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Logandale, Nevada \* 89021  
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To: Chairman Ken Staton & MVWD Board of Directors  
From: Joseph Davis, General Manager  
Date: December 31, 2013  
Subject: Managed IT Services

**Background**

Staff advertised for proposals for an IT Managed Services Provider last month. The request was for a qualified firm or group to support the Districts entire IT environment, including Network Internet, Application Management, Infrastructure Support Network, Security Disaster Recovery, Monitoring and Response

6 proposals were received;

	<u>Monthly Cost</u>	<u>One Time Charge</u>	<u>First Year Total</u>
Advanced Computers	\$5,250.00		\$63,000.00
Anderson PC	\$1,495.00	\$1,800.00	\$19,740.00
Business Continuity Tech	\$1,948.00	\$2,899.00	\$26,275.00
Extreme Technologies	\$1,625.00		\$19,500.00
Itech	\$2,074.79	\$2,075.21	\$26,972.69
PepTech	\$2198.00	\$4,000.00	\$30,376.00

After reviewing the 6 proposals, Staff recommends Itech.

**Suggested Motion**

Move to accept the proposal from \_\_\_\_\_ in the amount of \$ \_\_\_\_\_ per year to perform IT Management.

iTech Las Vegas  
7330 Eastgate Road, Suite 170  
Henderson, NV 89011



Telephone: 702-943-0111  
Facsimile: 702-942-1762  
Web: [www.itechlasvegas.com](http://www.itechlasvegas.com)

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December 23, 2013

Moapa Valley Water District  
601 N. Moapa Valley Boulevard  
Overton, NV 89040

**RE: Proposal for IT Managed Services Provider**

To Whom It May Concern:

Enclosed please find a proposal for IT Managed Services from iTech Las Vegas, LLC.

We are excited to be considered for this opportunity.

Our proposal includes a summary of the project as well as answers to the questions asked within the RFP. Each section is in accordance with the RFP. However, please note that due to the public nature of this proposal we were not able to provide as much detail as is typical with our presentations. We will be happy to provide additional information and answer any follow up questions which may arise.

I can be contacted directly at 702-628-9370 or via email to [Mark@itechlasvegas.com](mailto:Mark@itechlasvegas.com).

Thank you,

A handwritten signature in black ink, appearing to read 'Mark Rouleau', written in a cursive style.

Mark Rouleau  
Chief Visionary

Enclosure: Proposal

### Project Description

It is the desire of the Board of Directors and Management to have an agreement with a qualified firm or group to support the entire IT environment, which includes:

- Network Internet
- Application Management
- Infrastructure Support Network
- Security Disaster Recovery
- On Site and Remote Client Service 24/7 System
- Monitoring and Response
- ~~On Site Services 5 Days per Week (40 hours).~~ *—This item was omitted by Requestor.*
- 2003 Small Business Server
- 21 work stations
- Backup Solution
- One Media Converter
- Managed switches: 3-8 port Cisco, 1-24 port Cisco & 1-24 port Linksys
- Router
- 12- Avaya Voice over IP phones
- Voice Gateways
- Printers/Scanners
- Software:
  - Microsoft Office Suite
  - Pelorus Methods
  - XC2
  - Antivirus & Antimalware
  - Abby Systems
- Cisco Smartnet Contract Management
- Avaya Contract Management

### 1. General Company Information

iTech Las Vegas, LLC (herein referred to as “iTech”) was incorporated by Mark Rouleau in the State of Nevada as a limited liability corporation on September 18, 2007. Mark is the sole member of iTech and founded the company to provide IT services to small businesses in the Las Vegas Valley. Mark immediately hired another senior level engineer and began servicing clients.

iTech is proud to now have 8 total employees (including the first hire) and a customer base of approximately 25 active and 100 semi-active clients across various

industries to include automotive, medical, legal, and government. The majority of our business through the years has come from client referrals.

iTech's only base of operations is located at 7330 Eastgate Road, Suite 170 Henderson, Nevada 89011. Its corporate office houses the staff along with approximately 4,000 square feet of warehouse space. While iTech is considered a managed service provider, it is a boutique firm offering customized managed services along with a wide range of hardware – everything from Cat5 network cables to computers to multi-function printers to wireless access points and more.

Addendum A references our applicable certifications and highlights a few of our authorized reseller partners. However, due to the public nature of this proposal additional documentation has specifically been omitted. In the event iTech is awarded this opportunity all relevant certifications and documentation will be made available immediately.

Customer reference letters are also included as Addendum B.

## 2. Security

iTech's strategy for securing the District's client data is within our service recommendations. As an IT company data security is always a top priority when servicing our clients.

### Block Hour Labor (including PMS)

We propose 10 hours per month of labor which would be billed (in advance) annually, quarterly, or monthly based upon your preference. This block of labor will be inclusive of all travel charges wherein onsite service requests will include the labor for travel to-and-from your location.

Rollover of unused labor is allowed through the 12-month contract term, but all hours rolled over during the term expire upon the end of each consecutive 12-month terms. For instance, in a calendar year January unused hours would rollover to February, but unused hours in December would not rollover to the following January. All monthly overages would be billed at the contracted labor rate (listed in Section 8).

On average, we anticipate spending 3 hours per month maintaining your network remotely. We anticipate spending another 3 hours per month performing onsite services which includes 2 hours for travel and 1 hour for triage/resolution. These estimations allow for an additional 4 hours per month for unforeseen issues which

may arise. Unforeseen issues can range from a user forgetting their password and requiring a reset to a hard drive crash requiring triage.

In the event that the District does not utilize its 10 hours in any given month they may be rolled over to the following month. Typically those roll over hours will be used for the Preventative Maintenance Service (PMS) which will occur on a quarterly basis.

iTech's PMS plan incorporates annual maintenance on the District's server and 21 workstations. This maintenance includes a thorough checklist to ensure that the computer is running efficiently so that you may extend the life where possible without decreasing employee productivity. The PMS plan will require 10.5 hours per year for your workstations (½ hour per PC) and 4 hours per year for your server & associated 3<sup>rd</sup> party systems.

As part of iTech's service offering we identify your other IT-related systems and contracts. The reasons for doing this include our being able to coordinate annual maintenance and backup tests and our assisting you with contract negotiations.

By performing annual maintenance as well as our resolving foreseen and unforeseen issues as they arise iTech will ensure that your data is secure.

#### RMM Service

iTech's Remote Monitoring and Management (RMM) tool will be deployed to your server and all of your workstations, but can even be deployed to all of your mobile devices should you have such a need. iTech's RMM offering includes the following security features:

- Antivirus installation and daily definition updates
- Malware installation and daily definition updates
- Patch management

*Note that iTech's RMM tool recently received its HIPAA compliance certification so you can trust that security is of the utmost importance.*

This service will allow for our engineers to remotely monitor alerts so that we can be proactive in fixing the computer before a catastrophic event in which it has to be replaced altogether.

Our RMM tool also allows us to access the computer remotely. Remote access will help us resolve your service requests timely. Depending upon the issue we can

even schedule the service to occur outside of an employee's schedule to prevent unnecessary downtime.

The labor involved in this service offering is included at no additional cost and includes items such as updates to Windows, Java, and Adobe. In addition to the typical monitoring, monthly "pruning" is included at no additional cost wherein we will review your workstations and server to ensure that each device is receiving the appropriate updates. If a device is not receiving updates then the labor to research the cause is included. However, any such research that would require us to triage onsite as well as labor to remove an infection would be billable under the block hour labor rates.

#### BCS Service

iTech offers a Business Continuity Service solution wherein your data will be able to be backed up hourly. This service is available with both onsite and offsite storage options.

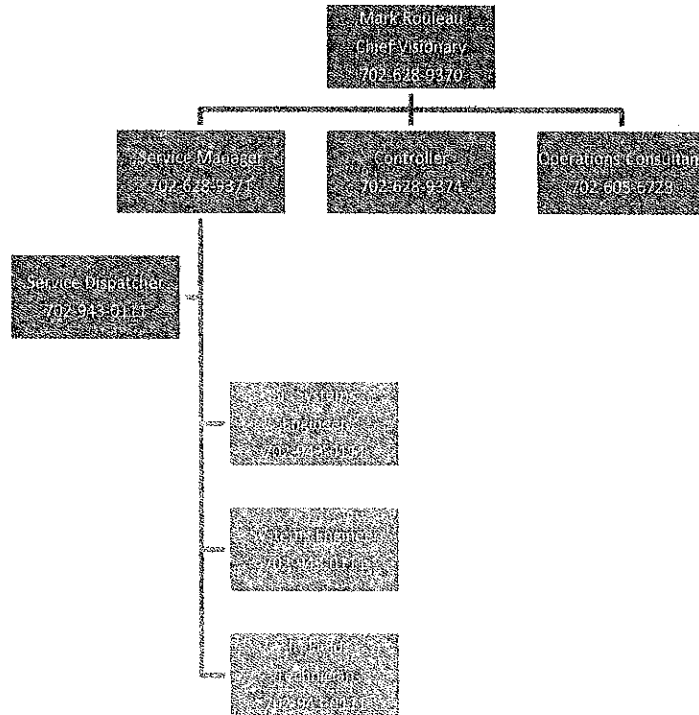
Onsite storage will be based upon your current data storage quantities which are estimated based upon your IT environment not to exceed 900 gigabytes (offsite storage is unlimited). Prior to installation iTech would determine your actual data storage needs in order to install the device that best fits the District.

This BCS solution includes real-time status monitoring, anti-virus protection, windows updates, patch management, scripting, error logs, and alerts when errors are detected. Maintaining a backup of your data is important for business continuity and this solution offers paramount security built-in to the device. Remote file restoration is included at no additional cost as part of iTech's BCS service as well as unit remediation.

Offsite disaster recovery fees will be largely dependent upon the type of disaster as that will dictate the amount of time needed to resolve the issue. Some services would be billed as additional fees in the vent of such a disaster and would include emergency restoration and virtualization as well as labor to remove a virus infection. As these are not expected issues estimates have not been prepared, but the labor would be billed in accordance with the block hour contract.

### 3. Client Relationship Management

Everyone at iTech Las Vegas will be involved in servicing your account, should you choose to award us this opportunity. Everyone includes:



Mark, who is your primary point of contact, will be meeting with you periodically to present reports about your network and discuss your needs. Mark will be acting as your Account Manager and is available via phone (702-628-9370) or email ([mark@itechlasvegas.com](mailto:mark@itechlasvegas.com)) any time.

iTech's Director of Operations, Garry, will be working with you in the capacity of Service Manager. He will be overseeing the day-to-day servicing of your systems and contact you periodically. Garry will be the one to contact you with alerts. Garry is available via email ([garry@itechlasvegas.com](mailto:garry@itechlasvegas.com)) or phone (702-628-9371) anytime as well.

While Mark is the primary point of contact, you will probably be speaking most often with our Service Dispatcher. The Dispatcher will be answering your calls during business hours and dispatching the technicians accordingly. She will also be able to help your staff open tickets using our Client Portal.

Our Service Team will be the gentlemen servicing your account and being dispatched when new requests arise. We have a Junior Field Technician who handles Level 1 requests and a Systems Engineer who handles Level 2 service tickets. Our Senior Systems Engineer tends to remain in the background as he is the master monitor and manager of keeping your firewalls up and your server safe.

iTech's Controller will be your billing contact. She invoices recurring contract costs on the 15<sup>th</sup> of each month and incidental billing is done on the 5<sup>th</sup> monthly. Most major forms of payment are accepted to include cash, checks, and credit cards.

We have an Operations Consultant who will be involved in servicing your account as general administrative support. She will attend meetings with Mark and Garry as well as prepare reports and other correspondence. Our Operations Consultant also works behind the scenes ensuring staff compliance with governmental regulations.

iTech is available 24 hours per day 7 days per week. The office is open from 7:00 am to 4:00 pm weekdays, but an engineer is always on call outside of those hours. Support is available in many ways:

- A. Online via the Client Portal (active link to be provided upon award, but inactive link available upon request).
- B. Telephone to 702-943-0111
- C. Email to [support@itechlasvegas.com](mailto:support@itechlasvegas.com)
- D. Telephone or email to Mark or Garry (*contact info listed above*)

The professional service automation (PSA) system that iTech utilizes is setup wherein a contact person can be designated on each service request. Upon designation that contact begins receiving emails with status updates as the ticket progresses through to completion.

Additionally, iTech would report to the District's contacts and users as directed by the District. When a need is identified by iTech it will be discussed with the named contact(s) and proposals submitted accordingly. When a need is identified by the District iTech will listen to the need(s), perform research if needed, and propose a solution accordingly. iTech has a range of customers with an even wider range of needs therefore we are flexible in our communications with clients.

A summary of our staff's background is included as per the RFP as Addendum C. However, due to the public nature of this proposal staff resumes-which include last names and requested relevant dates-were excluded.



#### 4. Service Levels

Section 2 reviewed the big picture of our service offerings wherein we identified that RMM and BCS service will be needed in conjunction with block-hour labor. This section identifies the details of how those services will be implemented on a day-to-day basis.

##### Work order/trouble ticket system

As noted above iTech utilizes a PSA for our operations. Our PSA allows us and our customers to create new service tickets via the internet. It is a user-friendly system and iTech provides basic training upon request (at no cost, of course). The Client Portal, as it's called when customers log into the system, is designed so that only authorized personnel have access to create new service tickets.

We ask that all clients use the portal because it is the best way for us to identify who is authorized to request service as our clients do not like to pay for services which were not approved according to each customer's approval process. However, we are able to create tickets on your behalf via telephone. Telephone requests are most popular among executives who prefer direct contact. Some tickets are created automatically by our systems when errors are predicted or found.

After a ticket is submitted through the Client Portal, the Service Dispatcher is notified and the ticket is opened for review. Depending on the matter we will either a) call the requestor for additional details and/or to schedule a service call or b) transfer the ticket to one of the engineers. At that time, the engineer may need additional information and will contact you accordingly. Otherwise, they will triage the ticket and the requestor will receive email updates as the ticket progresses through to completion.

##### Availability of key staff during & after normal business hours

The service department hours of operation are 7:00 am to 4:00 pm. Regardless of the time of day you will be able to reach key personnel such as Garry or Mark, but also an engineer. iTech has at least 1 engineer on call outside of normal business hours who is available by calling the main telephone number – 702-943-0111.

In the unlikely event that your call is not answered either during or after hours, you may leave a voicemail. The voicemail messages left in our general delivery mailbox are sent via email to the After-Hours Team which is comprised of the on call engineer as well as the Dispatcher, Garry, and Mark.

#### Service Level Agreement Enforcement

The Client Portal allows us to dictate service level agreements and set parameters for following protocol. If and when a service level is missed, our system automatically alerts the After-Hours Team (again comprised of the on call engineer, the Dispatcher, Garry, and Mark).

#### Communication Strategy

As noted above, iTech will keep the District informed of system conditions and changes via periodic meetings, telephone calls, and email. All communication with the District will be in accordance with the District's preferences and system capabilities.

#### Strategic Planning & Future Viability

The part of service which has kept iTech in business (and growing) is our proactive approach to strategic planning. Technology is ever changing and is becoming more involved in the day-to-day operations of every business. During our interactions we learn more about your business and how technology fits into your operations. This knowledge in conjunction with our site survey helps us configure your Preventative Maintenance Service plan.

As we continue to learn about your business and your needs for the future we will periodically submit proposals based upon our recommendations to your network, such as upgrading your server, firewall, and/or workstations for enhanced security and versatility.

#### Disaster recovery

Part of the PMS plan is scheduling the annual server room cleanup and shut down test. This will let us know if any systems do not come back online so that we can correct such errors. We plan for disasters so that when they do occur the downtime and effects are minimal.

In the event of a disaster, our BCS service will allow us to virtualize a new environment and get you back up and running as quickly as possible. The hourly snapshots taken by our BCS device will help prevent downtime.

#### Onsite Support

When iTech is performing services onsite, our engineers will check in with the ticket contact and/or the primary account contact. Our staff will bring tools and equipment needed to complete the requests and do not foresee any special requirements that would need to be filled by the District.

### Major Software Upgrades

Software updates will occur automatically on some software programs such as MS Windows and anti-virus. These automatic updates do not incur additional fees.

When software needs to be upgraded, it shall depend on the type of software as to whether or not there is a fee. For instance, when upgrading from Microsoft Office 2007 to Microsoft Office 2013 there will be a licensing fee as dictated by Microsoft in addition to the labor for us to install the software. Labor for such installations would be deducted from your block hour labor contract.

### 5. Change Control

Moapa Valley Water District requires preapproval by the General Manager of any changes made to the computing environment.

iTech will report to the District contacts and users, including the General Manager, as directed by the District.

When a need is identified by iTech it will be discussed with the named contact(s) and proposals submitted accordingly.

When a need is identified by the District iTech will listen to the need(s), perform research if needed, and propose a solution according to the outlined contact hierarchy.

iTech has a range of customers with an even wider range of needs therefore we are flexible in our communications with clients.

### 6. Monitoring

Our strategy to insure the stability of your computing environment is within both the RMM and BCS services as those tools will create a ticket to alert us of predicted or real-time errors.

The monitoring results will be communicated to the District in a variety of ways:

1. Monthly reports
2. Automated alerts
3. Conversations initiated by iTech to the designated contact(s)

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## 7. Documentation and Records

iTech's PSA maintains client records. When new hardware or software is installed, the system tracks it from the quote through to installation.

Hardware maintenance is tracked via the tickets wherein items like "Jane's computer" would be a configuration item. Anytime Jane submits a request for her computer our policies assign her configuration item to those tickets. We can then see how many times Jane's computer was serviced in any given period. This is information that will be readily available to you in the Client Portal as a ticket search with those parameters.

Performance is monitored by our tools and reported to you during regular meetings. When iTech finds that a device is under performing we will discuss how to improve performance with you for major items. However, minor performance improvements are frequently done behind the scenes wherein you will see the variance on the monthly reports.

### District Documentation

The specific list of documentation to be transferred to another service provider will be directly correlated with the service level being provided at the time of contract expiration. iTech will make every reasonable effort to provide the District with whatever documentation is requested.

### Confidentiality

As previously noted security of data is always of utmost importance and data, but our definition of data includes information learned through interactions as opposed to being limited to a file on a computer. iTech shall make every reasonable effort to conform not just to governmental regulations, but also to customer's specific policies. As a managed service provider, iTech has access to tons of information and data which is required to remain secure and confidential.

For instance, as the MSP, we have advance knowledge of employee terminations so that we can schedule time to remove said employee's access to the network at the time of firing. Such advance knowledge is considered confidential by our clients therefore we do not discuss our service request with anyone (or even within earshot of anyone) not directly authorized to have such information. However, such confidentiality is not a governmental regulation.

### 8. Fees

A formal quote will be submitted to the District in the event that iTech is awarded this opportunity. The quote will include all recurring costs, but is not expected to include any hardware upgrades unless the District has an interest.

#### Fees for Service Initiation

iTech estimates \$4,150.00 for your service initiation which includes the first full month of recurring service fees.

#### Ongoing Monthly Fees

Listed below is a summary of the expected recurring monthly fees. As noted in Section 2 the Block Hour Labor allows for monthly rollover of unused hours throughout each consecutive 12-month contract term.

Service	Recurring Monthly Fee
Block Hour Labor (\$145 @ 10 hours per)	\$1,450.00
RMM – 21 workstations (\$9.99 per)	\$209.79
RMM – 1 server (\$40 per)	\$40.00
BCS – up to 900GB	\$375.00
<b>Total Monthly Fee</b>	<b>\$2,074.79</b>

#### Fees for Connectivity to Support Site

Not applicable.

#### Optional Fees

iTech is not anticipating any optional fees at this time. Based upon information provided, the District is not currently interested in upgrading any systems.

iTech offers a wide range of optional services. iTech firmly believes that its offerings should match the needs of its clients. In other words, we do not want to charge for a service that you do not need. In the event that one of our services is something from which the District would benefit we will discuss it during our periodic meetings and provide pricing accordingly.

**Definitions:**

RFP = Request for Proposal

MVWD = Moapa Valley Water District

District = Moapa Valley Water District

MSP = Managed Service Provider

SLA = Service Level Agreement

Pelorus Methods = District's accounting software

XC2 = District's backflow prevention software

Abby Systems = District's water monitoring &amp; alert software

HIPAA = Health Insurance Portability and Accounting Act

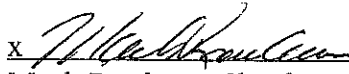
PMS = Preventative Maintenance Service

RMM = Remote Monitoring &amp; Management

PSA = Professional service automation

**Closing Statement:**

By signing this proposal, I hereby confirm that I am the duly authorized representative for iTech Las Vegas, LLC and may bind the company under contract if selected.

x   
\_\_\_\_\_  
Mark Rouleau, Chief Visionary

ADDENDUM A  
iTech Reseller Certifications



*iTech Las Vegas, LLC is pleased to be partners with these organizations:*



ADDENDUM B-1  
iTech Letters of Reference: Las Vegas Country Club



December 20, 2013

To Whom It May Concern:

We hired iTech Las Vegas to manage our IT systems at the end of 2011 and were honored that they asked us to write them a letter of recommendation.

iTech requested that we summarize our services with them so that any readers of this letter will understand the size of our business. We have 1 server and 29 computers and, in addition to labor as needed, we pay iTech for remote monitoring and backup solutions.

We are always happy with the level of service that we receive from iTech. It is refreshing to know that we can reach the owner of the company if we were to experience any issues.

We upgraded our server at the beginning of this year and were surprised to have as little downtime during the upgrade as we did.

Another nice thing about iTech is that Mark is always on top of the latest trends and how they can benefit our business even if it's not a service that iTech offers. When he does offer something and we decline the proposal, he isn't upset with us - our service remains constant.

Las Vegas Country Club definitely recommends hiring iTech Las Vegas for Managed IT Services.

Sincerely,

Julie Clair  
Las Vegas Country Club

CC: iTech Las Vegas, LLC  
7330 Eastgate Road, Suite 170  
Henderson, NV 89011



ADDENDUM B-2

iTech Letters of Reference: Shriners Hospital for Children Open



1680 Village Center Circle  
Las Vegas, NV 89134  
Tel: 702-873-1010  
Fax: 702-796-0100

Email: [info@shrinershospitalsoopen.com](mailto:info@shrinershospitalsoopen.com)

December 19, 2013

To Whom It May Concern:

In February 2009 iTech was hired to handle some VPN issues we were experiencing. Since that time, we have upgraded a lot of our equipment and iTech facilitated the upgrades as well as the usual maintenance.

iTech fully manages all our computers, servers, firewall, and network. I have been asked to note that we have 12 computers and 2 servers in our network at this time which are all monitored and managed by iTech.

Our operations do not typically require frequent visits from the iTech team, but when our annual golf tournament is upon us we need a lot of hands-on assistance. Each year iTech is able to be here with us ensuring that all of our volunteers have what they need in order for us to facilitate a successful event.

A lot of the service requests that we have, both during and outside of our annual event, are able to be handled by iTech remotely and that helps a lot especially for critical items that need to be resolved ASAP.

I am happy to consider iTech our IT partner.

Sincerely,

A handwritten signature in cursive script, appearing to read "Donna Millwood".

Donna Millwood, Finance & Office Manager  
Shriners Hospital for Children Open

CC: iTech Las Vegas, LLC  
7330 Eastgate Road, Suite 170  
Henderson, NV 89011

ADDENDUM C  
iTech Staff Background

As noted in Section 1, due to the public nature of this proposal specific employee names and backgrounds have been omitted. However, listed below is a summary of the combined experiences and certifications that the iTech team currently holds:

- Over 50 years of experience as IT professionals
- Over 25 years of experience in accounting and administration
- cSSA (Certified SonicWALL Security Administrators)
- MCSE (Microsoft Certified Systems Engineer)
- dCSE (Digium Certified Systems Engineer)
- dCSP (Digium Certified Sales Professional)