PROPOSAL

Response to

Marina Coast Water District (District/MCWD)

Event Title: Information Technology Support Services

11 Reservation Road
Marina, CA 93933

ATTN: Kelly Cadiente

Response Due: April 29, 2016

Proposal Response
Prepared by

Abacus Service Corporation
35055 West Twelve Mile, Suite 215
Farmington Hills, MI 48331

EIN Number: 20- 2060203

Contact Person: April Szlaga
Ph: (248) 522-8005

ASA · NMSDC · Certified WBENC Women's Business Enterprise · SBA 8A Certified

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Cover Letter

Date: April 29, 2016

ATTN: Kelly Cadiente

Director of Administrative Services
Marina Coast Water District
11 Reservation Road
Marina, CA 93933

Subject: RFP Response to Marina Coast Water District (District/MCWD)/ Information Technology Support Services

Dear Kelly,

Abacus Service Corporation ("Abacus") is pleased to submit the response to RFP from Marina Coast Water District ("District/MCWD") for Information Technology Support Services.

Abacus is headquartered in Farmington Hills, MI and was incorporated in year 2004. Abacus is a staffing and consulting company providing IT and Non IT Services for Government and Commercial sector. Abacus has experience in providing solution building, consulting, network management and staffing services. Abacus is a small business enterprise that is MBE and WBE certified nationally and upholds our commitment to diversity by adhering to a philosophy of recruiting employees from diverse backgrounds.

We have licenses to conduct business in every state of America. We currently have over 350 contract employees located in 37 states and work with over 50 clients in various industries including but not limited to: Government, Technology, Education, Automotive, Life Sciences, Defense and Aerospace, Consumer Products, Energy and Utilities and Finance and Insurance.

The enclosed response is in strict compliance with the RFP specifications and provides detailed information of our capabilities.

The Undersigned, Ms. April Szlaga, is authorized to meet all commitments presented in the proposal and will be the contact person for clarifying proposal content and approving any agreement in the scope of this RFP.

Sincerely,

April M Szlaga - Operations Director
Abacus Service Corporation
35055 West Twelve Mile, Suite 215
Farmington Hills, MI 48331
Ph: (248)522-8005 | Fax: (248)479-0811
E-mail: april@abacusservice.com | Web: http://www.abacusservice.com

A. Introduction

Provide an introductory description of the services offered by the individual or firm.

<u>Abacus Response:</u>

Company Overview and Services Offered by Abacus

Abacus is headquartered in Farmington Hills, MI and was incorporated in year 2004. Abacus is a staffing and consulting firm providing IT and Non-IT professional support service across the nation to government and private sector. Abacus is a Small Business Enterprise that is 8(a), MBE and WBE certified nationally and upholds our commitment to diversity by adhering to a philosophy of recruiting employees from diverse backgrounds.

We currently have over 350 contract employees located in 37 states and work with over 50 clients in various industries including but not limited to: Government, Health, Education, Automotive, Life Sciences, Defense and Aerospace, Consumer Products, Energy and Utilities, Technology, Finance and Insurance.

Abacus provides IT services at a high professional level. Abacus has helped numerous customers in real-world situations in providing the most powerful, affordable and easy-to-use network solutions.

The key services that our company focuses on are:

- Custom software development & Maintenance
- Help Desk Support, Customer support and outsourcing
- IS implementation and integration
- Computer Systems, Network Consultancy and Advisory services
- IT and Professional Staff Augmentation Services

Abacus Networking Competency

Abacus has an extensive experience in implementing systems and network for IT environment establishment, monitoring and management. Our solutions are based on many reliable commercial and open source network management systems. At Abacus we have developed a set of methods for planning the architecture of a network infrastructure:

- Analysis of the Network Architecture requirement
- Overall design and implementation network architecture
- Preparation and discussion for the design of network components
- Design of network infrastructure components and formulation of technical specifications

Service Components of Abacus IT Service Desk:

- Information Technology services
- Computer network support specialist/ support information technology (IT)

- 24/7 Helpdesk Support, Phone/remote/onsite support
- Installation Services
- Infrastructure
- Systems Design and Support
- Outsourcing
- Security Design and Support
- Backup troubleshooting and maintenance
- Applications servers and Microsoft Exchange/Outlook e-mail troubleshooting and maintenance
- Audio/Video Installation and Service

Abacus Technical Competencies

IT Infrastructure

Networking	Wan, VPN, Internet Help Desk Support, SAN, Security, Cisco (Engineering, Development, Analyst)
Data Management	Server Virtualization, Storage Scalability, Disaster Recovery
System Integration	Enterprise System Engineering, Performance Engineering, Reliability Engineering

IT Support Centers

Support Services	Technical Call Center Management, Tech Support Level 1-3, Help Desk, Integration Services

Core Benefits

- Making the Network Infrastructure plan match the IT development strategy
- Obtaining the best match between the usability/reliability and the total cost to help reduce the investments
- Taking full account of Network maintenance and management
- Obtaining reasonable District/MCWD plan and expandability
- Taking full account of high-density equipment requirements
- Using efficient and energy saving technologies to build a Network

B. Scope of Services

Provide your approach to accomplish this work as described in the Scope of Services; this section of the proposal should express the understanding of the Scope and should include a vision of specific deliverables.

Abacus Response:

Understanding of the Scope

Abacus has read through the RFP document and clearly understands all aspects of your requirements. We are capable of providing highly qualified resources delivering Marina Coast Water District (District/MCWD) requirements. We have proven strength in providing IT support staffing services in the area as requested in the RFP:

- We are capable of providing quality placements of various IT, technical and non-technical labor categories, help desk support, server and desktop management, phone/remote/onsite support, network security, FTP file transfer, Windows server maintenance, Outlook e-mail troubleshooting and maintenance, backup & applications servers troubleshooting and maintenance, mobile device management, accountants / finance, clerical / administration and professional positions.
- We keep strong communication via the agency recruiters, account team, and staffing coordinators.
- We have well streamlined infrastructure for time-keeping and billing/invoice management.

Scope of Services

The scope of the project includes the qualified firms / service provider to perform list of tasks mentioned below:

- Constant Monitoring of 3 servers, 40 desktop computers, and networking devices of the District/MCWD at its two locations including:
    - Connectivity monitoring
    - Performance and predictive monitoring
    - System change monitoring
    - Firewall availability and performance monitoring
    - Antivirus monitoring
    - Intrusion detection monitoring
- Dedicated Help Desk that can be accessed via email, Web, or phone
- Provide 24x7 on-call availability
- Guaranteed response times for both remote and in-person responses
- Assist in troubleshooting during system failures, client database access issues, and predictable hardware failures

- Provide Data backup and disaster recovery support
- Provide Spam and virus protection support
- Provide Network security
- Full documentation of the District's network, including network diagrams and procedures

Abacus Vision & Ability to Meet the Requirements of the RFP

Abacus Vision

We are uniquely positioned to support for your requirements. What can Abacus do for you?

- **Create Business Impact:** By providing reliable, scalable, and cost effective services with nations top talent.
- **Provide Expert Resources:** Our strong Human Resource Development and Management leadership provides expertise resources to suit your requirements.
- **Delivery Quality Consistently:** Delivering quality services consistently is our success and we always strive to achieve our client's business goals and objectives matching to our vision and mission.
- **Build Long-term relationships:** Building relationships with our customers makes us a reliable service provider. We have over 350 consultants across 37 states supporting our customers in Government and Private sector.

Abacus Ability

IT Support Services	Since our inception we have been providing staff augmentation services for administrative to professional staffing needs such as Help desk support, server and desktop management, phone/remote/onsite support, network security, Windows server maintenance, troubleshooting and maintenance, backup & applications servers troubleshooting and maintenance, mobile device management.
	In the recent past with our rich experience and references of our support services from our clients, we have won new contracts for support services in Government and Private sector. We are presently working with clients such as Department of Air Force (Federal Client) in providing IT technical support to education centers, State of New Hampshire providing technical support services for web health applications via Phoenix and Wisdom applications, State of Georgia providing Help Desk Support, Tyco a commercial client providing Help Desk Support services.
Experience working with Federal Clients, State Government clients	Abacus is having experience working with government clients (Federal, State and County). We are having special focus and interest in working with government to prove our credentials.

Location Based Experience in staff augmentation services	Abacus is having experience in providing California state based talent to our esteemed client base in CA. Our HR team so far supported providing staffing services for the job categories ranging from Administrative to Professional services in CA clients such as ACS, ACS, Intel, Genetech, NG, Coca-Cola, J&J, California LA Superior Court, Kaiser Permanente, Volkswagen and Tyco -US.
Human Resource Development and Management Ability	Abacus actively searches for potential candidates through the use of online networking sources, attending career fairs, employee referrals, professional associations, Minority Business Councils, and online advertising. Our recruiting methods are geared to deliver the right person at the right price. Abacus attracts and retains a large pool of highly-qualified candidates by offering comprehensive, benefit packages to their employees.
Project Management Ability	Abacus's Project Management methodology consists of seven high-level functional areas including: Integration Management, Scope Management, Time Management, Cost Management, Quality Management, Communication Management and Risk Management.
Account Management Abilities	Abacus will assign a dedicated Account Manager to support District/MCWD. **Responsibilities include**: Assisting with contingent labor services, supporting the relationship of the contract and working exclusively on this account. They will be the main contact for Department of Justice and will report to the Operations Manager. And we are available via Phone, Fax, Mobile and email. In addition to the assigned Account Manager, Abacus will have a back-up Account Manager on hand for emergency situations.

Abacus Approach to Provide IT Support Services

Abacus maintains a database of highly qualified people, we would be provided to our clients as temporary staff members. We screen potential staff, hire them for suitable assignments and supervise them appropriately and effectively. Our project managers and client coordinating specialists continuously communicate, monitor and track the performance of the staff at our client and assure utmost client satisfaction besides encouraging and offering our staff (proposed resource) a rewarding career.

To achieve the goals and business objectives of this staffing initiative, we are addressing this response by proposing a quality resource backed with our proven approach who is efficient to serve the District/MCWD IT support service requirements. As mentioned in the RFP document the proposed resource would perform all the job duties and will augment the continued mission of providing IT support services in order to ensure District/MCWD's uninterrupted support.

We follow our stringent Project Management and quality assurance methodologies and in our approach, the following are steps involved to perform the support services duties effectively and efficiently.

- Understand the current environment and capability.
- Understand the customer's needs and define the operating vision.
- Define the strategy to achieve this vision
- Set the transformation agenda
- Preparation of Quality Assurance plan with compliance.
- Strong customer-centric attitude
- Knowledge of Windows/Linux system administration and problem-solving skills
- Knowledge of (server) hardware and virtualization
- Team player as well as strong self-starter
- Proficient understanding of the English language

Technical Approach

To support the on-going District/MCWD requirements of skilled IT Infrastructure resources in managing their Infrastructure, servers, and workstations, Abacus has identified a team of dedicated team, which will provide operational and functional support and perform key activity for IT Infrastructure and telephony administration.

Abacus team of IT professional comprises of SMEs, Architects, Engineers, Infrastructure, Project Integrators, and Network Admin who are highly-qualified, with years of industrial-experienced and managing complex to very complex projects.

Our Infrastructure management team is well-trained and certified to easily handle IT infrastructure and telephone administration requirements of the state. The team has the experience and expertise to handle complex infrastructure environments with ease.

Our infrastructure management team comprises of highly-skilled system administrator, network engineers, database administrators, and server & network engineers. This team has experience and expertise to troubleshoot any network and system issues.

Abacus Infrastructure Management Services

Abacus comprehensive Infrastructure Management Services portfolio will help District/MCWD in enhancing the present infrastructure management process. As part of our services, we bring in flexibility, agility, efficiency and experience in managing critical IT infrastructure.

Below are the services, we provide as part of our Infrastructure Services:

	Consulting Services	Managed Services	System Integration Services
Data Center	▪ Data Center Transformation Assessment ▪ Cloud Assessment	▪ Data Center Facility Management ▪ DC Monitoring & Production Operations ▪ Server Management ▪ Database Management ▪ Backup & Recovery Management ▪ DC Network Management	▪ Data Center Consolidation Services ▪ Platform Migration Services ▪ Data Center & DR Build Services ▪ Application Infrastructure Integration Services
End-User Computing	▪ Waas Assessment ▪ BYOD Assessment	▪ Service Desk ▪ Desktop Management ▪ Deskside/Field Services Management ▪ Messaging Services ▪ Citrix Management	▪ Windows Migration ▪ Application Packaging ▪ Application Testing & Remediation ▪ MS Office Migration ▪ Exchange Migration
Networking	▪ Network Design & Deployment Planning ▪ Wireless Network Assessment ▪ Network Performance Assessment	▪ Managed Enterprise Network Services ▪ Managed Office LAN Services ▪ Managed IP Contact Center	▪ Wireless Network Integration ▪ WAN Network Deployment & Integration ▪ Office LAN Network Deployment & Integration
Security	▪ Security Audit & Risk Assessment ▪ Security & BCP/DR Lifecycle Programme Development ▪ Data Protection	▪ Managed Enterprise Security ▪ Managed Anti-Virus ▪ Managed SEM ▪ Security Device Monitoring	▪ Identity & Access Management Integration ▪ Anti-Virus Integration ▪ SIEM Integration
IT Infrastructure Operation Management	▪ Technology Roadmap Advisory ▪ Process Roadmap Advisory ▪ IT Staffing Advisory ▪ Budgeting & Finance Advisory	▪ Dedicated/Shared service	▪ Infrastructure Cost ▪ Infrastructure Automation ▪ Infrastructure Consolidation

Proposed Work Plan & Schedule

The team will provide support to two (2) locations and three (3) rack-mounted servers and forty (40 approx.) tower/laptop computers connected to the network. Apart from this, the team will provide 24x7 continuous monitoring of the networking devices at both the locations.

The identified team comprises of 6 dedicated team members managing both the locations, their core activities (not limited to) help desk support, server and desktop management, phone/remote/onsite support, network security, FTP file transfer, Windows server maintenance, Microsoft Exchange/Outlook e-mail troubleshooting and maintenance, backup troubleshooting and maintenance, applications servers troubleshooting and maintenance, mobile device management.

MCWD Infrastructure Layout
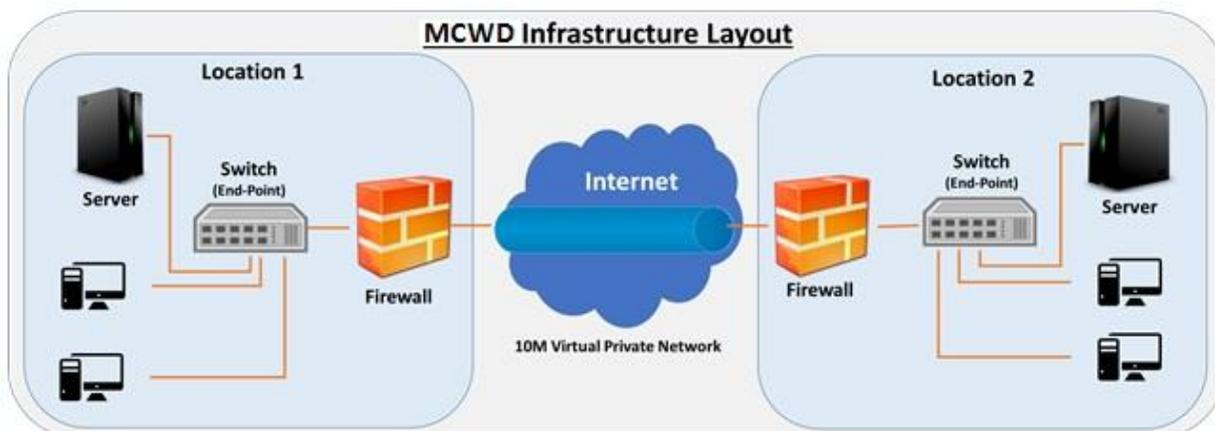
Resource Plan

The team will be divided into a sub-team of three (3) resources and be stationed at the two (2) District/ MCWD locations and will virtually report to the District/MCWD's project/program manager(s) and will monitor all the workstations and network systems.
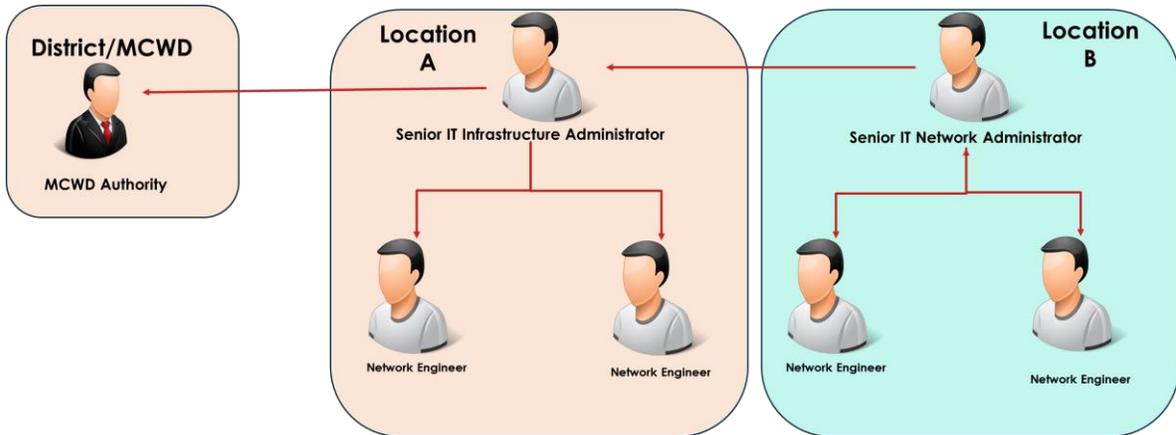
The teams will monitor the daily network and system activities at the two (2) location including help desk support, server and desktop management, phone/remote/onsite support, network security, FTP file transfer, Windows server maintenance, Microsoft Exchange/Outlook e-mail troubleshooting and maintenance, backup troubleshooting and maintenance, applications servers troubleshooting and maintenance, mobile device management.

Resource Schedule

A resource schedule plan will be created by the Senior IT Infrastructure Administrator and submitted to MCWD on a weekly basis. This plan will show shift timings and resource schedule details.

Proposed Resources Type

Proposed resource's roles for this IT support services are mentioned below:

#	Resource Type	# of Resources
1	Senior IT Infrastructure Administrator / Team Lead	1
2	Senior IT Network Administrator	1
3	IT Network Engineer	4

Role & Responsibilities of Senior IT Infrastructure Administrator

As a part of support to the District/MCWD IT project requirements, our Senior IT Infrastructure Administrator will handle the below activities:

- Assists with operation, maintenance, fix on failure, build-out, troubleshooting, upgrades to District/MCWD IT network infrastructure and wired network infrastructure
- Assists Network Administrator ensuring end-users meet US Government IT Security Protocols on wires and wireless networks throughout the Center
- End to End Infrastructure support and maintenance of the MCWD infrastructure
- 24 x 7 Monitoring and Operations Support at District/MCWD
- Server monitoring, Desk side and Middleware support
- District/MCWD's asset management including managing, upgrade, reporting and servicing
- Support to telecommunications services at District/MCWD
- Monthly network security disposition analysis and reporting of District/MCWD assets
- Managing Windows Servers 20XX at District/MCWD
- DBMS Maintenance & Production Support for Global Automobile Major
- Assist in managing the Digital Telephone System including:

  - Managing System operation
  - Adds/deletes/modifications to the telephone system
  - Manage and provide patching services
  - Support End-User activities
  - Carryout technical upgrades to the telephone system
  - Provide fix/solutions on system failure
  - Upgrades the system as needed

Deliverables of Senior IT Infrastructure Administrator

Abacus's Senior IT Infrastructure Administrator working as a support to the IT Staff in Infrastructure and operational management will work in accordance to the project requirements and will be responsible for the following deliverables:

- Provide weekly, Bi Weekly, Monthly and quarterly system performance reports, written analysis and recommendations

- Provide trouble reports on a weekly/bi-weekly basis that list each trouble ticket number with site of repair, report date & time, severity level, and resolution date and time

- Provide 1/3/6 months forecasts on asset requirements

  - On a monthly basis provide the following reports:

    - Maintenance activity summary
    - Port vacancy and system capacity
    - Port count by PPN or Call Manager upon which maintenance is charged. Specify delta from previous quarterly report
    - IP software licenses upon which maintenance is charged

Packet traffic summary and bandwidth analysis on telephone systems

Role & Responsibilities of Senior IT Network Administrator

As a part of support to the District/MCWD's IT project requirements, our Senior IT Network Administrator will handle the below activities:

- Perform multiple tasks to solve issues/problems that arise in network infrastructure operations supporting the scientific research at District/MCWD

- Support the District/MCWD's technical team in identifying, research, and resolve technical problems

- Understand and resolve Technical problems pertaining to District/MCWD's operating systems, hardware, local area network devices and connectivity, and other infrastructure related to the IT group operations

- Provide monitoring services and support to keep the network services under compliance as per MCWD requirements

- Reports network breaches to IT Supervisor and works within established protocols to remediate

- *Network Maintenance*: Provide traditional break-fix support services, such as troubleshooting and incident management, to enable you to respond more quickly to networking problems

- *Network Monitoring*: Regular technical reviews, network audits and automated alerts of all the services, which include standard maintenance with 24X7 remote monitoring to help District/MCWD minimize network downtime

- *Network Management*: Provide management and network support services to unifies operational, administrative and maintenance support to deliver a fully managed network. Based on ITIL best practice to support continuous improvement, our Network Management service helps maximize availability for minimal cost

- *Security Management*: Provides real-time protection for your network through the deployment of tools, processes and experienced professionals resulting in reduced business risk

- *Team Management* – Managing the team working for MCWD.

- Remediation Services :

    o Symantec Endpoint Protection
    o Systems Center Configuration Management 2007
    o SolarWinds NPM
    o System Information and Event Management
    o Windows Software Update Services

- Network Services:

- o From data cabling and PC setup to configuring servers and routers, we provide the best end-to-end networking know-how. And we don't just install hardware and software — we carefully integrate the components so they are completely cohesive
- o Hardware installation
- o Software installation and configuration
- o Ethernet cabling
- o Switch and router setup
- o Wireless solutions
- o Server and virtual server installation
- o And lots more!
- o Remote Technical Support
- o Software Release Subscription Services
- o Return and Repair
- o Managed Spares
- o Managed Spares with Onsite Support

Deliverables of Senior IT Network Administrator

Abacus's Senior IT Network Administrator working as a support to the IT Staff in Infrastructure and operational management will work in accordance to the project requirements and will be responsible for the following deliverables:

- • Provide weekly, Bi Weekly, Monthly and quarterly assets reports, asset performance reports, written analysis and recommendations:
  - o Provide trouble shooting reports on a weekly/bi-weekly basis that list each trouble ticket number with site of repair, report date & time, severity level, and resolution date and time
  - o Provide 1/3/6 months forecasts on asset requirements
  - o On a monthly basis provide the following reports:
    - ▪ Maintenance activity summary
    - ▪ IP software licenses upon which maintenance is charged
    - ▪ Project-wise Network Issues/resolution reports
    - ▪ Reports on present assets and their status – active, on pool, under repair and other details

Role & Responsibilities of IT Network Engineer

Networking

- • Understands the issues involved with administering and maintaining corporate infrastructure, including network connectivity, Internet access, email, etc.
- • Understands the issues involved in administering and maintaining corporate WAN.

Telephony

- Assists with the administration and maintenance of the telephone system, including telephone switches.

- Assists with the creation of new hire telephone and voicemail extensions, routing extensions to appropriate locations and updating information as Innovator seating assignments change.

Training & Lab Maintenance

- Helps set up and maintain computer stations and software.

- Helps set up and maintain the Learning Studio computer stations.

Internal Systems

- Assists in supporting corporate applications; internal corporate servers, user desktops, etc.

- Assists with basic troubleshooting, backup, and archiving.

- Helps install and improve computer software and network equipment.

New Hire Administration

- Creates network and email accounts for new users.

- Sets up computers for new users and ensures delivery of equipment to users in different locations if necessary.

- Updates company phone lists and email address books.

Help Desk Administration

- Helps answer all trouble calls/emails and enters work orders into our tracking software.

- Assists in administering and maintaining local and web-based versions of our tracking software.

- Assists in the administration and maintenance of Internal Systems programs.

- Interacts with internal clients to resolve basic help desk issues; communicates with internal clients in a professional manner maintaining confidentiality.

- Provides responses to internal clients in a timely manner.

Asset Management

- Assists with the inventory management of software licenses, software, hardware, and other IT supplies.

- Assists with the purchase of software, hardware and other IT supplies.

Deliverables of IT Network Engineer

Abacus's IT Network Administrator working as a support to the IT Staff in Infrastructure and operational management will work in accordance to the project requirements and will be responsible for the following deliverables:

- Provide weekly, Bi Weekly, Monthly and quarterly assets reports, asset performance reports, written analysis and recommendations:
  - On a monthly basis provide the following reports:
    - Maintenance activity summary
    - IP software licenses upon which maintenance is charged

Ticketing Support Mechanism

To smooth running of the IT operations, Abacus proposes a ticketing mechanism, within the District/MCWD IT teams. The support will be to clear on levels of support related to:

- Capabilities and responsibilities of the talent involved in providing support and

- Levels of incident or request treatment related to priority, urgency, escalation treatment and service level agreements (SLAs).

- Maintenance of the ticketing mechanism

Below is the proposed levels of support Level 1 (L1) through Level 3 (L3) IT operations management support.
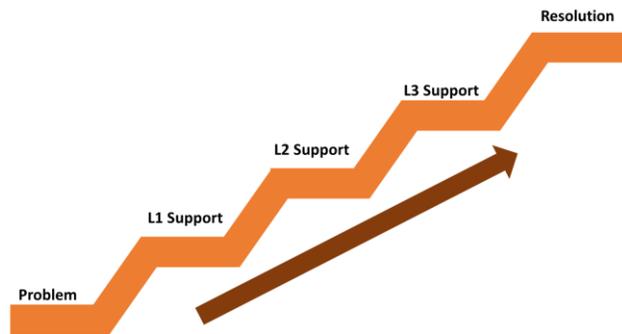
L1 – First Line Support: Telephone helpdesk or answer center support

This support level receives inbound requests through channels like phone, Web forms, email, chat, or other means based on the documented agreement with the District/MCWD. L1 support typically includes individuals that have very limited technical expertise. L1 support logs, categorizes, prioritizes, tracks, and routes (i) incidents reported by users or (ii) alarms raised by monitoring tools. L1 is intended to be the first to acknowledge an incident. L1 support tracks tickets until successfully resolved. Network engineers (L1) will implement basic, documented break-fix tasks along the lines of following a cookbook recipe. The Network engineer (L1) personnel will typically escalate to Network engineer (L2) resource and follow documented escalation procedures.

L2 – Second Line Support

These technicians have more experience than Network engineers (L1) and manage incidents raised by the L1s or as agreed in documented SLA (Service Level Agreement) timelines. Network engineers (L2) follow documented processes and workflows provided by District/MCWD or higher level support representatives, vendors, product management, etc. They are expected to escalate to the L3's when documentation is insufficient to complete the tasks or do not solve the incident. L2s usually have and maintain a Run-Book which they can use for immediate resolutions. They collaborate with any other support or dependency groups in case the incident has a linkage to other support personnel or outside vendors.

L3 – Third Line Support

Network engineers (L3) technical experts resolve issues that are typically difficult or subtle. L3 engineers participate in management, prioritization, minor enhancements, break fix activities, problem management, stability analysis, etc. These support leaders have specific, deep understanding and expertise in one or two technology platforms (for example, an Oracle database administrator or a Windows Admin). L3 engineers are proactive in nature, identifying problems in advance and looking for continuous service improvement opportunities. If a fix involves a major enhancement or a development, then the problem is transferred to engineering or development teams, Level 4.

C. Qualifications

Provide the individual or team experience and qualifications for conducting the work described in the Scope of Services.

Provide a description of the experience and qualifications of the individual and/or team member(s) that will be utilized in performing the described Scope of Services. The District is seeking and administrative professional (or group) that has broad experience in working in the public sector and is available on a variable schedule depending on technical support needs. Areas of expertise that the District envisions finding useful in conducting the work described in the Scope of Services include, but is not limited to: help desk support, server and desktop management, phone/remote/onsite support, network security, FTP file transfer, Windows server maintenance, Microsoft Exchange/Outlook e-mail troubleshooting and maintenance, backup troubleshooting and maintenance, applications servers troubleshooting and maintenance, mobile device management.

Abacus Response:

Abacus Team

Our team of certified professionals carries an average of ten (10) years of industry experience. They perform a variety of technical projects for a broad range of clients. Our experience shows that we do not just provide expert technical skills, but have a strategy with proven methods on how to apply those skills to solve business concerns and offer solutions.

Since its incorporation, Abacus has been providing IT Support services to a wide variety of clients. In the past, we have filled quite a few direct and indirect contract positions to our clients throughout the nation supporting IT Infrastructure support services including positions such as IT Consultants, Network Administrators, System Admins, Help Desk Support & Call Center Executives, Project Managers, Business/Systems Analysts, Integration Specialists, Programmer Analysts, DBA's, Application DBA's, Server Engineers, Functional/Technical Resources, and Support Specialists to name a few.

Besides this, Abacus does staffing services to wide range of industries and has expert service offerings from various sectors. The following are the disciplines where we are providing services to our esteemed clients.

- Information Technology services
- Computer network support specialist/ support information technology (IT)
- 24/7 Helpdesk Support, Phone/remote/onsite support
- Installation Services
- Infrastructure
- Systems Design and Support
- Outsourcing
- Security Design and Support

- Backup troubleshooting and maintenance
- Applications servers and Microsoft Exchange/Outlook e-mail troubleshooting and maintenance
- Audio/Video Installation and Service

Experience and qualifications of the individual and/or team member(s)

Description of Professional Experience Summary:

As per our approach the below mentioned is the experience and qualifications of our Key resources who would be spearheading the entire scope of work along with the team mates who will be involved in performing the tasks along with **Lee Jardin** from either of the two locations.

Lee has over 10 years of experience working as Manager and Network Engineer and was responsible for file servers, email servers and network infrastructure as well as data center design and infrastructure, Cisco's PIX, ASA firewalls, now called the Adaptive Security Appliance (the ASA5520 was used at the Department of Corporations).

Lee has wide experience in working with government / public clients mentioned below, and also would be available on a variable schedule depending on technical support needs:

Government / Public Clients	Associated Experience
Department of Corporations, State of California, Sacramento, CA	Worked with them as a Network Infrastructure Manager (IT Manager).
Server Unit for State of California (ITSD), LIMs project, Sacramento, CA	As a Network Engineer played a role of Consultant for the Department of Health Services.
Contractor through Network Design Associates, Inc.	Worked as a Consultant for the Department of Health Services.
	Worked as a Network Engineer for Server Unit for State of California (ITSD) Sacramento, CA.
California Federal Bank, Sacramento, CA	Worked as a Senior Network Engineer and Technical Lead.

He has extensive experience working on anti-virus design, management and implementation of MacAfee, Norton and Trend Micro anti-virus desktop, server and email systems, built and maintained numerous Microsoft Windows NT 4.0 & 2000, 2003, 2008 and Novell Netware 4.x, 5.x and 6.x Servers as well as various flavors of Linux on Compaq, HP, Dell and IBM platforms.

His responsibilities included as using and maintaining VMware in both a production and lab environment with the use of vMotion (now vSphere) to maximize uptime and cisco network upgrade utilized two ASA 5520 firewalls to build a VPN network tunnel to each of the small remote sites. His responsibilities also included as designing and implementing several routed IP connections to remote sites and business partners using Cisco routers and connecting through a secure firewall to protect business and customer assets.

ABACUS
SERVICE CORPORATION

Resume of Key Personnel

Lee Jardin – Senior IT Infrastructure Administrator / Team Lead

Summary of Qualifications:

- Managed teams of up to 7 engineers over five remote sites.
- Managed team of up to 20 tech support staff at 15 sites.
- Capacity planning for: file servers, email servers and network infrastructure as well as data center design and infrastructure and tape estimating and purchase to always have tapes needed because at several of the companies I worked for, required tape backup by law such as with Access Health, Anytime Access, Cal Fed Bank and DHS.
- Designed, implementation and management of Microsoft Active Directory and Novell's NDS as well as creating the documentation and staff training on both directories as well as designing a backup scheme that backed up the entire directory as well.
- Designed and implemented Cisco PIX, ASA firewalls.
- Nineteen years' experience designing and implementing LAN/WAN infrastructure utilizing Cisco's routers and switches and utilizing Cisco's PIX, ASA firewalls, now called the Adaptive Security Appliance (the ASA5520 was used at the Department of Corporations) as well.
- Twenty years of routing protocols such as, IGRP, EIGRP, RIP V1 & V2, OSPF, BGP, IS-IS, and static routes; Quality of Service/Class of Service to ensure important traffic received priority.
- Designed and implemented numerous routed and switched networks utilizing Cisco routing and switching technology since 1995.
- Anti-virus design, management and implementation of MacAfee, Norton and Trend Micro anti-virus desktop, server and email systems. Includes DAT rollouts.
- Network utilization, files storage utilization and email storage utilization monitoring using a variety of tools such as HP's Open View, Network General's Sniffer and Concord reports.
- Built and maintained numerous Microsoft Windows NT 4.0 & 2000, 2003, 2008 and Novell Netware 4.x, 5.x and 6.x Servers as well as various flavors of Linux on Compaq, HP, Dell and IBM platforms.
- Utilized MS PowerShell to administer servers and gather build information from desktops.
- Netware 2.x to 6.x and Windows NT3.1, NT 3.51, Windows 2000, 2003, 2008 troubleshooting and disaster recovery including directory services.
- Designing, building and maintaining Citrix & Xen server farms using their hypervisor.
- Documentation of builds, troubleshooting, upgrade procedures and disaster preparation and testing that was required to pass the bank's requirements9167232
- IEEE 802.1aq which replaced spanning tree.
- Documentation of builds, troubleshooting, upgrade procedures and disaster preparation and testing that was required to pass the strenuous OTS (Office of Thrift Supervision) audits.
- Designed and implemented networks using Cisco routers and switches from Frame relay or T-1 (WAN) to desktop (LAN) utilizing routing protocols such as EIGRP, OSPF and BGP.
- Used and maintained VMware in both a production and lab environment with the use of vMotion (now vSphere) to maximize uptime.
- Utilized Ghost and Acronis True image drive replication software to create standard and one off images of hard drives; Maintained and programmed Aspect phone switch.
- Maintained and programmed ROLM PBX and voice mail.

- Backup system design, implementation, documentation and training of staff from daily files restores to complete bare metal recovery of servers and networking components as well as designing a tape rotation and storage/retrieval system using a service like Iron Mountain.
- Designed, built and migrated Access Health from MS-Mail to MS-Exchange.
- Disaster recovery from planning, documentation and testing at a hot site to real world use.

Hardware:
- Compaq ProLiant Servers & Storage subsystems including SAN Workstations
- HP NetServer and Ethernet Switches
- Cisco Routers, Switches, PIX and ASA Firewalls, load balancers and Remote Access devices
- IBM Servers and Workstations; Dell Servers and Workstations; HP SAN; EMC² SAN
- Brocade SAN switches; All forms of RAID; Numerous Peripherals

Software:
- For the desktop, Microsoft Windows 3.0, 3.1, 95, 98, ME, XP Pro, Vista, Windows 7.0 and Windows 8, and 8.1
- For servers, Windows NT 3.1, 3.51, 4.0, Windows 2000 Advanced Server and Active Directory, Windows 2003, Windows 2003 R2 32 & 64 bit, Windows 2008 R2 plus Hyper-V, Windows 2012 plus Hyper V
- Microsoft Exchange all versions, Microsoft SQL server all versions, Microsoft SAA, HIS. Microsoft System Center; Microsoft's Office Suites, all versions including Office 365
- Microsoft PowerShell to version 3
- Novell 2.x-6.0, NDS, ZENworks; Vinca Standby Server, Snapshot Server
- Cisco IOS up to 12.x, Cisco Works, Cisco PIX and ASAs; Sun Solaris, SPARC & X86
- Linux, Red Hat and other flavors; Linux performance monitoring software such as Nagios, Big Brother, Zabbix or whatever the client is using
- Cheyenne Arcserve for Netware & Windows NT, 2000, 2003, 2008; Tivoli Storage Manager
- VERITAS Backup Exec for Windows NT, Windows 2000, 2003,2008, 2012 and Novell 4.x to 6.x also included directory services for both platforms
- Compaq and now, HP Insight Manager; HP Open View and HP Top Tools
- Anti-Virus software, MacAfee, Trend
- **Remote system access software:** Terminal Server, Go To my PC, Proxy Master and Host, PCAnywhere, TeamViewer and others; Raptor Firewall on Windows NT and HP-UX
- Computer Associates' Harvest Change Management package, Net Man trouble ticket software on OS/390 and of course, Remedy; Solar Winds

Certifications:

2002, Citrix Certified Administrator
2001, Cisco Certified Network Professional   # CSCO10238551
2001, Cisco Certified Network Associate   # CSCO10238551
2000, Microsoft Certified Systems Engineer (MCSE, MCP+I) 4.0   # 1909055
2004, Microsoft Certified System Administrator (MCSA 2003)   # 1909055
2002, Certified Netware Administrator, Netware 6.
1996, Certified Netware Administrator, Netware 4.1

Protocols and Transports:
- TCP/IP, IPX, Fractional to Full T1 and bonding more than one T1 WAN
- Frame Relay, ISDN, Cable modems, DSL, Cisco MPLS
- 10Base-T to 1000Base-T, Token Ring, VPN, Fiber, MPLS

Routing Protocols:
- Rip, V1 & V2, CDP, IGRP, EIGRP, BGP, TCP/IP, OSPF, IS-IS, MPLS, QoS, Spanning Tree

Education:
1993 American River College, Sacramento, CA
A.A. General Education
Engineering Transfer
Computer Technology
Music theory, composition and performance

Professional Experience:

Intel for CompuCom, Folsom CA   **Mar 2016 to Present**
Level IV Technician

- P.C. verification lab testing of automated O/S rollouts, scripting using PowerShell, maintaining and updating SharePoint sites and bug tracking.

Placerville Walmart, Placerville, CA   **Aug 2015 to Present**
Automotive Technician

- Working in the Walmart Autocare Center as a service tech and a maintenance writer

Subaru Recycling, Sacramento, CA   **Jun 2014 to Apr 2015**
Manager and Network Engineer

- Managed all documentation for FMV, EPA and other permits as required to obtain and maintain a valid salvage license; Setup and maintain network, Cisco ASA firewall and wireless network for POS and scanner software.

Outsource IT   Sacramento, CA   **Mar 2012 to Jun 2014**
Network Contract

- Maintained patches on servers and workstations as well as virus protection updates via an automated system; Routinely scanned servers and workstations for malware and viruses as well as removing them when found.

Department of Corporations, State of California, Sacramento, CA   **Oct 2007 to Feb 2012**
Network Infrastructure Manager (IT Manager)
- Managed the network infrastructure, the router, switches and servers as well as the data links for four sites dispersed throughout California.
- Cisco network upgrade utilized two ASA 5520 firewalls to build a VPN network tunnel to each of the small remote sites in San Diego and San Francisco.
- I was responsible for the routing inside to our N-Tier servers (3 levels).
- Responsible for the four direct reports, one in Sacramento and three in Los Angeles as well as having dotted lines in the helpdesk department if I needed their help.

- Migrated corporate system (Novell 5.1 with NDS) to Windows and Active directory and Microsoft Exchange with Outlook on the desktop.
- Replaced existing smaller servers with one virtualized VMware server as well as drive a lab projects to use other VMware features (vSphere), Citrix XenServer and XenDesktop.

Server Unit for State of California (ITSD), LIMs project, Sacramento, CA
Consultant for the Department of Health Services   **Feb 2006 to Aug 2007**
Network Engineer

- Duties included building and maintaining servers, Add/Changes/Deletes in Active Directory.
- New server implementations, Setting up new system for reporting to the CDC.
- Working with the CDC to implement, PHLIP (Public Health Interoperability Project), PHINMS (Public Health Information Network Messaging System).
- Went to Atlanta (CDC) to meet with my peers in other states and to discuss the issues we were seeing with CDC's developers.

Server Unit for State of California (ITSD) Sacramento, CA   **Nov 2005 to Jan 2006**
(Contractor through Network Design Associates, Inc.)
Consultant for the Department of Health Services
Network Engineer

William Sonoma, Sacramento, CA   **Mar 2005 to Apr 2005**
(Contractor through AgreeYa Solutions) April 2005-May 2005   **Sep 2005 to Nov 2005**
(Contractor through Helm Technical Services)
Consultant

Server Unit for State of California (ITSD) Sacramento, CA   **Apr 2003 to Sep 2004**
(Contractor through Network Design Associates, Inc.)
Consultant for the Department of Health Services
Network Engineer

- Consultant for Novell 4.x to 5.1 migration as well as Novell migration to Windows 2000 & 2003; Veritas backups and any Software and Hardware including antivirus software, server hardware upgrades and patches and or hotfixes, Directory maintenance, verify and/or correct any Netware performance and network settings along with documenting those changes.

On Site Consultant Sacramento, CA   **Nov 2002 to Feb 2003**
(Contractor through Network Design Associates, Inc.)
Network Engineer

- Outsourced IT support for Novell 3.x to 6.0, Windows NT, 2000 & XP, Citrix, Exchange, network infrastructure, Backups and Restores, Security and remote access.

California Federal Bank, Sacramento, CA   **Oct 1999 to Nov 2001**
Senior Network Engineer, Technical Lead

Delta Dental, Sacramento, CA   **July 1999**
(Contractor through All Systems Go)
Network Engineer Consultant

AnyTime Access, Inc., Sacramento, CA   **Jan 1997-Oct 1998**
Senior Network Engineer/ Lead

- Devised policies and procedures on system design, implementation and maintenance for projects and 24 x 7 data center.
- Designed and implemented numerous Windows NT servers for call center projects including Oracle and SQL servers.
- Upgraded existing Exchange server and solved numerous client and remote access e-mail problems.
- Designed completely switched and routed network to eliminate shared media and segment corporate and call center networks using Cisco routers and HP switches.
- Designed and implemented several routed IP connections to remote sites and business partners using Cisco routers and connecting through a secure firewall to protect business and customer assets.
- Migrated FDDI to 100base-T to save costs for new HP 9000 servers while preserving performance and eventually allowing the migration to Cisco switches.

Access Health, Inc., Sacramento, CA   **May 1995 to Jan 1997**
Senior Network Engineer

- Designed and implemented MS-Mail (Novell based) to MS-Exchange migration project from start to final phase of testing where it was handed off to another person to implement based on my design.
- Implemented switched and routed network migrating from HP routers to Cisco routers and Kalpana (now Cisco) switches and provided 3rd level tech support.
- Provided TAC (Technical Assistance Center) with the procedures to migrate from Windows 3.11 to Window NT3.51, NT 4.0 and Windows 95 saving Access Health the cost of purchasing the TCP/IP protocol stack from FTP software for each workstation to provide IP connectivity to our Oracle database. The one that came as a download for Windows 3.11 for workgroups from Microsoft was far too slow.

Zoommax Computers, Sacramento, CA   **Oct 1993 to Jan 1995**
Lead Service Technician

Advanced Engineering Laboratories, Inc. (AEL), Sacramento, CA   **Jun 1990 to May 1993**
Service Manager

- I estimate that I built over 1,500 computers over three years considering we sold between 125 to 250 computers a month.

D. References

Provide references from at least four (4) current and/or past clients. Please include the name and type of firm, address, main contact, and telephone number and include the scope of work performed.

Abacus Response:

Abacus has provided various IT and Non-IT staffing support services for many clients since its inception in 2004. We have specialized and placed numerous candidates in a variety of related positions for which the District/MCWD is looking for, in public and private sectors across the nation.

Our relevant past experience in staffing (IT support positions) service ranges from placing different positions for different clients and to name a few are:

- IT Infrastructure Managers, IT Networking Managers, IT Support Specialists (Help desk support, server and desktop management, phone / remote / onsite support)
- Infrastructure & Network Security Analysts
- Database administrators (FTP file transfer, Windows server maintenance, backup & applications servers troubleshooting and maintenance)
- Clerks I and II, Clerk Typist, Clerk-CCR, Data Entry Clerk, Reconciliation Clerks
- Admin Clerical-Subject Matter Expert-Contractor
- Administrative- Clerk, Regular/HR Associate-Time Entry
- Administrative Clerical & Supervisor positions
- Administrative-Payroll/Customer Service Rep
- Administrative Assistant I, II, III, Jr / Sr. Levels
- Executive Admin, Admin Assistant
- Administrative Assistant IV
- Accountants, Tax Accountant, Gas Accounting Specialist, Finance Accountant
- Data Analyst, Data Entry Operator, Data Center/Systems Administrator and many more

Below are few of our references for which we have provided and are providing services in various IT & Non-IT service areas:

Reference # 1 - State of New Hampshire

Name and Type of Firm	State of New Hampshire, Department of Health – State Government
Address	29 Hazen Drive, Concord, NH 03301-6504
Contact Name	Tom Lambert

Telephone Number	603-271-4395
Scope Of Work Performed	Abacus provides the State of New Hampshire, Department of Administrative Services, with Advanced Technical Services for Information Technology Service projects through Department of Information Technology personnel.

Abacus implemented the Phoenix project using Oracle PL/SQL programming on Linux environment.

We have assisted to the State of NH in supporting and maintaining multiple End User Platform technologies including: Windows/OSX OS & Hardware; Mobile devices and management systems; Virtualization technologies; and core desktop software and security settings working with internal and external service providers to ensure the on-going operational stability and availability of their platforms utilizing ITIL, ISO20000, ISO27001 and industry best practices.

- We have been providing install, Configure, upgrade servers, software and hardware at client data centers
- Provided Break-Fix network operation support for onsite/remote environments
- Performed services based on Windows Client/Server, Apple O/S Administration
- In support of Cisco Advanced Services NOS delivery lead Software Strategy, Proactive Software Recommendations and periodic critical defect analysis reviews
- Conduct Network, platform and technology stability audits

Based on our better past experience with the State, they have recently renewed the contract for next 3 years with Abacus to provide necessary IT personnel to serve their project needs.

Abacus supported Department of Health, State of New Hampshire developing web application projects Wisdom and Phoenix.

Abacus built Wisdom as a web browser based application on 3-Tier architecture using Java/J2EE based technologies. The application uses Ajax RIA based Google Web Toolkit (GWT) as the HTML5 presentation layer and Oracle for data storage. The server side technologies include, spring framework, Hibernate, JPA pattern, spring security

We have provided various technical consulting services to help business owners make the most out of their network. Below are few tenets of our delivery:

- Proactive Network Efficiency Analysis
- Network Monitoring and Support with Our Proactive Support

Program

- Network Troubleshooting and Repair – Is your device or computer not playing well with your network? We can fix it
- Network Expansions
- Network Redesign and Design
- File server configuration and set up
- Exchange E-mail server configuration and setup
- Small Business Server Configuration and Setup
- Systems automation and integration
- Security Analysis and Implementation
- Virus Outbreak Contention
- Backup and Disaster Recovery Planning
- Firewall Setup and Configuration
- Remote Access to Your Network
- VPN Setup

In support of Cisco Advanced Services NOS delivery lead Software Strategy, Proactive Software Recommendations and periodic critical defect analysis reviews, Conduct Network, platform and technology stability audits.

Reference # 2 - NCR Corporation

Name and Type of Firm	**NCR Corporation – Public**
Address	3097 Satellite Blvd, Duluth, GA 33096 - 1242
Contact Name	Krissy Agurto
Telephone Number	(678) 808-5357
Scope Of Work Performed	Abacus was chosen for an important partnership with one of the largest technology company, a global leader in consumer transaction technologies, turning everyday interactions with businesses into exceptional experiences. With its software, hardware, and portfolio of services, NCR enables more than 550 million transactions daily across retail, financial, travel, hospitality, telecom and technology, and small business. Abacus has been a trusted partner of NCR Corporation (NCR) for over 9 years. At NCR, Abacus is the largest supplier of personnel and has had great success in maintaining client and employee satisfaction. We are known as being the "GO TO" supplier when there are any issues or an urgent request that comes through. Abacus has been able to effectively cut costs for NCR while

maintaining an outstanding level of service.

At NCR, we staff positions in all labor categories including, IT, Engineering, HR, Finance/Accounting, Technicians, Administrative, Professional and Technical. The scope of the above project began in 2006 and is presently active.

As their chosen staffing provider, Abacus has provided a Technical System Support Specialist II. The main focus of this role was to provide expert technical support for NCR's client. Technical Support was provided with a problem solving approach with a blend of customer service, technical expertise, instruction and the understanding of the customer's environment.

We, Abacus deployed a resource who was focused on troubleshooting and diagnosis of the problems, handling call resolution, maintaining escalation, replacement of equipment; return and repair of equipment; pro-active follow-up on open technical support log; follow-up and maintaining continuous contact with the customer until resolution of the issue; handling issues based on the Tickets logged on the AccuView CRM tool.

We have provided various technical consulting services to help business owners make the most out of their network. Below are few tenets of our delivery:

- Proactive Network Efficiency Analysis
- Network Monitoring and Support with Our Proactive Support Program
- Network Troubleshooting and Repair – Is your device or computer not playing well with your network? We can fix it
- Helpdesk support, system & desktop management
- Network Expansions
- Network Redesign and Design
- File server configuration and set up
- Exchange E-mail server configuration and setup
- Small Business Server Configuration and Setup
- Systems automation and integration
- Security Analysis and Implementation
- Virus Outbreak Contention
- Backup and Disaster Recovery Planning
- Firewall Setup and Configuration
- Remote Access to Your Network
- VPN Setup

Reference # 3 - Teradata

Name and Type of Firm	**Teradata – Public**
Address	10000 Innovations Drive, Dayton, OH 45342
Contact Name	Mark D. Anderson
Telephone Number	(937) 242-4936
Scope Of Work Performed	Teradata is a leading provider of powerful, enterprise analytic technologies and services that include Data Warehousing, Business Intelligence and CRM Solutions. Abacus provides staffing for various IT positions besides providing Project management support, Network engineers, System Engineers, Wireless Device, Analyst, and Middleware Engineer, ASP.NET Developers, VB.NET developers, ETL Consultants, Database Administrators, Physical Data Modeller, Architecture Consultant, and many more. Abacus has been a trusted partner of Teradata for over 10 years. We have provided them with extensive service for the past 10 years. The service that we offered provided them with a series of qualified candidates. Within the Teradata Corporation, we had placed additional employees due to the superior customer service and benefits that we offer. Many employees at this Corporation have noticed the satisfaction of our employees and have requested to be represented by our team. - We have been providing install, Configure, upgrade servers, software and hardware at client data centers - Provided Break-Fix network operation support for onsite/remote environments - Abacus was responsible to support the development and delivery of Cisco Advanced Services Optimization deliverables. Perform analysis and diagnosis of highly complex networking problems - Perform analysis of highly complex network designs. Build simulated networks in test labs to resolve highly complex problems and compatibility issues - Perform unit test and generate automated tests to ensure software security requirements are met - Analysis, design, development and performance tuning of EDW ETL Applications - Hadoop Release Engineering - Performed services based on Windows Client/Server, Apple O/S Administration

- Backup and Disaster Recovery Planning
- Firewall Setup and Configuration
- Remote Access to Your Network
- VPN Setup

Reference # 4 - Northrop Grumman

Name and Type of Firm	**Northrop Grumman – Public**
Address	El Segundo, CA
Contact Name	Patty Moreno
Telephone Number	(310) 658-4492 Cell: (310) 414-7800 Ext. 240
Scope Of Work Performed	Abacus has been partnering with Northrop Grumman since 2005. We have helped staff Northrop Grumman's contingent needs in their Information Technology, Information Systems and Engineering departments across the United States, and have fulfilled PC Network Support Tech 2, System Admins, Cognos BI Specialists, Project Managers, Subcontract Admins, Web Developers, and Senior Web Application Developers among other positions. Abacus is pledge to serve as staffing supplier to the industry leader, Northrop Grumman. Northrop Grumman is a leading global security company providing innovative systems, products and solutions in unmanned systems, cyber, C4ISR, and logistics and modernization to government and commercial customers worldwide. As chosen as the staffing partner, Abacus has provided the PC Network Support Tech 2. Our deployed FTE resource was holding an A+ certification having experience with basic computer hardware and peripherals, with MS office. PC Network Support Tech 2 provides PC support for computers which include: receiving, tracking, loading image and shipping of personal computers. Our staff has extreme knowledge in installing needed OS software for computer specific request and Inventory management of Northrop Grumman hardware, updating databases. Abacus deployed a FTE resource with knowledge in installing Operating image to a PC. Inventory management, such as tracking and updating databases. Knowledge in MS Office, updating spreadsheets.

E. Cost

A detailed breakdown of billing rates and expenses shall be included in the proposal that fully describes the individual's or organization's proposed reimbursement requirements. Reimbursement requirements will be a factor in the selection process. The cost of proposal preparation shall not be chargeable in any manner to the District.

Abacus Response:

Abacus proposes the below price information.

Description	Total Cost Per Annum
24 X 7 Support Services	**$800,800.00**[*]

*The calculation has been arrived based on a 5-day working plan.

Reimbursement

This is a non-comprehensive support services, any additional services (not limited to - travel, hardware procurement cost and any other expeses) would be billed additionally. A separate reimbursement report will be presented to District/MCWD on a month-on-month bases and based on the approval by District/MCWD, a separate billing process will be initiated.

F. Draft Agreement

Abacus Service Corporation (Abacus) would acknowledge and abide to all the terms and conditions mentioned in the RFP document and would sign the draft agreement upon award of the contract.