

John Soulliere – *IT Coord.*  
Mission Springs Water District  
Phone: 760-329-5169 ext. 144

Tonya Weido – *Mgr Wireless  
Operations*  
Ingram Micro Inc  
Phone: 714-382-1347

# Dale M. Badore, CISSP(exp), MCSE



/in/dalebadore/



dbadore@gmail.com



Spirit Lake, ID



208.255.0345

## CAREER SUMMARY

Performance-driven Cybersecurity and Information Systems professional. An innovator with many years of experience in public and private sector IT, Employee, and Enterprise Direction and Management. Skilled in handling multiple highly technical large enterprise project teams simultaneously. Proven record of effective definition and resolution of complex problems while exceeding business requirements. Vast experience in achieving technology, legal, HR and governmental compliance issue resolution. Excellent cross-functional team building, vendor management, and critical thinking skills. Exceptional prowess at highly available, secure network design and administration, and full lifecycle project management in both business and critical infrastructure networks.

- ✓ Policy Development
- ✓ Budget Management
- ✓ Project Management
- ✓ Critical Thinking
- ✓ Excellent Communicator
- ✓ Vendor Management
- ✓ Risk Management
- ✓ Regulatory Compliance
- ✓ Business Continuity
- ✓ Operations Management
- ✓ Strategic Planning
- ✓ Technology Innovation

## PROFESSIONAL EXPERIENCE AND ACHIEVEMENTS

### RANCHO CALIFORNIA WATER DISTRICT

Temecula, California

#### ***IT Manager/Information Security Officer***

Manage and direct all aspects of Information Technology and cybersecurity delivering 99.999% uptimes, 10% budget reductions year-over-year and innovation of new methods of secure data access and protection.

#### Key Achievements

- Originated Spectral Network Access Requirement (SNARE). A hyper-secure, performance-based access methodology.
- Reduced operating and licensing costs up to 50% through virtualization and private cloud.
- Reduced monthly recurring costs through consolidation of systems.
- Slashed internal vulnerabilities by 30% through the creation of Enterprise security program.
- Cut annual hardware replacement budget by 133%.

#### Duties

Design enterprise security programs to ensure resiliency and meet requirements and compliance standards. Manage and train staff to increase cybersecurity maturity in the Enterprise. Project Manager for multiple enterprise multi-million dollar projects. Direct system and network protection and manage risk using multiple common frameworks. Identify, report, and control incidents within business and SCADA networks. Monitor threats, and design creative and cost efficient solutions to prevent successful cyber-attacks. Perform ongoing risk management and analysis of business and SCADA IT systems and infrastructure to ensure risk mitigation and avoidance are continual. Head of the Information Technology Steering Committee directing technical standards and enterprise architecture. Manage and develop annual operating, capital, and labor budget. Define technology requirements for departments and enterprise projects.

#### ***Data Center Operations Supervisor***

Responsible for bringing advancement to technology systems enterprise-wide. Developed change control, critical operational procedure, and system documentation processes to advance knowledge and information sharing. Championed the adoption of virtualization technology and process consolidation.

#### Key Achievements

- Produced 90% reduction in cost and 25% reduction in the project timeline for enterprise wireless infrastructure project.
- Achieved 100% uptime for 60 months on an AlwaysOn Microsoft SQL database cluster environment.
- Created the first multi-site data center, private cloud environment achieving 99.999% uptime for 7 years in a 1000+ port infrastructure.

#### Duties

Produced all technology systems designs, and operational direction. Managed staff and consultant support, and maintenance of multiple locations. Direct staff in troubleshooting and assisting in the administration of physical network including firewalls, routers, switches, cabling, and distribution facilities. Lead and developed Computer Incident Response Team and program, including steps to minimize impact and conduct technical and forensic investigations.



## **CITY OF CARLSBAD**

Carlsbad, California

### **Systems Administrator**

Innovated new ways of access and availability protection, produced increased KPI's and decreased SLA numbers through the use of emerging technologies and more efficient processes and procedures in a highly budget controlled government entity.

#### **Key Achievements**

- Responsible for bringing in the first highly available, clustered blade server infrastructure creating huge increases in availability.
- Created highly complex, simple to manage segmented network infrastructure to reduce threat exposure on PD and Fire networks.
- Developed the first remote access capabilities through early adopter agreement using Citrix MetaFrame XP.

#### **Duties**

Ensure SLA's were met and KPI were tracked in four data centers at 22 locations with over 150 physical servers and thousands of ports. The leader of the infrastructure, systems, and security upgrade, design, and configuration team. Disaster Recovery Lead responsible for design and build of Disaster Recovery processes and testing.

## **M<sup>3</sup> CYBER GROUP**

Southern California

### **Owner**

Define strategic direction, design and build resilient, high performance and secure infrastructures and systems.

#### **Key Achievements**

- Built company and grew clientele throughout California through knowledge, capabilities and fair business practices
- Provide technology, cybersecurity, and Critical Infrastructure protection consulting and analysis services.
- Provide training and best practice recommendations for various Public and Private Entities throughout California.
- Clientele included Kellogg's, MicroAge, Umetech Inc., City of San Jacinto, Parkside Lending, Financial Profiles, Cal-A-Vie, CamGuard, Certified Technical Institute.

## **R-RANCH IN THE SEQUIAS**

Johnsondale, California

### **President Board of Directors and C.E.O.**

Leading and working with the Board of Directors to innovate new and creative marketing and management strategies for a unique undivided interest Owners Association property. Directing Management and overseeing all staff to maintain daily operations and efficiencies.

#### **Key Achievements**

- Reduced daily operational costs by outsourcing HR and payroll to reduce employee workload while increasing protection and training.
- Created and developed plan to increase technology use to allow B2B remote support and skilled experts to work remotely.
- Increased efficiencies through process definition and procedural documentation and standardized best practice adoption.
- Implemented guidelines for recapturing default ownership deeds increasing available shares to sell, thereby increasing annual revenue.

## **CONSULTING ENGAGEMENTS**

### **UMETECH INC.**

2015 - Present

- Cybersecurity design, configurations and install.
- Network design, configurations and install.
- DR/BC design, configurations and install.
- Provide cybersecurity training and best practice recommendations for various public and private entities.

## **TECHNICAL KNOWLEDGE**

### **Certifications**

ISC <sup>2</sup> - CISSP (323774) Extreme Networks - ENA (3358) Palo Alto Networks - ICM/ATS	Axelos - ITIL Foundations Microsoft – MCSE (1314303) Microsoft - MCP+I	CompTIA - A+ (C74DTT5004) ConSentry - Networks Engineer (E000159) WildPackets - Protocol Analyst	Citrix - Certified Administrator EasyRun - EpicCenter Tivoli - Storage Manager
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### **Additional Training**

ISC <sup>2</sup> - ISSAP ISC <sup>2</sup> - CCSP Cisco – CCNA Infor/Lawson – Security Administration, ProcessFlow, Foundation	DHS - Jurisdictional Threat and Hazard ID and Risk Assessment for CI (MGT-310), Physical and Cyber Security for CI (MGT-452), Industrial Control Systems Cyber Security (301) FBI – Advanced Infrastructure Liaison Officer	CommVault – Certified Professional Microsoft - SQL Administration Microsoft - PerformancePoint PMI - Project Management Professional Xerox - BQP
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### **Security Standards, Frameworks, and Agencies**

PCI-DSS, ITIL, NIST, CIS Top 20, SANS, ISO, ANSI, SOX, NCCIC, US-CERT, D.H.S., FEMA, ICS-CERT, MS-ISAC, ISACA, NOREX, MISAC, NCATS

### **Networking and General Technologies**

Extreme, Adtran, Palo Alto, Cisco, 3Com, ShoreTel, FatPipe, Etherpeek, WireShark, EMC, Hitachi, Nimble, ExaGrid, CommVault, Veeam, VMWare

### **Platform Technologies**

Windows Server/Desktop/AD, Microsoft SQL, Proxy, IIS, VB 6, Office & 365, Visio, WSUS, Terminal Server, IOS, Android, Cloud-Based applications

### **Affiliations**

International Information Systems Security Certification Consortium, Inc. (ISC<sup>2</sup>)  
Municipal Information Systems Association of California (MISAC)  
United States Computer Emergency Readiness Team (US-CERT)  
CA Critical Infrastructure Security Forum – Board Member

Information Systems Audit and Control Association (ISACA)  
Infragard – San Diego (10082508)  
Inland Empire Cybersecurity Consortium

## **EDUCATION**

<b><u>Institution</u></b>	<b><u>Coursework</u></b>	<b><u>Achievement</u></b>
Wharton Harvard Texas A&M	Business Analytics Cybersecurity: Risk Management Threat ID and Risk Assessment Cybersecurity for Critical Infrastructure	Certification Certification Certification Certification
UCSD CSUSM San Diego Mesa College	Visual Basic 6 Cisco Router – CCNA Automotive Technology	Certification Certification A.A.

## **PUBLICATIONS**

### **StateTech Magazine – October 2019**

'State and Local Government Agencies on Cybersecurity Analytics and Tools'

### **CSMFO Magazine – September 2017 #16**

Financial Systems Protection... Your best defense may be a great offense

- o <https://issuu.com/csmfo/docs/csmfo-magazine-september-2017>

### **CSMFO Magazine – October 2016 #8**

'Gen X' sight in a 'Gen Z' world: A perspective on Cybersecurity

- o <http://www.csmfo.org/featured/csmfo-magazine-october-2016/>

## **SPEAKING ENGAGEMENTS**

### **California Special Districts Association – June 2020 - Webinar**

- o Cybersecurity: Foundations Build The Future

### **State of California Cybersecurity Education Summit – Oct 2019**

- o Outside In - Cybersecurity

### **Municipal Information System Association of California – Sept 2019**

- o Outside In - Cybersecurity
- o Data and Technology Connects and Protects RCWD Customers

### **Extreme Networks ExtremeNOWAnaheim – April 2019**

- o Customer Panel

### **Palo Alto Ignite '18 – May 2018**

Cybersecurity from the outside in – A Layered Approach for Water Districts

- o <https://ignite.paloaltonetworks.com>

### **Inland Empire Cybersecurity Consortium**

- o Standing Quarterly engagement

## **AWARDS**

MISAC – Award for Excellence  
2011, 2012, 2013, 2014, 2016

MISAC – Award for Achievement  
2005, 2007, 2008, 2009

MISAC – Award for Quality  
2008, 2010, 2011, 2014, 2015

# Patrick W. Elsasser

3336 New Branch Ct. Oceanside, CA 92058

Phone: (760) 231-9575

Email: [elsasserpat@gmail.com](mailto:elsasserpat@gmail.com)

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## **PROFESSIONAL SUMMARY**

- Design, implementation and management of redundant network infrastructure.
- Installation, configuration and management of next generation security equipment and software.
- Configuration of network access controls used to provide secure access to network and private cloud applications.
- Administration of redundant remote access solutions.
- Continuity of operations and disaster recovery.
- Management of redundant datacenters.
- Advanced management of VMware infrastructure.
- Administration of Storage Area Network (SAN) and shared storage arrays.
- Microsoft SQL Server administration and maintenance.
- Fast learner, extremely responsible, great follow through, loyal, and excellent work ethic.
- Experience leading projects and staff.

## **PROFESSIONAL EXPERIENCE**

### **Rancho California Water District**

**April 2008 – Present**

#### **Datacenter Operations Supervisor/Senior Systems Administrator**

- Manage the district's IT Operations team
- Provide cybersecurity governance to the district
- Maintain multiple datacenters with emphasis on high availability and continuity of operations.
- Design and maintain district's information technology networks utilizing micro-segmentation.
- Implement and maintain network security appliances to provide secure access to data and applications.
- Manage firewall devices to provide secure routing of information to and from the various network segments.
- Manage edge gateway appliances used to allow redundant access to RW private cloud data and services through the use of 3 separate Internet Service Provider connections.
- Design, implement and maintain two virtual server farms utilizing VMware vCenter only with HP Nimble Storage solutions and data replication services.
- Administer multiple SQL server instances including installation, upgrade and maintenance.
- Installation, upgrades, and continuous maintenance of Finance, Document Management, and Utility Billing ERPs.
- Manage multiple secure remote access solutions utilized by the district for staff access to local IT services.
- Assists Operations personnel with administration of the SCADA application servers and remote access.
- Manage inventory, requisition and disposition of IT assets.
- Provide work assignments to Systems Administrator and IT helpdesk Interns.
- Provide technical assistance to district staff as needed.

### **Umetech, Inc.**

**October 2014 – Present**

#### **Network Infrastructure and Cybersecurity Consultant**

- Design and implement network infrastructure
- Perform advanced firewall configuration and maintenance
- Provide network support services to clients

### **City of Carlsbad**

**October 2001 – April 2008**

#### **Systems Administrator I/II**

- Supervised Desktop Support Staff.
- Provided asset management of client computer systems.
- Administered the replacement schedule of city's client computer systems.
- Administered Windows Active Directory domain.
- Administered Novell Directory Services.
- Lead administrator for library's public information services.
- Provided day to day desktop support to city staff of 1000 employees.

## **EDUCATION/CERTIFICATIONS**

### **Bachelor of Science, Information Technology**

University of Phoenix, 2009

### **Certified Information Systems Security Professional, CISSP**

ISC2, 2022

# Logan Lanley

I am a perfectionist and strive to always learn as much as I can and do the best at what I'm doing. Communication and customer support are very important to me and I work hard to provide the best service I possibly can. I have been in several different fields and careers and currently have my eyes set on the IT industry. I have a background in IT helpdesk and in building gaming computers. I love working on technical issues and learn very quickly when getting my hands on things. I consider myself outgoing and very approachable. I love to make others feel welcome and comfortable in a workplace environment and strive to keep clear communication with coworkers.

9514095206 [loganlanley@yahoo.com](mailto:loganlanley@yahoo.com)

## WORK EXPERIENCE

### **Umetech** — Helpdesk

09/2022 to Present, Temecula, CA

Helpdesk 1/2 support for several different offices of clients. Tech remote support and on site support ranging from printer troubleshooting to hardware installation and repair. Frequent use of office 365 applications, adobe apps, quickbooks, windows 10, windows 11 and many other applications on a weekly basis. Setup of new workstations, laptops and printers for clients remotely or on site. Daily over the phone support to assist clients with any tech or network support that they needed. Worked to provide excellent customer service and make sure the client was happy and everything needed was taken care of.

### **Sunpro Solar** — Solar install lead

03/2019 to 08/2022, Murrieta, CA

Managed a crew of 3-5 employees while maintaining quality and efficiency during the installation of solar panels and needed hardware on the roof. Frequent use of a variety of hand and power tools at a professional level to get the job done safely and effectively. Daily ability to lift 20 - 50lbs of equipment and tools on and off the job site. Consistent use of utility vehicles and forklifts. Provided excellent customer support and made sure to meet and exceed the needs of the job.

### **RKM HVAC** — Install tech

02/2018 to 02/2019, Riverside, CA

Worked with a lead tech to securely and safely install ducts and AC units into new and existing homes. Daily use of power and hand tools to effectively and efficiently get the job done. Ability to lift 20 - 50lbs of material, tools or debris on the job at any given time.


## EDUCATION


### **Covington high school**

08/2010 to 08/2014

## ALLEN FLOCK

@ allenelias1998@gmail.com

 (309) 269-0152

 2148 Brooke Road, Fallbrook, CA 92028

### Summary

IT Support Specialist with 3 years of experience in building and maintaining networks, personal server maintenance, and providing hardware/software troubleshooting on-site and remotely. Proficient in Windows 10 with a strong understanding of Microsoft Office. Skilled at network running, testing and creating network cables. Skilled in resolving technical issues and providing timely solutions. Adept at multitasking, collaborating with cross-functional teams, and working under pressure to meet deadlines. Seeking an IT support role to utilize my technical expertise and exceptional problem-solving skills.

### Objective

To obtain a challenging IT Support role where my technical skills and customer service experience can be utilized to provide timely and effective solutions to end-users, while continuing to develop my knowledge in the field.

### Experience

#### Umetech

08/2023 - Present

*IT Helpdesk II*

Expertly diagnosing and resolving software issues sometimes tailored to each unique client's environment.

Assisting clients with software and hardware issues through remote access, documenting resolutions, and planning for on-site resolutions when necessary

Installing, upgrading and configuring hardware such as Unifi Network Devices and Windows OS machines.

Maintaining, troubleshooting, and configuring through Microsoft 365 Admin Centers.

Conducting weekly checks of the varying Managed Services Software such as Storage/Microsoft back ups, firewalls, computer software updates, and email security.

#### Powerhouse Gym

08/2021 – 08/2023

*IT Technician*

Installed and maintained hardware and software systems, including performing upgrades and routine maintenance tasks.

Configured and supported network infrastructure, including switches, routers, and firewalls.

Monitored system performance and identified potential issues, taking proactive steps to resolve them.

Documented technical issues and resolutions, as well as reported on system performance and user satisfaction.

Assist end-users using remote access.

Maintained up-to-date knowledge of industry trends and technologies and made recommendations for system improvements and upgrades.

### **Skytech Gaming**

11/2020 - 08/2021

*IT Support*

Troubleshooted and resolved technical issues for end-users in a timely and efficient manner.

Utilized ticketing systems to manage and track technical issues, ensuring timely resolution and escalation as necessary.

Troubleshooting on a component level for gaming desktops.

### **Powerhouse Gym**

1/2017 - 11/2020

*Weekend Manager Salesman*

Manage sales operations during weekend shifts, ensuring smooth and efficient operation of the sales team.

Monitor and evaluate team performance, providing coaching and feedback to help them meet or exceed sales targets.

### **RCC Cooling**

1/2015 - 11/2017

*AC Technician Assistant*

Assist AC Technicians with installation, repair, and maintenance of heating, ventilation, and air conditioning systems.

Perform basic troubleshooting of AC systems, diagnosing and identifying potential issues that may require further attention from a technician.

## **Projects**

Windows 10 mdm kiosks

Phone/Tablet Screen/Battery Repair

Raspberry Pi Digital Signature OS

Some Coding with C++ and Excel

Movie Server on Schedule via VLC Player With Python

## **Education**

**2016** *Perris Lake High School*

Diploma

3.8 GPA

## Skills

Network Install (Netgear and Ubiquiti)

Computer Repair

Microsoft Office

Digital Receiver Troubleshooting

Windows, Mac, some Linux

Ran and maintained a few projects servers

Can make cables (ethernet, molex, xlr)

Active Directory/Hyper V

## References

**Zack Caramico - "Powerhouse Gym"**

*VP of Sales*

zcaramico@outlook.com

(951) 570-7865

**Andrew Smeragliuolo - "Skytech Gaming"**

*IT Support*

andrewsmeragliuolo@gmail.com

(951) 454-3917

## STEVEN RIAN ROCKWELL

**OBJECTIVE** To further my skills by learning new things and tackling new responsibilities. I am always looking to better myself and my life by striving to constantly add to my skills and abilities and find the perfect job. I would like to obtain a position that I can spend the next 10+ years with learning and growth.

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### SKILLS & ABILITIES

- 21 years of experience working on computers
- Build, maintain, and diagnose all brands of computers
- Experience setting up and maintaining networks
- Experience using VMware to setup and run different operating systems within a windows environment such as Mac OSX and Linux
- 10 years of experience soldering and micro-soldering: Ability to solder components on a board level and have repaired many DC jacks and HDMI ports on motherboards. Ability to replace motherboards and LCDs on laptops
- 13 years of experience servicing all Apple products such as MacBook, iPhone, iPad, and iMac and all top manufacturers of laptops such as Dell, HP, MSI, Acer, Asus, MSI, Alienware, and Lenovo ThinkPad, ranging from x201, x220, T412, L412, L420, L430, W530
- Fully disassemble, reassemble and repair any component in a desktop PC, laptop, Android or Apple iPhone, or tablet
- Passion for fixing all electronics and figuring out how things work to improve
- High attention to detail and easy to work with and to get along with
- Takes charge of things and pick up other's slack to get the job done
- Provide direction and can manage other people based off their strengths and weaknesses and bring out the best from their abilities
- 20 Years of experience working on cars such as Mercedes, Hondas, and Toyotas. Everything from engine rebuilds and major repairs to basic maintenance and troubleshooting.
- Apple Certification, SVC-19A Apple service fundamentals, MAC-19A ACMT 2019 Mac Service certification
- HP Desktop Laptop and Server Repair Certifications
- Google Cybersecurity Certification
- Foundations of Cyber Security Certification
- Play It Safe: Manage Security Risks Certification
- Connect and Protect: Networks and Network Security Certification



- Assets, Threats, and Vulnerabilities Certification
- Sound the Alarm: Detection and Response Certification
- Tools of the Trade: Linux and SQL Certification
- Automate Cybersecurity Tasks with Python Certification

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## WORK EXPERIENCE

### **Umetech**

Murrieta, CA

Help Desk/IT Support

August 2023- Current

- Handle IT Tickets and Help Desk requests. Onsite and remote repairs.
- Troubleshooting hardware and software related issues.
- Manage workstations, laptops, and servers.
- Utilize many different applications to monitor emails, network traffic, intrusions, and security risks of workstations, laptops and servers, such as CyberCNS, Ironscales, 365 Admindroid, Connectwise, Unifi, SentinelOne, Labtech, and Spam Hero

### **Genentech/Cybercsi**

Oceanside, CA

IT Specialist/Contractor

August 2019 – June 2020

- Handle all IT tickets in programs such as Service Now and Opus and provide repairs onsite for Genentech Employees
- Troubleshoot Lenovo, Apple, and HP desktops and laptops and setup and deploy and image mobile HMI lab computers
- Utilize directory to deploy computers to certain networks
- Repair all software issues within Windows and Mac OSX including Outlook and all hardware issues including motherboards.

### **Tech2u/Laptops Plus**

Vista, CA

PC Technician/Field Technician

March 2019- August 2019

- Shop Technician: Manage all work orders and repair all computers that come into the shop
- Field Technician: Field work on computers at local businesses and homes of our customers
- Handled all customer computer related issues and complaints

### **PC Repair Center**

Oceanside, CA

PC Technician

November 2018-March 2019

- Troubleshoot a wide range of brands of laptops and desktops.

### **Cal State Electronics**

Vista, CA

Head of Tech Dept

November 2016- October 2017

- Managed a technical team in charge of all electronics repair
- Ensure all tasks are completed on time and that my team stays on track
- Train people in computer repair and diagnosing. Specialize in Windows based PCs, all Apple products, as well as iOS and OSx.
- Process about 20,000 units and up per month and items that are grade F and turn them into working A-B grade units for resale.

### **E Recyclers, Inc.**

Oceanside, CA

Head Of IT, In charge of the entire E-Recycling Department, Owner in 2016

November 2014 – October 2016

- Build, maintain, and troubleshoot all employee's computers
- Repair, refurbish, sell computers, laptops, servers, and other miscellaneous electronics
- Develop time management skills self-sufficiency. Interact with our clients and offer them customer service skills when they require it. Some of the accounts included LG, SONY, and Taylor Made.

### **GREEN WORLD ELECTRONICS RECYCLING**

Vista, CA

IT Technician

February 2010 – November 2014

- In charge of desktop PC and laptop diagnosing, repairs, and sales
- Repair MAC computers
- Provide technical support to anyone in need of it in building
- Fork lift driver experience in the downstairs warehouse moving pallets of inventory
- Manager of E-Commerce Dept.

EDUCATION

**CARLSBAD HIGH SCHOOL**

1998-2001

**PALOMAR COLLEGE**

Associate's degree in computer science

**ONLINE COMPUTER CLASSES**

A+ Network+ Certification

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REFERENCES

**DONN AUSTIN**

Cyber Csi Head at Genentech

760-310-9340

**BLAKE ASHBY**

Software programmer, operations CSE

760-822-4816

**JAY JOHNSON**

IT Manager, Genentech

760-267-8893