Cover Letter

GroupOne Consulting, Inc. is very pleased to respond to the Marina Coast Water District (MCWD) Request for Proposal.

Established in 2006 by Chris Wiegman and Turino Fuad, GroupOne Consulting was founded on the principle that there is a better way to provide technology guidance, service and support to organizations like yours. We've become a leading technology service provider for small to medium-sized businesses by focusing not only on the technology needs of our customers, but also using technology to improve the way they do business.

The value we provide goes beyond just resolving your support issues. With GroupOne on your team, you'll have a true technology partner that can enhance your business by providing the strategic guidance you need to maximize your investments in technology.
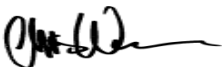
We have assembled an outstanding team of engineers, technicians, technology consultants, business professionals and partners to bring you expert solutions processes and support for all of your technology needs. Our employees are highly-trained and skilled professionals, who not only know technology, but also keep up with changes in the industry.

Our service gives you access to an entire enterprise IT department that traditionally has only been available to the largest firms with big IT budgets. You'll have access to all of the benefits of a big IT department at a fraction of the cost, and our fixed-fee approach gives you a monthly rate that you can count on and budget for.

With GroupOne by your side, you can focus on your business and know that your IT assets are being managed by the best in the industry.

I certify that I am legally authorized to make contractual obligations for GroupOne Consulting, Inc.

Sincerely,

Chris Wiegman, Principal, Technology

GroupOne Consulting, Inc.

www.grouponeIT.com

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RFP Response Contact:

Daniel Priest, Project Manager
GroupOne Consulting, Inc.

Physical Address:
    13405 Folsom Blvd.
    Suite 511
    Folsom, CA 95630

Email: dpriest@grouponeit.com
Phone: 916-817-8877
FAX: 916-817-8833

Introduction - Description of Services Offered

Great IT support organizations excel at three things, preventative maintenance, protection, and recovery. GroupOne excels at all three. Additionally we combine tools and processes with a growing team of technicians and engineers to provide full service support for our clients. Our full service managed support model allows us to provide unlimited support business hours for a single price. Our systems are working around the clock 24/7 to update, protect and manage your IT systems from desktops to servers and the network between.

GroupOne strategic partnerships have created much of our innovation over the years. We're extremely adaptive and work to combine the best support tool platforms with solid process and procedures to provide our IT support. Not only are we a full-time IT services company, we also have developed datacenter presence on both the east and the west coasts to support our Veeam cloud backup and cloud disaster recovery components of our support offerings as well as a growing managed hosting and private cloud presence. We have deployed as a service offering a private label file sync and share tool similar to Dropbox and our own multi-tenant hosted Microsoft Exchange platform for clients.

Our support platform includes our Professional Service Automation platform Connectwise, our Remote Monitoring and Maintenance platform N-Able by Solarwinds, and ITGlue our documentation system.

These three tools and their symbiotic relationship are a driving factor that distinguishes us as an IT service organization. We can automate processes, create workflows, and centrally document all of our clients consistently. This allows us to provide consistent support to over 1500 workstations and 75 clients in northern California.

GroupOne is continually evolving its offerings and the tools and processes that form them for added benefit to our clients. In November 2015 we released our hosted PBX platform to solve client problems like VOIP phone to CRM integration and which in- turn has helped many clients reduce their overall telecommunication expenses.

For others, implementation of our File-sync-n-share platform OneSync has provided business owners into the visibility and compliance needed to insure data integrity, data-loss and comply with line of business related compliance regulations.

Scope of Services

Specific Deliverables provided by GroupOne as a standard part of our fully managed support contract:

1) Preventative Maintenance including monitoring and helpdesk support: GroupOne has the tools and processes to keep systems up to date with the latest patches, bug fixes, and antivirus signatures automatically. We get alerted when this isn't happening and can remotely access systems to efficiently troubleshoot and resolve the issues that come with the day to day operation of complex systems. Software isn't perfect and hardware fails. Manufacturers release a continuous stream of various new releases, bug fixes, patches and version updates, which if not applied may leave vulnerabilities resulting in significant downtime. A good IT support organization uses the monitoring system to provide predictive alerting before failure. Effective monitoring also provides a baseline of facts to support troubleshooting user complaints and experience.
   GroupOne IT managed service includes: All systems receive the N-able remote monitoring and management agent which we tune to manage all server and workstation operating system patching, Microsoft applications, and third party applications. Additionally N-able is tuned to monitor server and workstation performance and key services as well as hardware. Our helpdesk team is located in Folsom California and consists of eight technicians

2) Protection: GroupOne intentionally works to minimize the attack surface presented by clients to the external world. Thus making it as difficult as possible for the bad actors, data thieves and others who might do an organization harm to gain access to systems.
   GroupOne IT managed service includes:
   a. Antivirus. We provide Bitdefender AV which we can deploy, manage and monitor using our RMM system just described. Marina Coast WD uses McAffee End Point Security Protection. GroupOne can manage this for you or you can use our AV. The actually choice of which AV to use has minimal impact on our cost to administer your antivirus protection.
   b. Spam filtering: GroupOne routes all managed services clients email through our Barracuda Email Security Gateway to manages and filter all inbound and outbound email traffic protecting your organizations from email-borne threats and data leaks. Additionally, we leverage the Barracuda to encrypt messages and utilize the cloud to spool email if your mail server becomes unavailable.
   c. Web Protection: We deploy OpenDNS for all client systems and networks. OpenDNS provides particularly useful protection against ransom ware. OpenDNS Umbrella

prevents command & control callbacks, malware, and phishing over any port or protocol whether your employees are mobile or inside your network.

    d. <u>Firewall availability and performance monitoring</u>: We utilize N-able, SmokePing, Cacti as the tools we configure standardly to monitor internet network traffic and Firewall availability.

    e. <u>Intrusion Detection Monitoring</u>: We manage through IDS using the specific vendor tools for our individual clients.

3) Recovery and auditing: GroupOne has mastered the tools and processes to recover rapidly when things go awry. GroupOne provides all clients with an OneBackup appliance onsite running Veeam Availability Suite. The appliance is sized appropriately to accommodate local backup requirements for at least two weeks. Using this appliance Onsite backups are performed twice per day, offsite backup copy jobs are sent afterhours to our bi-coastal datacenters. We actively monitor backup jobs, notifications/alerts to provide response and resolution. Onsite virtualization using onsite appliance for disaster recovery and/or business continuance in the event of a production server failure is included in the service.
Note:

    a. Not included but available: Offsite virtualization of hosted backups using GroupOne cloud appliance for disaster recovery and/or business continuance is available.

    b. Business continuance, and disaster recovery cloud support will be performed on an hourly fee schedule determined by the SLA

4) Our dedicated Help Desk that can be accessed via email, web or phone. 24/7.

Here are the access points:

    Email: help@grouponeit.com
    Web: https://na.myconnectwise.net/support/index.htm?Company=NetExpertise
    Phone: 916-817-8877
    A technician carries a pager for after-hours support.

Below is a table of our response times for our proposed Standard Service Level Agreement.

Problem Severity	Initial Response Time (Business Hours)	Escalation	Initial Response Time (afterhours)
==Standard Service Level Agreement Summary==			
P1 - Emergency	2 hours	N/A	2 Hour (Hourly Rates Apply)
P2 - Critical	4 hours/next business day	1 Hour	4 Hour (Hourly Rates Apply)
P3 - Normal	8 Hours/next business day	4 Hour	N/A
P4 - Cosmetic	16 Hours/2nd business day	4 Hour	N/A

Support differences

What is different between our current IT support and what GroupOne IT will provide?
Based on our understanding of the information provided in the RFP and the supplemental Q&A the below table represents the key differences in service:

Monterey Bay Technologies	GroupOne IT
$3,825/mo. Retainer (45hrs/mo. @ $85/hr.) $105/hr. for additional hours.	$3900/mo. All included unlimited support. Regular business hours. Both remote and onsite support. Unscheduled after hours and emergency support price at hourly rates described in SLA. Appendix A
Onsite NAS and external connected hard drives to swap weekly and kept offsite	Dedicated onsite backup server running Veeam Availability Suite with backup copies shipped offsite to our cloud storage facilities in Sunnyvale, CA and Ashburn, VA Build in Disaster recovery capabilities

Onsite Support

GroupOne understands the importance of having technicians available for onsite support visits to your facilities. If we are selected as your IT provider we will place a technically skilled technician or tech organization on monthly retainer. Our intention is that they would be our remote eyes and hands onsite and we can send additional technical resources onsite as needed after triage and troubleshooting with our contractor. A technician will be based within 90 minutes of your HQ location as part of our service.
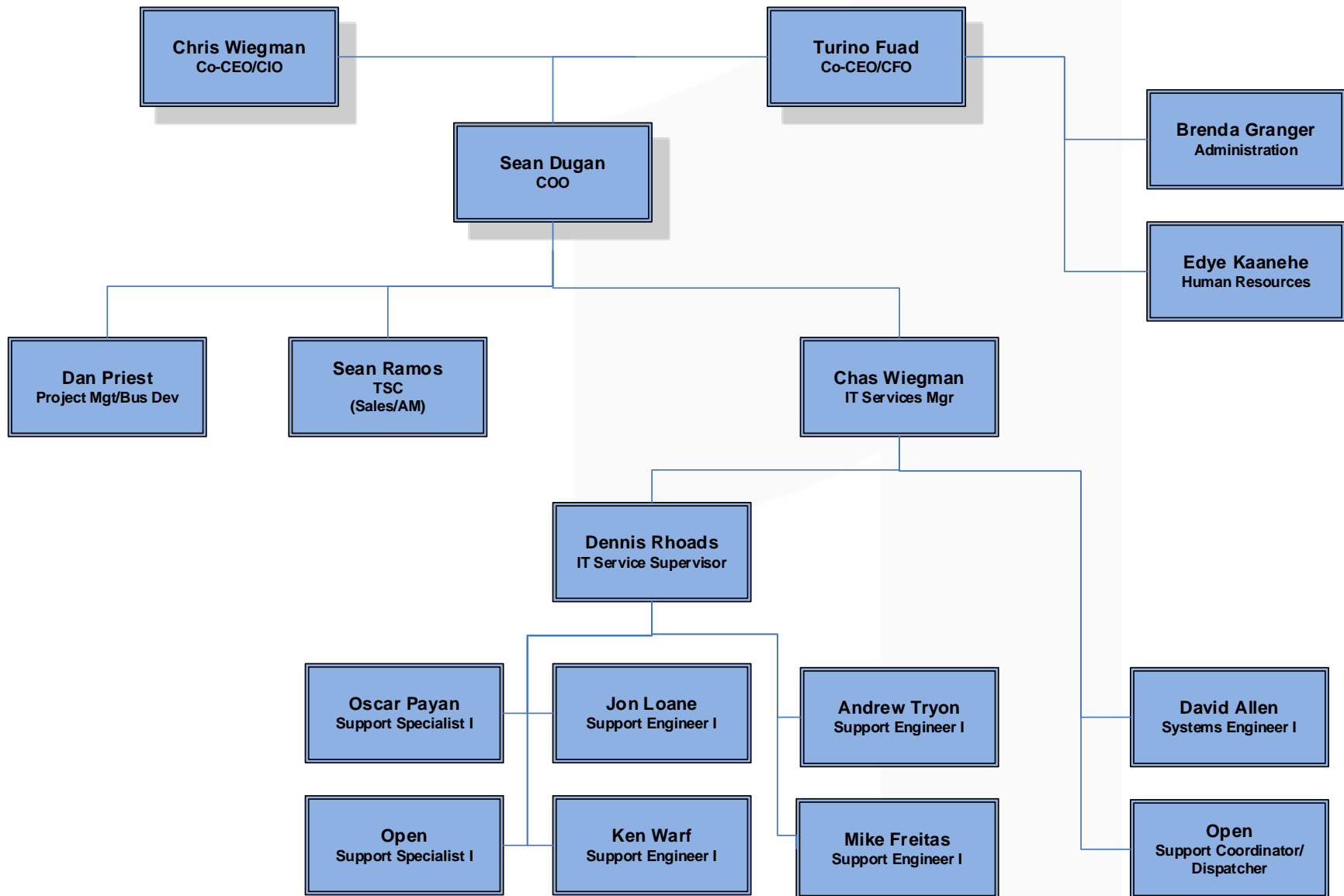
Qualifications

General Qualifications / Experience Matrix:

Qualification	# Qualified Technicians	Total experience (years on team)	Related Certifications
General Help Desk Support	10	135	MCP
Windows Desktop Support	9	90	MCP
Server Management	6	50	MCSE
MS Exchange email support	6	50	MCSE
Network Security	5	80	MCSE/CCENT
FTP support	4	15	
Backup support	3	75	VMTP
Applications Servers	6	35	
Mobile device management support	8	20	
Small Business Server	5	30	MCSE
HyperV	8	35	MCSE
Cisco	3	40	CCENT
Ubiquiti	4	10	UCWA/UEWA
Project Management	3	30	PMP

Team LinkedIn profiles:

Technician	Years IT Support Experience	LinkedIn Profile
Mike Freitas	14	https://www.linkedin.com/in/mike-freitas-40702357
Oscar Payan	3	https://www.linkedin.com/in/oscar-payan-652a9314
Jon Loane	7	https://www.linkedin.com/in/jon-loane-947832a8
Dennis Rhoads	11	
Ken Warf	20	https://www.linkedin.com/in/kenneth-warf-7511469
Andrew Tryon	12	https://www.linkedin.com/in/andrew-tryon-7bb85b4b
David Allen	16	https://www.linkedin.com/in/david-allen-13b88696
Chris Wiegman	17	https://www.linkedin.com/in/cwiegman
Chas Wiegman	20	https://www.linkedin.com/in/chaswiegman
Sean Ramos	16	https://www.linkedin.com/in/sean-ramos-a240855b
Dan Priest	10 (PMP)	https://www.linkedin.com/in/danielpriest
Sean Dugan	20 (Operations)	https://www.linkedin.com/in/sean-dugan-ba811a5a

GROUPONE IT FOR EVERYONE

Chris Wiegman
Co-CEO/CIO

Turino Fuad
Co-CEO/CFO

Brenda Granger
Administration

Edye Kaanehe
Human Resources

Sean Dugan
COO

Dan Priest
Project Mgt/Bus Dev

Sean Ramos
TSC
(Sales/AM)

Chas Wiegman
IT Services Mgr

Dennis Rhoads
IT Service Supervisor

Oscar Payan
Support Specialist I

Jon Loane
Support Engineer I

Andrew Tryon
Support Engineer I

David Allen
Systems Engineer I

Open
Support Specialist I

Ken Warf
Support Engineer I

Mike Freitas
Support Engineer I

Open
Support Coordinator/
Dispatcher

References

Firm and Address	Main Contact	Telephone	Scope of Work	Length of Relationship
Genovese Burford & Brothers 1515 Response Road Sacramento, CA 95815 FINRA Broker Dealers	Angie Butler	916-924-7527	Fully Managed	10+ years
Carmichael Water District 7837 Fair Oaks Blvd Carmichael, CA 95608 Water District	Kevin Johnson	916-483-2452	Fully Managed	3 Years
RSC Engineering, Inc. 2250 Douglas Blvd, Suite 150 Roseville, CA 95661 Civil Engineering	Sheryl Chavez	916-788-2884	Fully Managed	6 years
Cedar Eye Center 4300 Golden Center Drive Placerville, CA 95667 Ophthalmology Practice	April McArthey	530-344-2020	Fully Managed	4 years
MORE Rehab 399 Placerville Drive Placerville, CA 95667 Non-profit	Suzanne Kuehn	530-622-4848	Fully Managed	6 years
Earth Circle Organics 12745 Earhart Ave Auburn, CA 95602 Food Distribution	Herb Heller	530-273-3663	Fully Managed	1 year

Cost

The following is a detailed breakdown of billing rates and expenses of our proposal.

SERVICE CATEGORIES	STANDARD SLA		
MONTHY SERVICE	QTY	RATE	TOTAL COSTS
Laptop/Workstation Hardware issues, s/w updates, patch management, configuration, antivirus, and end user support – Onsite included as needed	40	$70	$2,800.00
Server/Virtual Host Support + Application Support	7	$70	$490.00
Network Infrastructure Support Internet/WiFi/Switches/Routers/Firewalls	2	$100	$200.00
Backup Service & DR Managed Server Backups, Local Disaster Recovery, Cloud Offsite Repository	1	$410	$410.00
Total Cost (Monthly)			$3,900.00
Annual Cost (12 Month)			$46,800.00

Draft Agreement

We have reviewed the draft agreement provided as Appendix A to the RFP. We have no issues with this agreement and can sign as is if we are selected as your IT provider.

Service Level Agreement Response Times and Definitions Description

See Appendix A
Note: Our quoted price is for the Standard SLA.

Appendix A

Problem Severity	Initial Response Time (Business Hours)	Escalation	Initial Response Time (afterhours)
Standard Service Level Agreement Summary			
P1 - Emergency	2 hours	N/A	2 Hour (Paid Hourly Rates)
P2 - Critical	4 hours/next business day	1 Hour	4 Hour (Paid Hourly Rates)
P3 - Normal	8 Hours/next business day	4 Hour	N/A
P4 - Cosmetic	16 Hours/2nd business day	4 Hour	N/A
Premium Service Level Agreement Summary			
P1 - Emergency	1 hours	N/A	1st AM Priority
P2 - Critical	3 hours/next business day	1 Hour	1 Hour (Paid Hourly Rates)
P3 - Normal	6 Hours/next business day	3 Hour	3 Hour (Paid Hourly Rates)
P4 - Cosmetic	12 Hours/2nd business day	3 Hour	N/A
Premium Plus Service Level Agreement Summary			
P1 - Emergency	Immediate	N/A	1st AM Priority
P2 - Critical	2 hours/next business day	1 Hour	1 Hour
P3 - Normal	4 Hours/next business day	2 Hour	2 Hour (Paid Hourly Rates)
P4 - Cosmetic	8 Hours/ next business day	2 Hour	N/A

Severity Definitions

Reported issues will be categorized using the following guidelines. If an issue needs to be escalated and increased in severity, please contact the service desk.

Emergency: Any issue impacting all users, preventing them from performing critical daily activities.
Critical: Any issue that impacts most users, and/or prevents a single critical activity.
Normal: Any issue that impacts a single user, and/or impacts the performance of a critical business activity.
Cosmetic: Any issue that does not relate to a critical business activity.

Priority Determination

Level of SEVERITY	Description:
Low	One user or small group of users is affected
Medium	Departments or Larges group of users are affected
High	Whole Company is affected

Business IMPACT	Description
Low	More of an irritation than a stoppage
Medium	Business is degraded, but there is a reasonable workaround
High	Major business processes are stopped

Response Matrix	High Severity	Medium Severity	Low Severity
High Impact	Priority 1 (Emergency)	Priority 1 (Emergency)	Priority 2 (Critical)
Medium Impact	Priority 2 (Critical)	Priority 2 (Critical)	Priority 3 (Normal)
Low Impact	Priority 3 (Normal)	Priority 3 (Normal)	Priority 4 (Cosmetic)

Time of Service	Rates
Business Hours Monday – Friday, 8:00am – 5:00pm	Onsite: INCLUDED
	Remote: INCLUDED
After Hours Emergency Monday – Friday, 5:00pm – 11:00pm Saturday, 9:00am – 5:00pm	Onsite: $185 / hour – 2 hour Minimum
	Remote: $185 / hour– 1 hour Minimum
Overnight Emergency Monday – Friday, 11:00pm – 8:00am Saturday 9:00 am and 5:00pm – Monday 8:00am	Onsite: $205 / hour– 2 hour Minimum
	Remote: $205 / hour– 1 hour Minimum
Holidays	Onsite: $205 / hour– 2 hour Minimum
	Remote: $205 / hour– 1 hour Minimum

GroupOne Holiday Schedule 2016

2016 Holiday Schedule		
Holiday	**Date**	**Day**
New Year's Day	January 1	Friday
Presidents Day	February 15	Monday
Memorial Day	May 30	Monday
Independence Day	July 4	Monday
Labor Day	September 5	Monday
Thanksgiving Day	November 24	Thursday
Extended Holiday	November 25	Friday
Christmas Day (observed)	December 26	Monday