



Response to Request for Proposal

DATED: 4/18/2016

IT Professional Support

District's Infrastructure
Network, Servers & Workstations

Marina Coast Water District





TABLE OF CONTENTS

TABLE OF CONTENTS.....	1
INTRODUCTION	2
SCOPE OF SERVICES	4
QUALIFICATIONS	6
REFERENCES	9
COST	11



INTRODUCTION

Devcare Solutions is pleased to respond to the RFP on Information Technology Professional support for the Marina Coast Water District. We thank you for sharing the opportunity with us, hoping that our response fulfills all the associated norms listed in the RFP for the requested services pertaining to our proposition on completion of the scope of work listed, the required expertise and associated abilities and the projected deliverables. Further we would like to bring it to your notice that the deliverables mentioned in the bid will stay uncompromised and our work-flow is likely to improvise, with highly- satisfactory results throughout the duration of the contract.

Devcare Solutions (headquartered in Columbus, Ohio) is a comprehensive IT services provider offering robust, scalable and cost-effective IT solutions. Devcare consciously delves to support the enterprise-wide functions of organizations, in order to facilitate the effective management of a project life cycle. We offer services with High performance standards, broad skill sets and Global exposure. We leverage the availability of talented resources, to offer benefits and flexibility in team sizes to our clients, without compromising on Quality of deliverable and responsiveness. Founded by a group of highly experienced and qualified team of Engineers, we are a registered Minority Business Enterprise. Aimed at service excellence, our business approach has always worked wonders in offering effective solutions, so our clients have enjoyed achieving that extra edge always. Further, it has been our ways of achieving strategic solutions focused on the client's requirement that we continue to grow and help customers experience superior results, cost control, outstanding operational efficiency and support.

Over the last few years, consulting, as an integrated IT enabled service, has emerged as the de facto standard. Today, the entire IT industry is focusing on modernizing their business through electronic and digital services. To sense, simplify and satisfy these requisites, Devcare works smartly to deliver the right choice of services in the right proportion at the right time to satisfy the needs and in the process build its customer's confidence. Devcare's designing and comprehension abilities are optimally utilized to provide solutions that help capitalize on improved performance.

Some of the technologies we cater to on the development side of business include Dot Net (ASP.Net, VB.Net, C# .Net), PHP, AWS & Microsoft Cloud Architecture, SharePoint, Java/J2EE, RDBMS (SQL Server / Oracle / Sybase / MySQL) and Mobile Development (IOS/ Android / Windows) and many more.

A trusted partner among clients / vendors across United States in staffing sector, we have had the opportunity to face various challenges from time to time. This has in-fact led to a more focused approach towards solutions on staff supply. In order to arrive at identifying the right opportunity and thereby assure a good recruit for the end client, quality of hire is what we bet on. All the more, we are also conscious in implementing a process discipline, hoping to close in on a talent acquisition methodology that works for you.



With a great deal of Industry Knowledge and experience, the executive team ensures a dedication that meets uncompromised quality and customer support. Over the last decade, we have been conscious in delivering superior results through strategic solutions that has led to a rather enhanced customer relations and investor confidence. Having said this, our executive team will look to manage this account, besides a delivery team that overlooks every action connected with inquiries, billing, problem solving strategies and timely service on deliverables that we agree with you.

For Customer Inquiries:

- A Primary and a secondary point of contact from the concerned departments involved in service delivery will be notified to the client, along with their direct work-desk phone number and Email IDs for communication
- Resolutions will be designed around the inquiry or the request made, and the same will be provided within a time frame of anywhere between 30 minutes to 24 hrs, depending on the nature of the request.
- Turn-around time will be notified over the initial inquiry call / email and accordingly contacted upon identifying a favorable set of resolutions.
- New request and inquiries will be prioritized while FAQs on commonly encountered inquiries will be prepared and shared with the client for future use.
- Every customer inquiry that comes through will be documented, recording all critical information and be reviewed at stipulated intervals to analyze, identify and improve customer service efficiently
- Performance metrics amongst team members and teams involved in service delivery will be evaluated based on customer rating to better offer service and improve overall quality.

From time to time, we encourage service calls from our clients and look forwards to introducing initiatives that are custom-made, tailored for practical difficulties and real-time scenarios arising out of the contract and its agreed services. Right from the initial stages, a communication channel will be established with you to ensure transparency and accountability all throughout the project lifecycle.

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SCOPE OF SERVICES

The technical support engineers can engage the appropriate support resources such as senior support, development, product management, quality engineering and Technical Support management while continuing to effectively interface with the customer. This time-proven approach has yielded the best results from a customer perspective by providing consistent and accurate accounts of the situation to management and customers and ultimately minimizing the overall resolution time cycle.

We have significant expertise across several domains and technologies, enabling us to provide end-to-end solutions and support services. Our technical support team has the added advantage of being able to consult our highly-skilled technical leads. If required, we facilitate trainings at short notice to ramp-up our engineers on specific technological requirements.

The Level of support we provide is Problem determination, including provision of compatibility information, installation assistance, usage support, on-going maintenance and basic troubleshooting. Problem isolation, including efforts to duplicate customer problems, isolate a problem area and provide resolution for problems not resolved. Resolution may include reasonable work-around. Resolution means closure of the issue giving rise to the service request, and may include configuration changes, implementation of a workaround, or creation of a software modification that when installed cures an Error.

We maintain and provide 24x7 support both remote and on site without engineers working on rotation shift throughout the day. Each engineer keeps track of their work and makes a clear note of it for next shift of engineers to continue where they leave off. After hours support can utilize the time to have maintenance work if there is need of any upgrade or troubleshooting that can create down time on servers. With help of remote tools, we will be able to monitor each aspect of server from performance, data redundancy to hardware monitoring.

Our expert team will set up continuous monitoring of network through firewalls and remote management services. Firewalls set to not only monitor but to create an everyday report of any intrusion or spam detection to create a predictive defense system against any kind of attacks on the servers or network from outside. This can also help provide individual user dedicated internet accessibility.

Support will be available on all means of communication like call, Email and web portals where tickets can be created and troubleshooting can be done on timely basis according to the priority and emergency of the issue. With different level of severity that can be chosen when creating a ticket can help the support engineer understand the urgency in troubleshooting. Support is provided both remote and in person basis according to the issue. Software related issues or server related problem will be sorted out remotely that is faster and easier to resolve and issues related to failed hardware will be dealt with our in person on site team of personnel. As monitoring happens 24x7 for all software and hardware, the possible failures are detected



earlier than it happens to make suitable alternative to give time for personnel to troubleshoot the issue.

In case of unavoidable failure if any occurs over all the monitoring, our well planned backup and disaster recovery management can help restore any failures or loss of data. Backup will be run incrementally on everyday basis during the after-hours. Backups running on everyday basis can help even at time of virus attack. Network security along with data backup can help keeps a 24x7 working infrastructure.

Full documentation of infrastructure, network connectivity, backup and recovery management, server components, software usage, data usage is maintained and updated on a weekly basis or on daily basis if need. This will consist of full details on network infrastructure acting as a knowledge base in need of training of further addition of personnel to support team in time of need, also helping rotational shifts keep track of changes happening to the environment.

Services Offered

Common Services: We actively monitor and ensure that all basic services are working, such as Email services, FTP, SSH, web serving, and Network Firewall maintenance. If you feel a service is not working, we will manually check to make sure it is working as intended.

Server/WorkStation Maintenance: We will maintain and secure and troubleshoot servers (Exchange, Database, Sharepoint, and Data) and individual user workstations providing needed software, Data backup and disaster recovery. We will control and determine the version and configuration of software on the servers with a network setup to fight against spams and virus.

Hardware: We will monitor and maintain all of the server/workstation hardware. In the event of a hardware failure, we will replace any faulty hardware as soon as possible.

Our Technical team supports, maintains, and enhances your product or platform to augment the end customer experience that is critical for your business. As an experienced Technical Support partner, we will work with you to establish well-defined process strategies that support your business objectives. Our stringent quality monitoring process and effective optimization models ensure predictable service levels and cost advantage.

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QUALIFICATIONS

William Kinnison, 19 years experienced professional specializing in/as Network Support Administration/ Engineer is based out of Liberty Lake, Washington. He will act as the key personnel in delivering the services as mentioned under the scope of work. His certifications include the Cisco Network Administration, Certified Cisco Network Administration (CCNA), CompTIA Network+ and the CompTIA A+. Description of services provided is stated below for reference.

- Perform Windows 10 upgrades on existing hardware. Build & deploy new Windows 10 workstations.
- Support for Windows 7, 8 & 10 workstation & 2012 server, MSOffice, Office365, etc.
- Administration of all network users, email accounts, application users.
- Monitor daily server backup rotation
- Perform software application installations, upgrades, licensing documentation, and troubleshooting of Network hardware & software.
- Support for multiple versions of Windows workstation & server, MSOffice, Office365, and Exchange
- Administration of all network users, email accounts, application users.
- Support Citrix clients & servers; maintain user permissions, network applications, SQL tasks.
- Evaluate and purchase recommendations of all computer related hardware and software.
- Used Solar Winds N-Able remote utilities & Auto task ticketing to track our work.
- Performs software application installations, upgrades, licensing documentation, and troubleshooting
- Setup and administration of VOIP System
- Support for a wide range of Windows OS and Servers, MSOffice, Exchange, Office365, and VMWare.
- Administration of all network users, email accounts, application users
- Support of VMWare and Citrix clients & servers; maintain user permissions, and network applications.
- Evaluate needs & make purchase recommendations of all computer related hardware and software
- Vendor management, coordination & support of other technologies, i.e. copiers, phones, cell phones, etc.

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Krishna Chandran carries about 3.7 yrs of experience in Information Technology with Testing, Bugzilla, Visual Studio .Net and ASP.NET and SQL server 2008. With a Bachelor's degree in Computer Science, the following are the summary of his skills and expertise:

- Good exposure to IT systems and the testing process.
- Solid understanding of the SDLC process.
- Have good client level communication skills and a good Team player.
- Experience in Documentations of Software requirements and Design.
- Experience in Coordinating with clients and scheduling appointments.
- Experience working and setting up Citrix based cloud environment.
- Having good experience working with bug reporting ticketing systems like Bugzilla and Quality center.
- Setting up and managing virtual environment on VMware and XenCenter with Dell blade servers and Powervault repositories.
- Experience in planning and setting up LAN and WAN environment for an organization.
- Maintenance of Hardware and software components of small level organizations.
- Providing Technical support and assistance for client level cloud based environment.
- Experience working on LINUX, UNIX operating systems.
- Experience in setting up SonicWALL and managing multiple SonicWALL devices for monitoring and generating reports on Global Management System.
- Assisting customers with technical support from Remote location.
- Troubleshooting network related issues on LAN, WAN systems.
- Expertise in planning and configuring backup setup for servers and data.
- Experience in SAP User Administration.
- Actively setting up Remote environment (Bomgar) for cluster of PC for troubleshooting and maintenance purpose.

Mr. Ramkumar Regupathy is the director of the company. He records over 11 years of experience with Devcare Solutions, supporting Operational and business development efforts. Over the years, the company has consistently grown, lending several sub-contracting services to staffing division of private firms as well as government agencies. Thanks to Mr. Ramkumar, his ways of offering streamlined and strategic solutions to recruitment and staffing needs is a big advantage that the firm has experience from time to time. More so, having gained over two decades of experience on the Information technology front, he appreciates the value of knowledge / skills gained over experience and ensure expectations meet uncompromised results.

Further, his expertise apart from staffing side, on the IT belt include expertise over design, development and implementation of software applications and tools for various clients. More so, Project Management, Operating Systems Architecture, Programming Languages, Third Party control and utilities are some of his other expert areas to name. Based out of Columbus, OH, Mr. Ram is also a Microsoft Certified Professional additionally holding a Microsoft Certified Solutions Developer (MCSD) certification as well. Streamlined and focused at offering strategic solution and possessing the advantage being around in the IT Industry for well over two decades. Some of the responsibilities on the individual-level are as follows



- Act as a primary point of contact for all client concerns, developments and updates pertaining to staff augmentation
- Oversee operations on staff augmentation deliverables
- Conduct time to time meetings and re-visit strategies with all cross-functional teams to improve process quality and thereby reach the goals set forth by the client.
- Ensure to avoid conflicts of interest
- Display the level of standards on work output as promised with regards to performance.
- Oversee whether training needs and pre-screening procedures are being followed as per the standard.
- Involve in technical screening, background verification, if needed.
- Oversee operational expenses and support payment tasks.

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REFERENCES

References for William:

Company Name: Kooenai Electric Coop

Location: Hayden Lake, ID

Contact Name: Keith Brooks

Contact Number: 208.765.1200

Scope of work

- Contract position thru Provisional Staffing of Spokane, WA
- Perform Windows 10 upgrades on existing hardware. Build & deploy new Windows 10 workstations.
- Support for Windows 7, 8 & 10 workstation & 2012 server, MSOffice, Office365, etc.
- Administration of all network users, email accounts, application users.
- Monitor daily server backup rotation
- Monitor Spice works help desk que & support users as needed.

Company Name: My Custom IT

Location: Spokane Valley, WA

Contact Name: Joe Bailey

Contact Number: 877.528.4564

Scope of work

- Provide hardware & software consulting functions for about 15 accounts.
- Perform software application installations, upgrades, licensing documentation, and troubleshooting of network hardware & software.
- Support for multiple versions of Windows workstation & server, MSOffice, Office365, and Exchange
- Administration of all network users, email accounts, application users. Patch management
- Support Citrix clients & servers; maintain user permissions, network applications and SQL tasks.
- Evaluate and purchase recommendations of all computer related hardware and software.
- Used Solar Winds N-Able remote utilities & Auto task ticketing to track our work.

Company Name: Allied Fire & Security

Location: Spokane Valley, WA

Contact Name: Jason Weidman

Contact Number: 509.624.3152

Scope of work

- Performs software application installations, upgrades, licensing documentation, and troubleshooting
- Setup and administration of VOIP System



- Support for a wide range of Windows OS and Servers, MSOffice, Exchange, Office365, and VMWare.
- Level 1 and 2 support and administrations of all network users, email accounts, applications, etc
- Support of VMWare and Citrix clients & servers; maintain user permissions, and network applications.
- Evaluate needs & make purchase recommendations of all computer related hardware and software
- Vendor management, coordination & support of other technologies, ie; copiers, phones, cell phones, etc.

References for Krishna

Company Name: Lantel Systems & Consulting

Contact Name: Ben Akatsa

Contact Number: 877.445.2683 (x702)

Scope of work

- Creating and Monitoring backup for client servers and troubleshooting issue related to backup failures.
- Experience working on Backup tools like Symantec Backup Exec, PHD Virtual backup assistant.
- Monitoring and managing servers on server management tools like XenCenter and VMware vSphere client.
- Monitoring of replication of servers.
- Setting up new servers as per the requirement of the customers.
- Providing technical support for the customers through the ticket management system.
- Experience working on Windows Small Business servers, Windows Server 2003, 2008, 2012.
- Creating and managing Active Directory users and assigning permissions for various services.
- Setting up Citrix based cloud environment for multiple users. (Citrix studio and XenApp setup)
- Managing and installing SonicWALL for the client's networks. Setting up and managing Dell Global Management system for monitoring all the SonicWALL in one place to create Reports.

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COST

Company Name	Company Resource (If Applicable)	Hourly Rate
Devcare Solutions	William G Kinnison	\$55.00/hr (Onsite / Remote – Within USA)
Devcare Solutions	Krishna Chandran	\$15.00/hr (Remote – Outside USA)

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