

STAFF REPORT



MEETING DATE:	3/15/12
SUBJECT:	Personal Services Agreement (PSA) with Apex Technology, Inc. for Information Technology Services for RTPA Transition and Monthly Support Services
AGENDA ITEM:	4-2
STAFF CONTACT:	Sean Tiedgen

STAFF RECOMMENDATION:

It is recommended that the board authorize the executive director to enter into a personal services agreement (PSA) with Apex Technology, Inc. for information technology (IT) support as follows:

1. Phase 1 - Transition and setup of new RTPA offices, not to exceed \$41,006 through June 30, 2012; and
2. Phase 2 - Ongoing support services for a three-year term, beginning July 1, 2012, not to exceed a total of \$46,845.

DISCUSSION:

The RTPA requires information technology support. A request for proposals was distributed. Three proposals were received. Apex Technology, Inc. ranked highest. The following services will be provided:

- Phase 1. IT set-up and transition to independent agency (March 15 – June 30, 2012)
 - a. Setup and purchase of new server and computer network hardware and software;
 - b. Development of IT administrative policies, procedures and controls;
 - c. Setup new office phone system; and
 - d. Migrate RTPA electronic files from the county server to new server.
- Phase 2. IT support services (July 1, 2012 – June 30, 2015)

ALTERNATIVES:

The board may decline to approve the contract or modify the scope of work.

OTHER AGENCY INVOLVEMENT:

Apex will coordinate with the Shasta County IT department throughout the transition.

FINANCING:

Phase 1 will be funded from RTPA reserves of interest earnings and Planning, Programming and Monitoring funds, subject to administrative amendment of the 2011/12 Overall Work Program (OWP). Phase 2 is proposed using federal planning funds beginning with approval of the 2012/13 OWP.

A handwritten signature in black ink, appearing to read 'Daniel S. Little'.

Daniel S. Little, AICP, Executive Director

Attachments: Personal Service Agreement with Apex Technology, Inc.

NO WITHHOLDING

**PERSONAL SERVICES AGREEMENT BETWEEN THE SHASTA COUNTY REGIONAL
TRANSPORTATION PLANNING AGENCY AND
APEX TECHNOLOGY, INC.**

This agreement is entered into between the Shasta County Regional Transportation Planning Agency ("SCRTPA") and Apex Technology, Inc. ("Consultant") for the purpose of providing Information Technology (IT) services during the SCRTPA transition and monthly IT support services afterwards.

1. RESPONSIBILITIES OF CONSULTANT.

- A. Pursuant to the terms and conditions of this agreement, Consultant shall assist the SCRTPA in its transition by providing IT services through two phases, with the following phases identified:
 - 1. Phase 1 – Consultant shall provide IT services to assist the SCRTPA with transition to an independent agency as described in Exhibit A to this agreement, which is attached hereto and incorporated within, starting March 15, 2012 and ending June 30, 2012; and
 - 2. Phase 2 – Consultant shall provide monthly IT support services to the SCRTPA as described in Exhibit B to this agreement, which is attached hereto and incorporated within, starting July 1, 2012 and ending June 30, 2015.
- B. As required by Government Code Section 7550, each document or report prepared by Consultant for or under the direction of the SCRTPA pursuant to this agreement shall contain the numbers and dollar amount of the agreement and all subcontracts under the agreement relating to the preparation of the document or written report. If multiple documents or written reports are the subject of the agreement or subcontracts, the disclosure section may also contain a statement indicating that the total contract amount represents compensation for multiple documents or written reports. Consultant shall label the bottom of the last page of the document or report as follows: agency name, agreement number, and dollar amount.

2. RESPONSIBILITIES OF THE SCRTPA.

The SCRTPA shall compensate Consultant as prescribed in Sections 3 and 4 of this agreement and shall monitor the outcomes achieved by Consultant.

3. COMPENSATION.

A. Phase 1

- a. Consultant shall be paid up to \$32,806 for the services described in Section 1 of this agreement for Phase 1, in accordance with Exhibit A, which is attached hereto and incorporated within, based on the following rates:
 - a) Hourly rate of \$115 per hour for 121 hours; and
 - b) Hardware and software expenses.
- b. Consultant agrees to perform additional related work if directed to do so in writing by the Executive Director. Such work shall be performed at the rates set forth in Section 3.A. In no event shall additional work exceed \$8,200, for a total Phase 1 compensation of \$41,006.

B. Phase 2

- a. Consultant shall be paid up to \$37,476 for three years, at \$12,492 per year, for the services described in Section 1 of this agreement for Phase 2, in accordance with Exhibit B, which is attached hereto and incorporated within, based on the following rates:
 - a) Total Support provided at \$916 per month; and
 - b) Online data backup of RTPA server at \$1.25 per gigabyte of data per month.
- b. Consultant agrees to perform additional related work if directed to do so in writing by the Executive Director. Such work shall be performed based on the following rate:
 - i. Level I - \$80 per hour
 - ii. Level II - \$105 per hour
 - iii. Level III - \$115 per hour.
- c. In no event shall additional work exceed \$9,369 for three years, for a total Phase 2 compensation of \$46,845.

4. BILLING AND PAYMENT.

A. Phase 1 and Phase 2

- a. Consultant shall submit a monthly invoice to the SCRTPA contract administrator for time, materials expended, and the total expended to date.
- b. The SCRTPA shall make payment within 30 days of receipt of Consultant's approved invoice and only after delivery and installation of any products.

5. TERM OF AGREEMENT.

This agreement shall commence as of the date it has been signed by both parties and shall end June 30, 2015.

6. TERMINATION OF AGREEMENT.

- A. If Consultant materially fails to perform Consultant's responsibilities under this agreement to the satisfaction of the SCRTPA, or if Consultant fails to fulfill in a timely and professional manner Consultant's responsibilities under this agreement, or if Consultant violates any of the terms or provisions of this agreement, then the SCRTPA shall have the right to terminate this agreement for cause effective immediately upon the SCRTPA giving written notice thereof to Consultant. If termination for cause is given by the SCRTPA to Consultant and it is later determined that Consultant was not in default or the default was excusable, then the notice of termination shall be deemed to have been given without cause pursuant to Paragraph B of this section.
- B. The SCRTPA may terminate this agreement without cause on 30 days written notice to Consultant.
- C. The SCRTPA may terminate this agreement immediately upon oral notice should funding cease or be materially decreased during the term of this agreement.
- D. The SCRTPA's right to terminate this agreement may be exercised by the Executive Director.
- E. Should this agreement be terminated, Consultant shall promptly provide to the SCRTPA any and all finished and unfinished reports, data, studies, photographs, charts, and other documents prepared by Consultant pursuant to this agreement.
- F. If this agreement is terminated, Consultant shall only be paid for services satisfactorily completed and provided prior to the effective date of termination.

7. ENTIRE AGREEMENT; AMENDMENTS; HEADINGS.

- A. This agreement supersedes all previous agreements relating to the subject of this agreement and constitutes the entire understanding of the parties hereto. Consultant shall be entitled to no other benefits other than those specified herein. Consultant specifically acknowledges that in entering into and executing this agreement, Consultant relies solely upon the provisions contained in this agreement and no others.

- B. No changes, amendments or alterations to this agreement shall be effective unless in writing and signed by both parties. However, minor amendments that do not result in a substantial or functional change to the original intent of this agreement and do not cause an increase to the maximum amount payable under this agreement may be agreed to in writing between Consultant and the SCRTPA Executive Director.
- B. The headings that appear in this agreement are for reference purposes only and shall not affect the meaning or construction of this agreement.

8. NONASSIGNMENT OF AGREEMENT; NON-WAIVER.

Inasmuch as this agreement is intended to secure the specialized services of Consultant, Consultant may not assign, transfer, delegate, or sublet any interest herein without the prior written consent of the SCRTPA. The waiver by the SCRTPA of any breach of any requirement of this agreement shall not be deemed to be a waiver of any other breach.

9. EMPLOYMENT STATUS OF CONSULTANT.

Consultant shall, during the entire term of this agreement, be construed to be an independent contractor, and nothing in this agreement is intended nor shall be construed to create an employer-employee relationship, a joint venture relationship, or to allow the SCRTPA to exercise discretion or control over the professional manner in which Consultant performs the work or services that are the subject matter of this agreement; provided, however, that the work or services to be provided by Consultant shall be provided in a manner consistent with the professional standards applicable to such work or services. The sole interest of the SCRTPA is to insure that the work or services shall be rendered and performed in a competent, efficient, and satisfactory manner. Consultant shall be fully responsible for payment of all taxes due to the State of California or the federal government that would be withheld from compensation if Consultant were the SCRTPA employee. The SCRTPA shall not be liable for deductions for any amount for any purpose from Consultant's compensation. Consultant shall not be eligible for coverage under the SCRTPA's workers' compensation insurance plan nor shall Consultant be eligible for any other SCRTPA benefits. Consultant must issue W-2 and 941 Forms for income and employment tax purposes, for all of Consultant's assigned personnel under the terms and conditions of this agreement.

10. INDEMNIFICATION.

Consultant shall hold harmless and indemnify SCRTPA, its elected officials, officers, employees, agents, and volunteers against all claims, suits, actions, costs, expenses (including but not limited to reasonable attorney's fees of the SCRTPA Counsel and counsel retained by the SCRTPA, expert fees, litigation costs, and investigation costs), damages, judgments, or decrees by reason of any person's or persons' injury, including

death, or property (including property of the SCRTPA) being damaged by the negligent acts, willful acts, or errors or omissions of the Consultant or any of Consultant's subcontractors, any person employed under Consultant, or under any subcontractor, or in any capacity during the progress of the work or the provision of services pursuant to this agreement, except when the injury or loss is caused by the negligence or intentional wrongdoing of the SCRTPA. Consultant shall also indemnify the SCRTPA for any adverse determination made by the Internal Revenue Service or the State Franchise Tax Board and/or any other taxing or regulatory agency and shall indemnify and hold harmless the SCRTPA with respect to Consultant's "independent contractor" status that would establish a liability on the SCRTPA for failure to make social security deductions or contributions or income tax withholding payments, or any other legally mandated payment.

For professional services provided under this agreement, Consultant shall indemnify and hold harmless the SCRTPA, its elected officials, officers, employees, agents, and volunteers from and against any and all claims, demands, actions, losses, liabilities, damage, and costs, including reasonable attorneys' fees, arising out of or resulting from the negligent performance of the professional services provided under this agreement or from recklessness or willful misconduct.

11. INSURANCE COVERAGE.

- A. Consultant and any subcontractor shall obtain, from an insurance carrier authorized to transact business in the State of California, and maintain continuously during the term of this agreement Commercial General Liability Insurance, including coverage for owned and non-owned automobiles, and other insurance necessary to protect the SCRTPA and the public with limits of liability of not less than \$1 million combined single limit bodily injury and property damage; such insurance shall be primary as to any other insurance maintained by the SCRTPA.
- B. Consultant and any subcontractor shall obtain and maintain continuously required Workers' Compensation and Employer's Liability Insurance to cover Consultant, subcontractor, Consultant's partner(s), subcontractor's partner(s), Consultant's employees, and subcontractor(s) employees with an insurance carrier authorized to transact business in the State of California covering the full liability for compensation for injury to those employed by Consultant or subcontractor. Consultant hereby certifies that Consultant is aware of the provisions of Section 3700 of the Labor Code, which requires every employer to insure against liability for workers' compensation or to undertake self-insurance in accordance with the provisions of the Labor Code, and Consultant shall comply with such provisions before commencing the performance of the work or services prescribed in this agreement.

- C. Consultant shall obtain and maintain continuously a policy of Errors and Omissions coverage with limits of liability of not less than \$1 million.
- D. Consultant shall require subcontractors to furnish satisfactory proof to the SCRTPA that liability and workers' compensation and other required types of insurance have been obtained and are maintained similar to that required of Consultant pursuant to this agreement.
- E. With regard to all insurance coverage required by this agreement:
- (1) Any deductible or self-insured retention exceeding \$25,000 for Consultant or subcontractor shall be disclosed to and be subject to approval by the SCRTPA Risk Manager prior to the effective date of this agreement.
 - (2) If any insurance coverage required hereunder is provided on a "claims made" rather than "occurrence" form, Consultant or subcontractor shall maintain such insurance coverage with an effective date earlier or equal to the effective date of this agreement and continue coverage for a period of three years after the expiration of this agreement and any extensions thereof. In lieu of maintaining post-agreement expiration coverage as specified above, Consultant or subcontractor may satisfy this provision by purchasing tail coverage for the claims-made policy. Such tail coverage shall, at a minimum, provide coverage for claims received and reported three years after the expiration date of this agreement.
 - (3) All insurance (except workers' compensation and professional liability) shall include an endorsement or an amendment to the policy of insurance that names *the SCRTPA, its elected officials, officers, employees, agents, and volunteers as additional insureds* and provides that *coverage shall not be reduced or canceled without 30 days' written prior notice to the SCRTPA*. The additional insureds coverage shall be equal to Insurance Service Office endorsement CG 20 10 for on-going operations, and CG 20 37 for completed operations.
 - (4) Each insurance policy (except for workers' compensation and professional liability policies), or endorsement thereto, shall contain a "separation of insureds" clause which shall read:

"Separation of Insureds.

Except with respect to the Limits of Insurance, and any rights or duties specifically assigned in this Coverage Part to the first Named Insured, this insurance applies:

- a. As if each Named Insured were the only Named Insured; and
 - b. Separately to each suit insured against whom a claim is made or suit is brought.”
- (5) Consultant shall provide the SCRTPA with an endorsement or amendment to Consultant’s policy of insurance as evidence of insurance protection before the effective date of this agreement.
- (6) The insurance required herein shall be in effect at all times during the term of this agreement. In the event any insurance coverage expires at any time during the term of this agreement, Consultant shall provide, at least 20 days prior to said expiration date, a new endorsement or policy amendment evidencing insurance coverage as provided for herein for not less than the remainder of the term of this agreement or for a period of not less than one year. In the event Consultant fails to keep in effect at all times insurance coverage as herein provided and a renewal endorsement or policy amendment is not provided within 10 days of the expiration of the endorsement or policy amendment in effect at inception of this agreement, the SCRTPA may, in addition to any other remedies it may have, terminate this agreement upon the occurrence of such event.
- (7) If the endorsement or amendment does not reflect the limits of liability required by this agreement provided by the policy of insurance, Consultant shall provide the SCRTPA a certificate of insurance reflecting those limits.

12. NOTICE OF CLAIM/APPLICABLE LAW/VENUE.

- A. If any claim for damages is filed with Consultant or if any lawsuit is instituted concerning Consultant’s performance under this agreement and that in any way, directly or indirectly, contingently or otherwise, affects or might reasonably affect the SCRTPA, Consultant shall give prompt and timely notice thereof to the SCRTPA. Notice shall be prompt and timely if given within 30 days following the date of receipt of a claim or 10 days following the date of service of process of a lawsuit.
- B. Any dispute between the parties, and the interpretation of this agreement, shall be governed by the laws of the State of California. Any litigation shall be venued in Shasta County.

13. COMPLIANCE WITH LAWS; NON-DISCRIMINATION.

- A. Consultant shall observe and comply with all applicable federal, state, and local laws, ordinances, and codes that relate to the work or services to be provided pursuant to this agreement.
- C. Consultant shall not discriminate in employment practices or in the delivery of services on the basis of race, color, creed, religion, national origin, sex, age, marital status, sexual orientation, medical condition (including cancer, HIV and AIDS) physical or mental disability or use of family care leave.
- D. Consultant represents that Consultant is in compliance with and agrees that Consultant shall continue to comply with the Americans with Disabilities Act of 1990 (42 U.S.C. Sections 12101, *et seq.*), the Fair Employment and Housing Act (Government Code Sections 12900, *et seq.*), and regulations and guidelines issued pursuant thereto.
- E. The requirements of 49 CFR Part 26, Regulations of the U.S. Department of Transportation, apply to this contract. It is the policy of the SCRTPA to practice nondiscrimination based on race, color, sex, or national origin in the award or performance of this contract. All firms qualifying under this solicitation are encouraged to submit bids/proposals. Award of this contract will be conditioned upon satisfying the requirements of this bid specification. These requirements apply to all bidders/offerors, including those who qualify as a DBE. A DBE contract goal of nine percent, race neutral, has been established for this contract. The bidder/offeror shall make good faith efforts, as defined in 49 CFR Part 26 (Appendix A), to meet the contract goal for DBE participation in the performance of this contract.

The bidder/offeror will be required to submit the following information: (1) the names and addresses of DBE firms that will participate in the contract; (2) a description of the work that each DBE firm will perform; (3) the dollar amount of the participation of each DBE firm participating; (4) Written documentation of the bidder/offeror's commitment to use a DBE subcontractor whose participation it submits to meet the contract goal; (5) Written confirmation from the DBE that it is participating in the contract as provided in the commitment made under (4); and (5) if the contract goal is not met, evidence of good faith efforts.

14. ACCESS TO RECORDS/RETENTION.

The SCRTPA, federal, and state officials shall have access to any books, documents, papers, and records of Consultant that are directly pertinent to the subject matter of this agreement for the purpose of auditing or examining the activities of Consultant or

the SCRTPA. Except where longer retention is required by federal or state law, Consultant shall maintain all records for five years after the SCRTPA makes final payment hereunder.

15. CONSULTANT'S COMPLIANCE WITH CHILD, FAMILY AND SPOUSAL SUPPORT REPORTING OBLIGATIONS.

Consultant's failure to comply with state and federal child, family, and spousal support reporting requirements regarding Consultant's employees or failure to implement lawfully served wage and earnings assignment orders or notices of assignment relating to child, family, and spousal support obligations shall constitute a default under this agreement. Consultant's failure to cure such default within 90 days of notice by the SCRTPA shall be grounds for termination of this agreement.

16. LICENSES AND PERMITS.

Consultant shall possess and maintain all necessary licenses, permits, certificates, and credentials required by the laws of the United States, the State of California, the County of Shasta, and all other appropriate governmental agencies, including any certification and credentials required by the SCRTPA. Failure to maintain the licenses, permits, certificates, and credentials shall be deemed a breach of this agreement and constitutes grounds for the termination of this agreement by the SCRTPA.

17. PERFORMANCE STANDARDS.

Consultant shall perform the services required by this agreement in accordance with the industry and/or professional standards applicable to Consultant's services.

18. CONFLICTS OF INTEREST.

Consultant and Consultant's officers and employees shall not have a financial interest, or acquire any financial interest, direct or indirect, in any business, property, or source of income that could be financially affected by or otherwise conflict in any manner or degree with the performance of the work or services required under this agreement.

19. NOTICES.

- A. Except as provided in Section 6.C. of this agreement (oral notice of termination due to insufficient funding), any notice required to be given pursuant to the terms and provisions of this agreement shall be in writing and shall be sent first-class mail to the following addresses:

If to the SCRTPA: Executive Director
Shasta County Regional Transportation
Planning Agency
1855 Placer Street
Redding, CA 96001

If to Consultant: Scott Putnam, President
Apex Technology, Inc.
1020 Market Street
Redding, CA 96001

- B. Written notice shall be deemed to be effective two days after mailing. Any oral notice authorized by this agreement shall be deemed to be effective immediately.

20. AGREEMENT PREPARATION.

It is agreed and understood by the parties that this agreement has been arrived at through negotiation and that neither party is to be deemed the party which created any uncertainty in this agreement within the meaning of Civil Code Section 1654.

21. COMPLIANCE WITH POLITICAL REFORM ACT.

Consultant shall comply with the California Political Reform Act (Government Code Sections 87100, *et seq.*), with all regulations adopted by the Fair Political Practices Commission pursuant thereto, and with the SCRTPA's Conflict of Interest Code, with regard to any obligation on the part of Consultant to disclose financial interests and to recuse from influencing any SCRTPA decisions which may affect Consultant's financial interests. If required by the SCRTPA's Conflict of Interest Code, Consultant shall comply with the ethics training requirements of Government Code Section 53234 *et seq.*

22. CONFIDENTIALITY.

During the term of this agreement, both parties may have access to information that is confidential or proprietary in nature. Both parties agree to preserve the confidentiality of and to not disclose any such information to any third party without the express written consent of the other party or as required by law. This provision shall survive the termination, expiration, or cancellation of the agreement.

23. SCOPE AND OWNERSHIP OF WORK.

The scope of work shall be as prescribed in Paragraph 1. All research data, reports, and every other work product of any kind or character arising from or related to the scope of work of this agreement shall become the property of the SCRTPA and be delivered to the SCRTPA upon completion of its authorized use pursuant to this agreement. The SCRTPA may use such work products for any purpose whatsoever. All works produced under this agreement shall be deemed works produced by a contractor for hire, and all copyright with respect thereto shall vest in the SCRTPA without payment of royalty or any other additional compensation. Notwithstanding anything to the contrary contained

in this agreement, Consultant shall retain all of Consultant's rights in Consultant's own proprietary information, including, without limitation, Consultant's methodologies and methods of analysis, ideas, concepts, expressions, know how, methods, techniques, skills, knowledge, and experience possessed by Consultant prior to, or acquired by Consultant during the performance of this agreement and Consultant shall not be restricted in any way with respect thereto.

24. USE OF SCRTPA PROPERTY.

Consultant shall not use SCRTPA premises, property (including equipment, instruments and supplies), or personnel for any purpose other than in the performance of Consultant's obligations under this agreement.

25. SEVERABILITY.

If any portion of this agreement or application thereof to any person or circumstance is declared invalid by a court of competent jurisdiction or if it is found in contravention of any federal or state statute or regulation or SCRTPA ordinance, the remaining provisions of this agreement, or the application thereof, shall not be invalidated thereby and shall remain in full force and effect to the extent that the provisions of this agreement are severable.

SIGNATURE PAGE FOLLOWS

IN WITNESS WHEREOF, the SCRTPA and Consultant have executed this agreement on the day and year set forth below. By their signatures below, each signatory represents that he/she has the authority to execute this agreement and to bind the party on whose behalf his/her execution is made.

**Shasta County Regional
Transportation Planning Agency**

Date: _____

Daniel S. Little, AICP
Executive Director

Scott Putnam, President
Apex Technology, Inc.

Leiah Toms, Executive Bookkeeper
Apex Technology, Inc.

Tax I.D. 68-0423495

Approved as to form:

John Kenny, Counsel
Shasta County Regional
Transportation Planning Agency

John Kenny

EXHIBIT A



Technology Management, Inc.

Shasta County RTPA
RFP Response

Phase 1: Transition
(March 15th - June 30th)

World-Class Technology
Award-Winning Relationships
Ultimate Customer Service

Apex Technology Management, Inc.
1020 Market St Redding, CA 96001
530.248.1000 phone/530.243.9184 fax
www.apex.com



About Apex Technology Management, Inc.

Apex Technology Management, Inc. is an experienced IT solutions provider serving our customers for over 19 years. Our depth allows our customers several unique advantages including tiered pricing, shorter project times, and the widest set of solutions and experience. Our team approach sets us apart from our competition, never leaving a client exposed to the crippling effects of having one's critical support in the hands of one person. As a Microsoft Gold Certified Partner, Apex has the experience to deliver multipart solutions utilizing Microsoft Windows Server, Microsoft Exchange, Microsoft SQL, and Microsoft .NET for our larger clients, as well as whole office solutions for offices of two to hundreds of workers. Apex is one of only 1500 Microsoft Gold partners nationwide.

Apex will employ our award winning certified network engineering & consulting team with over two hundred years of combined experience working with over 500 clients and over 10,000 end-users. In addition to our team Apex employs state of the art support tools and technology, the best tools available on the market.

Founded in 1991, Apex has built a reputation of reliability, integrity and technical expertise while maintaining our focus on real business solutions for our customers.

Apex deploys state of the art support systems including Connectwise helpdesk and tracking software, GoToAssist remote support tools, Kaseya system management as well as several security and monitoring tools.

Apex has developed key relationships with the primary players in the IT industry. These include being a Microsoft GOLD certified partner, a Cisco Premier Partner, Dell Enterprise Solutions partner, Mitel Platinum Partner, Citrix Certified Solutions Advisor and a VMware Enterprise Partner. Apex is also a partner with IBM, HP, Sonicwall, Computer Associates, Secure Computing, Liebert, Veeam and others.



Project Team

Team Responsibilities	Name	Phone Number	Email Address
Project Manager	Mike Vader	530.248.1028	projects@apextmi.com
Project Tech Lead – Level 3 Senior Engineer	Pat Gerard	530.248.1000	
Account Manager – Primary Contact	Dennis Marinello	530.248.1026	dennis@apex.com
Apex Technical Director	David Bliss	530.248.1017	david@apex.com
Project Invoicing Questions	Leiah Toms	530.248.1022	ltoms@apex.com

Vendor Overview

Apex Technology Management Inc. Overview

Number of Staff - 28 full time employees

Areas of Expertise: Our trained and certified staff not only average over 12 years of experience, they have experience and/or hold certifications in the following technologies:

Network Infrastructure

Virtualization, HyperV, Citrix, VMWare

Microsoft Exchange

Microsoft SharePoint Services

Blackberry Enterprise Server

Delttek

eClinicalworks

Microsoft Server including NT, 2000, 2003 and 2008

Novell

Cisco Firewalls, Routers and Wireless products
HP Switching
Linux
Security
Wireless
fiber installation and testing
C-7 cabling
Phone systems that are used in 911 and E911 environments

Members on staff have experience with many other major applications LEADS, CLETS, DOJ, NEMRC, Postini, Norton Anti-Virus, MS Office, Microsoft Server, Novell, Cisco, Linux, MS SQL, Pervasive and Foxpro databases. We also have experience with multiple CAD/RMS including RIMS, CrossCurrent and Syrun.

Client List

Apex has approximately 500 active clients including non-profit, government, medical, engineering and a variety of other industries. A sample list is included below.

City of Shasta Lake
Mountain Valleys Health Clinics
Trinity Hospital
Nystrom & Company
Mendocino Coast Clinics
Shasta Regional Community Foundation
Hild Collision
Reiner, Simpson, Timmons and Slaughter
Pace Civil Engineers
Lawrence & Associates
Sharrah, Dunlap Sawyer, Inc.
Shasta Family YMCA
Apex
KRCR TV
Hathaway & Kzensulak, LLC
Tehama County Administration offices.



Software used for service desk, monitoring and other client services.

ConnectWise PSA combines help desk, dispatching, service level management, project management and CRM into a single, web based application, with integrated time-tracking, billing and reporting.

Kaseya - proactive management to control IT assets remotely, easily and efficiently from one integrated Web-based platform.

Description of internal staff performance evaluation process and criteria

Annual performance reviews including such measures as:

- Utilization rate
- Customer Satisfaction
- Response Time

Every member of the team is committed to, and holds each other accountable to The Apex Way, a set of specific statements developed by the entire staff to enable Apex to follow the standards of its Mission and Vision Plan. Each quarter, one member of the staff who has exemplified these standards is chosen as the employee of the quarter.

When selecting a vendor to assist with a project such as this one it is important to insure that the vendor you choose has been trained and is certified by the manufacturer (Microsoft, Dell, VMWare & Cisco in this case) to implement the technology you have selected. For this reason Apex invests tens of thousands of dollars each year in training to insure that our engineers are trained and certified to implement all aspects of your solution. This training and certification results in assurance that your solution will be implemented correctly according to manufacturer best practices and gives you peace of mind that your objectives will be met.

System Inventory and Audit

To get to the root of problems and provide solutions quickly and efficiently, Apex's support team needs a complete hardware inventory and software inventory of the servers, workstations, mobile computers and software on the networks. This task gets increasing difficult as the network expands beyond the walls of the organization to multiple locations including employee homes. Apex utilizes a web based, integrated software suite that delivers a complete and comprehensive hardware inventory and software inventory. Automatic recurring computer audits keep inventory up-to-date and accurate at all times. Using only a web browser, Apex support personnel can quickly access the computer inventory information needed to manage the network efficiently.

Complete PC Inventory and Configuration

- Workstations, Notebooks, Servers all are location independent
- LAN, WAN, Mobile and Remote Users behind NAT and Firewalls
- All hardware - CPUs, PCI cards, memory and drives with user notes
- All installed software - Licenses, version numbers, path and description
- System information from DMI and SMBIOS including:
- PC make, model, serial number, mother board type
- Over 40 other detailed configuration items
- OS information, version number and service pack
- Inventory of internal and external network links
- Current network settings including:
- Local, WAN and gateway IP addresses
- DNS, WINS, DHCP, and MAC address
- CPU, RAM and Disk Volume details
- Printers, local and network

Remote Support

To increase productivity and responsiveness, Apex technicians and engineers need to access servers, workstations and mobile computers securely and quickly. The Apex web based, Total Support application delivers a complete, fast and secure remote access and pc remote control solution for your users even behind firewalls and NAT.

Using only a web browser, Apex technicians can quickly and securely access computers from anywhere, helping end users or diagnosing server issues. With Apex, you have the tools, flexibility and information you need to keep everything running. And because your network is well documented you can take full advantage of our entire technical staff for fast and efficient problem resolution.

Maximum Security

- Protected against man-in-the-middle attacks
- All communications between the host and local connection encrypted 256-bit RC4 using a key that rolls at least once per day
- No open ports on the client side
- No plain-text data packets passing over the network
- Nothing available for an attacker to exploit
- Systems and data are secure when using Apex's web based remote-access solution

- Firewall Friendly
- Apex leverages web-based screen-sharing technology to work with your existing firewall and Internet infrastructure
- No ports to change or open
- No configuration of IP addresses
- No extra hardware or software to deploy
- Access computers behind gateways (NAT) without port mapping

Patch Management

You know that when your network is at risk, the company is at risk. It is a daunting task to keep up with and apply security updates within the IT infrastructure. Especially if the networks span multiple locations, include multiple domains, traverse multiple firewalls, and include remote and home users.

Patch management is also not just scanning and applying patches. Often times patches need to be deployed in a test environment, undergo an approval process or require multiple steps to deploy. For example, a SQL server patch or a major service pack. Apex provides the infrastructure to enforce policies and to easily address the complexities of security patch deployment.

From simple fully automated patch deployment to script based automation for a customized deployment, Apex utilizes a secure and comprehensive enterprise class automated patch management solution to help keep security holes closed with a mouse click.

Automatic and Recurring Patch Scans

- Scheduled or ad-hoc patching can be set up
- By computer, group or user defined collections of computers
- Scans networks for installed and missing security patches regardless of the size of the environment
- Automates the tedious process of researching
- Detects vulnerability
- Identifies which patches are installed and date installed
- Determines which patches are needed
- Monitors and maintains patch compliance throughout your entire network

Patch Approval

- Apex will approve or deny selected patches for you
 - Selected by defined computer collections for proper deployment
- #### **Automated Patch Deployment**

- Scheduled by time, computer, group or user defined collections of computers
- Simultaneously deploy all required patches across all operating systems
- Support for Windows 2003, XP, Vista, and Windows 7
- Single rollout strategy and policy enforcement
- Maximize uptime

System Monitoring and Alerts

You need to know what is going on with the systems within your network. Proactive monitoring of servers, workstations, remote computers, Windows Event Logs and applications is critical to security, network performance and the overall operations of the organization. Down time is not acceptable.

Apex Total Support provides proactive, defined monitoring with instant notification of problems or changes. Apex will receive a system alert when critical servers go down, users alter their configuration or a possible security threat occurs and respond to that alert immediately. Apex maintains and monitors the information we need to proactively manage your network and keep your company running.

Defined Monitoring and Instant Alerts

- Monitor the Windows Event log
- Alert on hardware and software changes
- Alert on specific file changes and protection violations
- Know if disk space is running low on computers
- Monitor computer online/offline status
- Know if a server goes down
- Know when traveling users with notebooks connect

Automated LAN Discovery

- Automatically discover all devices on the network
- LAN Monitoring Alerts when new devices are detected
- Easily view all known and unknown devices

Software Deployment

Apex completely automates the deployment and installation of software applications and updates. Whether the software is off-the-shelf, custom, a complete suite or a few files, complete and comprehensive installation packages can be easily created and deployed with the click of a mouse. Apex will automatically, remotely and correctly deploy your software the first time.

Remotely Deploy Software and Install any Application

- Entire application suites
- Individual file updates
- Hot fixes, security settings, device and printer drivers

Support for Standard Software Installation Programs

- Automatic detection - Windows, Wise, InstallShield, Custom
- Supports all Windows OS - Windows 2000, XP, 2003, Vista, Windows 7

Automatic Software Distribution

- One, all or selected computers
- Servers, workstations, notebooks
- Flexible scheduling
- Full roll back

Dramatically Reduce Application Deployment Time and Costs

- Create custom installation packages
- Enterprise wide installations of multiple applications
- Capture changes from one system, package and replicate to many
- Replicate desktop and server customization
- Flexibility - works right the first time!

Network Policy Enforcement

Owners and Managers need an easy and quick method to implement and enforce access policies throughout the computing infrastructure. The ability to enforce network policies is an important foundation for a secure computing environment.

Apex Total Support provides policy management and enforcement for files, network access and applications. Apex can create effective and efficient methods to enforce access policies throughout the organization.

Apply and Enforce Policies Easily

- Works with all Windows environments, Windows 95 thru 2008 Server
 - Domains and active directory not required
 - File, Application and Network access policies
 - Detailed network usage reports can be provided
- File Access Policies
- All, groups or specific computers can be selected for the policy
 - One or multiple files
 - Total restriction or by specific applications
- Network Access Policies
- All, groups or specific computers can be selected for the policy Integrated with software inventory
 - Permit or Deny application access
 - Automatically "learn" application access
 - User notification option
 - Track network usage by computer and application
- Application Access Policies
- All, groups or specific computers can be selected for the policy
 - Select one or several applications

Service Provider Qualifications

- 1) Include an annual report, financial statement, general company profile, customer list, and any other information regarding the company background.
The general company profile, and partial customer list are included with references. Our annual report and a reviewed financial statement will be available contingent upon a signed non-disclosure agreement.
- 2) **Asset Size**
Asset size is available contingent upon a signed non-disclosure agreement.
- 3) **Length of time in business**
Apex Technology Management, Inc. was founded in 1991 on the principle that providing excellence in technology services and support is the foundation for a great partnership with our clients. Since then we have grown from a business of two to a thriving company of twenty-eight, while building a reputation of integrity and technical expertise and maintaining our focus on providing real business solutions for our clients.
This reputation is built on our commitment to hire the best, invest in continued training, and our never-ending quest to deliver the best technology solution for each individual client. Our depth and average of 12 years technical experience per technician allows our clients access to the widest set of solutions and experience available. Apex is a Microsoft Certified Gold Partner with the technical certifications and experience to deliver multipart solutions for our larger clients, as well as whole office solutions for offices of two to twenty workers.
- 4) **Number of Government Clients**
We currently have 28 Government Entities with managed services agreements.
- 5) **Number of clients by type of industry**

Architect / Engineer	8
Church	10
Communication	5
Construction / Development	44
CPA	11
Education	12
Financial	21
Government	28
Healthcare	114
Individual	25
Information Technology	14
Insurance	12
Legal	23
Manufacturing	27

NonProfit	17
Real Estate	32
Retail	28
Service	69
Telephony	3
Transport	9
Utilities	1
Wholesale	3

6) No. of Clients with Assets > \$1 billion

Because we do not ask this information of our clients accurate information on this is unknown.

7) Total number of employees

28

8) Total number of Tech support personnel supporting clients

20

9) Do you have a Disaster Recovery Plan?

We have a continuity and disaster recovery plan which is updated annually. Our current business continuity plan utilizes our replicated servers at our Data Center in the event of a massive failure at our Redding location to continue business operations.

Apex follows ITIL Version 3 recommended processes and best practices for Availability, Capacity, Change, Configuration, Continuity (including backup and BC/DR), Incident, Problem, Release, Service Desk and Service Level management throughout our IT environment."

All servers and data are replicated off-site to our data center location. All servers, data, system states, databases, information stores, etc. are included in the full nightly backup set. Backups are encrypted and password protected.

Backups are monitored by the Network Operations Center and checked daily by the Network Administrator. If a backup doesn't run an alert is generated by the NOC and the NOC and Network Administrator will resolve the issue the same day. If a backup ever fails two days in a row the issue is escalated to the Senior Network Engineer and IT Director. If a backup problem were to occur three consecutive days an alternate backup to encrypted

external storage is made and taken off-site and the issue is immediately escalated to the CIO level.

10) Do you have an Information Security Program?

Apex follows all applicable state and federal laws pertaining to the security of applicant supplied data. In compliance with the California SB1386 and California Civil Code Sections 1798.29 and 1798.82 to 1798.84 guidelines, Apex recognizes the basic components of a comprehensive, multilayered program to protect personal information from unauthorized access. We diligently protect the confidentiality of personal information whether it pertains to customers, employees, or others. For both paper and electronic records, these components include physical, technical, and administrative safeguards for all information, including higher-risk information such as Social Security Number, Driver's License Number, Identification Card number, financial account numbers and any associated passwords and PIN numbers, other financial information, and health information.

Electronic and Technical Security Measures and Safeguards:

Apex utilizes an Intrusion Detection Service that is "intrusion prevention enabled." Our Firewall with Boundary routers are administered by security administrators with exclusive access to the devices. Devices are enabled with IPS and logs and are reviewed daily. Our SSL is VeriSign certified 128/256 Bit Encrypted; all of our secure sites and all appropriate external websites are signed under this certification.

Wherever feasible, we use data encryption in combination with host protection and access control to protect higher-risk personal information. Our data encryption meets the National Institute of Standards and Technology's (NIST) Advanced Encryption Standard (AES). Encryption of data is especially important in the transfer of data with our customers. As a consumer privacy advocate, we have multiple methods of encrypting such data and we work with our clients to secure the best method to ensure protection of all information.

Physical Security Measures:

Apex engages strict security measures to secure our physical premises and protect client data. All potential employees undergo a thorough background check, drug screen, and verification process. Our building is equipped with a high secure alarm system and internal shred containers.

11) Have you ever had a SAS70 Audit or security review? If yes, please provide copies of the most recent reports.

Not at our Redding location, however our Data Center has annual SAS70 audits and we deal regularly with HIPAA, PCI and Sarbanes-Oxley compliance audits for our clients. As part of this process we would be happy to agree to a SAS70 audit at our expense as a condition of our being awarded the contract.

12) Customer References:

Shasta Mosquito Abatement District.....Peter Bonkrude
19200 Latona Road 530-365-3768
Anderson, CA 96007

City of Shasta Lake.....John Jones
1650 Stanton Dr 530-275-7481
Shasta Lake City, CA 96019

Interim Healthcare.....Robert Seawright
2608 Victor Avenue, Suite A 530-722-1530
Redding, CA 96002

13) Qualification and Summary of Work Experience.

Sherry McElroy

Microsoft Certified IT Professional

Enterprise Messaging Administrator 2010

Enterprise Administrator

Enterprise Desktop Support Technician

Microsoft Certified Technology Specialist

Microsoft Exchange Server 2010, Configuration

System Center Virtual Machine Manager 2008, Configuration

Windows Server Virtualization, Configuration

Windows Server 2008 Network Infrastructure, Configuration

Windows Server 2008 Active Directory, Configuration

Windows Server 2008 Applications Infrastructure, Configuration

Microsoft Windows Vista, Configuration

Microsoft Certified Desktop Support Technician

Microsoft Windows XP

Microsoft Certified Systems Administrator

Microsoft Windows Server 2003

Microsoft Windows 2000

Microsoft Certified Professional

Cisco Certified Design Associate CCDA

Comptia Security +



Steve Morris

Microsoft Certified Professional

Jason Olson

Microsoft Systems Engineer (MCSE 2003) w/ Security Specialization;
Microsoft System Administrator (MCSA 2003) w/ Security Specialization;
Microsoft MCPS;
Microsoft MCSAS;
Microsoft MCNPS;
Cisco Certified Network Associate (CCNA);
Citrix Certified Associate (CCA) for XenServer 5
Comp/TIA - A+,
Comp/TIA - Security+,
Comp/TIA - Network+;
Asigra Advanced Certified;
APC Reliability Expert;
McAfee Advanced Provider

Michael Johnson

Microsoft Certified IT Professional: Enterprise Administrator
Microsoft Certified Technology Specialist: System Center Virtual Machine Manager 2008, Configuration (Hyper V)
Microsoft Certified Technology Specialist: Windows Server Virtualization, Configuration (HyperV)
Microsoft Certified Technology Specialist: Windows Server 2008 Active Directory, Configuration
Microsoft Certified Technology Specialist: Windows Server 2008 Infrastructure, Configuration
Microsoft Certified Technology Specialist: Windows Server 2008 Applications Infrastructure, Configuration
Microsoft Certified Technology Specialist: Microsoft Windows Vista, Configuration
VMWare VSP
VMWare VTSP
VMware VCP
Dell Enterprise Architecture – Version3

Tom Grisell

Microsoft MCSE 2000
Microsoft MCP for windows XP

Corey Ricketts

Comptia A+

Comptia Network+

Microsoft MCSA

Kaseya: System Engineer

Scott Putnam

Microsoft MCP – NT 4

Microsoft MCSE - NT 4

Microsoft MCSE + Internet – NT 4

Microsoft MCP – Windows 2000

Microsoft MCSA – Windows 2000

Microsoft MCSE – Windows 2000

Microsoft MCSE + Internet – Windows 2000

Microsoft MCP – Windows 2003

Microsoft MCSA – Windows 2003

Microsoft MCSE – Windows 2003

Arthur MacArthur IV

A+

Microsoft MCP

Microsoft MCITP

Ray Bass

Microsoft MCP - Windows 95

Microsoft MCP - Windows XP

Mitel 3300 ICP rel 5 I+M

Kaseya: System Engineer

3Com NBX 100

David Bliss

Microsoft MCP

Microsoft MCSA 2003

Microsoft MCSA 2003 + Messaging

Microsoft MCSE 2003

Brian Clark

Microsoft MCP – Windows XP

Patrick Gerard

Cisco CCNA

Cisco CCNP

Cisco CQS - CWLSS – Support

Microsoft MCP

Microsoft MCSE 2003

Microsoft MCSA 2003

Mitch Dyer

MCP

MCSA

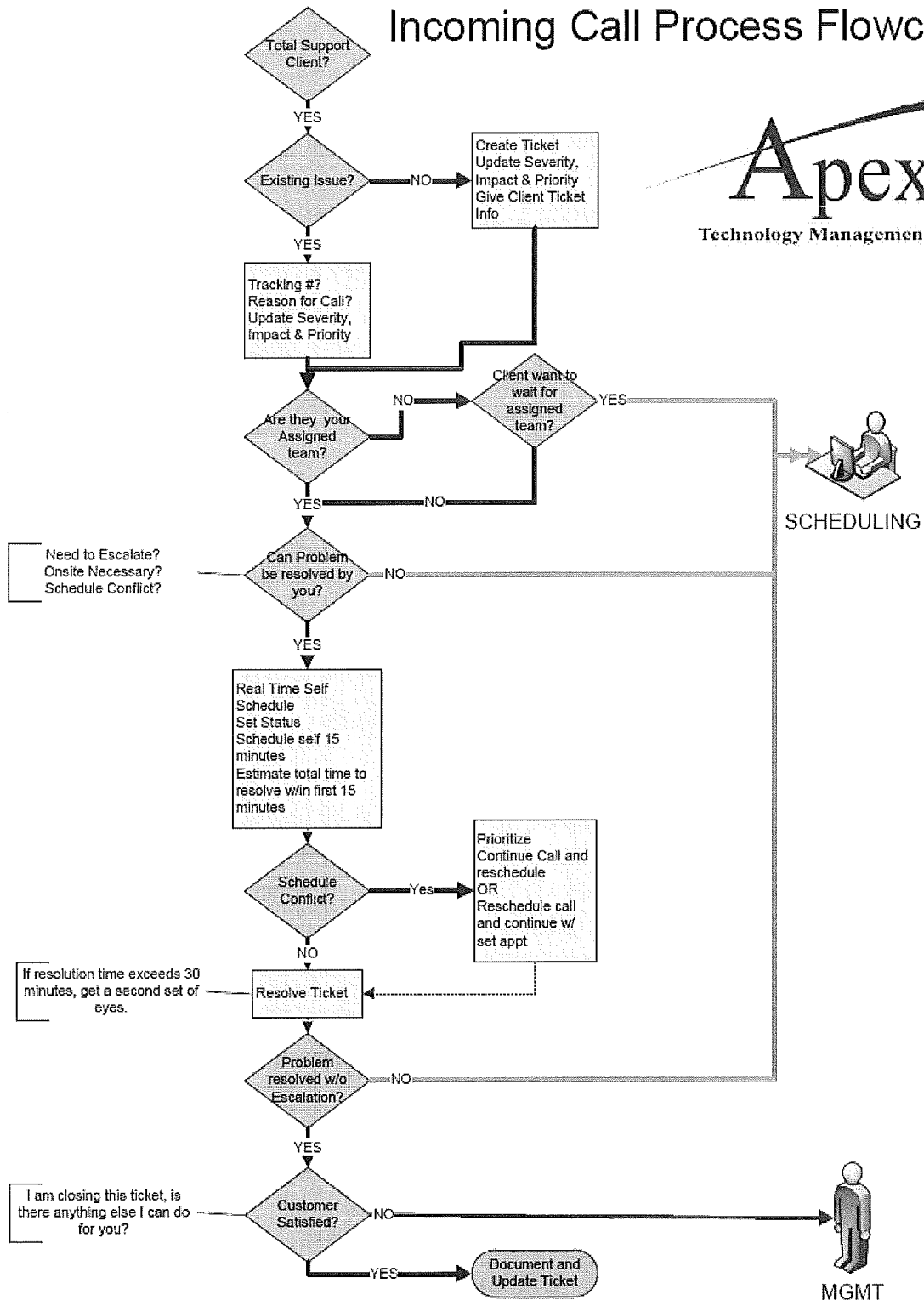
Security +

A+

Service Levels and Reporting

- 1) Number of personnel to be assigned onsite and backup personnel available offsite.
Two personnel will be assigned onsite. Offsite backup personnel will consist of 5 help desk and 10 mobile technicians.
- 2) Describe your process for handling help desk calls, determining severity/priority levels, and response and escalation time frames.
All calls are processed using our incoming call process flow chart shown below:

Incoming Call Process Flowchart



- 3) Will you work with other vendors/providers on the Shasta County RTPA's behalf as needed?

Yes. The tools Apex employs often detect issues with 3rd party vendors before they are detected by the client. Apex will, with permission, contact these vendors and help resolve any issues.

- 4) Describe your methodology and reporting for security events, help desk tickets and status, performance monitoring, patch updates, antivirus updates, etc.

Our organization follows ITIL Version 3 recommended processes and best practices for Availability, Capacity, Change, Configuration, Continuity (including backup and BC/DR), Incident, Problem, Release, Service Desk and Service Level management

Apex Total Support provides proactive, defined monitoring with instant notification of problems or changes. Apex will receive a system alert when critical servers go down, users alter their configuration or a possible security threat occurs and respond to that alert immediately.

- 5) Do you provide periodic "report cards" for your performance against the service levels agreed to?

Below is an example of a monthly report card. These report cards are customizable, but generally report on a point in time analysis and condition reporting of your network and security including details such as:

Overall network health
Server disk space
Security Patches
Operating system Inventory
Service Request Statistics
Business Continuity Indicators

In addition we also send a weekly ticket summary report that outlines recent support tickets and their current status, age, source, contact, expected/required finish date and corresponding links to our secure client portal to see additional details.



Management Summary

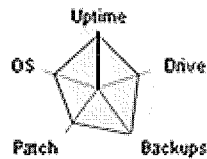
Prepared for:

Created on: 12/1/2010

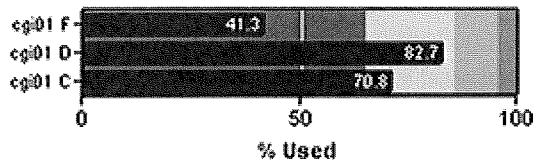
Period: 11/1/2010 - 12/1/2010

Network Health:

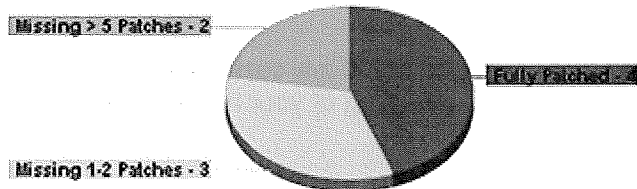
85%



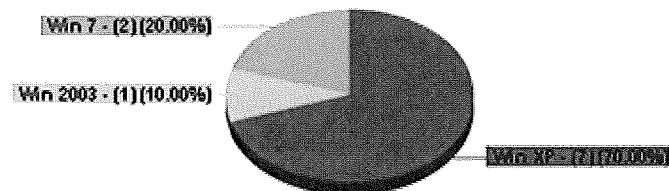
Server Disk Space:



Computer Security Patches:



Computer OS Graph:



Company Details:

Contact:

Account Manager: **George Passidakis**

Total Windows Servers: **1**

Total Windows Workstations: **8**

Total Servers: **1**

Total Workstations: **8**

Total Managed Machines: **9**

Service Request Statistics:

Escalated Items:

Server Offline Alerts: **0**

Server Disk Space Low: **0**

Failed Backup Jobs: **0**

Total Closed Helpdesk Tickets: **231**

Non-Escalated Items:

Total Notifications: **4**

Successful Backup Jobs: **8**

Business Continuity Indicators:

Network Uptime:

Server Availability: **93%**

Threats Removed:

Windows Patches Installed: **740**

Detailed work plan and schedule

**Requirement of SCRTPA RFP*

Phase 1: Transition

Total Hours: 121 Hours

Phase 1 Deliverables

1. Building Selection Consulting* – **0 hours (covered by total support agreement)**
2. Website Hosting Solution Consulting* – **0 hours (covered by total support agreement)**
3. ISP Consulting* – **0 hours (covered by total support agreement)**
 - a. Consult with SCRTPA to select an ISP with sufficient bandwidth to meet their office needs
4. Business and technology solution consulting* – **0 hour (covered by total support agreement)**
5. Centralized Server Solution (DNS, AD Security, File) * – **8 hours**
 - a. Microsoft Small Business Server 2011 Standard for 10 users
 - b. File, Print, Active Directory, IIS Services
6. Secure Email/Communications Solution* – **4 hours**
 - a. Microsoft Exchange 2010 Email server Standard for 10 users
 - b. Office 2010 for client connectivity
7. Mobile Connectivity Solution* – **2 hours**
 - a. Remote Web Workplace for remote connectivity
 - b. Configure one iPhone 4s for Exchange Activesync for email & calendar remote access
8. Printing Solution* – **4 hours**
 - a. Microsoft Small Business Server 2011 as centralized print server
 - b. Install 1 shared black and white network laser jet printer with duplexing – Kyocera 1370dn
 - c. Configure multipurpose fax, copy scan machine as shared network color printer
 - i. This will be purchased outside the scope of this work by SCRTPA
9. Digital Imaging/Scanning Solution* – **1 hour**
 - a. Configure multipurpose fax, copy, scan machine to scan and save to SBS 2011 server
 - b. Test scanning to SMB share
10. Faxing Solution* – required – **1 hour**
 - a. Configure existing or new multipurpose fax, copy, scan machine for in and outbound faxing

- b. Test send/receive of faxes
 - c. ISP will be responsible for connecting and running the analog line to the fax machine
 - d. SCRTPA will purchase the multi-function printer, scanner, fax device outside the scope of this work
11. SBS 2011 Backup Solution - **1 hour**
- a. Install local hard drive for local Microsoft SBS 2011 server backup
 - b. Test local backup of data for disaster recovery purposes
12. Online Backup Solution* – **0 hours** (covered in one time installation rollout)
- a. Install Digital Umbrella appliance for offsite backup and recovery
 - i. \$125/month for up to 100GB of data month
 - ii. \$1.25/GB of protected storage
 - b. Configure and test initial daily local backup for local appliance and external media provided by Apex
 - c. Send media to Sacramento secure data center for import
 - d. Configure and test daily offsite backup
 - e. Test restore of data from Sacramento datacenter
13. Security Solution* - **2 hours**
- a. Configure antivirus policy and exception list for server and workstations
 - b. Install and configure Kaseya Endpoint Protection (AVG) to 1 server and 7 other workstations running Windows OS
 - c. Update virus definitions
 - d. Complete full virus scan of workstations
14. Filebound Solution* – **1 hour**
- a. Facilitate access to system to allow vendor migration and/or installation of the Filebound software/appliance
 - b. Separate Filebound reseller will be required to purchase and migrate files outside of the scope of this work
15. ESRI ArcGIS Desktop Software Solution* – **1 hour**
- a. Purchase, download, Install and configure ArcGIS Desktop on 1 workstations
 - b. Licensed for 1 individual user
16. Microsoft Office Productivity Software Solution* – **4 hours**
- a. Install and configure Office 2010 Professional Plus on 7 Windows workstations
 - b. Install and configure Office 2011 on 1 MAC workstation
 - c. Import existing Outlook data
17. Workstation Solution* – **24 hours**
- a. Upgrade Workstations on Windows Vista to Windows 7 – 3 hours

- i. Backup workstation
 - ii. Export Outlook data
 - iii. Upgrade 2 computers with Windows Vista to Windows 7 operating system
 - iv. Add workstations to new domain
 - v. Migrate profiles to new operating system
 - vi. If workstation cannot be upgraded for existing problems on workstations, and a fresh install of windows is required it will be billed outside the scope of this agreement at normal billable rates
 - b. Install Windows 7 on Windows XP workstations – 21 hours
 - i. Backup workstation
 - ii. Export Outlook data
 - iii. Install Windows 7 operating system
 - iv. Add workstations to new domain
 - v. Migrate profiles to new operating system
 - vi. Install the following software on the new workstations (any additional software will be installed and managed by SCRTPA)
 - 1. Office 2010
18. Battery Backup Solution* – 2 hours
- a. Install and configure UPS battery backup for all workstations - APC Back-UPS ES 8 Outlet 550VA 120V – 10 -28 minutes runtime
 - b. Install and configure UPS battery backup for server and networking equipment - APC Smart-UPS 1000VA LCD RM 2U 120V – Runtime 27 minutes at 55% capacity
19. Secure Networking Solution* – 1 hour
- a. Update firmware on switching equipment
 - b. Install and configure 24 port GB switch for server and workstations
20. Cabling* – 2 hours
- a. Install 9 - 10' Cat5e network cables for workstations and server to wall jack
 - b. Install 24 – 10' Cat5e network cables for switch to patch panel
 - c. Install 3 – 15' network cable to server, phone system, and conference room phone
 - d. All building cabling drops for new building to support networking equipment will be handled outside of this scope of work
 - i. Cabling for new building may be required for wireless access points and other networking equipment and will be addressed outside the scope of this work as is needed.
21. Router and Firewall* – 4 hours
- a. Coordinate with vendor and configure router and firewall to ISP
 - b. SCRTPA will provide any necessary access (including credentials and current hosting information) to existing and future hosting locations to allow for authenticated transfer of website data

- 22. Phone system* – **0 hours** covered in cost of system
- 23. Office Move* – **8 hours** (2 person move in 4 hours)
 - a. Consulting for Office Move in selection of the building
 - b. Physically take down, securely move and reconnect computer equipment (Workstation, peripherals, and monitors) from current office to new office during non-office hours
 - c. SCRTPA will ensure that all furniture is setup and positioned at new building before computer equipment is moved to new building
 - d. Large multifunction copier will be moved by SCRTPA
 - e. Install VOIP Esi 50L Communication server phone system
 - i. Install and configure 7 phones
 - ii. Install and configure Voicemail
 - f. SCRTPA will coordinate with ISP to port lines and dates to new building location
- 24. Documentation and Training* – **20 hours**
 - a. Network Topology Diagram (1 hard copy)
 - b. SCRTPA Information Technology Management Plan (3 hard copies) - 8 hours
 - i. Work with SCRTPA to develop an Information Technology Management Plan
 - 1. Security issues
 - 2. Website content restrictions
 - 3. Administrative issues and related actions
 - 4. Disaster recovery plan
 - c. User guide for staff for routine server/firewall and backup solution tasks (10 hard copies) - 2 hours
 - d. User training – 2 hours
 - i. 2 hours of onsite training to review the basics for operating and accessing information in new Microsoft Office suite and server operating system
 - 1. Office 2010
 - 2. Remote Web Workplace
 - 3. Server File Access
 - 4. Windows Basic File Recovery
 - 5. A/V
 - e. Digital copy on Compact Disk of all above documentation in PDF format
- 25. Web Hosting Solution* – **4 hours**
 - a. Migrate the data and update DNS settings for the following websites hosted by
 - b. All webpage code troubleshooting will be the responsibility of SCRTPA

- c. Shasta County to new SCRTPA hosting solution
 - i. www.shastaforward.com
 - ii. www.scrtpa.org
 - iii. www.superregion.org
- 26. Rack Equipment – **10 hours**
 - a. Install 2 post rack
 - b. Install 1 shelf
 - c. Install the following equipment on rack
 - i. Phone system
 - ii. Server
 - iii. Switch
 - iv. Server UPS
 - d. Cable management
- 27. Secure Wireless Solution– **6 hours**
 - a. Install and configure 2 wireless access points to allow only secured encrypted traffic
 - b. Configure 1 secured wireless network for SCRTPA staff
- 28. Email SPAM/VIRUS Filtering– **1 hour**
 - a. Install and configure MxLogic filtering services for 7 users
 - b. Configure firewall and server
- 29. Project Management - **10 hours**

Total Cost of Professional Services: 121 x \$115 = \$13,915

Schedule of work

From time of building selection there is a 5 week implementation period before cutover

Week1

- Consult for building selection
- Building Selection Process

Week 2

- Building Selection Process

Week 3

- Select Building
- Finalize Equipment Order
- Order Equipment
- Vendor Coordination for ISP, Telecom

Week 4

- Website Migration

Week 5

- Receive Equipment

Week 6

- Begin installation of infrastructure equipment at new office building (networking, rack equipment, ISP, phone system, etc)

Week 7

- Continued preparation of environment at new office building
 - Email Server Prep
 - Offsite Backup solution
 - Printing Solution
 - Fax Solution
 - Scanning Solution
 - Battery Backup
 - Cabling

Week 8

- Cutover to new building on Friday
- Physical move



- Phone system cutover
- Workstation upgrade & Windows 7 installation over weekend – Downtime 2 days
- Email cutover
- Fax cutover

Week 9

- Workstation Software Installation
- Documentation and Training

Total Project Budget:

-See attached quote # APXQ0117780

Testimonials

Karina Lapp
Hathaway & Ksenzulak, LLP

"Your tech helpdesk is wonderful...we really really appreciate all you do for us."

Christine Glover
Aleva Medical Exams

*"Keep doing what you are doing. **Great staff!**"*

Dr. Bruce Miller
Cardiovascular Associates

"Thank you for your prompt and professional help... Getting the Chart Manager back on line so quickly was huge. Thanks again."

Dr. Dennis Holmes
Dennis Holmes, DDS

"You have been great...excellent service! Thank you!"

Cheryl Olkowski
Best Western Hilltop Inn

"Keep up the good work!"

Cary Williamson
Redding Urologic Associates

"Excellent service!"

Diane Young
Access Home

"Your company's the best! We feel much better knowing Apex is taking care of our computer system. Thank you!"

Marjorie Dugan, Administrator
Shasta Critical Care Specialists

"I appreciate your service!"

Jennifer VanMatre
Trinity Hospital

"The technicians are extremely friendly & helpful. I don't know what we would do without Apex support."

Terry Grafe
ACE Hardware Express

"Apex is a great organization to partner with!"

Patrice Hanson
Shasta Family YMCA

"Apex is the most knowledgeable & service oriented tech business in town."

Russell Reiner
Law Offices of Reiner, Simpson, Slaughter

"The knowledge and dedication that Apex has provided in managing our computer systems has been outstanding in every aspect. With the technology expertise of Apex I can focus on running my firm and not my computer systems."

Robert Seawright
Interim Healthcare

"I have found that anytime I had a problem, Apex was able to provide the technical solution to resolve it. In all my dealings with Apex, I have found them to be ethical and professional."

Rick Bowser, Engineer
Pace Civil, Inc.

*"Apex is **THE IT LEADER IN THE REDDING AREA!**
Apex's staff is friendly, knowledgeable and very responsive."*

Cathryn S. Olds CCNA, MCSA
Administrator of Technology
Anderson Union High School District

"Thank you for sending me three excellent technical, respectful and considerate individuals. The techs you supplied us with ... are of the highest caliber of character and technical aptitude that I have seen in this area. Especially considering that the amount of supervision they have received has been minimal at best. They have assisted us with not just completing work orders but have helped immensely in rebuilding the schools staff view of our department to a positive level - as friendly, helpful and respectful."

Karen Coleman
Cross Petroleum

"Apex is knowledgeable, professional & dedicated. Apex has been particularly helpful to us with our networking and VPN."



Additional Information.

Full resumes, back ground checks, bios on all technicians, additional references, and any additional information on how Apex can provide better support at a fixed cost is available on request. If given the opportunity, Apex would be happy to present to any details and answer any questions.

Summary

Apex has the unique blend of training, certifications and skill sets to be able to successfully implement all of the components of this project.

When selecting a vendor to assist with a project such as this one it is important to insure that the vendor you choose has been trained and is certified by the manufacturer (Microsoft, Dell & VMWare in this case) to implement the technology you have selected. For this reason Apex invests tens of thousands of dollars each year in training to insure that our engineers are trained and certified to implement all aspects of your solution. This training and certification results in assurance that your solution will be implemented correctly according to manufacturer best practices and give you peace of mind that your project will be successful.

Our staff of 30 includes all of the key personnel and roles necessary (technicians, network engineers, network architects, support staff, help desk engineers, project managers, etc.) to insure a smooth and successful project. A Project Manager and technicians certified by Microsoft, VMware and Dell as experts in their field will be designated as your primary team. Based on the technical complexity and the nature of the project requirements, successful implementation will require that the engineers and technicians not only be certified but also have a proven track record of having successfully implemented projects of this scope.

We look forward to the opportunity to work with you on this exciting opportunity.

When You Partner with Apex, You Also Have the Benefits of Our Partners:



Networking Infrastructure Solutions
Security Solutions
Mobility Solutions
Virtualization



1020 Market Street Redding, CA 96001
530.248.1000 phone / 530.243.9184 FAX
www.apex.com

Virtualized SBS 2011 and Office Move

Prepared For

Shasta County RTPA
Sean Tiedgen
1855 Placer St
Redding, CA 96001
Phone:
Fax:
Email: stiedgen@co.shasta.ca.us

Prepared By

Brian May
Phone: 530-248-1025
Email: bmay@sales.apextmi.com

Quote #APXQ017780

Version 6

Server		Price	Qty	Extended
	Dell Deal - PowerEdge R310 PowerEdge R310 Chassis, Up to 4 Hot Plug Hard Drives and LCD diagnostics No Operating System Shipping for PowerEdge R310 16GB Memory (4x4GB), 1333MHz, Dual Ranked UDIMM Intel Xeon X3430, 2.4 GHz, 8M Cache, Turbo HD Multi-Select PERC H700 Adapter, RAID Controller NVDIMM 512MB Cache for Hot Plug Hard Drive Configuration On-Board Dual Gigabit Network Adapter iDRAC6 Express DVD-ROM Drive, SATA Bezel Electronic System Documentation and OpenManage DVD Kit RAID 5 - Add-in H700 (SAS/SATA Cntrlr), 3-4 Hot Plug Hard Drives No Rack Rails or Cable Management Arm 3Yr Basic Hardware Warranty Repair: 5x10 HW-Only, 5x10 NBD Onsite No Installation MAINTENANCE DECLINED Power Supply, Non-Redundant, 350W Power Cord, NEMA 5-15P to C13, wall plug, 10 feet (3) 300GB 15K RPM SAS 6Gbps 3.5in Hot-plug Hard Drive	\$3,386.29	1	\$3,386.29
	Microsoft Windows Small Business Server 2011 Standard - License - 1 Server, 5 CAL - Volume, Local Government - PC - English (Requirement of RFP) Microsoft Windows Small Business Server 2011 Standard - License - 1 Server, 5 CAL - Volume - PC - Single Language	\$759.00	1	\$759.00

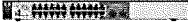


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	Microsoft Windows Small Business Server 2011 CAL Suite - License - 1 User CAL - Volume, Local Government - PC - English (Requirement of RFP) Microsoft Windows Small Business Server 2011 CAL Suite - License - 5 User CAL - Microsoft Open Business - Single Language	\$51.00	5	\$255.00
	SSL certificate (5 year) (Requirement of RFP)	\$200.00	1	\$200.00
Server Subtotal \$4,600.29				

UPS		Price	Qty	Extended
	APC Back-UPS ES 550VA Desktop UPS - 550VA/330W - 3.3 Minute Full Load - 4 x NEMA 5-15R - Battery Backup System, 4 x NEMA 5-15R - Surge-protected (Requirement of RFP)	\$79.31	7	\$555.17
	APC Smart-UPS SMT1000RM2U 1000VA Rack-mountable UPS - 1 kVA/700 W - 2URack-mountable 0.15 Hour Full Load - 6 x NEMA 5-15R (Requirement of RFP)	\$591.14	1	\$591.14
UPS Subtotal \$1,146.31				

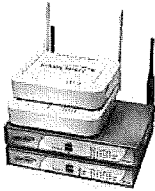
Switching		Price	Qty	Extended
	HP ProCurve 1810G-24 Gigabit Ethernet Switch - 2 x SFP (mini-GBIC) Shared - 22 x 10/100/1000Base-T LAN, 2 x 10/100/1000Base-T (Requirement of RFP) <u>Manufacturer:</u> Hewlett-Packard The HP ProCurve 1810G-24 Gigabit Switch provides reliable, plug-and-play Gigabit network connectivity. It provides additional network security capabilities, enhancements to ease of use, improved energy efficiency, and expanded deployment flexibility. The HP ProCurve 1810G-24 Switch offers two dual-personality ports for optional fiber uplinks and offers silent operation and multiple mounting options for flexible installation.	\$313.46	1	\$313.46

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Switching Subtotal	\$313.46
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Networking/Wireless		Price	Qty	Extended
	SonicWALL TZ 200 Network Security Appliance - 5 x 10/100Base-TX LAN (Requirement of RFP) <u>Manufacturer:</u> SonicWALL The SonicWALL TZ 200 Network Security Appliance, shatters the limitation by offering the revolutionary, fastest multi-layered network security in its class. Utilizing SonicWALL's industry-leading Unified Threat Management (UTM) and patented Reassembly-Free Deep Packet Inspection, the TZ 200 delivers in-depth protection at unparalleled performance.	\$451.69	1	\$451.69
	 Support Services SonicWALL Dynamic Support - 1 Year - 8 x 5 - Maintenance - Electronic and Physical Service (Requirement of RFP) <u>Manufacturer:</u> SonicWALL SonicWALL Global Support Services are designed not only to keep your security infrastructure current, but also to react swiftly to any problem that may occur. However, that's not enough to keep your network safe these days.	\$104.94	1	\$104.94
Networking/Wireless Subtotal				\$556.63

Online Backup		Price	Qty	Extended
	Digital Umbrella - On-line backup system with local appliance. (one time charge) (Requirement of RFP) Installation, setup, configuration, Data backup & restore testing of the Apex Digital Umbrella Appliance in client office -Installed, managed and monitored by Apex.	\$1,400.00	1	\$1,400.00



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	Monthly backup cost (estimate) (Requirement of RFP) Digital Umbrella Enterprise level online backup solution Covers up to 100 GB of stored data Monthly backup cost. \$1.25 per GB of data. (\$125.00 monthly minimum) Data Retention Policy: - Daily backups - we keep for 1 week - Weekly backups - we keep for 1 month - Monthly backups are kept for 36 months - Retain 46 copies over a 3-year period - Restore interval 1-2 days for server, 1 hour for a file Digital Umbrella Online Backup Solution Capabilities -Data de-duplication at the file and block level -Data compression -Encryption in-flight & at-rest (up to AES-256, HIPPA compliant) -Windows, Linux, Unix, Mac OSX, NetWare, iSeries/AS400 support -Exchange, GroupWise, Notes, SAP support -Hyper-V, XenSource and VMware -Hot Database Backup Support - MS SQL, Oracle, MySQL, DB2 etc -Complete System State Restore to dissimilar hardware	\$125.00	1	\$125.00
	Seagate Expansion 2 TB External Hard Drive - USB 3.0 (Requirement of RFP) General Information Manufacturer: Seagate Technology Marketing Information: Seagate external desktop drives provide extra storage for your ever-growing collection of files. Instantly add space for more files, consolidate all of your files to a single location, or free-up space on your computer's internal drive to help improve performance.	\$160.64	1	\$160.64
Online Backup Subtotal				\$1,685.64

Software		Price	Qty	Extended
	Microsoft Office 2010 Professional Plus - License - 1 PC - Local - Microsoft Open License for Government - PC (Requirement of RFP)	\$405.00	7	\$2,835.00
	ESRI ArcGIS Desktop Software Solution (Requirement of RFP)	\$1,500.00	1	\$1,500.00



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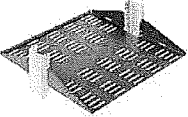
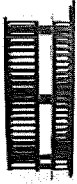
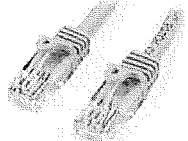
	Microsoft Windows 7 Professional - Upgrade License - 1 PC - Local - English - Government (Requirement of RFP)	\$149.00	2	\$298.00
				Software Subtotal
				\$4,633.00

Phone System	Price	Qty	Extended
 Telephone and voicemail system - World Telecom Services (Requirement of RFP) Provide and install 1-ESI Communication Server CS50L all-in-one telephone and voicemail system equipped for 8-CO line ports, 16-digital station ports, 4-analog station ports and 4-ports of voicemail access, expandable to 16-CO line ports, 32-digital station ports, 8-analog station ports and 6-ports of voicemail access and 30-hours of storage, including the following equipment; 1 5000-0509 ESI-50L base cabinet with 4-ports of voicemail access, 30-hours voicemail storage, verbal HELP prompts, built-in-remote modem, MUSIC/message on HOLD, 2-universal card slots 2 5000-0294 ESI-50L 4-CO line ports, 8-digital station ports and 2-analog station ports interface card, CID compatible (482-port card) 4 5000-0561 VIP SE for unified messaging with voicemail to email messaging 8 5000-0594 IVX 40-button digital backlit display telephones with 16-programmable feature keys, 15-fixed feature keys, 5-soft keys and red, green, amber and blue LED's 1 Polycom Sound Station 2 for medium size conference room microphone range Up to 10' 1 APC450 UPS battery back up 1 Main Distribution Frame build-out	\$3,760.12	1	\$3,760.12
			Phone System Subtotal
			\$3,760.12

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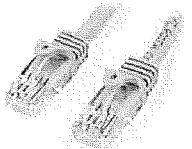
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Rack		Price	Qty	Extended
	Innovation Relay - 19 General Information <u>Manufacturer:</u> Innovation First, Inc <u>Manufacturer Website Address:</u> www.racksolutions.com <u>Brand Name:</u> Innovation <u>Product Name:</u> Relay <u>Marketing Information:</u> Features you won't find elsewhere: · Vented or Solid. End stiffeners Down · Install in any rack hole (3 locations per U space) · Bracket Optional Straps amp; Anti-Slip Mats secure equipment <u>Product Type:</u> Rack Shelf	\$63.35	2	\$126.70
	Rack Solutions Relay Rack Frame - 24U Relay racks are also commonly called Telco racks or 2 Post racks. Relay racks are primarily used to install communication and network equipment. Computing equipment can be installed in Telco racks with the use of specialized rail kits. These rail kits allow the equipment to be installed in either a center mount or a flush mount configuration. The standard rail kits can be used to install computing equipment in a 2 Post rack with the addition of a relay rack conversion kit. Telco racks are manufactured using two different methods. The highest quality 2 Post racks are extruded. This means that the aluminum is formed and not bent. The second method used to manufacture relay racks is to bend flat sheets of aluminum or steel. These Telco racks are of a lesser quality than the extruded 2 Post racks. All of the relay racks sold by RackSolutions are made from extruded aluminum and are the highest quality available. <u>Product Type:</u> Rack Frame	\$169.08	1	\$169.08
	Cables To Go 2U Horizontal Cable Management Panel 2U Horizontal Cable Management Panel <u>Product Type:</u> Cable Panel	\$32.74	2	\$65.48
	Cables To Go 2U Horizontal Front and Rear Cable Management Panel <u>Product Name:</u> 2U Horizontal Front and Rear Cable Management Panel <u>Product Type:</u> Cable Panel	\$45.40	2	\$90.80
	StarTech.com 10 ft Cat5e Gray Snagless RJ45 UTP Cat 5e Patch Cable - 10ft Patch Cord - Category 5e - 10 ft - 1 x RJ-45 Male Network - 1 x RJ-45 Male Network - Gray	\$2.70	33	\$89.10

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	StarTech.com 15 ft Cat5e Gray Snagless RJ45 UTP Cat 5e Patch Cable - 15ft Patch Cord - Category 5e - 15 ft - 1 x RJ-45 Male Network - 1 x RJ-45 Male Network - Gray	\$2.90	3	\$8.70
	Cables To Go 25ft Hook and Loop Cable Wrap General Information <u>Manufacturer:</u> Cables To Go <u>Marketing Information:</u> In a jiffy, you can organize the cabling on your audio/video equipment stack, computer desk or in the networking closet. Create your own hook and loop nylon ties, cut to the size you need! This wrap makes ties that are easy to use and reuse with their self-attaching design, plus you can trim the right amount of cable wrap from the bulk reel with NO waste. This material is made from high-strength, nylon hook and loop to securely organize cables. Buying the bulk size is the best way to cut costs and customize wraps to the right size to handle any job.	\$7.82	1	\$7.82
Rack Subtotal				\$557.68

Wireless Solution		Price	Qty	Extended
	SonicWALL SonicPoint-Ni Dual-Band with PoE Injector - Power Over Ethernet - Wall Mountable, Ceiling-mountable SonicWALL SonicPoint-Ni 01-SSC-8575 IEEE 802.11n (draft) 300 Mbps Wireless Access Point - Power Over Ethernet - Wall Mountable, Ceiling-mountable	\$333.06	2	\$666.12
	Cabeling CAT5e Network Drops Network Cable - Cat5e cable run, termination, and testing	\$110.00	2	\$220.00
Wireless Solution Subtotal				\$886.12

Security		Price	Qty	Extended
	Anti virus Kaseya End Point Security (Anti Virus) (Requirement of RFP) - Annual Annual Agreement only available with active Total Support Agreement	\$12.00	8	\$96.00
	MxLogic Spam and Virus Filtering - Monthly Email Defense Solutions that protect against email-borne threats and help businesses to meet compliance regulations	\$2.25	7	\$15.75
Security Subtotal				\$111.75



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Professional Services		Price	Qty	Extended
	Professional Services Professional Services -See Attached Scope of Work on Apex Proposal 121 hours	\$13,915.00	1	\$13,915.00
Professional Services Subtotal				\$13,915.00

S&H		Price	Qty	Extended
	Shipping and Handling S&H	\$155.00	1	\$155.00
S&H Subtotal				\$155.00

Summary		Amount
	Server	\$4,600.29
	UPS	\$1,146.31
	Switching	\$313.46
	Networking/Wireless	\$556.63
	Online Backup	\$1,685.64
	Software	\$4,633.00
	Phone System	\$3,760.12
	Rack	\$557.68
	Wireless Solution	\$886.12
	Security	\$111.75
	Professional Services	\$13,915.00
	S&H	\$155.00
	Subtotal	\$32,321.00
	Tax	\$484.48
	Total	\$32,805.48

Fixed Price Project: The total project price will be no more or less. Any possible exceptions will be noted. Project change orders will be billed separately above the project amount. This quote is valid for 30 days from date of issue. We reserve the right to cancel orders arising from pricing or other errors.



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Signature

Date



**WORLD
TELECOM &
SURVEILLANCE, INC.**



SHASTA COUNTY REGIONAL TRANSPORTATION PLANNING AGENCY
1855 PLACER STREET
REDDING, CA 96001
530.225.5654

Provide and install **1-ESI Communication Server CS50L** all-in-one telephone and voicemail system equipped for 8-CO line ports, 16-digital station ports, 4-analog station ports and 4-ports of voicemail access, expandable to 16-CO line ports, 32-digital station ports, 8-analog station ports and 6-ports of voicemail access and 30-hours of storage, including the following equipment;

- | | | |
|---|-----------|--|
| 1 | 5000-0509 | ESI-50L base cabinet with 4-ports of voicemail access, 30-hours voicemail storage, verbal HELP prompts , built-in-remote modem, MUSIC/message on HOLD , 2-universal card slots |
| 2 | 5000-0294 | ESI-50L 4-CO line ports, 8-digital station ports and 2-analog station ports interface card, CID compatible (482-port card) |
| 4 | 5000-0561 | VIP SE for unified messaging with voicemail to email messaging |
| 8 | 5000-0594 | IVX 40-button digital backlit display telephones with 16-programmable feature keys, 15-fixed feature keys, 5-soft keys and red, green, amber and blue LED's |
| 1 | | Polycom Sound Station 2 for medium size conference room microphone range Up to 10' |
| 1 | | APC450 UPS battery back up |
| 1 | | Main Distribution Frame build-out |

**COMPLETE DELIVERY, INSTALLATION, UNLIMITED FREE TRAINING, 1-YEAR
FACTORY PARTS AND 1-YEAR LABOR WARRANTY**

TOTAL \$ 3,760.12

OPTIONAL EQUIPMENT:

Annual Maintenance and Support	TOTAL	\$ 455.86
5-Year extended parts warranty	TOTAL	\$ 376.02
IVX 40-button digital backlit display telephones with 16-programmable feature keys	TOTAL	\$ 267.30

SCRTPA

WORLD TELECOM & SURVEILLANCE



EXHIBIT B



Technology Management, Inc.

***Shasta County RTPA
RFP Response***

***Phase 2: Total Support Gold
(July 1 Start Date- 3yr Agreement)***

***World-Class Technology
Award-Winning Relationships
Ultimate Customer Service***

Apex Technology Management, Inc.
1020 Market St Redding, CA 96001
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www.apex.com

Team Responsibilities	Name	Phone Number	Email Address
Project Manager	Mike Vader	530.248.1028	projects@apextmi.com
Virtual CIO – Primary Contact	Tom Grisell	530.248.1005	<u>tgrisell@apex.com</u>
Apex Technical Director	David Bliss	530.248.1017	<u>david@apex.com</u>
Project Invoicing Questions	Leiah Toms	530.248.1022	ltoms@apex.com

Phase 2: On Call Services/ Total Support

1) Total Support Gold Package

- a. \$916/Month + \$1640 Set up fee (Setup fee waved on 3yr agreement)
- b. 24/7 Remote Monitoring and Unlimited Remote Support
- c. Reduced Project and Onsite Rate for:
 - i. Level I- \$80/hr (Reduced from \$105/hr)
 1. Basic Server/Workstation/Networking/Software troubleshooting
 - ii. Level II- \$105/hr (Reduced from \$130/hr)
 1. Server/Workstation/Networking/Software troubleshooting and installation
 - iii. Level III - \$115/hr (Reduced from \$155/hr)
 1. Advanced Server/Network troubleshooting and installation

Total Support Package Overview

Servers

- Backups (not including change of tapes)
- Unlimited 5-7 Helpdesk Support
- Performance Tuning
- Disaster Recovery
- Remote Support
- On-Site Support (as deemed necessary by Apex)
- Preventative Maintenance
- Regular Server Health "Checkups"
- Event Log Monitoring
- Severe Event Log Analysis
- Monitor Drive Space On All Servers
- 24x7 Monitoring Of Server Availability
- 24x7 Monitoring Of Critical Devices & Services
- 24x7 Phone, Remote Access Or On-Site Support For Server Down Situations
- Patch Management (Patches, Updates & Service Packs) as needed
- Virus Prevention, Response, Quarantine & Removal

Network Infrastructure

- On-Site Support (as deemed necessary by Apex)
- Unlimited 5-7 Helpdesk Support
- Automated Network Infrastructure Health "Checkups"
- 24/7 Router Monitoring & Alerting
- 24/7 Firewall Monitoring & Alerting
- Management Of Router & Firewall Rules
- Existing Wireless Access Point Configuration & Maintenance
- Network Device Monitoring
- Virtual Private Network (VPN) & Wide Area Network (WAN) Monitoring
- Key Network Element Configuration Backup

Workstations

- Unlimited 5-7 Helpdesk Support
- On-Site Support (as deemed necessary by Apex)
- Preventative Maintenance
- Run Inventory Of PCs And Check For Changes
- Microsoft OS Patch Management (Patches, Updates & Service Packs)
- Virus Prevention, Response, Quarantine & Removal

Applications

- Microsoft Exchange
- Microsoft SQL Server
- Application Updates
- Application Upgrades
- Network Application Updates/Upgrades (Antivirus, Antispam, Antispyware, Etc.)
- General Application & Database Maintenance

End user support

- End User Helpdesk Support
 - Phone Support
 - Remote Support
 - On-Site Support (as deemed necessary by Apex)
- Help With Application Features & Functionality
- Limited End User Training
- Limited Assistance With PDAs, Cell Phones, Mobile Devices, Etc. (Business Apps. Only)
- Remote Access (Work From Home/Teleworker) Support
- Password Resets, Account Lockout Resets, Login Problem Assistance

Network Administration

- ***Adding, Modifying, Disabling & Deleting Users And Passwords***
- ***Adding End User Networked Printers***
- Network Policy Enforcement
- SPAM (Junk email) Software Management if provided by Apex
- Network & VPN Access Administration

Best-In-Class Support & Monitoring Tools

- Enterprise Level Monitoring & Reporting
- Flexible, Fast & Secure Remote Support
- Microsoft Patch Management and Deployment
- Hardware & Software Inventory

- Trouble-Ticket Tracking & Reporting
- Knowledge Base
- Virus, Spam & Security Analysis & Reporting
- Central Monitoring/Network Operations Center Console

Security

- 24/7 Firewall Monitoring & Alerting Option
- Network Policy Enforcement
- Virus Prevention, Scanning & Removal
- Spyware Prevention & Removal
- Security Management
- Network Security & Vulnerability Mitigation Audit

Planning, Budgeting & IT Management

- Strategic Technology Consulting
- Technology Planning
- Technology Budgeting
- Software Selection
- Capacity Planning
- Disaster Recovery Planning
- Performance Base Lining & Reporting
- Trouble Ticketing
- Problem Resolution
- Vendor Selection & Management
- IT Purchasing
- Warranty Management
- Monthly Status Reports
- Semi-Annual Strategy Reviews
 - Create And Maintain An Inventory Of Hardware, Software And Network Equipment
- Asset Tracking & Asset Management
- Software/Licensing Compliance Audit
- Dedicated Technical Account Manager (DTAM)
- Problem Escalation & Callouts
- Assistance with obtaining grants / writing grant requests
- Monthly management/board meeting participation

Other Advantages

- Priority phone and on-site response for all calls
- Discounted rates for project work and MACs (moves, adds & changes),
- Application/Database Maintenance
- Proactive issue detection and resolution
- Highest priority response to network issues

- Microsoft Patches, Updates & Service Packs
- Unlimited HelpDesk support
- Disaster Prevention
- Microsoft OS Patches, updates & service packs
- Unlimited HelpDesk Support
- Disaster Prevention
- Break/fix support
- Support Service calls
- User additions & deletions
- 2 Hr. Emergency Response Time

The Total Support GOLD Package does not include:

- Materials, Parts or Hardware warranty coverage
- Projects (New server installations, PC refreshes, etc)
- Moves, Adds, or Changes more than 2 hours
- Support for systems or software not owned by the covered company
- Support for systems or software not covered under a valid maintenance contract or warranty with the vendor or OEM.
- Red-Flagged Equipment (Not Meeting Apex Requirements)
- Unrelated to Business Software (iTunes, Windows Media Player, games, etc.)
- Monthly backup agreement, antivirus, or antispam agreements