

DALLAS COUNTY

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Technical & Cost Proposal

DIVISION OF INFORMATION SERVICES

Prepared For

Dallas County Purchasing Department
Attn: Linda Boles, Assistant Purchasing Agent
509 Main Street, Room 623
Records Building
Dallas, TX 75202

Prepared By

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**GOVERNMENT
EXHIBIT NO.
501**

3:14-CR-293-M



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EXECUTIVE SUMMARY

Qnet Information Services (Qnet) is pleased to respond to Dallas County's Request for Proposal # 2010-090-5232 for Desktop Support Services. The proposal and contents thereof shall be valid for a period of 180 days subsequent to the RFP closing.

Founded in 1999, Qnet, a Texas Corporation, is a NCTRCA certified firm and is recognized as a leader in providing managed services to public and private sector clientele. Qnet core competencies include the development, implementation, and support of technologies – specifically, the automation of web solutions and the management of technology infrastructures.

Qnet's staff of Project Managers and IT professionals is certified by our strategic partners such as Cisco, Microsoft, and Oracle to provide the following service offerings:

- Managed Services
- Desktop Support
- Peripheral Hardware Support & Monitoring
- Database Support, Management & Maintenance
- Telecommunication Services
- Application Support & Hosting Services
- Electronic Mail Services
- Portfolio Management
- Help Desk Services

As will be presented in our response, we will demonstrate that Qnet fully understands and can effectively manage the scope and task objectives detailed in the solicitation. We carefully assembled a team that will provide a comprehensive solution designed to meet the needs of the Dallas County Desktop support initiative utilizing our premier strategic partners, Buchanan Technologies, Thoth Solutions, Inc., and Vignon Corporation. Our teaming of partners provides a synergistic set of processes, tools and certified staff that will ensure the Dallas County Desktop support functions are implemented using industry best practices. Most importantly, each of the partner companies is dedicated to providing superior customer service which we firmly believe is the foundation of our successful service offerings and differentiates us from our competitors.

Team Qnet's performance will be consistent with the specifications described in the solicitation documents so as to provide the most effective and efficient support possible for the government. Our experienced management team knows how to bring about positive results no matter the challenge. We will leverage our subcontracting partner, knowledge base, and extensive expertise to ensure successful accomplishment of all Dallas County goals and objectives.

The specific details pertaining to Team Qnet's technical and management approach are described within this proposal. The main objective of this RFP is to contract an IT services provider who can manage the responsibilities of the Desktop Technical Support Services for Dallas County.

Qnet is proposing a service solution which will deliver a turn-key Desktop Support Service. This solution consists of the following six components:

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1. Break/Fix Operations
2. Project Support Operations
3. On-Site / On Call Support Staff
4. Desktop Operations
5. Central Receiving and Distribution
6. IT Asset Management (Hardware/Software)

To ensure the success of our solution, we will staff our Dallas County Operations Team with the following positions:

- Service Delivery Manager
- Service Coordinator
- Certified Desktop, Break/Fix and Project Technicians
- Asset Management Team
- Central Receiving and Distribution Team

Qnet's comprehensive solution offers the highest quality services and best-value approach delivered by companies and resources residing in Dallas County, as we share Dallas County's strong desire to protect constituent's tax dollars by reinvesting them in solutions based within the county.

We look forward to an opportunity to further our partnership with Dallas County. Thank you for your continued interest and trust in our services. Please be assured of Qnet's total commitment to support your RFP decisions.

Sincerely,

Larry Hall, President/CEO

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I. Company Profile (RFP Category I, Section A)

A. Business/Corporate Experience (RFP Category I, Section A, #1-6)

QNET INFORMATION SERVICES (Qnet) is a full service technology solutions provider and value added reseller (VAR) offering managed services and technical consulting, applications development, web design, and hosting services. Founded in 1999, Qnet is a privately held Certified MBE corporation with headquarters in Dallas Texas. Qnet is recognized as a leader in providing managed services to local, state, and federal government agencies, and in 2005 was recognized by the Dallas Morning News as one of the top IT solutions companies in the region. Qnet was also recognized in the fourth quarter 2009 edition of Minority Business News (MBNUSA) magazine as one of the top 400 national minority enterprises. Qnet specializes in the development and implementation of technologies – specifically in the automation of web solutions and the management of technology infrastructures.

A large part of Qnet’s success can be attributed to our strategic partnerships. We have developed an impressive list of industry relationships and certifications that enable us to supply our customers with the best in products and services. Qnet currently has the following Industry Certifications and Partnerships:

Industry Certifications and Partnerships:

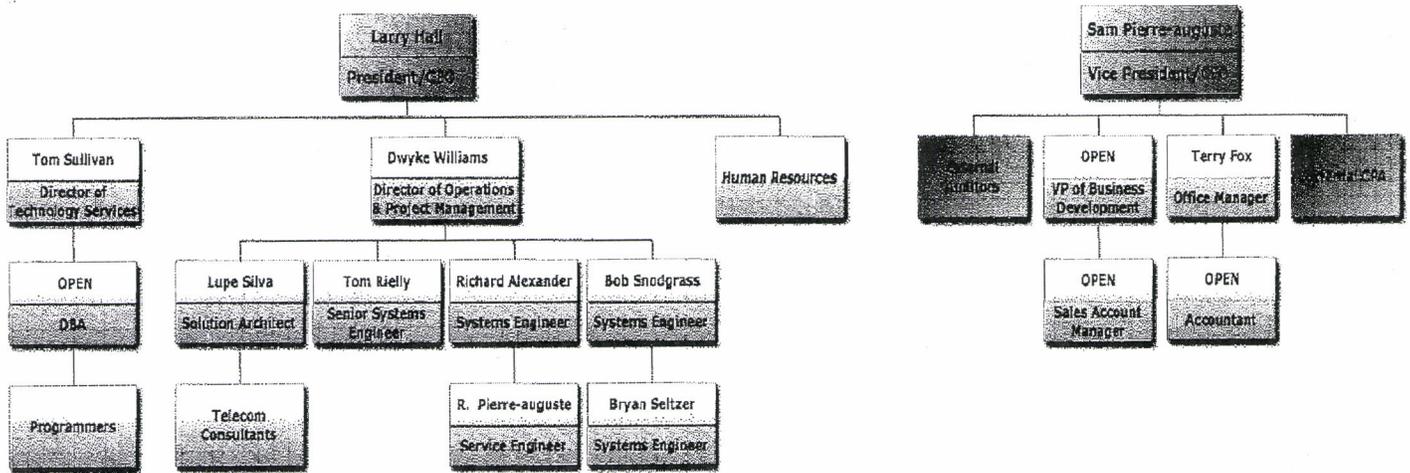
- Certified CISCO Reseller and Service Provider
- Microsoft Certified Solutions Provider
- Novell Gold Certified
- Dell Premier Service Provider
- IBM Authorize pSeries Reseller
- HP Service Authorize
- Oracle
- Citrix
- AT&T
- Ingram Micro
- Buchanan Technologies
- Thoth Solutions, Inc.
- Vignon Corporation

With the growing trend toward focusing on core business capabilities, many companies are outsourcing selected business functions to expert partners like Qnet who can perform them more efficiently and cost-effectively. The peace of mind that comes from entrusting IT processes to an industry leader such as Qnet, allows organizations more freedom to pursue excellence in their field through innovation and specialization. Qnet’s streamlined corporate structure as depicted below has proven highly effective and beneficial to our customers as it reduces bureaucracy and increases flexibility to ensure timely response to customer needs.

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Figure I – A.I: Qnet's Corporate Organization Chart



At Qnet, meeting our customers' needs and exceeding their expectations is paramount. To do so, we use industry best practice methods in providing technology services while managing our value added resources, which will enable Dallas County to see an immediate benefit from a partnership with us. Qnet's approach to providing Dallas County with technical support services to manage their Desktop Users and Computers, IMACs, Break/Fix and Asset Management Operations is based on over ten (10) years of experience assembling and managing teams of qualified professionals dedicated to accomplishing project goals. For this initiative, our team will utilize a comprehensive project management approach to ensure a continual increase of service desk support services efficiency and utilization of new technology solutions. We execute our management approach based on the framework and processes standardized by the Project Management Institute (PMI) and consistent with ITIL operational concepts and ISO 9001 quality programs. Qnet will establish a project management environment (PME) to provide the critical quality control and quality assurance mechanisms needed to manage this project and provide visibility for leadership, ensuring reuse of intellectual capital while implementing institutionalized, standard processes (e.g., Lean Six-Sigma, ISO 9000). To address the needs of Dallas County, our PME encourages the implementation of a collaborative and agile management framework to ensure the Program Manager, task leads, and County staff maintains current and accurate contractual and programmatic situational awareness.

Qnet has deployed this approach on previous engagements to support contracts of similar and exceeding scope to this solicitation. In fact, Qnet is currently contracted with our strategic partner, Buchanan Technologies, to provide Desktop Support & Data Center Services for Dallas County. Having been awarded these two contracts, both of which were extended for multiple years, uniquely positions Qnet to offer the substantial benefit of Continuity of Services in the event we are awarded the Desktop Support Services contract. Details of these and five (5) additional key contracts for which we are currently providing similar technology managed services are outlined on the following pages in *Table I-A.I: Recent & Relevant Contracts*.

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Table I – A.A.I: Recent & Relevant Contracts

DALLAS COUNTY	
ADMINISTRATIVE DATA	SUMMARY OF CONTRACTS REPORT
<p>CUSTOMER ADDRESS: 411 Elm Street, 3rd Floor Dallas, TX 75202</p> <p>PROJECT TITLE: Data Center Professional Services</p> <p>CONTRACT NUMBER: N/A</p> <p>CONTRACT TYPE & VALUE: Firm Fixed Price (FFP) \$37,500,000</p> <p>PERIOD OF PERFORMANCE: 2002 – Present</p> <p>CONTRACT DISCREPANCY REPORTS & RESOLUTION: None</p> <p>CONTRACT MANAGER: Rodney Christian (214)653-6341 rchristian@dallascounty.org</p> <p>CONTRACT PERFORMANCE FINDINGS: No adverse findings. No SLA's missed. Contract extended for two annual terms.</p>	<p>Dallas County in November 2002 awarded Schlumberger (Prime with Qnet as subcontractor) a contract for Information Technology Outsourcing Services which included Help Desk, Desktop Support, Database Support and Management, Disaster Recovery, Applications Development and Maintenance, Network Management, and Telecommunications Support. Qnet is currently providing Data Center Services to Dallas County on a five-year outsourcing agreement with a two-year renewal option valued at \$37.5 million dollars.</p> <p>Services being provided by Qnet at the County's facilities include the support of:</p> <ul style="list-style-type: none"> ▪ 6,500 users ▪ 2000 business applications ▪ Mainframe Data Center support ▪ Oracle Financials ▪ Email Support for over 6,000 local and remote users ▪ Development and support of applications ▪ Development applications software such as Oracle databases, Cobol, PL/SQL, SQL, SAS, JCL, MVS, TSO, VTAM, DB2 ▪ Telecommunications support ▪ IBM Mid-range Servers p-Series Configuration, Installation and Maintenance <p>Qnet was awarded two additional renewals for 2008-2010 and currently continue to provide support for data center operations.</p>

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AMCAD/DALLAS COUNTY	
ADMINISTRATIVE DATA	SUMMARY OF CONTRACT HISTORY
<p>CUSTOMER ADDRESS: 411 Elm Street, 3rd Floor Dallas, TX 75202</p> <p>PROJECT TITLE: Document Imaging & Management System</p> <p>CONTRACT NUMBER: N/A</p> <p>CONTRACT TYPE & VALUE: Firm Fixed Price (FFP) \$760,000</p> <p>PERIOD OF PERFORMANCE: 2009 - Present</p> <p>CONTRACT DISCREPANCY REPORTS & RESOLUTION: None</p> <p>CONTRACT MANAGER: John Warren (214)653-7096 jwarrcn@dallascounty.org</p> <p>CONTRACT PERFORMANCE FINDINGS: No SLA's missed.</p>	<p>The purpose of this contract is to provide the onsite support for Dallas County Clerks Office's document imaging and management systems. Qnet provides Second and Third Tier support for all desktops, servers, routers & switches, printers, plotters and scanners. All of the desktop PC's are Dell, while the other peripherals are manufactured by various vendors.</p>

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BUCHANAN TECHNOLOGIES / DALLAS COUNTY	
ADMINISTRATIVE DATA	SUMMARY OF CONTRACT HISTORY
<p>CUSTOMER ADDRESS: 411 Elm Street, 3rd Floor Dallas, TX 75202</p> <p>PROJECT TITLE: Level 1 Helpdesk</p> <p>CONTRACT NUMBER: N/A</p> <p>CONTRACT TYPE & VALUE: Firm Fixed Price (FFP) \$360,000</p> <p>PERIOD OF PERFORMANCE: 2007 - Present</p> <p>CONTRACT DISCREPANCY REPORTS & RESOLUTION: None</p> <p>CONTRACT MANAGER: Rodney Christian (214)653-6341 rchristian@dallascounty.org</p> <p>CONTRACT PERFORMANCE FINDINGS: No SLA's missed.</p>	<p>Qnet is currently providing Level I Support technicians to support the Dallas County Helpdesk Service contract.</p>

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WORKFORCE SOLUTIONS GREATER DALLAS	
ADMINISTRATIVE DATA	DESCRIPTION OF SERVICES PERFORMED
<p>CUSTOMER ADDRESS: 1201 Main Street, Suite 2700 Dallas, TX. 75202</p> <p>PROGRAM TITLE: Professional Services</p> <p>CONTRACT NUMBER: CS-7</p> <p>CONTRACT TYPE & VALUE: Time & Materials, NTE \$2,000,000</p> <p>PERIOD OF PERFORMANCE: 2005 - Present</p> <p>CONTRACT DISCREPANCY REPORTS & RESOLUTION: None</p> <p>CONTRACT MANAGER: Laurie Bouillion Larrae / Randal Wier (214)290-1000 wbdpres@sbcglobal.net randal.wier@wfsdallas.com</p> <p>CONTRACT PERFORMANCE FINDINGS: No SLA's missed. Work Force & the City of Dallas presented Qnet with a Certificate of Appreciation for outstanding performance and lasting contribution to Dallas Homeless Stand Down. Qnet was nominated by Worforce's, Vice President of Quality Systems, Randal Wier, for the 2006 DFW Minority Business Enterprise Award (E-Award) for outstanding supplier of the year.</p>	<p>WorkForce Solutions administers a broad range of programs to address local workforce issues with business-directed objectives, including job training, workplace education, child care and educational initiatives to provide the necessary support for every citizen of Dallas County to be successful at work. In October 2005 WorkForce Solutions awarded Qnet a Professional Services contract to provide the following services:</p> <ul style="list-style-type: none"> ▪ Install & troubleshoot Novell local area networks, as well as Microsoft networks at all locations throughout Dallas County ▪ Setup, configure, & maintain file servers, as well as workstation desktops on network ▪ Setup & maintain LAN in any new Centers that may come on line. ▪ Setup & maintain tape backup systems to run on regular rotational schedule ▪ Setup & maintain network and local printers ▪ Provide board with a report on any new technology & techniques that might benefit the board ▪ Setup configure & maintain routers (Cisco) connected to the Texas Workforce Commission LAN and mainframes in Austin, Texas, as well as routers connected to frame-relay telephone lines in the Centers ▪ Upgrade LAN versions as needed ▪ Provide cabling services (touch-base construction services) <p>Qnet managed a seamless transition from incumbent and currently provides Managed Services for eleven service centers strategically located throughout Dallas County, the second largest county in the state of Texas. Qnet also manages a portfolio of over 2,000 hardware assets & maintains desktop standard images. We also host their website, email and provide updates as need to the database and website.</p> <p>Qnet utilizes ITIL practices through our service delivery system "AUTOTASK" to ensure we meet the agreed upon delivery standards for Service Management, Asset Management & Change Management. Additionally we meet monthly with WorkForce executive management to provide strategic direction in implementing new technology measuring our performance and service level.</p>

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DALLAS/FORT WORTH AIRPORT	
ADMINISTRATIVE DATA	SUMMARY OF CONTRACT ELEMENTS
<p>CUSTOMER ADDRESS: P.O. Box 619428 DFW Airport, TX. 75261-9428</p> <p>PROJECT TITLE: DFW International Terminal D Integration & Maintenance</p> <p>CONTRACT NUMBER: N/A</p> <p>CONTRACT TYPE & VALUE: Firm Fixed Price (FFP) \$12,500,000</p> <p>PERIOD OF PERFORMANCE: 2000 – Present</p> <p>CONTRACT DISCREPANCY REPORTS & RESOLUTION: None</p> <p>CONTRACT MANAGER: William Flowers, CIO (972)574-0664 wflowers@dfwairport.com</p> <p>CONTRACT PERFORMANCE FINDINGS: No SLA's missed.</p>	<p>Qnet was contracted to provide system and network engineering services to enhance continuity of operations (COOP) for the new D/FW International Terminal D Integration Project. This project required infrastructure support services as well as network hardware and installation services. Qnet also install and configured Oracle-based HACMP Disaster Recovery software.</p> <p>The platforms and peripherals included:</p> <ul style="list-style-type: none"> ▪ 5 xSeries ▪ 1 pSeries 630 ▪ 2 pSeries 650s ▪ 1 HACMP software and implementation <p>Qnet is responsible for IT maintenance and personnel located in the Dallas Fort Worth Airport. Qnet maintains a professional and efficient level of service in a fast-paced environment in order to prevent any disruption in airline operations or passenger services. Oversees the operations of all systems and ensures that it is operational 24x7x365. Is also be responsible for:</p> <ul style="list-style-type: none"> ▪ Review of technical and customer support specifications and provide recommendations on best value to meet customer requirements. ▪ Serve as customer liaison with a variety of airline and airport authority customers, assuring continual compliance and reporting of service level performance and ensuring customer, corporate or local procedures/expectations are in compliance. ▪ Interface with senior management to communicate status of projects. ▪ Provide continued growth, mentoring and career track for staff using Performance Management Planning. ▪ Promote continual quality improvements and support development of quality control programs. ▪ Familiarity with industry best practices/standards: ITIL, ISO, PMI/PMP.

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CITY OF DALLAS	
ADMINISTRATIVE DATA	SUMMARY OF CONTRACT EFFORTS
<p>CUSTOMER ADDRESS: 1500 Marilla St. Room 3FN Dallas, Texas 75201</p> <p>PROGRAM TITLE: 911 Computer Aid Dispatch (CAD) System Implementation</p> <p>CONTRACT NUMBER: N/A</p> <p>CONTRACT TYPE & VALUE: Firm Fixed Price (FFP) \$1,500,000</p> <p>PERIOD OF PERFORMANCE: 2006 - Present</p> <p>CONTRACT DISCREPANCY REPORTS & RESOLUTION: None</p> <p>CONTRACT MANAGER: Chandra Marshall-Henson (214)671-9277 c.marshall-henson@dallascityhall.com</p> <p>CONTRACT PERFORMANCE FINDINGS: No SLA's missed.</p>	<p>Provided all server Hardware and installation of all client software in 1,200 police, fire and EMS vehicles for the 911 system. Qnet is currently providing technical resources for support of Remote Management System (RMS).</p>

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DALLAS INDEPENDENT SCHOOL DISTRICT	
ADMINISTRATIVE DATA	SUMMARY OF CONTRACT SCOPE
<p>CUSTOMER ADDRESS: 3700 Ross Avenue, Box 76 Dallas, TX. 75204</p> <p>PROGRAM TITLE: DISD Employee Identity Management System</p> <p>CONTRACT NUMBER: N/A (Multiple Contracts through Novell)</p> <p>CONTRACT TYPE & VALUE: Firm Fixed Price (FFP) \$1,200,000</p> <p>PERIOD OF PERFORMANCE: 2003 - 2006</p> <p>CONTRACT DISCREPANCY REPORTS & RESOLUTION: None</p> <p>CONTRACT MANAGER: Annie Holmes-Partee (972)925-4143 aholmes@dallasisd.org</p> <p>CONTRACT PERFORMANCE FINDINGS: No missed SLA's.</p>	<p>Qnet provided consulting services to implement an Employee Identity Provisioning solution to support the deployment of the County's Talent Management System. This solution included implementation of the following components:</p> <ul style="list-style-type: none"> • A Master Identity Directory. • DirXML connection from Oracle to the Master Identity Directory to provision employee accounts. • DirXML connection from the Master Identity Directory to the production eDirectory to provision network accounts and synchronize passwords from the production eDirectory tree (DPS_TREE) to the Master Identity Directory. • Implementation of iChain to provide web authentication and single-sign-on for the Talent Management System. <p>Qnet additionally deployed over 100 file servers with Citrix Operating Systems to support the desktop and remote users.</p>

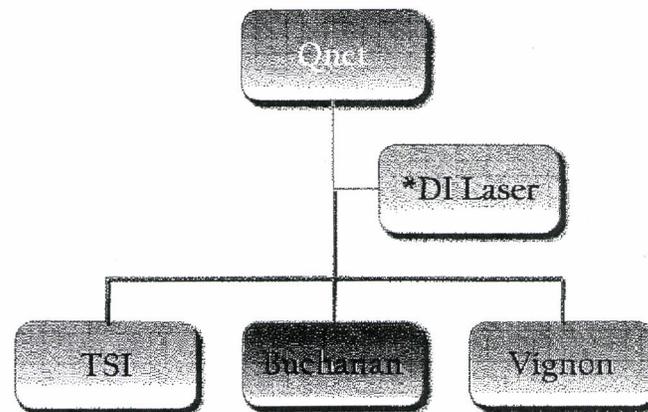
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I. Subcontracting Plan (*RFP Category I, Section A, #7*)

Qnet understands the scope and task objectives as presented in the solicitation and has assembled a team to provide a comprehensive solution to Dallas County Desktop Support initiative utilizing our premier strategic partners, Buchanan Technologies, Thoth Solutions, Inc. (TSI) and Vignon Corporation. Together, Team Qnet offers a unique combination of over 56 years of diverse technology consulting, project management, and government contracting experience. Our team is on the cutting edge of professional development with programs that build capacity and leverage business skills to facilitate the organizational growth of our government customers.

Each company brings to bear a unique set of skills and experience with municipal agencies, which better positions us to meet the County support requirements and deliver high quality services utilizing the latest advances in technology. All subcontracted staff will be identified as Qnet team members to ensure a cohesive project team. A brief overview of our proposed team structure is provided below.

Figure I – A.2: Team Qnet Structure



Qnet intends to subcontract approximately 10% of the contract total to Buchanan Technologies for the Desktop and Asset Management Operations effort. Likewise, Qnet intends to subcontract 10% of the contract to TSI for Desktop and Central Receiving & Distribution support services and 10% to Vignon for their support of supplemental Project Operations. Lastly, Qnet plans to utilize D/I Laser Products to provide HP Printer Depot and Warranty Repair services for which we estimate 1% allocation of contract dollars, bringing the subcontractor participation to an estimated 31% of the total contract value. Our subcontractors shall provide support to Dallas County Desktop Management Operations in the following functional areas:

- Project Support Operations
- Desktop Operations
- Central Receiving and Distribution
- Asset Management
- *Printer Maintenance Services

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2. General Information & Qualifications (RFP Category I, Section A, #8)

The following information lists all pertinent contact information and identifiers associated with this proposal for Qnet and its subcontractors.

- Legal Name: Qnet, Inc. / DBA – Qnet Information Services
- Participation Level: Prime Contractor
- Physical Address: Corporate Headquarters
11325 Pegasus, Suite W-126
Dallas, TX 75238
- The work performed on this project shall take place on site at Dallas County facilities.
- Qnet is certified by the North Central Texas Regional Certification Agency (NCTRCA) as a Disadvantaged Business Enterprise (DBE).
- Qnet has not been subject to litigation for service performance or any other reason nor have any claims been failed against the firm.
- Qnet maintains the required corporate insurance minimums as indicated in *Attachment 4: Insurance Requirements Affidavit*.
- Qnet has no current plans to participate in any merger, transfer of organization ownership, management reorganization, or departure of key personnel that may affect the organization's ability to fulfill the proposal.

-
- Legal Name: Buchanan Technologies
 - Participation Level: Subcontractor
 - Mailing Address: 125 E. John Carpenter Fwy, Suite 1200
Irving, TX 75062
 - Buchanan Technologies, and its subsidiary PEQ, have won numerous awards demonstrating their technical and business leadership. Some of these awards include:
 - Inc 500 Award - 1995, 1997, 2000
 - 2000 Pacesetters - Next Generation of Great Companies by Dallas Business Journal
 - Fast Tech 50 by Dallas Business Journal - 1998, 1999
 - Tech Titans Fast 50 - 2006
 - Smart 100 Companies by Smart Partner
 - Largest Metroplex Computer Networking Systems Companies by Dallas Business Journal -2004, 2008

-
- Legal Name: Thoth Solutions, Inc.
 - Participation Level: Subcontractor
 - Mailing Address: PO Box 660675
Dallas, TX 75266-0675
 - TSI is certified by the North Central Texas Regional Certification Agency (NCTRCA) as a Disadvantaged Business Enterprise (DBE).
 - TSI is certified by the Dallas/Fort Worth Minority Supplier Development Council (DFW MSDC) as a Minority Business Enterprise (MBE).

-
- Legal Name: Vignon Corporation
 - Participation Level: Subcontractor
 - Physical Address: 11615 Forest Central Drive, Suite 100
Dallas, TX 75243-3921
 - Vignon is certified by the North Central Texas Regional Certification Agency (NCTRCA) as a Disadvantaged Business Enterprise (DBE) and a Women Business Enterprise (WBE).

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- Legal Name: D/I Laser Products of Dallas
- Participation Level: Subcontractor
- Physical Address: 10028 Monroe Drive
Dallas, TX 75229
- D/I Laser is certified by the North Central Texas Regional Certification Agency (NCTRCA) as a Women Business Enterprise (WBE).

The requested M/WBE information forms are enclosed as *Attachment 1 - M/WBE Business Compliance Forms. (RFP Category IV)*

B. Business/ Corporate Entity Details (RFP Category I, Section B, #1-6)

The following tables outline the pertinent details regarding Qnet's business structure and that of our subcontracting partners.

Table I - B.I: Business/Corporate Entity Details

 PRIME CONTRACTOR	
1) Date established	07/14/1999
2) Ownership	Privately Owned
3) Primary type of Business	Information Technology Services: <ul style="list-style-type: none"> • Managed Services • Network and Computer Services • Network Management • Application & Systems Integration • Web Design • Hardware/Software Resale & Installation
4) Total number of employees	-35
5) Type of business	Class S Corporation, State of Texas, 07/14/1999
6) Corporate Officers (percentages of ownership of each officer) & Board Members	Corporate Officers: <ul style="list-style-type: none"> • Larry Hall, Chief Executive Officer (51% ownership) • Sam Pierre-Auguste, Chief Financial Officer (49% ownership)
7) Provide the Federal tax identification #	TIN: 75-2837171

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BUCHANAN TECHNOLOGIES

SUBCONTRACTOR # 1

1) Date established	1988
2) Ownership	Privately Owned
3) Primary type of Business	IT Consulting, Outsourcing & Professional Services
4) Total number of employees	-500
5) Type of business	Corporation State of Texas, 1988
6) Corporate Officers (percentages of ownership of each officer) & Board Members	Corporate Officers: <ul style="list-style-type: none"> • Jim Buchanan, President/CEO (100% ownership) • Robert Venable • Stephen Sweett • Sally Dixon

THOTH[®]

SOLUTIONS, INC.



SUBCONTRACTOR # 2

1) Date established	11/1/1996
2) Ownership	Privately Owned
3) Primary type of Business	Information Technology Project Management & Systems Consulting
4) Total number of employees	-17
5) Indication of type of business	Subchapter S Corporation, State of Texas, 11/1/1996
6) Corporate Officers (percentages of ownership of each officer) & Board Members	Corporate Officers: <ul style="list-style-type: none"> • James Johnson, Chief Executive Officer (100% ownership) • Deborah Shivers, President

Vignon

SUBCONTRACTOR # 3

1) Date established	07/24/2001
2) Ownership	Privately Owned
3) Primary type of Business	IT Services Consulting & Staffing Company
4) Total number of employees	-25
5) Indication of type of business	Class S Corporation, State of Texas, 07/24/2001
6) Corporate Officers, percentages of ownership of each officer and the name of the Board of Directors, if applicable.	Corporate Officers: <ul style="list-style-type: none"> • Kathy Hodgins Blanck, Chief Executive Officer (100% ownership)

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We have provided additional information on our team of qualified subcontractors and the services they provide in *Attachment 3: Subcontractor Capabilities Profiles*.

C. Staffing Plan & Organizational Chart (*RFP Category I, Section C, #1-2*)

Paramount to our staffing plan and technical management approach to Dallas County's desktop service support effort is our ability to provide the most suitable and qualified personnel for seamless integration into existing operations. A key tenet of our staffing approach is to maximize the use of IT automation tools to increase operational efficiency so Dallas County realizes a net increase in the level of technical support they receive. We have a team of Dell & Hewlett Packard (HP) certified professionals positioned to transition on Performance Day 1 to deliver value added expertise in support of the program mission. We have applied this proven and effective staffing approach on other similar projects within Dallas County and for other customers such as DFW Airport & Work Force.

1. Understanding of Requirements

Dallas County's mission is to provide Desktop Technical Support Services to internal departments utilizing a single source for consistent baseline services and ad hoc project support services. Equally important is Qnet's ability to provide excellent customer service and deliver on demand services to meet each department's unique needs. Central to these missions is being able to provide the highest level of transparency and assurance to County leadership. In an effort to provide government management visibility into the daily activities and to ensure standard procedures and service level performance meet organizational guidelines, Qnet's staffing plan details the tasks required to complete the contract phase-in and the ongoing sustainment of services throughout the duration of the contract.

Our partnership with the County's current Help Desk Service Provider, Buchanan Technologies, affords us insight into the common issues reported by County staff as well as a high level understanding of the systems utilized to support these services (e.g. BizTalk, Forvus, AIS and Kronos). Being that help desk operations are directly tied to desktop technical services and because of our existing contracts with Dallas County, Qnet has developed relationships with the current Desktop Support staff and is therefore uniquely positioned to assume these resources in the event of award.

Our staffing plan assumes approximately ninety percent (90%) retention of incumbent staff and outlines the processes to recruit incumbent contractors and on-board new hires, where necessary. Based on our research and previous experience managing project staffing logistics, we have developed a staffing plan that lays the foundation for an organizational model whereby Qnet can implement a unified team atmosphere, while bringing the best capabilities to deliver quality services to Dallas County.

2. Recruitment & Retention Plan

We understand that retaining high quality, productive, and professional employees is essential to the overall project success. Qnet, in conjunction with our subcontracting partners, provides resources

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that are experienced in Desktop support services, production control, application monitoring, software administration, desk-side and remote administrative support, as well as asset and quality management system support. Strategic recruiting partnerships also allow Qnet to provide the most suitable and qualified persons for available positions.

Recruitment Plan

Qnet's recruiting strategy consists primarily of providing our internal leadership resources to manage the project and contract, as well as retaining as many high performing incumbent employees as possible. We will draw on our internal resources that have managed similar projects in size and scope to oversee and offer recommendations for areas where improvements can be gained. In addition, through post award discussions with the County, we intend to make employment offers to the incumbent staff that are effective at supporting the current mission. We will offer them the first right of refusal, and based on our experiences with vendor staff transitions, we estimate that most, if not all, current contractors would transition to our team in order to remain in their current positions. Specific actions consist of interviewing current incumbent employees, soliciting feedback from the County's supervisory staff, verifying employee training, compliance and proficiency standards, and making retention decisions based on the feedback received.

Once we have identified the resource gaps, Qnet will leverage our partners Buchanan, TSI and Vignon as well as the pool of candidates that have been prescreened and identified as qualified replacements for those vacancies. Qnet has the ability to commit current employee resources to this initiative as well as continue to proactively recruit local qualified candidates that will be ready to backfill any vacancies throughout transition phase and the duration of the contract performance period. This plan provides Qnet the flexibility to respond and fulfill any personnel needs that arise quickly and require immediate response.

Retention

Qnet utilizes a compensation structure that provides our employees with salaries slightly above the average salary for the labor category. In our experience, this attracts the most qualified candidates that can immediately step in to meet Dallas County service requirements, and ensures in-place employees are compensated competitively within the market. This tactic has proven to minimize employee turnover and reduce operational disruption caused by manpower shortfalls.

While Qnet offers competitive benefits, salaries, we also promote professional development opportunities and a work-life balance option whenever the opportunity is applicable. We also develop career paths for our employees by encouraging internal corporate mentorships to promote cross-functional training and opportunities for promotion within the company. We believe that higher levels of employee retention can be sustained on a more consistent basis when we are able to provide flexible career growth options for our employees.

By recognizing good work through our employee morale programs, we show a genuine interest in our employees matching them with opportunities that could be more satisfying and in turn increasing their productivity. What remains important to Qnet is a fostering a positive work environment, and providing our employees the opportunity to learn how to utilize cutting-edge tools and techniques

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from their colleagues while knowing that they will be fairly compensated and recognized for their work.

3. Qualifications of Key Personnel

Providing the most qualified staff for the County's Desktop Support initiative requires best practices for personnel management procedures to maximize staff efficiency and minimize risk. Identifying key personnel is a critical factor given that Qnet shall be the functional support provider for approximately 31 County departments providing standard and after hour operational support. We have the ability to reach in to our team's resources to leverage subject matter experts (SME) that have experiences in managing similar endeavors to address the unique project requirements and to support onsite staff with expertise that provides a fresh perspective on Service Desk processes. Our organization is structured with a base of full time employees (FTEs) that support and manage internal business operations for the larger base of project consultants, such as our project managers, who provide functional project support to our clientele. Qnet has identified the key personnel as the Program Manager, Service Delivery Manager, and the Asset Inventory Manager. As such, we have outlined the qualifications of the key personnel labor categories needed to support this initiative. Representative resumes, detailing the type of relevant skill and experience sets Qnet's brings to bear, are provided in *Attachment 2 – Personnel Resumes*.

Qnet proposes an organized team that is aligned with industry standards as well as the service level requirements set forth by Dallas County. Qnet's Program Manager will provide management and oversight of IT Management operations with the support of the Service Delivery Manager and Asset Inventory Manager.

- **Program Manager** – Qnet will assign a Program Manager to direct and oversee all activity on the contract. Our proposed Program Manager, Mr. Dwyke Williams, is a certified Project Management Professional (PMP) with more than 25 years of experience in IT, telecommunications, and project/program management. This includes more than 5 years of experience directly supporting our current accounts with Dallas County. In this capacity, Mr. Williams has developed an excellent rapport with County staff which will substantially ease the transition from the incumbent contractor to Qnet. As Program Manager, Mr. Williams will be the central point of contact for the County regarding work performed under this assignment. Mr. Williams will manage account operations, focusing on project organization, schedule, teamwork, and overall communications. Additionally, the PM will be responsible for establishing, implementing, and monitoring delivery of all services required by Dallas County in accordance with established agreements. The PM will work closely with each task lead to ensure that established SLAs are followed and maintained. Mr. Williams will focus on strategic planning, administration and budget. He will hold regular quality, deliverable, and project reviews with Dallas County to ensure quality services are delivered over the life of the contract.
- **Service Delivery Manager (Site Lead)** - Consistent with Qnet's ISO 9001 quality programs, we have assigned a Service Coordinator to direct and oversee all quality control activities on the project. Our Service Delivery Manager shall function as the Site Lead assisting the Program

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Manager in establishing the proper quality surveillance levels and performing Quality Assurance (QA) inspections and audits of program activities. Additional responsibilities include performance management and resolution of escalated service delivery issues as well as continual implementation of process improvement methodologies. The Service Delivery Manager shall also coordinate the end-to-end process for destination moves and hardware/software upgrades. He/she will also perform technical training and coach/mentor less experienced team members.

- **Asset Inventory Manager (AIM)** - In support of the Service Delivery Manager, one of our desktop support technicians will function as the Asset Inventory Manager. The primary duties of the assigned AIM shall be to provide management and oversight of Dallas County computer, software, and peripheral devices through utilization of our hardware and software asset management tools. The AIM shall be a trained Desktop Technician and provide such support only after completion of his regular inventory and warehouse facility management duties. The AIM shall function as the system administrator for AERIS, the current hardware Asset Management tool utilized by Dallas County to track asset logistics. Furthermore, the AIM is responsible for training Qnet's support technicians on the updated standard inventory procedures we establish. A critical function of this position is the performance of annual asset audits to ensure all County technology assets are properly inventoried. The AIM shall report all findings to the Site Lead, who will then report to the Program Manager.

Qnet sets internal standards to establish the minimum qualifications for each type of technical professional we staff, which often time exceed the clients' expectations. For this support effort, the minimum position qualifications are as follows:

✦ **PROGRAM MANAGER – SENIOR**

Minimum/General Experience: 10 years
 Minimum Education: Bachelor's Degree – Computer Science, Information Systems, Engineering, or equivalent work experience
 Requirements/Certifications: Experience managing multi-task contracts of various types and complexity of relevant size & scope
 Preferences: PMP Certification or 15+ years IT Management experience

✦ **SERVICE DELIVERY MANAGER**

Minimum/General Experience: 6 years
 Minimum Education: Bachelor's Degree or equivalent experience required
 Requirements/Certifications: Microsoft Certified Professional (MCP)
 Preferences: HP Certified Professional, Dell Certified, A+ Certified

✦ **ASSET INVENTORY MANAGER**

Minimum/General Experience: 6 years
 Minimum Education: Bachelor's Degree or equivalent experience required
 Requirements/Certifications: Microsoft Certified Professional (MCP)
 Preferences: Experience with AERIS or other asset management tools

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✦ SERVICE COORDINATOR

Minimum/General Experience: 4 – 5 years
 Minimum Education: Bachelor's degree or equivalent experience required
 Requirements/Certifications: A+ Certified
 Preferences: Microsoft Certified Professional (MCP), Oracle, Odessey and/or Kronos experience

✦ DESKTOP SUPPORT TECHNICIAN

Minimum/General Experience: 3 – 4 years
 Minimum Education: Associate's degree or equivalent experience required
 Requirements/Certifications: A+ Certified
 Preferences: Microsoft Certified Professional (MCP), Oracle, Odessey and/or Kronos experience

✦ BREAK/FIX TECHNICIAN

Minimum/General Experience: 2 – 3 years
 Minimum Education: Associate's degree or equivalent experience required
 Requirements/Certifications: A+ Certified
 Preferences: Microsoft Certified Professional (MCP), Oracle, Odessey and/or Kronos experience

The following Table I – C3.I categorizes Qnet's proposed skill matrix by position and identifies the number of resources required for each labor category that will perform daily operational requirements throughout the base contract year. Qnet has determined the following level-of-effort required to provide adequate support and coverage based on the industry best practice of allocating one (1) support agent per 350 devices.

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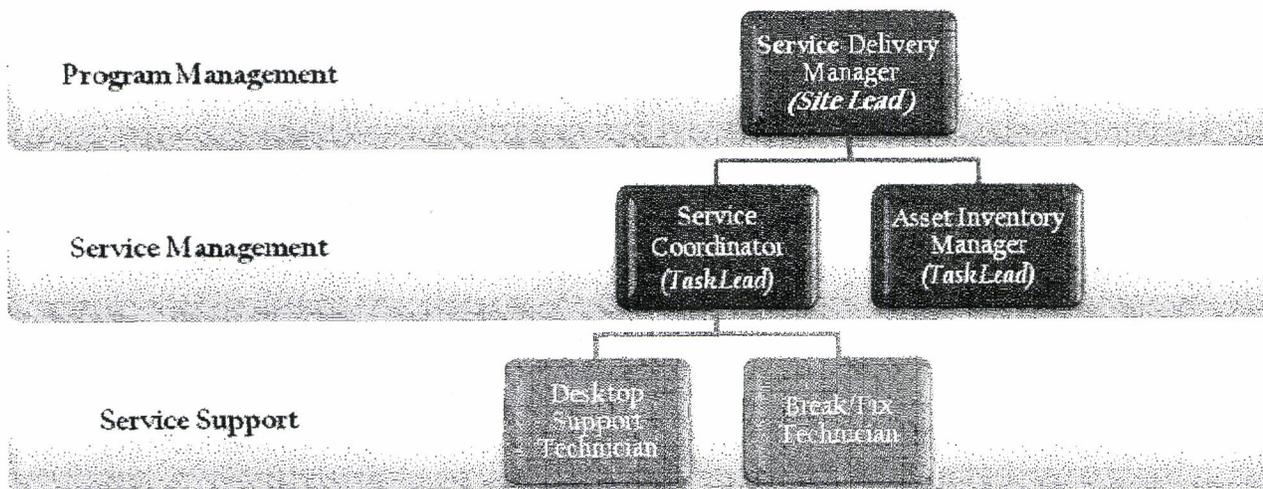


Table I – C3.C.I: Skill /Matrix

Figure I – C3.I: Qnet’s Project Team Organizational Structure

Labor Category		FTE
Program Management	Senior Program Manager – (Off-site, non-billable)	N/A
	Service Delivery Manager – (Site Lead)	1
Service Management (Task Leads)	Service Coordinator	1
	Asset Inventory/Warehouse Manager	2
Service Support	Desktop Support Technician	9
	Break/Fix Technician	3
TOTAL		16 FTEs

The following figure depicts the hierarchy for Qnet’s proposed Desktop Services team.



D. Financial Capability (RFP Category I, Section D, #1-5)

In accordance with solicitation requirements, Qnet has enclosed *Exhibit 4 – Financial Statements*, which includes confidential materials such as CPA prepared & audited financials as well as other proprietary corporate documentation.

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E. Project References (*RFP Category I, Section E, #1*)

At Qnet, we help our customers achieve their goals by offering and implementing solutions that address their most critical concerns. Most importantly, our strategy of disseminating knowledge throughout all levels of an organization allows for thorough communications, better participation, and improved understanding. Qnet has gained experience through tactical engagements with top public and private sector organizations. The following business references are provided to assure Dallas County that the service Qnet provides to all our customers meets the highest quality standards and is reflected in our performance record.

Reference #1:

- Name: John Warren
- Firm/Agency: Dallas County Clerk's Office
- Contact Phone & Address: (214)653-7096
411 Elm Street, 3rd Floor
Dallas, TX 75202
- Performance Period: July 2009 - Present
- Services Provided: Desktop Infrastructure Systems and Network Support (**See pg. 5 for contract details*)

Reference #2:

- Name: Randal Wier
- Firm/Agency: Work Force Solutions Greater Dallas
- Contact Phone & Address: (214)290-1000
1201 Main Street, Suite 2700
Dallas, TX. 75202
- Performance Period: October 2004 - Present
- Services Provided: IT Infrastructure Management Services (desktop, servers, routers, switches, and telecom) (**See pg. 7 for project details*)

Reference #3:

- Name: Chandra Marshall-Henson
- Firm/Agency: City of Dallas
- Contact Phone & Address: (214)671-9277
1500 Marilla St. Room 3FN
Dallas, Texas 75201
- Performance Period: June 2006 - 2010
- Services Provided: Qnet provided all server Hardware and installation of all client software in police, fire and EMS vehicles for the 911 system. Qnet is currently providing technical resources for support of Remote Management System (RMS).

F. Contact for Contract Administration (*RFP Category I, Section F, #1*)

Qnet has designated the following individual as the primary POC for contract administration. This person is authorized to negotiate on behalf of the company and render binding decisions on this contract.

Larry Hall, President/CEO

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Qnet Information Services
11325 Pegasus, Suite W-126
Dallas, TX 75238
PH: (214)341-7638 x 7001
FX: (214)348-5900
lhall@qnetis.com

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Category I – Company Profile

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II. Cost (RFP Category II)

Desktop Support Services - Transition

Assumptions:

Recent accurate inventory has been completed

<u>Description</u>	<u>Amount</u>
Transition Cost	\$57,074
Performance Bond	
Inventory Migration	
Setup & Configuration	
Autotask	

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Desktop Support Services - Base Price - Year One

Assumptions:

- Average monthly Desktop Tickets - 500
- Average Break / Fix Tickets - 150

<u>Service Description</u>	<u>Amount</u>
Personnel:	\$1,059,432
Desktop Support Technicians	
Break / Fix Support Technician	
Asset Management / Warehouse Management	
Service Coordinator	
Service Delivery Manager	
Expenses:	
Total Expense	\$221,693
Warehouse Lease	
Telecom	
Van Lease	
Cell Phone	
Parking	
Tools:	
Autotask/License	
Desktop Enhancement Suite	
Personal Vehicle Mileage	

Total	\$1,281,125
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Additional Support Services:

<u>Description</u>	<u>Additional FTE's</u>	<u>Annual Amount</u>	<u>Rate Per Ticket</u>
<i>Monthly Desktop & Break / Fix Tickets - 701 through 800</i>			
Desktop & Break Fix Support Technicians	1.7	\$113,511	\$94.59
<i>Monthly Desktop & Break / Fix Tickets - 801 through 900</i>			
Desktop & Break Fix Support Technicians	3.4	\$227,021	\$89.86
<i>Monthly Desktop & Break / Fix Tickets - 901 through 1000</i>			
Desktop & Break Fix Support Technicians	5.1	\$340,532	\$85.13

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Desktop Support Services - Base Price - Year Two

Assumptions:

- Average monthly Desktop Tickets - 500
- Average Break / Fix Tickets - 150

<u>Service Description</u>	<u>Amount</u>
Personnel:	\$1,059,432
Desktop Support Technicians	
Break / Fix Support Technician	
Asset Management / Warehouse Management	
Service Coordinator	
Service Delivery Manager	
Expenses:	
Total Expense	\$260,127
Warehouse Lease	
Telecom	
Van Lease	
Cell Phone	
Parking	
Tools:	
Autotask/License	
Desktop Enhancement Suite	
Personal Vehicle Mileage	

Total	\$1,319,559
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Additional Support Services:

<u>Description</u>	<u>Additional FTE's</u>	<u>Annual Amount</u>	<u>Rate Per Ticket</u>
<i>Monthly Desktop & Break / Fix Tickets - 701 through 800</i>			
Desktop & Break Fix Support Technicians	1.7	\$113,511	\$94.59
<i>Monthly Desktop & Break / Fix Tickets - 801 through 900</i>			
Desktop & Break Fix Support Technicians	3.4	\$227,021	\$89.86
<i>Monthly Desktop & Break / Fix Tickets - 901 through 1000</i>			
Desktop & Break Fix Support Technicians	5.1	\$340,532	\$85.13

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Desktop Support Services - Base Price - Year Three

Assumptions:

Average monthly Desktop Tickets - 500

Average Break / Fix Tickets - 150

<u>Service Description</u>	<u>Amount</u>
Personnel:	\$1,059,432
Desktop Support Technicians	
Break / Fix Support Technician	
Asset Management / Warehouse Management	
Service Coordinator	
Service Delivery Manager	
Expenses:	
Total Expense	\$260,127
Warehouse Lease	
Telecom	
Van Lease	
Cell Phone	
Parking	
Tools:	
Autotask/License	
Desktop Enhancement Suite	
Personal Vehicle Mileage	

Total	\$1,319,559
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Additional Support Services:

<u>Description</u>	<u>Additional FTE's</u>	<u>Annual Amount</u>	<u>Rate Per Ticket</u>
<i>Monthly Desktop & Break / Fix Tickets - 701 through 800</i>			
Desktop & Break Fix Support Technicians	1.7	\$113,511	\$94.59
<i>Monthly Desktop & Break / Fix Tickets - 801 through 900</i>			
Desktop & Break Fix Support Technicians	3.4	\$227,021	\$89.86
<i>Monthly Desktop & Break / Fix Tickets - 901 through 1000</i>			
Desktop & Break Fix Support Technicians	5.1	\$340,532	\$85.13

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Desktop Support Services - Rates

<u>Service Description</u>	<u>Rate</u>	<u>Units</u>
<i>Logistics Services:</i>		
Projects and Rollouts	\$45.00	Per Hour
Off Hours Support Services	\$65.00	Per Hour
Trip Services	\$65.00	Per Trip
Overtime	\$67.50	Per Hour
Mileage/Travel	\$0.50	Per Mile
Purchase Hardware for Break/Fix		Cost + 5%
<u>Out of Scope Projects</u>		
Network Support	\$95.00	Per Hour
Cabling Services	\$90.00	Per Drop

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Category II: Cost

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III. Technical, Methodology Approach & Implementation/Transition Plan (RFP Category III)

A. Service Level Agreements (RFP Category III, Section 'Service Level Agreements')

Qnet understands the service standards Dallas County requires for this effort and has extensive experience meeting such standards as indicated by our Best-in-Class Service Level Agreement (SLA) utilized on projects of a similar size and scope (Reference Exhibit I). In evaluating the correlation between Service Desk responsiveness, issue remediation, and customer satisfaction, we have tailored our SLA to ensure alignment with County requirements and our proven management approach. Specifically, Qnet's SLA works in concert with our project management plan by addressing the following three basic tenets:

1. Productivity:

Qnet's SLA clearly outlines each service delivery activity for the major functional support areas. Furthermore, it supports our plan to assure the quality of the services provided meet contract requirements and adhere to the Quality Program we establish by detailing the monitoring, tracking and reporting performance guidelines. Qnet is confident in the service we provide and as a standard, extends Service Level Credits to our customers should we fail to meet the service level standards. This standard is a testament to our commitment to provide Dallas County the highest level of services by deploying a team of skilled professionals ready to address your IT support needs. As outlined in our SLA, Qnet also plans to increase productivity by automating routine tasks, improving first contact resolution rates, while maintaining complete audit accountability.

2. Adaptability:

A linchpin to our ability to provide the required services is the use of our robust IT Service Management tool, Autotask, which will easily integrate with the current Service Center operations. A key feature of our technical approach is the utilization of Autotask's Knowledgebase which will allow Team Qnet to collect and organize documented solutions to critical project challenges and workarounds. Additionally, our knowledgebase serves as a repository for industry best practices, disseminating information on the latest desktop technology advances internally to our resources, while also being accessible by Dallas County personnel. Qnet's SLA incorporates the use of Autotask for key desktop support functions such as ticketing, daily metrics reporting, and change management, which will allow us to quickly adapt to changes within the environment.

3. Collaboration:

To ensure Dallas County realizes an increase in the value of the services we provide or cost savings over the term of this contract, Qnet shall periodically assess desktop resource allocation – to ensure the size of the Service Desk Team aligns with the number of end-users it supports and the historical level of effort required to provide adequate services. In addition, Qnet will

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work with the County as indicated in the SLA to develop baselines for Performance Metric, Quality and Satisfaction Reporting.

B. Project Management Plan (*RFP Category III, Section 'Process/Methodology'*)

I. Project Management Approach & Methodology

Qnet's project management approach to this effort is centered on accomplishing the overall program objective which is to provide Dallas County with comprehensive Desktop Technical Support Services. Our program management framework is task-based and deliverable-driven giving us the flexibility to quickly respond to client needs. We have tailored our framework specifically for Dallas County based on PMI best practices to ensure desired results are realized. Our management support activities focus on the following:

- **Seamless integration into Dallas County environment.** Qnet's project team will work with Dallas County management to obtain a clear understanding of each department's goals and objectives, as well as establish clear lines of communication between affected groups which inherently reduce unnecessary risks to the project and disruptions in service. Once we are able to assess the environment, our strategies and recommendations for increased efficiencies will work to drive down operational costs and/or provide improved service levels.
- **Strategic planning for the overall project goals.** Qnet recognizes the importance of strategic planning to ensure the program goals are achieved within budget and on time. Gathering all the requirements of the support mission and the internal customer base is vital to developing a baseline from which we can improve overall satisfaction. Our project team will prepare a project plan to establish the framework in which this initiative will be managed. This will facilitate communication between affected groups, reduce risk to the project, and assist in the management of issues. Although the risk level for this initiative is considerably low, identifying and working to mitigate risk through thorough planning is central to maintaining project momentum and assuring consistent quality performance.
- **Creating efficiencies through execution.** Our automated work flow tool, Autotask, which can be easily integrated with CTS, will help identify areas of resource redundancy and where additional cross-training efforts could be used to drive down operational costs. We will also review the current operational procedures, how they differ for each department and make recommendations that will streamline these processes, again reducing operational costs to Dallas County.
- **Control.** Qnet's approach to project tracking, monitoring and reporting is based on our direct experience and lessons learned on similar contracts (e.g., Work Force & Dallas County Clerks Office). Our ITSM tool, Autotask, consists of integrated project management methodologies and is used to plan, schedule, organize and manage resources, monitor task execution, and document critical issues and the resolutions. For this effort, Qnet's PM will be responsible for delivery of all contract data requirements and ensuring quality control standards are consistently realized.

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Qnet will also collaborate with Dallas County project staff, holding regular status meetings to ensure satisfaction and adequate supplemental projects support.

- **Workload Fluctuation.** During times of normal workload fluctuations, our strategy to cross-train our staff will allow us to provide the added support needed to maintain the service levels for our customers without needing to add the cost of additional resources. Through our strategic staffing partnerships with Buchanan and Vignon, we have access to a pool of highly qualified candidates with various IT backgrounds allowing us to quickly provide specific technology resources for any unexpected requirements. Our ability to acquire additional resources in support of this initiative demonstrates our capacity to surge additional personnel in response to real-world events, exercises, emergencies, and unplanned requests is a critical objective in our staff management approach.

In summary, our project management approach for this initiative provides a framework for strategic and thorough planning, and clearly defined lines of communication between Qnet and Dallas County, which allows for timely accomplishment of tasks and service performance deliverables.

2. Operations Approach & Methodology

In addition to cutting-edge functional skills and proven IT operations experience, the Qnet Team offers a proven, three-tier operating framework to support Dallas County's mission. Our framework, illustrated in Table III – B2.I, includes Program Management (PM), Service Management (SM), and Service Support (SS). This structured approach is consistent with ITIL operational concepts and provides a common reference that delineates the responsibilities and activities necessary to support day-to-day operations and management of the desktop services provided. Central to our operating framework and an integral part of our support to day-to-day operations is to continuously improve service procedures that will have a direct impact on overall project cost and increase customer service support opportunities.

Our operating model's top tier, Program Management, illustrates the processes and activities that our PM personnel will undertake in support of the CSC, OAS, and CSD day-to-day operations. The PM Team will also work to capture quick wins, identify gaps between current capabilities and emerging requirements, and develop a services evolution roadmap to outline the optimal path to lower operational cost and improve customer services response. Furthermore, our PM Team is responsible for the continued education and training of all staff to ensure that support skills evolve to match tenant technology requirements. Finally, the PM Team is also ultimately responsible for leading and delivering new project activities such as those associated with process improvement, metrics reporting, technology strategy, and technology acquisition support.

Our SM personnel, who work with SS personnel to complete daily IT operations and maintenance activities, are the backbone of the diverse customer service technology capabilities. These personnel are responsible for the activities that require specialized technical expertise. SM personnel are the second level of support, receiving ticket escalations from the SS personnel manning the service desk. When not resolving complex trouble tickets or supporting service requests, our SM personnel will work to simplify and standardize information technologies and IT processes to simultaneously

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streamline divisional operations, reduce IT labor costs, and improve customer satisfaction. In addition to their daily "hands on" IT operations activities, SM personnel are also responsible for working closely with SS and Help Desk staff to identify process and technology improvements.

Our SS personnel, collaborating with our SM personnel, are responsible for the daily desktop and infrastructure operations that support baseline services. In addition to manning the Desktop Service Desk to provide initial ticket support, SS personnel prioritize tickets and service requests, manage ticket and service request lifecycles, and escalate applicable issues to SM personnel as necessary. Additional desktop support responsibilities include maintaining and troubleshooting desktops, office software, printers, and other peripherals.

Table III – B.1: Functional Activities Color Key

Function	Function (Type of Personnel)
PM	Program Management (e.g., Program/Project Managers)
SM	Service Management (e.g., Desktop Service Delivery Manager, functional/task leads)
SS	Service Support (e.g., desktop support technicians – remote and onsite)

In essence, our integrated operating model provides an effective and efficient way of meeting requirements of day-to-day operations, new technology, infrastructure, project implementation, and continuous process improvements across all departments with common levels of support to baseline all Desktop support requirements.

3. Quality Approach

Qnet understands that our ability to manage project resources and monitor performance are key to providing quality services to Dallas County, minimizing issues, and meeting or exceeding established service standards. The successful implementation of the Quality Control parameters Qnet establishes will require the organization of the project support staff, a chain of authority, and a clear understanding of the staff's relationship to the performance and administration aspects that effect quality. We plan to utilize the following strategies in adherence to the quality processes we establish:

- **Communication** – To facilitate the communication between Qnet and Dallas County, our Program Manager will be authorized to act on behalf of Qnet executive management relevant to all matters of this contract. The PM will be available daily for this operation and have a thorough technical knowledge of policies and procedures as they pertain to the contract. Additionally, he will act as the liaison between Qnet and Dallas County management staff regarding all performance matters, working in conjunction with the designated Contract Administrator. This approach serves to mitigate gaps in project understanding and service level compliance.
- **Quality System (RFP Category III, Section 'Desktop Support Software')** – To manage the service delivered to our clients, Qnet will leverage Buchanan's Desktop Enhancement Suite, a IT

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automation toolset for which they currently support 15,000 seats, along with an internal service delivery and CRM system, Autotask. Qnet will use these systems to develop a client portal to facilitate clear and easy communication with Dallas County. It provides the client with their own secure web portal to review work status and performance metrics 24/7. The system will allow Qnet to customize processes and procedures to measure performances of the service levels defined in the quality performance standards. By utilizing Autotask, Qnet can look at trends of types of request, and then make adjustments to improve the level and quality of service being delivered. Our system facilitates consistent delivery of high quality of services by reducing data entry error through the usage of templates and forms which minimize key strokes and maintenance of a comprehensive Knowledge Base accessible to all technicians. Additionally by Desktop Enhancement Suite, Qnet can remotely access end user desktops and resolve problems more efficiently.

4. Standard Operating Procedures

The Qnet service offering provides for the alignment of standards (best practices), processes and tools to ensure consistent, cost effective service are provided to our customers on a continuing basis. Through the process of benchmarking, current services are evaluated and compared to those defined as industry "best practices" for consistency, available improvement and cost reduction. Centrally, Qnet establishes the framework for standards and common processes and manages to the defined benchmarks in efforts to improve TCO. These processes are implemented by incorporating the workflow defined by the process with our management systems and tools.

Implementing one common workflow for all services enterprise-wide provides Qnet with a service model that is scalable so that changes in process are easily incorporated and adopted throughout the organization:

- ✓ Continual process improvement
- ✓ Efficiencies in business operations
- ✓ Economies of scale
- ✓ Future business drivers that may impact how services should be delivered

Implementing standards, processes, tools and service delivery systems allow for the implementation of horizontal business aspects that are (or can be) shared between the various services thus allowing for competitive if not aggressive pricing structures. Qnet understands that the effectiveness of operational processes can be impacted if the service model does not accurately reflect the relationship between the processes and the respective services. The internal Qnet service introduction process, which is used to introduce new product offerings into our service portfolio, ensures the service delivery teams work together to build solutions that can be effectively and cost efficiently delivered.

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Through researching industry best practices, reviewing our internal processes and utilizing customer feedback, Qnet is able to bring to Dallas County a solution that provides the scalability needed to provide the support required on a continuing, cost effective, company wide basis.

To provide the services as defined, Qnet will provide on-site staff at designated locations for Dallas County. The number and ratio of staff positions will vary based on the number of users and devices supported, as well as the specific systems and services at a site. We will staff each location to meet the service levels designated in the service contract. All staff will be trained on the procedures specific to business needs of the County facility.

Qnet will be responsible for managing all consultation, implementation, system management, and maintenance operations activities at the assigned County locations. Our service managers are required to possess a strong combination of technical and management skills to provide quality service to our customers. This includes ensuring that all operational procedures are defined and documented, on-site staff is trained on the procedures and procedures are performed in compliance with targeted service levels.

Pending SLA discussions, it is our intent to locate the majority of dedicated staff at the downtown locations. We will provide remote desktop support to those facilities not assigned an onsite technician, traveling to each unmanned site periodically for scheduled checkups and inventory audits. Service to surrounding smaller Dallas County sites would be on a dispatch basis from the major operation center.

Our Service Desk solution resolves more IT issues at the first level, thereby freeing the use of higher level support personnel for more complex tasks. In addition, Qnet provides accurate statistical data about the number and type of calls being answered at the Service Desk, which will allow Dallas County to make better IT-related decisions.

Each desktop service request originates with Dallas County's existing Help Desk Service Center, provided by our partner, Buchanan. When Dallas County personnel call the Help Desk, a systems analyst asks a series of questions to assist in identifying the most appropriate course of action. The information captured during the service call is then recorded in Buchanan's Help Desk Service Management tool, CTS, which Qnet will interface directly with our ticketing system, Autotask. Qnet has developed a process for simple integration of the service management systems utilized by both Service Providers. By establishing an automated process in CTS that generates an email to support@qnetis.com, a mirror ticket is created in Autotask which is assigned to our technicians to track the service request until resolution.

Autotask provides a coordinated means to identify, record, and track the work being performed. By leveraging Autotask, our on-site technicians have a resource for accessing historical problems and resolution tracking on systems within the environment. With this information, the technicians identify trends and repetitive problems that will point to the root cause. This allows the technician to fix the core source of problems and to proactively prevent similar problems.

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Built on the industry standard for workflow and action request tracking systems, Autotask incorporates thousands of man-hours of integration and customization to optimize performance.

Qnet often works in partnership with other service providers to meet a broad range of customer needs. In such cases, the customer or service provider is provided with an Autotask client package that enables a ticket to be escalated for closure. When the work is complete, the customer or service provider closes the ticket in the Autotask database and all service metrics are retained for later reporting. This provides a fully integrated environment across service provider boundaries and creates a true single point of contact.

C. Desktop Support Software (*RFP Category III, Section 'Desktop Support Software'*)

Integration of our processes with our toolset is just one piece of the service delivery model. As expected in a diverse IT based community of clients, our customers are not all the same. As a result, Qnet has developed an integrated tool suite that represents industry "best of breed" technology in efforts to bring the most cost effective solution to a client while remaining totally customizable. As a result, we do not have to "re-invent the wheel" every time we engage with a customer. By implementing our solution in this manner, we can, with relative ease, integrate customer-specific solutions with our existing tools creating an industry leading, scalable solution on a per case basis.

IT Automation is the key to delivering a proactive, results based IT service model. Through the use of Autotask & the Desktop Enhancement Suite, Qnet can provide unparalleled automation of periodic IT tasks required to manage and maintain Dallas County systems and devices. Because these tools are part of the Qnet operational processes, the County will almost immediately realize the benefit of our standard processes through consistent service levels, increased utilization of staff, and expanded service capabilities. Furthermore, through IT Automation, transition time is minimized, process implementation is managed as a central activity, and implementation time is significantly reduced – all of which result in increased productivity, cost reduction and much more.

AUTOTASK

With a hosted solution like Autotask, clients get a world class IT Service Management Platform, accessible from any PC connected to the internet – no downloads, no installs, & no thin clients. Autotask is the center of Desktop Support Management control. Tickets can be created in numerous ways depending on the client preference. The client can simply send an email to support@qnetis.com, which will automatically generate a ticket. The client can also create a new support ticket through the client portal or by picking up the phone and calling in a request for service. The client portal is a very useful tool, because it not only allows the client to initiate service, but allows them to track the progress of the service, thereby reducing the need to contact the Service Desk.

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The following screen shot shows the *Autotask Client Access Portal*, where real-time, detailed service ticket information is listed and can be sorted by a number of criteria for quick status updates and easy reporting.

The screenshot shows a web browser window displaying the Autotask Client Access Portal. The page header includes the user's name, 'Hello Dana Gutierrez', and navigation links for 'Logout' and 'Help'. Below the header, there are tabs for 'Service Tickets', 'Projects', and 'Knowledgebase'. A navigation menu includes 'New Service Ticket', 'My Tickets', 'Open Tickets', 'Recently Completed Tickets', and 'Ticket Search'. An announcement banner reads 'Announcements: Welcome to the new Client Access Portal [More]'. A 'Print or Export' button is visible, along with a 'Show 25 Records' dropdown. The main content area displays a list of tickets with columns for 'TICKET', 'STATUS', and 'CREATE DATE'. Two tickets are listed:

TICKET	STATUS	CREATE DATE
WorkForce Solutions Greater Dallas (Main-9999) T20100920.0005 - Active Directory Updates	Dispatched	09/20/2010
WorkForce Solutions Greater Dallas (Main-9999) T20100826.0014 - a-trail webmail client time issue	In Progress	08/26/2010

Below the list, the details for the selected ticket (T20100920.0005) are shown. The 'Request Type' is 'Active Directory Updates'. The 'Create Date' is '09/20/2010 04:14 PM' and the 'Status' is 'Dispatched'. The 'Ticket Contact' is 'Gutierrez, Diana' and the 'Resource Name' is 'Shodgrass, Bob'. The description reads: 'Active Directory Updates. Include of work for Board offices associated with Active Directory Conversion.' There is a 'Self-Help' button next to the description. A 'Work History' table is also present, but it is empty with the message 'No data to display'.

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Category III: Technical, Methodology Approach, Implementation/Transition Plan
"Privileged and Confidential Information"

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When tickets enter the Autotask queue, the Service Desk Supervisor and support technicians assigned to that location are notified that a new ticket has been created. When the first available technician responds, the ticket will be changed from a status of "New" to "In Progress" depending on whether the supervisor or the tech responds first. Based on the established service levels, a ticket will go into an escalated state, which will notify the Service Desk Supervisor in the event that no action has been taken within the specified time frame. The screen shot below provides a look at the ticket escalation notification record.

Autotask Notification: Ticket Escalated - Action Required T20100916.0003 - Fwd: Service Request

Reply Reply to All Forward Print Forward All Print All

File Edit View Insert Format Tools Actions Help

From: support@qnetcs.com
 To: Sullivan, Tom; Williams, Dwyke; Pierre-Auguste, Ronald; Alexander, Richard
 Sent: Fri 9/17/2010 1:42 PM

Cc:
 Subject: Autotask Notification: Ticket Escalated - Action Required T20100916.0003 - Fwd: Service Request

Ticket Number: T20100916.0003
Ticket Title: Fwd: Service Request
Ticket Description: From: servicerequest@wfsdallas.com
 Subject: Fwd: Service Request
 Date: Thu, 16 Sep 2010 07:17:52 -0500
 Attachment: \\10.0.0.110\share\tickets\T20100916.0003\original-email-Thu_16_Sep_2010_07.17.52_-0500.txt
 Attachment: \\10.0.0.110\share\tickets\T20100916.0003\Service Request 9-16-10.doc

----- Original Message -----
 From: "Junior, Lonnie" lonnie.junior@twc.state.tx.us
 To: servicerequest@wfsdallas.com
 Sent: Thu 09/16/10 9:43 AM
 Subject: Fwd: Service Request

Please see attached service request.

À

Thanks

À

Lonnie St Junior

WorkForce Solutions
 Greater Dallas (Irving)
 2520 W. Irving Blvd, Suite 100
 Irving, TX 75061
 (972) 573-3500 - Phone

Email:
 À

Account Name: Workforce Solutions Greater Dallas (Irving - 9929)
Contract Name: Professional Services - Workforce

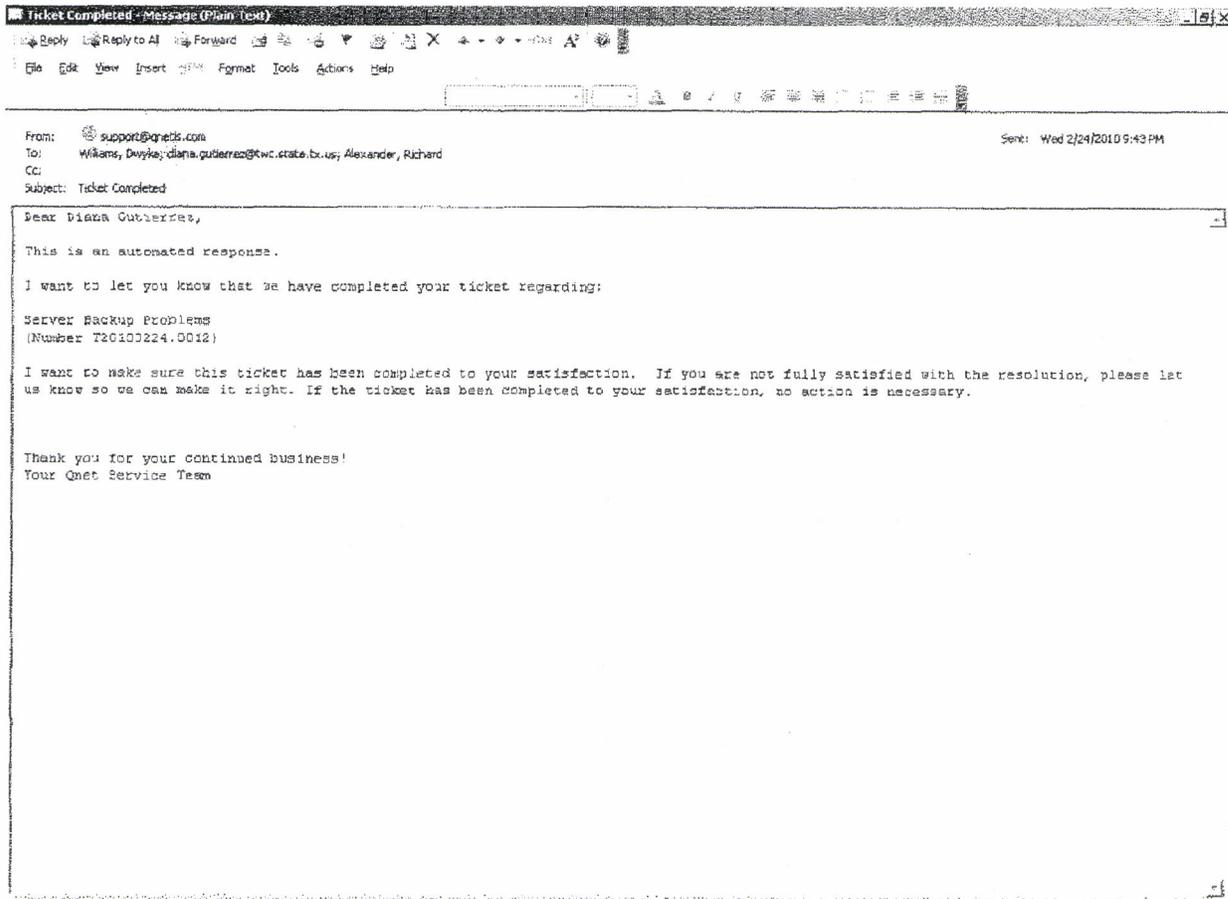
Start | Lupe <lvare@... | Windows Live Ho... | Tom_moble <the... | Microsoft Di... | Qnet Inc. - Wind... | Autotask Product... | Document1 - Mcr... | 11:06 AM

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The entire service process is monitored from the moment it enters the Autotask queue until the service request has been satisfied completely. When the service is complete the ticket is marked complete and a notification is sent to the requesting customer's email address that the ticket has been complete (see screen shot below). If there is a discrepancy, the client can call in and request that the ticket be re-opened because their issue is still not resolved.



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REMOTE DESKTOP MANAGEMENT: "DESKTOP ENHANCEMENT SUITE"

Qnet will leverage our partner's, Buchanan, Desktop Enhancement Suite to provide remote customer service analysis and support of Dallas County PCs, including diagnosis, configuration, preventative maintenance, and setup thereof. In the event a ticket must be escalated, Qnet will do so according to the established and approved ticket escalation procedures.

The Desktop Enhancement Suite provides Desktop technicians with the ability to remotely control an end user's desktop or laptop for the purpose of observing or correcting a problem. The management solution will by default use VNC for the purpose of accomplishing the remote control. In situations where installation of VNC is not feasible the solution also supports the use of Windows Terminal Services.

Additionally, the Desktop Enhancement Suite offers the ability to make an FTP connection to a user's computer. The FTP connection provides the agent with direct access to the host computers file system. Once connected, the agent can upload files to the host, download files from the host, rename or delete files on the host and so on.

Asset Discovery:

The asset discovery service LAN Watch feature uses an existing agent on a managed machine to periodically scan the local area network for any and all new devices connected to that LAN since the last time LAN Watch ran. These new devices can be workstations and servers without agents or SNMP devices. Optionally, the system can send an alert when a LAN Watch discovers any new device.

Asset Inventory:

Agents installed on machines will be scheduled to automatically audit the hardware and software configurations of their managed machines on a recurring basis.

Collected audit information includes:

- All hardware, including CPU's, RAM, PCI cards, and disk drives;
- All installed software, including licenses, version numbers, full path, and description;
- System Information from DMI and SMBIOS including PC make, model, serial number, mother board type, and over 40 other pieces of information describing the PC and its configuration;
- OS info with version number and service pack build;
- Current network settings including local IP address, gateway IP address, DNS, WINS, DHCP, and MAC address.

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Asset Inventory Administration

The Desktop Enhancement Suite includes a user address book and an asset management database. The user address book will contain names, addresses, location, telephone numbers, and any other relevant information for users. The address book will be manually maintained in accordance with information provided by the County and will contain the fields deemed to be appropriate by the County.

The asset management database will contain a listing of all of the assets that Qnet manages for the County. Configuration information for assets that are automatically inventoried will be imported into the asset management database. The asset management database will also be used to maintain manually provided information such as warranty expiration dates.

Each asset in the asset management database will be linked to a user in the address book. The link to the address book will provide information about the user responsible for the asset and the asset's location.

When a service request that is specific to an asset is recorded in the incident management system a link will be created to the appropriate asset. This link will allow for reporting on historical service request activity for each asset along with other configuration management information.

Online Asset Reporting:

For daily management and administration purposes Qnet agents and a few designated key Dallas County personnel will be provided access to the above mentioned management tools. This access will provide the capability to update configuration data and maintain open service requests.

Desktop Software Compliance:

The inventory information gathered by the agent will provide complete information on the software installed on each system. This information includes software publisher, version, license codes, and product keys where applicable. This information will enable the County to monitor the number of installed applications by license type and reconcile purchased licenses against used licenses.

D. Service Dashboard & Reporting (*RFP Category III, Sections 'Key Performance Indicators' & Reporting*)

Through Autotask, Qnet monitors key metrics including ticket submissions, tickets due and completed, and can provide Dallas County with customized reporting and performance charts aligned with the established SLA's. For our current customers, we provide monthly reports that vary in the level of detail and the performance metrics tracked based on which service areas the customer requests we track. Typically, the types of information we have been requested to track and report on are based on the agreed upon service levels and target information such as number of man-hours worked (by project or ticket) and how much those services cost respectively. The sample Executive Summary Report, shown in *Exhibit 2 – Sample Reports*, represents a high level overview of information usually requested by Senior

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IT Management. This type of report is distributed to our clients to provide them with an overview of the service work we have performed over a set period of time; monthly, quarterly, annually or for any other period they define. It provides a financial review by contract, ticket performance by priority and ticket metrics by issue-type and priority. It also contains pie and bar charts for at-a-glance visibility into other key performance metrics including ticket distribution by priority, by response time and by account contact(s). We can adjust the criteria and create metrics specific to the reporting requirements for Dallas County as necessary and in the event additional detail outside our standard set of reports, indicated below, is requested.

Standard Reports

- ✓ Pre-Billing Reports
- ✓ Post-Billing Reports
- ✓ CRM Reports
- ✓ Resource Reports
- ✓ Service Desk Reports
- ✓ Administrative Reports (various)

E. Value Added Consulting Services (*RFP Category III, Section 'Dallas County Requirements'*)

I. Technical Qualifications

Functional skills alone are insufficient to deliver required service levels and respond to Dallas County's diverse operational requirements. Accomplishing the service delivery mission requires a contractor team that offers relevant and diverse functional capabilities, strong operational experience, and a lucid understanding of Dallas County's mission. Meeting each department's diverse operational requirements requires effective program and technical management to drive service performance, reduce operational costs, and ultimately increase the efficiencies in which the County is serviced.

Qnet has tailored the Service Level Agreements outlined in *Exhibit I* in order to address each of the County's technical requirements. The SLAs establish the framework for performance in support of the following six (6) major functional areas and in alignment with Dallas County requirements identified in the RFP. These SLA's are representative of the service levels Qnet typically provides, and are open for negotiation to better define the delivery benchmarks.

Functional Support Areas:

- Break/Fix Operations
- Project Support Operations
- On Site/ On Call Support Staff
- Desktop Operations
- Central Receiving & Distribution

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- Asset Management

2. Managed Print Services

Qnet can offer managed print services to support the networked laser printers found in the corporate and store environments. With managed print services, Qnet will support all devices for a single cost per page (one for monochrome and one for color). Qnet will then provide all toner, service and parts for the printers.

Qnet will remotely monitor the devices and take action when an alert is received. For example, Qnet can monitor when toner levels are low and ship a replacement cartridge directly to the site. Alternatively, an alert about a malfunctioning fuser can generate an order for a replacement and dispatch of a technician to perform the repair.

If Dallas County is interested in this service, Qnet will need to perform a current state assessment of the current print fleet to gain an understanding of current print volumes and print fleet characteristics.

F. Transition Plan

A key objective for Dallas County is to provide its internal customer departments with continual operational support. In order to meet this objective and make certain all performance requirements continue to be met, we have developed a transition timeline ensuring seamless integration into Dallas County's environment with no disruption to its customer base. Our transition plan describes our approach with our initial investment of Qnet executive & transition staff through the allocated transition period to the fully operational performance day 1. We based our transition plan on the following three key objectives, which we will tailor to meet Dallas County needs:

- Pre-award activities performed in advance to seamlessly integrate into Dallas County environment and ensure continuity of program requirements while transitioning intellectual capital and resources from the incumbent (e.g. interviewing key personnel during phase-in only)
- Focus on retention of incumbent staff, while maintaining a pre-screened resource pool capable of backfilling vacancies during the transition phase as well as the performance phase.
- Establish well-defined communications between the County's Program Manager and IT staff, as well as with the contracting office and incumbent phase-out team to ensure we identify the major issues, in-progress tasks, security compliances and all other concerns that are pertinent to accomplishing the mission.

1. Transition Management Approach

Advanced preparation of our transition process is vital to being able to transition on Performance Day 1. The pre-award requirements gathering phase allows for Qnet to identify any gaps or issues that may result in an unnecessary delay once the transition begins. We can begin proactively addressing these issues and provide solutions or workarounds for those gaps mitigating any delays during the planned transition period. A well developed plan prior to the award allows for more

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concise communications between Qnet, the government and the incumbent contractor to ensure that a good working relationship is established at the onset of the transition. Moreover, this also will afford the government the desired level of transparency and the ability to provide input into the overall process beginning at Day 1. Prior to contract award day, the Qnet leadership team will begin tailoring our existing transition procedures incorporating program management plan elements utilizing best practices to meet Dallas County requirements.

a) Transition Team

For this effort, Qnet will bring in a highly skilled lean transition management team that is familiar with Dallas County's mission and is keenly aware of the need to deliver at a level that enhances the customers' desire to rely on the services we provide. We have established a transition team made up of professional and administrative staff, together who will facilitate and manage the entire transition period from beginning to end. During this period, a dedicated Transition Manager will work on-site with Dallas County staff and incumbent contractors as the primary contact for all phase-in related tasks. Other transition team members will be available during the phase-in period for on-site meetings as well. We have successfully applied this transition approach to other projects for similar clients, such as Work Force, thereby reducing the risk and costs associated with a failed transition into the client work environment.

2. Transition Schedule

Qnet's transition schedule illustrates all the elements of the transition plan used to accomplish contractor phase-in within the allotted time frame. Our transition plan depicts how our planning activities will begin approximately 1 month before Contract Award and will close out 30 days after contract award. The key elements are the planning actions before contract award and the on-boarding of staff on Day 1 of transition period. The plan also identifies known transition risks and mitigation actions taken to reduce these risks. The tasks outlined in *Exhibit 3 - Transition Schedule* establish the framework for executing our transition plan.

As an alternate transition approach, Qnet can transition over a sixty (60) day period, instead of the proposed 30 day period, at no additional costs to the County above standard monthly billing. However, during this period Dallas County must agree to relieve Qnet of the established SLA's with the understanding that Qnet will make every effort to meet the service level objectives.

3. Risk Management Plan

Qnet has identified risks associated with the Phase-in plan and developed a risk mitigation plan that seeks to prevent the risk event or minimize the impact should the risk event occur. Identifying and working to mitigate risk is central to developing project momentum and assuring on-time phase-in. For these reasons, Qnet has implemented the following management actions to mitigate risks associated with phase-in.

- Qnet has formed a dedicated transition team to manage employee administration, local area & facility logistics, contract management, and transition schedule events. This team will remain in place throughout the entire transition period to guarantee immediate response to a

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risk event (known or unknown). The principle goal is to transition resources, equipment and documentation from the incumbent contractor to Qnet with no disruption to Dallas County operations.

- Qnet is utilizing our Intellectual Capital Library in implementing the 'Project Risk Management Process', which provides a methodology to ensure risks associated with the cost, resources, schedule, and technical aspects of the project are identified, assessed, and documented.

The table below illustrates probable risks and the associated actions Qnet will take to mitigate the impact of the risk event.

Table III – F3.1: Qnet's Risk Mitigation Plan

RISK	MITIGATION ACTION
Incumbent staff retention falls below 90% estimate	<ul style="list-style-type: none"> ➤ Interview all incumbent staff as soon as possible after contract signing to determine a baseline of retention ➤ Hire qualified candidates from pre-screened employee pool to fill all vacancies
Incumbent Contractor does not adhere to transition schedule	<ul style="list-style-type: none"> ➤ Coordinate transition schedule with incumbent upon announcement of award with Dallas County contracting office guidance and support ➤ Advise Dallas County Contract Manager in event of schedule delays due to incumbent dependencies.
Incumbent contractor delays final inventory audit & transfer process	<ul style="list-style-type: none"> ➤ Coordinate transition schedule with incumbent upon announcement of award. ➤ Consult with Dallas County Contract Manager in event of schedule delays due to incumbent dependencies.
Unexpected surge requirement due to local exercise, real-world event, or unplanned project support needs during transition	<ul style="list-style-type: none"> ➤ Pre-award recruitment process includes additional staging of qualified resources for all labor categories to ramp up when additional personnel is needed on a short-term basis.
In-process project(s) not completed by incumbent.	<ul style="list-style-type: none"> ➤ With guidance from contract administration office and incumbent, identify previous supplemental project actions in-progress ➤ Consult with Dallas County Contract Manager to review status of previous in-progress projects and make determination of contract responsibility.

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G. Assumptions

Qnet makes the following assumptions in association with development of our Desktop Support solution proposal.

- 1) Support of Dallas County mobile data terminals (MDTs) is not included in the scope of work for the solicited services.
- 2) Transition costs are based on maintenance of 90% of incumbent staff.
- 3) D/I Laser Products will maintain warranties at the current ratio being provided to the County.
- 4) Out of warranty PC repairs will be reimbursed at cost plus 5%.
- 5) A recent 99% accurate inventory has been completed and provided to Qnet prior to performance day 1.
- 6) Qnet shall maintain 99% asset inventory accuracy throughout the base contract term, if the inventory audit findings provided by the County during the incumbent contractor phase-out period are 99% accurate.
- 7) All IMACs shall be provided by Qnet staff; Dallas County personnel shall not relocate any assets.
- 8) The ratio of in-warranty to out-of warranty PCs is 40% to 60% as provided by Dallas County.
- 9) Average monthly desktop tickets quantity is 500.
- 10) Average Break / Fix ticket quantity is 150.
- 11) A project is defined as any work tasks encompassing five (5) or more PCs.
- 12) Qnet can provide 'Project Support Operations' support at no additional cost to the County by utilizing existing staff, if the County agrees to reduced baseline services via alleviation of SLA compliance standards.

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Dallas County
Desktop Technical Support Services
RFP # 2010-090-5232



Attachment 1: M/WBE Compliance Forms

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Attachment 1: M/WBE Compliance Forms

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"Privileged and Confidential Information"



**DALLAS COUNTY
M/WBE SPECIFICATIONS**

**Leffie T. Crawford, Minority Business Officer
Minority & Women Business Enterprises**

MINORITY/WOMAN BUSINESS SPECIFICATIONS

For Bids/RFPs

I. POLICY STATEMENT Dallas County is wholly committed to developing, establishing, maintaining, and enhancing minority involvement in the total procurement process. It is the policy of Dallas County to involve qualified minority/women-owned businesses to the greatest extent feasible in the County's procurement of goods, equipment, services, and construction projects. The County, its contractors, their suppliers and subcontractors, and vendors of goods, equipment services, and professional services shall not discriminate on the basis of race, color, religion, national origin, handicap, or sex in the award and/or performance of contracts. However, competition and quality of work remains the ultimate "yardstick" in contractor, subcontractor, vendor, service, professional service, and supplier utilization. All vendors, suppliers, professionals, and contractors doing business or anticipating doing business with Dallas County shall support, encourage, and implement affirmative steps toward our common goal of establishing equal opportunity for all citizens of Dallas County.

II. REQUIREMENT OF ALL BIDDERS/PROPOSERS: Each firm responding to this solicitation shall be required to submit with their bid/proposal information regarding minority/women business participation in this project. This would include:

Check upon completion (forms attached):

- 1. Compliance with Dallas County's Good Faith Effort Policy
- 2. MBE/WBE Participation Report Form
- 3. A Letter of Assurance A or Letter of Assurance B
- 4. MBE/WBE Identification
- 5. EEO-1 Form (To be submitted by the prime and any sub with 20% or more of the contract).
- 6. Dallas County M/WBE Payment Report.

Note

In the event that the awarded vendor is authorized to subcontract and commits effort to utilize minority and/or women-owned businesses as subcontractors, the name, address and telephone number of the actual subcontractor(s) with actual dollar awards to these subcontractors must be submitted to the Purchasing Department within five (5) working days after bids are opened. Once work commences, the awarded vendor (prime contractor) must submit an M/WBE subcontractor status payment report (attached) with each payment invoice before payments will be authorized for release.

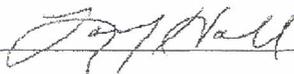
1. GOOD FAITH EFFORT

Prior to an award, all bidders/proposers will be required to document a "Good Faith Effort" to secure minority/women-owned businesses as subcontractors/subconsultants. In the case of some construction projects, this documentation may be submitted after award of the contract, for those subcontract areas occurring later in the construction process. However, if the successful bidder/proposer does not document a "Good Faith Effort" in securing minority/women-owned businesses, a representative of the company must appear before the Dallas County Commissioners Court and explain the situation and answer any questions raised by the Court.

Fulfillment of the "good faith effort" can be accomplished by:

1. Attendance of pre-bid/pre-proposal conference, as scheduled by the County.
2. Efforts to follow-up initial solicitation of interest by contacting minority/women-owned firms to determine with certainty whether these firms are interested.
3. Efforts made to select portions of the work proposed to be performed by minority/women-owned firms in order to increase the likelihood of achieving participation (including, where appropriate, breakdown of subcontracts into economically feasible units to facilitate participation).
4. Documenting each minority/woman-owned firm contacted, the conclusion or decision regarding inclusion and reasons for the conclusions.
5. Efforts to assist the minority/women-owned firms contacted that needed assistance in obtaining bonding, lines of credit or insurance.
6. Efforts that demonstrate that the contractor effectively used the services of available community organizations, contractor's groups, local, state and federal agencies, small businesses, minority/women business assistance offices and other organizations that provide assistance and placement of minority/woman-owned businesses.

Signed: _____



Printed Name: Larry Hall

Title: President/CEO

Date: 9-30-2010

2. MBE/WBE PARTICIPATION REPORT

RFP No. 2010-090-5232
PROJECT NUMBER

Desktop Technical Support Services
PROJECT TITLE

Total Amount of Your Bid/Proposal \$ 1,281,125
(The amount above should equal the total amount as shown on the bid sheet)

List each MBE/WBE business that you plan to use on this initiative. Deletion of firms must be approved by Dallas County prior to finalization.

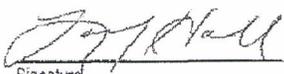
Name of MBE/WBE	NCTRCA* Certification #	Phone #	S / M**	Description of Work	Amount	%
<u>Thoth Solutions</u>	<u>BMDB44787Y0411</u>	<u>972-442-7222</u>	<u>S</u>	<u>Project Management</u>	<u> </u>	<u>10%</u>
<u>Vignon Corp</u>	<u>WFDB42907Y1010</u>	<u>214-340-3331</u>	<u>S</u>	<u>Staffing <i>ADD</i></u>	<u> </u>	<u>10%</u>
<u>DI Laser Products</u>	<u>WFWB42164Y0810</u>	<u>972-221-4300</u>	<u>S</u>	<u>Printer Maintenance</u>	<u> </u>	<u>1%</u>

*North Central Texas Regional Certification Agency - **S = Sub (contractor/consultant) **M= Material Supplier

No MBE/WBE's Added: Please Explain: _____

COMPLETE THIS PORTION OF THE FORM WITH DATA ON YOUR COMPANY.

NAME OF YOUR BUSINESS: Onet, Inc. ADDRESS: 11325 Pegasus Suite W-126, Dallas, TX. 75238 PHONE# (214)341-7638

Larry Hall  President/CEO 9-30-2010
 Printed Name Of Preparer Signature Title Date

3. LETTERS OF ASSURANCE

Letter Of Assurance "A"

The undersigned bidder/proposer hereby assures that our firm will meet or exceed submitted MWBE goals and shall demonstrate and document a Good Faith Effort to comply with the Dallas County's Minority and Woman-Owned Business Involvement Policy in subcontract/subconsultant awards. The undersigned further agrees that any deviation from the initial goals will be done so only with the concurrence of Dallas County.

Qnet, Inc.
Name of Company

[Signature]
Signature

President/CEO
Title (Officer of firm)

9-30-2010
Date

or

The undersigned bidder/proposer hereby certifies that our firm will perform the contract:

with our own work forces, and submit information sufficient to demonstrate that it is your normal business practice to do so.

or

without the services of MWBE subcontractors/subconsultants. The undersigned further submits GFE documented attempt(s).

Name of Company

Signature

Title (Officer of firm)

Date

NOTE: Each bidder/proposer will be required to sign one of the above letters of assurance which should be returned with proposal.

Minority Business Enterprise (MBE) - The bidder/proposer represents that it:

is, is not a minority-owned business, NCTRCA* # BMMB43814Y0111

Woman Business Enterprise (WBE) - The bidder/proposer represents that it:

is, is not a woman-owned business, NCTRCA* # _____

*NCTRCA = North Central Texas Regional Certification Agency

5. Section B - EMPLOYMENT DATA

SI 03 - Page 1

Report on all the employees on a payroll, permanent full and part time employees including apprentices and on the job training trainees specifically as listed as an establishment in the instructions. Total of appropriate figures as of first day of reporting period. Blank spaces will be considered as zero.

Job Categories	Direction of Employees (Report employees in only one category)																Total Job A-Z
	Race/Ethnicity																
	Hispanic or Latino		Not Hispanic or Latino												Total		
			Male						Female								
White	Black or African American	Asian	Native Hawaiian or Other Pacific Islander	Two or more races	Hispanic or Latino	White	Black or African American	Asian	Native Hawaiian or Other Pacific Islander	Two or more races	Hispanic or Latino	White	Black or African American	Asian	Native Hawaiian or Other Pacific Islander	Two or more races	
A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R
Executive, Senior Level Officials and Managers	11			2													2
First/Mid-Level Officials and Managers	12		1	1													2
Professional	3	1	1	2						2							6
Technicians	5		7	3													10
Non-Exempt	4																
Administrative or Support Workers	5									1							1
Light Workers	6																
Other jobs	7		4							1	2						7
Laborers and Helpers	8																
Service Workers	9																
HYLAL	10	1	13	8						4	2						28
PREVIOUS YEAR TOTAL	11	1	11	8						4	2						26

1. Date(s) of payroll period used: 9-24-2010 (Print on the Consolidated Report)

Section E - ESTABLISHMENT IDENTIFICATION (Print on the Consolidated Report)

1. What is the basic activity of this establishment? (be specific, i.e., manufacturing steel castings, retail grocery, wholesale plumbing supplies, title insurance, etc. Include the specific type of product or type of service provided, as well as the principal business or industrial activity) Technology Services

Section F - REMARKS
Use this item to provide identification data appearing on the last EEO-1 report who differs from that given above; explain major changes in composition of reporting units and other pertinent information.

Section G - CERTIFICATION

Check 1 All reports are accurate and were prepared in accordance with the instructions. (Check on Consolidated Report only)
OR 2 This report is accurate and was prepared in accordance with the instructions.

Name of Certifying Official: Larry Hall Title: President/CEO Signature: [Signature] Date: 9-30-10
Name of person to contact regarding this report: Larry Hall Title: President/CEO Address: 11328 Pegasus St
City and State: Dallas, TX Telephone No. (including area code): 75238 214-342-7638 Email Address: lhall@qnetis.com

All reports and information obtained from individual reports will be kept confidential as required by Section 209 of Title VII WHEREBY FALSE STATEMENTS ON THIS REPORT ARE PUNISHABLE BY LAW. (E.O. CODE, TITLE 18, SECTION 1001)



Attachment 2: Personnel Resumes

Dwyke Williams – (Project Manager)

SUMMARY

A certified project manager with over 10,000 hours managing projects and more than 25 years experience in Information technology managing IBM mainframes to client servers. Excellent communicator with extensive management experiences managing technical resources and technical projects.

EDUCATION

A.A.S., Computer Science, Cum Laude
Tyler Junior College - Tyler, TX

CERTIFICATIONS

- PMP Certification - Project Management Institute
- Answer DB Report Writing & Answer DB for Coordinators: Facilitator: Sterling Software
- SQL Application Programming, DB2 Database Design, Administration - Facilitator: DBMI
- IMS Physical Organization of Databases, DBRC Theory,
- DB2 for OS/390 Database Administration Workshop - Facilitator: IBM

PROFESSIONAL EXPERIENCE

QNET INFORMATION SERVICES	2002-Present
Director of Operations and Project Management	2009-Present

- Responsible for oversight and management of entire operational Project Portfolio
- Directing technical resources to insure maximum and proper utilization of skill sets
- Constantly improving processes thereby enabling a smaller staff to achieve greater output

Service Delivery / Operations Manager	2007- 2009
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- Manage internal and external resources to insure customers are receiving services agreed upon.
- Managed FWISD Novell to Active Directory project
- Creating and implementing processes and procedures required to allow company to grow and deliver consistent successful results.
- Assist Company Executives in identifying and prioritizing projects based on current resources and making recommendations for additional resources where needed.
- Working directly with field technicians to standardize reporting procedures, which will decrease time from completion of work to billing clients, thereby increasing cash flow.

Program Manager (Dallas County Account)	2002-2007
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- Manage the day to day operations of Data center, Mainframe and Open System Applications, Telecom, and OS System support including Os390, AIX, Windows, Novell and Solaris.
- Implemented processes and procedures for protection and restoration of data critical to county

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business.

- Managed numerous Novell and Microsoft server and applications projects which were completed on time and within budget.
- Managed Storage Upgrade and Migration project.

EXCELIS, INC. - Dallas, TX
 Sr. Database Administrator

1994 - 2002
 1997 - 2002

- Designed, implemented and maintained IMS, FASTPATH and DB2 databases.
- Utilized BMC and IBM utilities to enhance performance of database, which reduced CPU usage and transaction time.
- Implemented back-up schedule and utilized new technologies to reduce downtime for databases, increasing customer satisfaction.
- Deployed new software to allow reorganization of and customer access to database simultaneously.
- Wrote new recovery procedures, which reduced disaster recovery time by 40%.
- Performed problem resolution when on call with minimal delay.

Manager of Data Center Operations

1994 - 1997

- Managed 28 employees with responsibility of high volume production processing.
- Positions ranged from Production Support to Restart Recovery to Tape Operations as well as Print Operations. Excellent communication and documentation skills were essential.
- Utilized time management to maintain control over daily schedule, which included a variety of meetings and staff related issues.
- Accounted for change management, ensuring quality of work and maximum throughput. Service Levels were of utmost importance.
- Engaged new employees in proper training techniques and procedures.

SOUTHERN METHODIST UNIVERSITY
 Operations Manager

1993 - 1994

- Managed 9 Operators across three shifts on an IBM MVS/VM system in a fast paced, college environment.
- Accounted for all system throughput as well as tape and print operations.
- Analyzed Change Management Reports and provided necessary changes to address any problems during production processing.

TEXAS OIL AND GAS CORPORATION
 Database Administrator

1984 - 1993
 1989 - 1993

- Performed all activities associated with set up, back up, recovery and performance of multiple IMS databases.
- Performed PSB, DBD, ACB and MFS GENS, utilizing IBM utilities.
- Tested IMS panels prior to putting them into production.
- Designed and implemented DB2 databases, tables, views and indexes and issued

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Robert E. Snodgrass – (Senior Network Administrator | Senior Systems Engineer)

An accomplished, results-driven Systems Engineer with demonstrated success in the design, implementation and administration of Windows 2003/2000/NT network systems. MCSA and MCP with “hands-on” expertise in network engineering, systems administration, systems analysis, database administration, SQL 2005, enterprise software, hardware/software deployment, help desk and web development. Extensive experience in IT Consulting and Project Management in multiple industries including Local, State and County Government, Energy Oil/Exploration, power generation, and Finance/Insurance. Recognized for leading high performance teams with maximized productivity. Proven ability to rapidly resolve complex business and technical issues. Track record for delivering improved systems performance, availability and redundancy at reduced operational costs.

TECHNICAL EXPERTISE

Systems	Windows (9x, NT, 2000 Adv. Server, 2000/2003 Active Directory), Netware 5.0, 6.0, 6.5
Hardware	Servers/Workstations (Dell, HP, Compaq), Cisco Routers, Printing Devices, Tape Drives
Networking	LAN/WAN, Ethernet, Token Ring TCP/IP, NetBEUI, NWLink, UDP, VPN, IPX/SPX
Software	MS Office, MS Exchange (5.0, 5.5, 2000), SQL 2000 & 2005 Can-It, PC AnyWhere, VNC, Carbon Copy, Compaq Remote Insight Manager, McAfee, Norton, Panda, Trend, Ghost,

PROFESSIONAL EXPERIENCE

Systems Engineer – Qnet Information Services, Dallas Texas August 2005 – Present

I was an integral part of the quoting, ordering and installation of all hardware as well as the installation of the software in the Dallas County Clerks offices. I setup and maintained all of the county clerk's remote sites and was responsible for the network testing and maintenance at those sites. After go live, I became responsible for all the hardware troubleshooting, diagnostics, maintenance and repair, as well as the interface between software, hardware and networking functions.

Network Administrator – Qnet Information Services, Dallas, Texas September 2002 – July 2005

Serve as consultant for IT contracting company with oversight for data center management at \$4.7 billion oil and exploration company, Kerr McGee. Direct data center with responsibility for providing support to over 200 users. Manage operations of TCP/IP, LAN/WAN environment. Oversee planning, procurement and implementation of applications, file servers and print servers. Develop and deploy strategies for improved systems security. Drive problem resolution at local site and IO remote sites.

- Redesigned systems to reduce volume of servers, resulting in improve efficiency at reduced cost.
- Managed implementation of Windows 2000 Server with Active Directory and Exchange 2000.
- Lead installation and support of Terminal Server and Citrix utility servers at field locations.

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IT Consultant – Computer Solutions Group, Bonham, Texas

October 2001 – September 2002

Contracted as Corporate Manager for Texas Independent Energy Company. Directed systems and network administration at 3 locations in Windows (2000, NT 4.0, 9x) environment. Managed operations and implementation of all voice and data communication software and hardware. Analyzed and purchased network hardware/software. Designed and deployed data storage and security solutions. Coordinated third party consulting in remote locations. Provided direct technical support to end-users.

- Evaluated and redesigned data storage process to provide a more productive and simple method for data retrieval and storage, increasing user productivity by 20%.
- Implemented, configured and maintained internal/external firewalls using Windows 2000 servers and Cisco equipment to enhance data security.
- Transitioned email from POP3 to Exchange 5.5, reducing expense of third party email provider.

Senior Network Administrator – Aurion Technologies, Dallas, Texas

June 2001 – September 2002

Implemented network systems for company that provided web services and web-based production monitoring tools for large oil and gas producers. Tested, installed and configured sever and workstations in Windows (2000, NT 4.0, 9x) environment. Performed systems administration. Installed and configured Cisco routers and appliances. Maintained high level of systems security.

- Performed key role in systems administration, systems monitoring and problem resolution within state-of-the-art Internet data center, seamlessly servicing 1,000+ ASP customers with 100% uptime.
- Analyzed solutions and integrated Multiple Dell servers and Dell appliances, which increased capacity of web services available to customers by over 80%.
- Implemented fiber optic cable and routers, resulting in 10x increase in network speed.

Network Administrator - Crump Insurance Service, Dallas, Texas

August 1999 – May 2001

Served as Data Center Manager for corporate office and 17 branch locations for \$150 million commercial insurance company. Performed system administration and maintenance on Windows NT 4.0 platform. Evaluated and procured hardware and software. Implemented and configured Cisco routers. Coordinated installation of T1 lines and cabling. Trained, managed and mentored 21 direct reports

- Successfully converted obsolete Token Ring network to Ethernet at all locations, which significantly improved network performance, speed and efficiency.
- Upgraded all network servers to further improved speed and productivity. Migrated servers, workstations and network equipment at 5 locations. Completed project with zero down time.

Senior Hardware Technician – Oryx Energy, Dallas, Texas

October 1993 – April 1999

Managed network hardware environment for \$150 million Oil and Gas Exploration Company. Maintained and services PCs, peripherals and hardware equipment on Novell 4x and Windows NT 4.0 platforms. Tested, set up and provided third level user support to operating systems, GroupWise email and MS Office applications. Supervised 3 field service technicians.

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- Created and maintained desktop/laptop images for all user equipment to streamline upgrade process.
- Managed large-scale project to upgrade over 800 PC systems throughout the organization.
- Implemented Compaq 3000 and 7000 series routers to improve productivity and storage capacity.

EDUCATION

- Bachelor of Arts in Education, Minor in Business, University of North Texas, Denton, Texas
- Microsoft Certified Systems Administrator (MCSA), Southern Methodist University, Richardson, Texas
- Microsoft Certified Professional (MCP), Southern Methodist University, Richardson, Texas
- Microsoft Certified IT Professional SQL Server 2005, Dallas, Texas

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Attachment 2: Personnel Resumes

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Guadalupe J. Silva – (Solution Architect)

SUMMARY

With over 22 years experience in information technology Lupe is well equip to design and architect the right solution for the project. Substantial experience in network and system design, implementation and management using Cisco routers and switches. Experienced in software development. Managed other technicians as top-level help desk support with excellent skills in trouble shooting and automation of tasks. A Microsoft Certified Systems Engineer (MCSE) and Master Certified Novell Engineer (MCNE).

EDUCATION

BS in Electrical Engineering with Computer Science Option, The Ohio State University - 3/96
 Master of Christian Education, Dallas Theological Seminary, Current

CERTIFICATIONS

Certified NetWare Administrator (CNA) 8/94, Certified Novell Engineer (CNE) 10/94, Certified Novell Engineer in NetWare 4.X (CNE4) 4/96, Master Certified Novell Engineer (MCNE) 2/98, Certified Novell Engineer in NetWare 5.X (CNE5) 6/99, Certified Novell Engineer in NetWare 6.X (CNE6) 6/02, Microsoft Certified Professional (MCP) 1/99, Microsoft Certified Systems Engineer (MCSE) 8/99, Microsoft Certified Professional plus Internet (MCP+I) 9/00, Professional Engineering in Training (EIT) 6/93

EXPERIENCE

Qnet Information Services, Dallas, TX, *Senior Systems Engineer* 2/00-Current

City of Dallas – Responsible for automating the scripts used to install zclient for Tritech CAD 911 system with the City of Dallas. Tritech utilize Lupe to troubleshoot performance problems with servers and network.

Workforce Solutions – design Novell migration to active directory. Re-designed Cisco network to be more efficient between Workforce 11 service centers. Designed scripts to automate desktop administrative task, images and backups.

Dallas County – Designed and support Cisco network for Dallas County Clerks office for Amcad document imaging and records Management system.

Qnet Corporate Office – Installed, configured, and maintained Windows 2000/2003 Environment with Active Directory. Installed, configured, and maintained Exchange 2000/2003. Upgraded Netware Servers to NW6 and Novell OES. Installed, configured and maintained Novell's iFolder, NetStorage/NetDrive and NetMail. Installed and configured Linux firewall and Linux VPN solution. Installed and configured an Open Source Help Desk software.

Dallas Independent School District – Support for roll out of new GroupWise 6.5 system. Support of for rollout 400+ NetWare 6.5 servers. Assisted in roll out of DirXML implementation. Configuration of

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Remedy Helpdesk Software. Assist in installation of Syncsort backup solution. Installed and configured agenda management software (SIRE) for Board Meetings, including designing work flows for agenda items to be included into board meetings.

Perot Systems/Parkland Hospital – Worked with Microsoft and Netware teams in diagnostics and resolution of NDS for NT issues with the Windows NT server and NetWare Servers.

Gallup McKinley County Schools – Primary support for Novell environment working with GroupWise 7, eDir 8.7 & 8.8, NetWare 6.5, SLES 9 & 10, IDM 3.x. Primary tasks to resolve issues, upgrade patches, updated to new version. Installed and configured ZCM (Zen 10), GroupWise Instant Messenger, IDM Drivers (AD and JDBC). Help troubleshoot and diagnose problems on Microsoft servers and workstation. Troubleshoot and diagnose issues with the IBM BladeCenter and IBM SAN. Help diagnose and troubleshoot problems with Cisco Routers, Switches, and PIX Firewalls. Wrote many programs in Perl and RealBASIC to automate administrative tasks.

Kerr-McGee – Responsible for entire Microsoft network at the Kerr-McGee Dallas office. Installed Windows NT/2000 Servers and Windows NT/2000/XP Workstations. Maintain Microsoft Exchange email systems. Created scripts to automate many administrative tasks. Worked with Compaq Servers, SAN and Windows 2000 Cluster. Highest level of helpdesk for the Dallas office.

Other Clients – Installed, configured, and troubleshoot NetWare 5.X/6.X servers. Installed, configured and troubleshoot iFolder and NetStorage/NetDrive. Configured and Troubleshoot GroupWise 5.x/6.x. Installed, configured, and troubleshoot Windows NT/2000/2003 servers and workstations. Installed, configured and troubleshoot Exchange 5.5/2000/2003. Installed, configured and troubleshoot Citrix Metaframe Servers. Installed and configured several flavors of Linux Servers and Desktops. Installed and configured Microsoft and Open Source VPN solutions. Configured Cisco Routers, Switches and other DSL Routers

The Technology Group, Dallas, TX, Senior Network Engineer

6/99-2/00

Responsible for entire Novell/Microsoft network at the Kerr-McGee Dallas office. Installed and configured NetWare 4.11 Servers, Windows NT 4 Servers and Windows NT 4 Workstations. Maintain GroupWise and Microsoft Exchange email systems. Migrated users from GroupWise to Exchange. Highest level of helpdesk for the Dallas office. Consulted with other clients of TTG on Novell projects.

CCS, Inc., Dallas, TX, Senior Network Engineer

11/98-6/99

Responsible for GroupWise System & Novell Servers at Oryx Energy Dallas office. Troubleshoot problems with GroupWise, Novell, and Windows NT 4 Workstation.

DCS, Inc., Wylie, TX, Computer Consultant

10/98-11/98

Maintained a Windows NT network. Consulted with other companies on Novell problems. Worked on banking computer audits.

Nobel Networking, Dallas, TX, Network Engineer

9/98-10/98

Installed and troubleshoot Windows NT Networks. Configured routers.

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Dynamic Research Corp., Columbus, OH, *Senior Technical Advisor*

3/97-8/98

Responsible for installing, maintaining and troubleshooting a large Novell NetWare 4.1/4.11 LAN/WAN in the Ohio Department of Human Services (ODHS). The network had over 10,000 users and 200 file servers. Involved with the installation of a LAN in every county in Ohio and involved with connecting the LANs in a frame-relay based WAN. Designed server and workstation image. Automated a server and a workstation installation. Automated administration tasks. Evaluated new products and designed rollout procedures for the new products. Created and managed documents and procedures of the network. Trained and managed technicians in maintaining and troubleshooting network and workstation problems. Worked as the highest level of help desk support. Designed LAN/WAN router and switch configurations for large sites. Intensive direct contact with senior level support staff of Novell, IBM, and Corel to troubleshoot problems with GroupWise, NetWare and NDS, NetWare for SAA and Corel WordPerfect Suite 8. Experience with Compaq and NetFRAME servers, Cisco routers and switches and Bay Network hubs.

SSDS, Inc., Columbus, OH, *Network Engineer*

4/96-3/97

Responsible for maintaining and troubleshooting a growing Novell NetWare 4.1 LAN/WAN in the Ohio Department of Human Services (ODHS). The Novell network had over 1,000 users and is scheduled to grow to 20,000 by the year 2000. Responsible for installation and configuration of file.

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Tom X. Reilly Jr. – (Senior Computer Consultant)

SUMMARY

Tom has over 15 years experience in information technology. Tom has worked on several projects in key rolls to facilitate network assessment documentation and migration of Netware servers and installation of Microsoft Active Directory and exchange.

EDUCATION

Bachelor of Arts, University of Texas at Arlington
 Major in Criminal Justice and Criminology with a Minor in Business Administration

CERTIFICATIONS

- Certified Netware Engineer – Netware 6, Netware 5
- Certified Citrix Administrator – Metaframe 1.8
- Certified Dell Technician – PowerEdge Servers, Dimension Desktops, Optiplex, Dell Workstations,
- Dell Silverback Operations
- Dell Silverback Administration
- Network+ Certified, Security+ Certified
- Microsoft Certified Systems Engineer with Security – currently studying and testing
- Linux Certified Professional – currently studying and testing

EXPERIENCE

Qnet Information Services, Senior Engineer

March 2000 – Present

Design, implement, document and support ever-changing internal server network at Qnet. Currently running multiple Citrix Metaframe, Windows 2000 and 2003, Netware 6, SLES 9 and 10, RedHat, CentOS Linux servers, as well as Exchange 2003 and IIS 6.0 for multiple client domains, almost every service running in virtualized instances on VMware. Maintained e-mail, webhosting, and DNS hosting in Sun OS environment. Migrated Sun sendmail e-mail system to Linux-based @mail system. Currently migrating Sun web hosting services to a Linux-based VHCS system. Currently migrating Netware 6 file and print services to both Active Directory and Linux-based OpenFile. Operate Qnet's Managed Services systems via Dell's Silverback, Citrix's GotoAssist, and Open Source Zenoss applications.

Fort Worth Independent School District:

October 2007 – Present

Resuscitated an outdated Netware 5.0 environment that had been running generally unattended for many months. Repaired numerous ongoing NDS issues. Brought core servers thought to be unrecoverable back online. Documented server and NDS configurations. Created instructions for previously untrained FWISD staff to follow for maintenance to be conducted internally. Installed automated maintenance routines to keep server system running with minimal intervention. Remotely maintained servers to stay online long enough to be migrated off to new Active Directory system. Recovered data on volumes that been lost to old hard disks failing with age. Designed automated data replication system to minimize

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downtown during server migration and accommodate failing backups on old equipment. Removed old servers from NDS tree properly as sites were migrated off NDS to Active Directory.

Employees Credit Union:

January 2006 – Present

Migrated entire office from Exchange 2000 to Exchange 2003 and implement a backup system.

Consolidated and Migrated NT 4.0 Domain and Windows 2000 Active Directory to Windows 2003 Active Directory, implemented DHCP and local DNS, and introducing file security concepts, all being completed during business hours with minimal downtime.

Kahn Mechanical Services:

May 2006 – Present

Consolidate multiple Windows 2000 servers and Active Directories, Exchange 2000, and SQL-based financial applications to one Windows 2003 Small Business Server. Redesign backup system. Repair corrupt Active Directory, Kerberos certificates, and DNS. Implement VPN, remote access, and SharePoint services.

Novell's DISD Erate Server Team: (Senior Netware Engineer)

May 2004 – November 2005

Began project as part of the Novell Support team, being utilized to prepare DISD staff for upcoming extreme growth in server environment.

During the first month was moved to e-mail team to help with automation of the upgrade/ installation of GroupWise client, anti-virus, and anti-spyware software on 24,000+ workstations running Win95, 98, NT, XP and Mac OSX throughout DISD, as well as the process tracking and documentation during the course of the installation. Utilized Perl, IIS, HTML, ASP, and DOS batch scripts for my part of the process, as well as assisting the other team member writing the install process in WinBatch. Also developed an automated geographically-distributed installation system to preserve bandwidth at heavily populated schools with inadequate bandwidth.

Was then migrated to the server team and tasked to install 10 25-node virtual cluster Terminal Server farms, 250+ Netware 6.5 school campus servers, plus approx. 100 individual use servers. Responsible for writing over 1400 individual response files for the entire process. Built VMware-based test lab from scratch to run Netware and Microsoft servers in multiple subnets. During pilot stage of campus server installs, was promoted to Senior Netware Engineer. As the project progressed, government funding issues arose forcing the laying off of all technical personnel on the Server Team except for myself for approximately 7 months, during which time server Linux, Netware, and MS server installs proceeded, as well as designing a completely open source Linux alternative to Microsoft's Virtual Terminal Server Clustering. During the final ramping-up near the end of the project, was also responsible for interviewing, selecting, and training new team members, assisting in schedule planning, coordinating with other non-Novell teams during the weeks of high-volume rollout, reviewing questions and verification issues from the DISD staff, writing, compiling, and organizing over 1,000 pages of documentation on design considerations, rollout methodology, installation instructions, lessons learned, etc., as well as laying off the other team members earlier than expected during another funding issue near the end of the project.

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Dallas County: (Client Server Manager)

October 2002 – May 2004

Inherited an environment consisting of approximately 100 servers geographically spread out throughout Dallas County, consisting of Netware 4.11 and 5.1, NT3.5/ Citrix Winframe, NT4, and Windows 2000 and Citrix Metaframe 1.8 in one NDS tree, multiple NT domains, multiple peer-to-peer workgroups, and one Active Directory serving over 3000 clients running Windows 95, 98, 2000, and XP. Responsible for server OS's, NDS/ NT4 Domain/ Active Directory administration, GroupWise administration, anti-virus administration, DHCP & DNS administration, backups/restores/disaster recovery, ManageWise, web proxy services, Oracle forms and DB servers, MS-SQL servers, and remote access via VPN on Citrix Metaframe and dial-up on Winframe. Responsible for strategic planning, project request initiations, monthly server status reports, and on-demand anti-virus and web proxy reporting, as well as being on-call 24/7.

Tasked to stabilize, document, centralize, standardize, and consolidate the server environment with no spare parts, no test network, no operating budget, no standard maintenance windows, predominately past end-of-life hardware running at full capacity on predominately unsupported OS's, and funding for only one full-time person. Began with an environment that was designed specifically to be decentralized, was unstable, undocumented, virus-ridden and completely un-standardized, with minimal knowledge transfer from the previous support staff.

Developed an administrative front-end to allow for full remote administration of the server environment. Enabled portal services on Netware 5.1 servers, implemented the ActiveX Terminal Server client applet, installed VNC on the NT4 servers, created one custom MMC console for all Active Directory services, and enabled Citrix NFuse to web-publish all other applications that would not natively run in a web client, and combined them all into one web-based tool.

Kerr-McGee Corporation: (Network Administrator)

March 1998 – October 2002

Began with Helpdesk support for MS Windows 95, 98, NT4, MS Office 95, 97, Netscape Navigator 2.x-4.x, MS Internet Explorer 3.x-5.x, migration from mainframe-based TAO e-mail to GroupWise, and general hardware support.

Expanded responsibilities to administer world-wide networks including: Novell NetWare 3.x & 4.x and MS NT4 & 2K LAN's and Intranets, MS Windows NT 3.51+ Citrix WinFrame, SunOS + WinDD, MS Windows NT4 & 2K Server + Terminal Services/ Citrix MetaFrame, Frame Relay and dedicated TI WAN's, mainframe services, basic SunOS Unix administration, mainframe/ Novell/ NT/ Unix / Linux gateways, wireless networking, Windows and PalmOS palm-top devices, multimedia room IT integration, PPP dialup services, PPPOE, DSL, Cable Internet and VPN, Worldwide network mapping and documentation, Intel and HP Print services, peer-to-peer networks, ARCServ and Ghost backups and restores, GroupWise administration, GroupWise to Exchange migration, and Administrative Intranet Web development.

Responsible for the operation and maintenance of the server room, including Environmental systems (UPS & HVAC), Compaq racks, servers, and SAN's, Watchguard Firewall maintenance, Cisco router, switch, & hub physical installation and support.

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Attachment 3: Subcontractor Capabilities Profiles

BUCHANAN TECHNOLOGIES

COMPANY PROFILE

Buchanan Technologies is a private, international IT professional service, consulting and outsourcing company founded in 1988. We have grown into a respected leader in the IT Services arena. We offer end-to-end technology solutions for clients and we're committed to delivering cutting edge technology solutions.

To deliver on this promise, the company employs hundreds of Subject Matter Experts (SMEs) assisting clients with services such as technology maturity assessments, remediation services, software selection and implementation, custom application development, e-commerce solutions and website development, network security management, project implementation, VOIP, Cisco services and full-service outsourcing.

Our clients range from local and regional companies to large-scale global enterprises. We provide the perfect combination of people, process and technology. Ask us for references. You'll find our customers stay with us, because we deliver results and stand behind our work. Through detailed reporting, professional best practices, and guaranteed service levels, Buchanan Technologies continues to grow and enjoy lasting relationships with its customers.

We have regional offices in US, Canada, Europe, and Asia. We have field engineers in 34 states along with an extensive network of local affiliates in almost every city in North America. This enables us to deliver our services anywhere our clients are located. At the heart of our success is the practice of working closely with our clients to provide creative, strategic, and development services that assist them in meeting their business objectives.

Buchanan Technologies success has been recognized and rewarded by numerous organizations. We're a two-time winner of the Inc 500, Eleven (11) time winner of the Dallas 100, and won several awards from Current Technology Magazine, Dallas Business Journal, VAR Business, and Arthur Andersen's Fast Tech 50.

The company employs a staff of approximately 550 employees worldwide spanning seven (7) time zones and four (4) support centers. Buchanan Technologies is strategically positioned to meet your organizations evolving IT demands.

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THOTH SOLUTIONS, INC. (TSI), is a privately held S Corporation founded in 1996 & headquartered in Rock Island, Illinois on the US Army Arsenal Base, with satellite locations in the Dallas/Forth Worth metroplex & Washington D.C. TSI, an 8(a) certified small minority owned business, supplies Information Technology solutions to both Federal Government and private sector businesses. Our team of highly trained and experienced IT professionals customize IT solutions to meet each of our client's unique needs. We bring to bear a host of service offerings ranging from comprehensive business assessments to complex software development and implementation. Most importantly, we deliver quality results and work diligently to ensure the successful completion of each project and overall customer satisfaction.

SERVICES

- IT Project & Program Management
- Logistics Support Services
- Custom Application Design & Implementation
- Business Process Reengineering
- Network Security Auditing & Consulting
- Helpdesk Support & Facilities Management
- Infrastructure Planning
- Asset Management Systems Consulting
- Systems Software Integration
- Quality Assurance/Quality Control
- Data Conversions
- Training (Materials Development & Delivery)
- Database Design, Maintenance & Support
- Building "Green" – Energy Efficient Lighting Solutions

COMPANY DEMOGRAPHICS

Minority Owned Small Business	NAICS Codes *(partial list)	DUNS#	CAGE#
SBA 8(a) Certified	541511 – Custom Computer Programming Services	128601619	1TR85
Disadvantaged Business (DBE)	541512 – Computer Systems Design Services		
HUB Certified	541519 – Other Computer Related Services		
GWAC Holder	541614 – Process, Physical Distribution and Logistics Consulting Services		
CCR Registered	541618 – Other Management Consulting Services		
ORCA Registered	561990 – All Other Support Services		

PARTIAL CLIENT LIST

- US Army TACOM
- General Services Administration (GSA)
- Department of Veteran Affairs
- Naval Facilities Engineering Command (NAVFAC)
- US Marine Corps (USMC)
- Transportation Security Authority (TSA)
- SAIC
- Serco
- City of Fort Worth
- WestIn Engineering
- IBM
- AT&T

"YOUR PROJECT MANAGEMENT & SYSTEMS CONSULTING PARTNER"

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PUBLIC SECTOR CAPABILITIES BRIEF

Vignon Corporation, founded by Kathy Hodgins Blanck in 2001, is a privately held Texas Corporation chartered in July 2001, with a primary focus on public sector, utilities, and selected private sector clients. Sales have more than doubled each year since 2001 and staffing levels have grown to more than twenty percent. Vignon has a history of providing reliable, consistent, and cost-effective solutions. Recently Vignon was honored as one of the Top 50 Fastest Growing Women-Led companies in the U.S. by Entrepreneur Magazine. Furthermore, Vignon was also selected as one of the Top 15 Fast-Track Woman Business Enterprises by Women's Enterprise Texas Magazine.

Vignon is a small business as defined by the SBA and is certified as a Woman Business Enterprise (WBE) and a Disadvantaged Business Enterprise (DBE) at the local, state and federal levels and is also a State of Texas Historically Underutilized Business (HUB). Vignon has been very successful in providing IT services and staffing to public and private sector clients across multiple entities and locations. We are currently located in Dallas TX, Austin TX, Birmingham AL, Breckenridge CO, and Omaha NE.

STATE OF TEXAS RELATIONSHIPS

Vignon has built a long and successful relationship with the State of Texas and its agencies and is committed to delivering qualified, competent staff and outstanding services. In June of 2010, Vignon was awarded a 5 year contract to provide temporary Information Technology professionals for the University of Texas Medical Branch at Galveston (UTMB). Also, Vignon is now in its 3rd year as a prime vendor to the Texas Department of Information Resources providing staff augmentation services to various agencies as well as has a multi-year ongoing relationship to provide staff augmentation for the Health and Human Services department. Vignon has recently completed an 18 month contract for the Department of Insurance for a technology migration initiative. In addition to supporting State agencies, Vignon is actively involved in local Dallas County projects. Currently, Vignon is providing staff augmentation services to the City of Dallas for a Records Management System implementation as well providing staff for a technical implementation project. Vignon also recently completed an effort with the City of Dallas for which they staffed over 18 staff augmentation positions over a two year period. In addition, Vignon provided staffing for the Dallas County Clerk's Recording System during the period September 2005 through June 2009. Further, Vignon also provides support for Federal clients within the State as well. Vignon is currently providing technical support for a Federal Agency in support of a leading global company at an Austin, TX based in its Information Technology Center. Finally, Vignon has never had a contract terminated nor been involved in any litigation concerning its contracted services or staff.

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Attachment 4: Insurance Requirement Affidavit

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DALLAS COUNTY
INSURANCE REQUIREMENT AFFIDAVIT

To Be Completed By Insurance Agent/Broker And Bidder

I, the undersigned Agent/Broker, reviewed the insurance requirement contained in this bid document. If the Bidder shown below is awarded this contract by Dallas County, I will be able to, within ten (10) days of notification of such award, meet all of the insurance requirements in this bid.

Insurance Coverage Reviewed:

Agent's Name: PATRICIA DIBERNARDO

Agency Name: ARGETON LLC

Address: 3066 W 130

City/State/Zip: GARLAND TX 75043

Telephone No: (972) 226 1914

Fax No: (972) 226 9960

Bidder's Name and Company: Qnet Information Services/Larry Hall

Project/Bid No. and Title: Dallas County Desktop Technical Support RFP#2010-090-5232

By submitting a bid and signing below I affirm the following: I am aware of all costs to provide the required insurance, will do so pending contract award, and will have my insurance agent provide this information to Dallas County, meeting all requirements within ten days of notification of award.

If the above ten day requirement is not met, Dallas County may reject this bid and award the contract to the next lowest responsible bidder meeting specifications. If you have any questions concerning these requirements, please contact Mr. Umit Graham, Risk Manager, Dallas County Human Resource/Civil Service Department at (214) 653-7604.

Patti DePaulo

Insurance Agent/Broker Signature: _____

Date: 9/28/10

Bidder's Signature: *Larry Hall*

Date: _____

9/30/2010



Exhibit I: Service Level Agreement

The following SLA is a sample for information purposes only in connection with the subject RFP and outlines Qnet's proposed service levels. An official copy of this agreement shall be provided upon award.

QNET SERVICE AGREEMENT # X-X: FOR DESKTOP SERVICES

This Service Agreement is entered into pursuant to, and is expressly incorporated by reference into, that Information Technology Services Agreement ("Master Agreement") executed between _____ and Qnet Information Services, Inc, a Texas corporation ("Service Provider") on DATE, is hereby entered into and effective on the ___ day of _____, 2010 (the "Service Agreement Effective Date").

Accordingly, the parties agree as follows:

1. **Key Positions:** Key Dallas County and Key Service Provider Positions are specified in Exhibit A.
2. **Service:** The Services to be provided under this Service Agreement are described in Exhibit B attached hereto.
3. **Inherent Services:** As per the Master Agreement subpart entitled 'Working Relationship: Services,' any services not specifically described which are determined to be reasonably required for the proper performance and provisioning of the Services shall be deemed to be implied by and included within the scope of the Services to the same extent and in the same manner as if specifically described in this Service Agreement.
4. **Charges.** The specific Service Provider charges applicable to the Services are set out in Exhibit C attached hereto.
5. **Term.** The term of this Service Agreement shall begin on the Effective Date. The term shall continue for a period of five (5) years after the Commencement Date, unless earlier terminated or renewed in accordance with the provisions of the Master Agreement or this Service Agreement. Dallas County shall have the option to renew this Service Agreement for two (1) year terms by delivering written notice of such renewal to Service Provider at least ninety (90) days before expiration. All of the terms of the Master Agreement shall continue to apply without change during any renewal period. "Service Agreement Term" shall refer to both the original term of this Service Agreement and any renewal of the Service Agreement.
6. **Incorporation by Reference.** The parties agree that (i) this Service Agreement is entered into by the parties pursuant to the terms of the Master Agreement, and (ii) except to the extent expressly provided otherwise in this Service Agreement, all the terms and conditions and definitions of the Master Agreement are expressly incorporated by reference into this Service Agreement.
7. **Service Levels.** Service Level Measurements will be used to quantitatively calculate Service Providers actual performance in the delivery of the Services. Service level information is provided below and in Exhibit D.
 - (a) **Definitions.**

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- (1) **Service Level Measurement:** For any Service identified in this Service Agreement, Service Level Measurements are specified measurements for quantitatively calculating the Service Provider's actual performance. Service Level Measurements are compared with Service Level Standards to appraise performance. Service Level Measurements are classified as either "Critical Service Level Measurements" or "Quality Service Level Measurements."
- i) **Critical Service Level Measurement:** Critical Service Level Measurements represent Service Level Measurements taken regarding critical activities.
 - ii) **Quality Service Level Measurement:** Quality Service Level Measurements represent Service Level Measurements taken regarding activities that tend to be more informational in nature, and, as such, are generally less critical to performance over time.
- (2) **Service Level Standards (also known as "Required Service Levels").**
- i) **Service Level Measurement Method:** The Service Level Measurement Method is the specific, agreed-upon method for calculating the Service Level Measurement.
 - ii) **Minimum Service Level:** The Minimum Service Level is the minimally acceptable ordinary-course value for a Service Level Measurement. Any failure to meet or exceed a Minimum Service Level may constitute, depending upon the facts and circumstances, a material breach of Service Provider's obligations under the Service Agreement. A Minimum Service Level is prescribed for all Service Level Measurements, regardless of whether the Service Level Measurements are Critical Service Level Measurements or Quality Service Level Measurements.
 - iii) **Increased Impact Level:** The Increased Impact Level is a Service Level Measurement value that is less satisfactory than the Minimum Service Level and, as such, is typically associated with increased adverse impact upon Dallas County business. Any failure to meet an Increased Impact Level may constitute, depending upon the facts and circumstances, a material breach of Service Provider's obligations under the Service Agreement. An Increased Impact Level is prescribed for Critical Service Level Measurements only.
 - iv) **Example:** Average Network Response Time, a Critical Service Level Measurement measured monthly, is assigned a Minimum Service Level of 3 seconds and an Increased Impact Level of 4 seconds. Database Software Release Management, a Quality Service Level Measurement measured semi-annually, is assigned a Minimum Service Level of "95% of software upgrades released on schedule."
- (3) **Service Level Credits:** The amounts which Dallas County shall recover, in addition to any other monetary remedies Dallas County may have, each time

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Service Provider fails to meet the Required Service Levels. The Parties acknowledge that Service Level Credits are intended to roughly reflect the diminished value of the Services as a result of service level - related failures; they are not intended to compensate Dallas County for breach and do not constitute liquidated damages, damages, penalties, or other compensation for any such breach or default. Service Level Credits are calculated in the manner described in this section.

- (b) **Time.** The Required Service Levels provided shall be applicable beginning effective on the Service Agreement Effective Date. Unless otherwise stated, each Service Level Measurement shall be calculated on a complete calendar month, quarter, or annual basis. Performance results shall be measured and reported based on actual results.
- (c) **Modification.** From time to time during the Term, the Parties agree to negotiate in good faith to modify Service Level Measurements, Service Level Measurement Methods, and Service Level Standards to reflect changes in Dallas County's business. All such changes shall be adopted in the form of a signed written amendment.
- (d) **Remedies.** At all times during the Term, Service Provider shall provide the Services in a manner that meets or exceeds the then-existing Service Level Standards. The remedies for failure to do so shall include the remedies defined in this Service Agreement and the Master Agreement.
- (e) **Service Level Weights for Critical Service Level Measurements.** Each Critical Service Level Measurement shall be assigned a Service Level Weight which is used in the calculation of the Critical Service Level Credits. The Service Level Weights are commonly expressed in percentage form, but they may be properly referenced in either fractional form or equivalent percentage form (i.e., 0.10 or 10%). The Service Level Weights roughly approximate the severity of the impact on Dallas County's operations of failures to meet the respective Service Levels. The parties acknowledge that these percentages are very rough approximations of probable severity and do not limit Dallas County's right to contend that one or more failures to meet one or more of the Service Levels may constitute a material breach of the Agreement. Upon thirty (30) days advance notice to Service Provider, Dallas County may adjust the Service Level Weights, as Dallas County deems appropriate.
- (f) **Service Level Credits.** (1) In each case of a failure to satisfy a Required Service Level, Service Provider will, within five (5) days from the identification of the deviation from the applicable Service Level Standard, provide to Dallas County a plan of activities which will allow Service Provider to satisfy the applicable Service Level Standard at the earliest date practicable. (2) In addition, Dallas County shall be entitled to recover a Service Level Credit for such deviation calculated in the manner described below, *provided, however*, that (a) the Total Critical Service Level Credits for any given month will not exceed twenty percent (20%) of Service Provider's monthly charges for the applicable month (excluding Pass-Through Expenses and Special Charges, if any); and that (b) the Total Quality Service Level Credits for any given month will not exceed ten percent (10%) of Service Provider's monthly charges for the applicable month (excluding Pass-Through Expenses and Special Charges, if any). (3) If a single event directly causes the

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failure to achieve more than one Required Service Level, then only one Service Level Credit will apply. In such event, Dallas County will select the Service Level Measurement that will be used for the calculation of the Service Level Credit.

- (g) **Method of Calculation for Critical Service Level Credits.** (1) If Service Provider fails to meet or exceed the Minimum Service Level, but meets or exceeds the Increased Impact Level, for a Critical Service Level Measurement, the Service Level Weight corresponding to that Service Level Measurement will be multiplied times twenty percent (20% = 0.20) of Service Provider's total charges for the applicable month (excluding Pass-Through Expenses and Special Charges, if any) to yield a Service Level Credit for the Critical Service Level Measurement. (2) If either (2a) Service Provider fails to meet or exceed the Increased Impact Level for a Critical Service Level Measurement or (2b) Service Provider's performance fails to meet or exceed the Minimum Service Level for a Critical Service Level Measurement and Service Provider failed to meet or exceed the Minimum Service Level for the same Critical Service Level Measurement the last time that Critical Service Level Measurement was evaluated, then the Service Level Weight corresponding to that Critical Service Level Measurement will be doubled and such percentage will be multiplied times twenty percent (20% = 0.20) of Service Provider's total charges for the applicable month (excluding Pass-Through Expenses and Special Charges, if any) to yield a Service Level Credit for the Critical Service Level Measurement (this calculation being in lieu of, and not in addition to, the credit calculation for the inherent Minimum Service Level failure). (3) To calculate the Total Critical Service Level Credit due to Dallas County for the Critical Service Level Measurements for the applicable month, the credits calculated for each Critical Service Level Measurement as described above are totaled and such amount shall be the Total Critical Service Level Credit to Dallas County against Service Provider's invoice for the applicable month, *provided, however*, that the Total Critical Service Level Credit for any given month will not exceed, and shall be capped at, twenty percent (20%) of Service Provider's monthly charges for the applicable month (excluding Pass-Through Expenses and Special Charges, if any).
- (h) **Method of Calculation for Quality Service Level Credits.** (1) If Service Provider meets or exceeds the Minimum Service Level for a Quality Service Level Measurement, then that Service Level Measurement is Satisfactory; otherwise, the Service Level Measurement is Unsatisfactory for the applicable month. (2) The number of Satisfactory Quality Service Level Measurements divided by the number of Quality Service Level Measurements evaluated is the Quality Service Level Measurement Performance Ratio for the applicable month, which may be expressed as either a fraction or an equivalent percentage (e.g., 0.95 = 95%). (3) If the Quality Service Level Measurement Performance Ratio fails to meet or exceed 90%, then the Total Quality Service Level Credit for the applicable month shall be 5% of Service Provider's total charges for the applicable month (excluding Pass-Through Expenses and Special Charges, if any), *provided, however*, that, if any Quality Service Level Measurement for the applicable month and for the month in which that same Quality Service Level Measurement was last evaluated are both Unsatisfactory, then the Total Quality Service Level Credit for the applicable month shall be 10% of Service Provider's total charges for the applicable month (excluding Pass-Through Expenses and Special Charges, if any); *furthermore*, the Parties expressly agree that the Total Quality Service Level Credit for any given month will not exceed, and shall

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be capped at, ten percent (10%) of Service Provider's monthly charges for the applicable month (excluding Pass-Through Expenses and Special Charges, if any).

- (i) **Exceptions to Liability for Service Level Credits.** Service Provider shall not be liable to pay Dallas County Service Level Credits for any failure to meet a Service Level Standard to the extent that such a failure is directly attributable to (i) a Force Majeure Event; (ii) breaches of this Agreement by Dallas County, provided that Service Provider has provided Dallas County with reasonable notice of such breach immediately after becoming aware of it and Service Provider has used all Commercially Reasonable Efforts to perform notwithstanding such breach; or (iii) acts or omissions of Dallas County, provided that Service Provider has provided Dallas County with reasonable notice of such act or omission immediately after becoming aware of it and Service Provider has used all Commercially Reasonable Efforts to perform notwithstanding such acts or omissions, or (iv) the first manifestation of an extraordinary latent error or defect in Equipment used by Service Provider in providing the Services (and any related repeated instances pending the applicable Service Provider's correction of the defect) if such defect was (1) unknown to Service Provider and (2) not disclosed in any information distributed by the third party licensor, manufacturer, or distributor and (3) not preventable or discoverable through normal testing or maintenance procedures.

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EXHIBITS TO DESKTOP SERVICES

SERVICE AGREEMENT EXHIBITS

Exhibit A	Key Positions
Exhibit B	Services
Exhibit C	Charges
Exhibit D	Service Level Agreement

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Exhibit 1: Service Level Agreement

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"Privileged and Confidential Information"

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Exhibit A

Key Positions

Dallas County Contract Manager: Dallas County Contract Manager for this Service Agreement is _____.

Dallas County Project Manager: Dallas County Project Manager for this Service Agreement is _____.

Service Provider Program Manager: The Service Provider Service Agreement Manager, also known as the Service Provider Program Manager, for this Service Agreement is _____.

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Exhibit B

Desktop Services

Service Provider will provide a Desktop Service Desk to act as a single point of accountability in response to Dallas County service requests. Service Provider will assume full responsibility for resolving all problems and in-scope service requests. Service Provider will staff the Service Desk with individuals who will log all problems and requests in an automated ticket tracking system. The Service Desk staff will be able to answer many of Dallas County's IT-related questions and serve as Level 2 support. Level 2 staff members should be courteous and responsive to Dallas County, as well as maintain a general knowledge of Dallas County's applications and technology infrastructure. They will also coordinate with Level 3 support if escalation to these levels is required. Level 2 technicians will assume responsibility for closing all tickets and verifying with Dallas County employees that the problem or request has been resolved to their satisfaction. Additionally, Service Provider will produce reports from the ticket tracking system that will be used to inform Dallas County of the effectiveness of Service Provider Service Desk services in adherence to the established quality standards.

Service Provider Staff Availability: Level 2- 8:00AM x 5:00PM (Central Standard Time) Monday - Friday, except federal holidays (outside of regular business hours only phone support is provided)

After-hours, Holidays & Seasonal Support: Customers that have planned after-hours, holiday, or seasonal support requirements must provide Service Provider advanced notification of planned event and personnel requiring support 72 hours prior to the request. Additional contract funding may be required.

- Summary of Activities:
- Maintain and distribute primary Help Desk phone number, email &/or website
 - Provide and Administer ticket tracking system
 - Level 2 technical support
 - Escalation and Notification of Service Provider and Dallas County Management
 - Coordinate Level 3 Support
 - Root cause analysis and general technical support for critical and recurring issues
 - Trending analysis, identification and reporting of recurring issues
 - Satisfaction Survey
 - Reporting and Documentation

- Process Outputs:
- Standard, monthly service level attainment reports
 - Automated ticket tracking reports
 - Problem/change management logs
 - Daily Report of open and outstanding tickets
 - Ad-hoc reporting at customer request

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RESPONSIBILITIES MATRIX FOR DESKTOP SUPPORT

Activity	Dallas County	Service Provider
Break/Fix Operations		
Manage receipt, update and disposition of desktop service calls		✓
Track warranty, maintenance and compliance		✓
Reconcile service tickets received		✓
Provide certified technicians for Break/Fix		✓
Track performance on service calls		✓
Maintain critical component stock levels		✓
Assist with server support and maintenance (as requested)		✓
Manage release, receipt and reconciliation of equipment sent to off-site repair facilities		✓
Provide informational updates to Dallas County IT Management, customers and other functional areas (as required)		✓
Project Support Operations		
Provide required supplemental resources		✓
Receive and process initial asset management functions for County project-related assets (if applicable*)		✓
Provide imaged unit(s) for County review of the imaging process as it relates to project		✓
Obtain sign-off on the image process		✓
Burn in Stage inspection (power on, check for DOA equipment, insure proper configuration of received equipment to purchase order specification, and if necessary, repair equipment damaged during shipping)		✓
Image and stage project related systems		✓
Begin deployment process as agreed upon with the County Project Management Office		✓
Coordinate Project Team members during all phases of the project		✓

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ACTIVITY	Dallas County	Service Provider
Process second phase of asset management functions (includes customer sign-off)		✓
Provide accountability status reports/updates as required to County Administrative Technical		✓
Support Manager and end-user's Technical Coordinator/Department Head		✓
Remove de-commissioned assets to the selected vendor's corporate headquarters warehouse for processing		✓
Obtain clearance to remove assets replaced via project refresh (if applicable)		✓
Create back-up image of decommissioned asset(s) hard drive		✓
Catalog and store backup image		✓
Interface with County Asset Manager regarding disposal of assets		✓
Remove decommissioned assets to Surplus Disposal Facility and provide report to County		✓
Asset Manager for update of fixed asset subsystem(s) and records		✓
Onsite/On call Support Staff		
Provide timely support to the downtown campus as well as the remote sites ranging from Lancaster to Richardson and from Garland to Irving		✓
Provide weekday after hours, weekend and holiday support		✓
Restore the user to functionality in the shortest time possible via use of loaner equipment		✓
Provide on-Site technicians that are available from 8:00 am to 5:00 pm Monday - Friday CST		✓
Provided field technicians for after-hours, weekend and holiday coverage		✓
The break/fix team will carry mobile phones at all times		✓
Desktop Support Operations		
Provide telephone number, email address and Internet site for help desk contact (all Desktop support calls are routed through the Help Desk)		✓

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Activity	Dallas County	Service Provider
Publish telephone number, email address and Internet site location for Dallas County users to contact the help desk (Outsourced to Independent Service Provider)	✓	
Manage first contact with Dallas County users via telephone, email and the Internet (Outsourced to Independent Service Provider)	✓	
Consistently interact with Dallas County users in a professional, efficient and service-oriented manner		✓
Define Level 1, Level 2, and Level 3 problem/service handling requirements and procedures (**HIGH = Level 1; MEDIUM = Level 2; LOW = Level 3**)		✓
Approve Level 2 and Level 3 problem/service handling requirements and procedures		✓
Document, publish and maintain desktop procedures		✓
Approve desktop procedures	✓	
Provide a SPOC for all service requests and problem management		✓
Require all Dallas County users to contact the help desk with all requests for service and problem resolution; identify and document any exceptions to this process for corrective action	✓	✓
Create ticket tracking codes for service requests and problems		✓
Approve ticket tracking codes	✓	
Provide a ticket tracking system to expedite management of desktop inquiries		✓
Utilize ticket tracking system to expedite management of Desktop calls		✓
Open, log, prioritize and monitor progress of service requests		✓
Query the user for all relevant information concerning the inquiry including, but not limited to, user name, user location/department, user phone number, inquiry severity, expected time of user call back from help desk and description of request/problem		✓
Resolve all inquiries while on the telephone, if possible		✓
Verify that no ticket already exists for the inquiry before opening a new ticket		✓

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Activity	Dallas County	Service Provider
Perform inquiry problem and service request management in accordance with handling requirements		✓
Assist in prioritization of inquiries	✓	
Escalate problems in accordance with Qnet established escalation procedures		✓
Maintain current status of all open tickets		✓
Provide status and updates on tickets at Dallas County's request or according to handling and/or problem escalation procedures		✓
Provide notification to appropriate Dallas County user indicating resolution of inquiry upon closing ticket		✓
Reopen ticket if Dallas County user indicates that the inquiry was not resolved to the user's satisfaction		✓
Define escalation process for increasing priority levels		✓
Approve escalation process for increasing priority levels	✓	
Communicate to Dallas County audience pertinent information about Priority 1 and 2 problems		✓
Provide requirements to establish access to Qnet's ticket tracking system by non-Qnet personnel (such as non-Qnet Level 2 and Level 3 support personnel, Dallas County management, etc.)		✓
Ensure that Qnet receives relevant information to allow access to the Qnet ticket tracking system by non-Qnet personnel	✓	
Provide training as necessary on how to use the ticket tracking system to non-Qnet personnel authorized by Dallas County to access the ticket tracking system		✓
Route inquiries to the appropriate Level 2 and Level 3 support areas		✓
Contact appropriate Dallas County network support areas to route Critical requests to these areas		✓
Accept, track, resolve and follow up on all Autotask tickets escalated from the Help Desk		✓
Identify locations to be support by "on-site" Level 2 support	✓	

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Activity	Dallas County	Service Provider
Perform IMAC's for desktop computers and laptops, printers and servers		✓
Manage print services		✓
Manage Service Provider activities related to the repair of faulty hardware and software		✓
Participate in all scheduled disaster recovery simulations	✓	✓
Complete all resolution data required in Autotask ticket reporting system		✓
Manage all maintenance contracts for hardware repairs		✓
Report all contracted service level agreements with agreed upon metrics		✓
Central Receiving and Distribution		
Provide secure receiving and storage of equipment		✓
Provide distribution point with appropriate vehicles to delivery of assets		✓
Configuration and Imaging area		✓
Repair facility for break/fix		✓
Asset recovery and disposal		✓
User to submit request for hardware and/or software procurement	✓	
Review request against organizational standard for technical compatibility		✓
Research, price and verify availability and return information to Dallas County		✓
Accept or reject order; if accepted, user will provide request for exception to desktop standard form, if necessary	✓	✓
Asset Management		
Identify and tag all PC, printers and peripherals for Level 2 support		✓
Conduct annual desktop inventory		✓
Manage inventory tracking database (ARIES)		✓
Validate elements of inventory tracking database		✓

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Dallas County
 Desktop Technical Support Services
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Activity	Dallas County	Service Provider
Maintain inventory reporting tools (portal)		✓
Establish procedures for maintaining inventory accuracy		✓
Approve procedures for maintaining inventory accuracy	✓	
Perform removal of recovered assets upon County's approval		✓
Obtain historical inventory of Dallas County assets	✓	
Value Added Services		
Maintain and report inquiry statistics		✓
Produce and provide ticket inventory and status reports		✓
Identify users authorized to access the Qnet's ticket tracking system	✓	
Provide ticket tracking system access to authorized Dallas County users		✓
Provide training on the ticket tracking system to authorized Dallas County users		✓
Perform trend analysis on desktop inquiries		✓
Create and distribute trend analysis reports		✓
Identify areas requiring attention (changes to process, additions to service provided, training recommendations, etc.)		✓
Review trend analysis reports	✓	
Discuss trend analysis reports at the next scheduled status meeting	✓	✓
Identify action items to improve performance	✓	✓
Approve action items	✓	✓
Implement action items		✓

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Exhibit C

Charges

[Pricing will be negotiated between Service Provider and Dallas County.]

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Exhibit I: Service Level Agreement

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"Privileged and Confidential Information"



Exhibit D

Service Level Information for Desktop Support Services

RESPONSE TIME

Objective: To provide Desktop Technical Support Services with the capability of delivering the technical expertise to support Dallas County Desktop Customers and Computing Devices, IMACs, Break/Fix, Asset Management and Receiving/Distribution Operations and to insure the services are completed in a timely manner.

Definition: Response Time is the amount of time it takes for a Service Provider Desktop Technician to respond to an initial request submitted by Level 1 Help Desk.

Method: Data Capture: The Service Provider will receive requests via the Ticket Management System, Autotask. Each ticket is then automatically assigned to a Desktop Support Technician.

Metrics:

Values	Description
Prioritization	Level 1 – HIGH Priority: Critical service request requiring immediate response by Service Provider within 2 hours
	Level 2 – MEDIUM Priority: Important service request requiring response by Service Provider within 4 hours
	Level 1 – LOW Priority: Standard service request requiring response by Service Provider within 8 hours

Indicator: Quality

Responsibility: Service Performance: Service Provider responsible for providing Response Time Reports

Period: Monthly

Report: Not later than sixty (60) days prior to the Commencement Date, Service Provider Program Manager shall provide a detailed report template to Dallas County Contract Manager for review and approval. Dallas County Contract Manager shall provide any feedback and revisions not later than thirty (30) days thereafter. The template for subsequent report may be modified pursuant to Dallas County Program Manager request on thirty (30) days notice.

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INSTALLATIONS/MOVES/ADDS/CHANGES (IMAC)

Objective: To monitor the requests for services in the desktop environment and to ensure that the Service Provider completes these requests in a timely, efficient, and effective manner.

Definition: An IMAC Request in the desktop environment is any installation, modification, addition or change that will ultimately alter or affect the desktop environment. An IMAC Deliverable is a deliverable which Service Provider agrees to provide on the IMAC Delivery Date in response to an IMAC Request. In the delivery of any IMAC Deliverable, the Service Provider will protect the environment from changes that are potentially disruptive or have unacceptable risk associated with them. The management of IMAC Requests and IMAC Deliverables is an ongoing process of communicating, coordinating, scheduling, monitoring, and controlling modifications to the environment.

Method: Data Capture: All County requests as well as SERVICE PROVIDER requests handled according to the change management process. All changes/requests are tracked with an automated tracking system for follow-up assessment.

Metrics:

Values	Description
Minimum Service Level	All IMAC Requests will be performed as scheduled and Service Provider cannot miss more than two (2) scheduled IMAC Delivery Dates per month.

Indicator: Quality

Responsibility: Service Performance: Service Provider responsible for providing Desktop Environment Change Reports

Period: Monthly

Resource Range: 40 per month

Report: Not later than sixty (60) days prior to the Commencement Date, Service Provider Project Manager shall provide a detailed Report template to County Project Manager for review and approval. County Project Manager shall provide any feedback and revisions not later than thirty (30) days thereafter. The template for subsequent Reports may be modified pursuant to County Project Manager request on thirty (30) days notice.

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PC REPAIR (BREAK/FIX)

Objective: To ensure that repairs are completed in a timely and orderly manner such that end-users may resume their duties as quickly as possible.

Definition: A reactive maintenance activity required to repair and/or replace a piece of equipment or its components and or software. The service level is measured in terms of overall time to repair (including verification).

A PC Repair Ticket is a ticket that relates to the repair and/or replacement of a worn, defective, inoperative, or non-functional component or software of a PC. A PC Repair Ticket Opening Time is the date-specific time the Desktop promptly opens and assigns a numbered PC Repair Ticket based on a specific user request. The PC Repair Ticket Closing Time is the date-specific time on which all of the following conditions have been met: (a) The repair or replacement has been performed; (b) Desktop Services have called the user and confirmed that the repair or replacement has been completed satisfactorily; and (c) Desktop Services have closed the ticket in the Problem Management system (said closing not to occur prior to confirmation with the requesting user). The PC Repair Ticket Completion Time is the elapsed number of business hours calculated as the difference between the PC Repair Ticket Closing Time and the PC Repair Ticket Opening Time.

Method: Data Capture: The Service Provider will develop a repository of the information to produce the PC Repair reports.

Metrics:

Values	Description
Minimum Service Level	98% of all PC Repair Ticket Completion Time are completed in 8 business hours or less after receiving replacement part.
Increased Impact Level	98% of all PC Repair Ticket Completion Time are completed 16 business hours or more

Indicator: Critical

Responsibility: Service Performance: Service Provider responsible for providing PC Repair Reports

Period: Monthly

Resource Range: The average number of PC repairs per month is 150.

Report: Not later than sixty (60) days prior to the Commencement Date, Service Provider Project Manager shall provide a detailed Report template to County Project Manager for review and approval. County Project Manager shall provide any feedback and revisions not later than thirty (30) days thereafter. The template for subsequent Reports may be modified pursuant to County Project Manager request on thirty (30) days notice.

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PERIPHERAL REPAIR

Objective: To ensure that repairs are completed in a timely and orderly manner such that end-users may resume their duties as quickly as possible.

Definition: A reactive maintenance activity required to repair and/or replace a piece of equipment or its components and or software. The service level is measured in terms of overall time to repair (including verification).

A PC Peripheral Repair Ticket is a ticket that relates to the repair and/or replacement of a worn, defective, inoperative, or non-functional component or software of a PC Peripheral.

A PC Peripheral Repair Ticket Opening Time is the date-specific time Desktop Services promptly opens and assigns a numbered PC Peripheral Repair Ticket based on a specific user request. The PC Peripheral Repair Ticket Closing Time is the date-specific time on which all of the following conditions have been met: (a) The repair or replacement has been performed; (b) Desktop Services has called the user and confirmed that the repair or replacement has been completed satisfactorily; and (c) the Desktop Services has closed the ticket in the Problem Management system (said closing not to occur prior to confirmation with the requesting user).

The PC Peripheral Repair Ticket Completion Time is the elapsed number of business hours calculated as the difference between the PC Peripheral Repair Ticket Closing Time and the PC Peripheral Repair Ticket Opening Time.

Method: Data Capture: The Service Provider will develop a repository of the information to produce the PC Peripheral Repair reports.

Metrics:

Values	Description
Minimum Service Level	98% of all peripheral repairs are completed within eight (8) business hours of the reported problem and received replacement part.

Indicator: Quality

Responsibility: Service Performance: Service Provider responsible for providing PC Peripheral Repair Reports

Period: Monthly

Report: Not later than sixty (60) days prior to the Commencement Date, Service Provider Project Manager shall provide a detailed Report template to County Project Manager for review and approval. County Project Manager shall provide any feedback and revisions not later than thirty (30) days thereafter. The template for subsequent Reports may be modified pursuant to County Project Manager request on thirty (30) days notice.

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CHANGE MANAGEMENT

Objective: To provide a seamless integration of changes across business units and computing platforms. Clear and timely communication of planned changes is essential to achieving this objective. Any alterations to a system or to a computer program should only be made in accordance with a defined procedure that includes a provision for validating, checking, approving and implementing the change. Such an alteration should only be implemented with the agreement of the person responsible for the part of the system concerned, and the alteration should be recorded. Every significant modification should be validated.

Definition: A change is any alteration, modification, cancellation, or installation that will ultimately alter or affect the computing environment. Change management is the process that protects this environment from changes that are potentially disruptive or have unacceptable risk associated with them. It is an ongoing process of communicating, coordinating, and scheduling, monitoring, and controlling changes to the environment.

Method: Data Capture: The Service Provider will develop a repository of the information to produce the Change Management Report.

Metrics:

Values	Description
Service Level	Negotiated by Service Provider and Dallas County

Indicator: Quality

Responsibility: Service Performance: Service Provider responsible for providing Change Management Report

Period: Monthly

Resource Range: Number of Changes do not exceed 15 per month

Report: Not later than sixty (60) days prior to the Commencement Date, Service Provider Project Manager shall provide a detailed Project Status Report template to Dallas County Project Manager for review and approval. Dallas County Project Manager shall provide any feedback and revisions not later than thirty (30) days thereafter. The template for subsequent Project Status Report may be modified pursuant to Dallas County Project Manager request on thirty (30) days notice.

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Exhibit 2: Sample Reports

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WorkForce Solutions Greater Dallas (Main-9999)
 1201 Main Street, Suite 2700, Attention: Ms. Diana Gutierrez
 Dallas, TX 75202
 214-290-1000

Pierre-Auguste, Sam
 spierreauguste@qnetis.com
 214-341-7638

Reporting Period
 (08/01/2010 - 09/01/2010)



Financial Review

Contracts

Web Hosting (2) Domains -6422 \$65
 Professional Services - Workforce \$10,463

Total Support Services for Reporting Period \$10,528

Projects

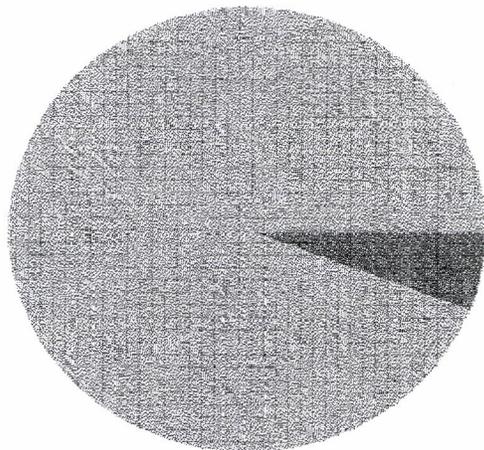
Active Directory Conversion \$4,893

Total Project Services for Reporting Period \$4,893

Ticket Metrics By (Completed Tickets Only)

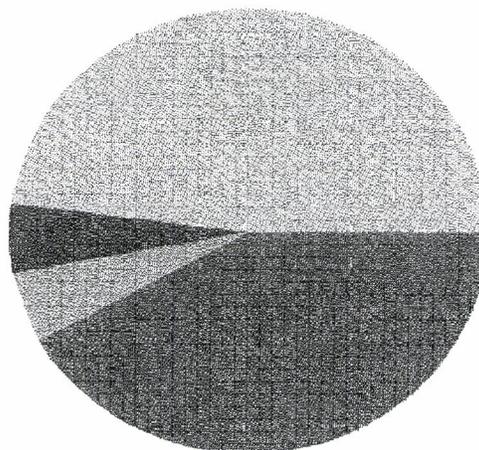
Priority	Number of Tickets	Percentage	Average Resolution Time
High	1	5.88	1,106.95h
Medium	16	94.12	852.95h

Ticket Distribution by Priority



High Medium

Ticket Distribution by Average Resolution Time



less than 0.5 hour
 0.5-1 hour
 1-8 hours
 8-24 hours
 greater than 24 hours

Ticket Metrics By Issue Type and (Completed Tickets Only)

Issue/Sub-Issue Type	High	Medium	Total
No Issue Type			17
No Sub-Issue Type	1	16	

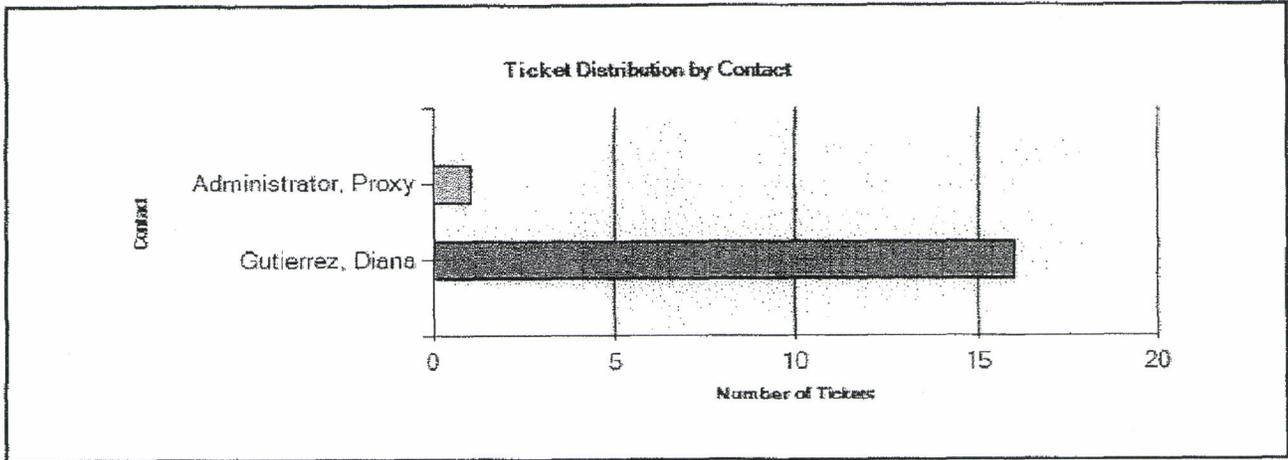




Exhibit 3: Transition Schedule

Number	Task	Start	End	Duration	December																															January																															February	
					1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21	22	23	24	25	26	27	28	29	30	31	1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21	22	23	24	25	26	27	28	29	30	31	1	2
1	Recruitment - Preliminary Actions	12/1/2010	12/30/2010	22	[Gantt bars for recruitment tasks]																															[Gantt bars for recruitment tasks]																															[Gantt bars for recruitment tasks]	
1.1	Recruitment of regional qualified candidates	12/1/2010	12/30/2010	22	[Gantt bars for recruitment tasks]																															[Gantt bars for recruitment tasks]																															[Gantt bars for recruitment tasks]	
1.1.1	Contact Staffing Partners	12/1/2010	12/30/2010	22	[Gantt bars for recruitment tasks]																															[Gantt bars for recruitment tasks]																															[Gantt bars for recruitment tasks]	
1.2	Establish Transition Team	12/1/2010	12/30/2010	22	[Gantt bars for recruitment tasks]																															[Gantt bars for recruitment tasks]																															[Gantt bars for recruitment tasks]	
1.2.1	Prepare transition management documentation	12/1/2010	12/30/2010	22	[Gantt bars for recruitment tasks]																															[Gantt bars for recruitment tasks]																															[Gantt bars for recruitment tasks]	
2	TRANSITION/PHASE-IN:			21	[Gantt bars for transition tasks]																															[Gantt bars for transition tasks]																															[Gantt bars for transition tasks]	
2.1	Sign Contract	12/31/2010	1/5/2011	4	[Gantt bars for transition tasks]																															[Gantt bars for transition tasks]																															[Gantt bars for transition tasks]	
2.2	Meet with Dallas County Contract Manager	1/3/2011	1/5/2011	3	[Gantt bars for transition tasks]																															[Gantt bars for transition tasks]																															[Gantt bars for transition tasks]	
2.3	Meet with Incumbent Account Managers	1/5/2011	1/7/2011	3	[Gantt bars for transition tasks]																															[Gantt bars for transition tasks]																															[Gantt bars for transition tasks]	
2.4	Attend Post Award Kick-Off (PAK) Meeting	1/10/2011	1/12/2011	3	[Gantt bars for transition tasks]																															[Gantt bars for transition tasks]																															[Gantt bars for transition tasks]	
2.5	Transfer historical asset data & facilities keys (*If applicable)	1/10/2011	1/21/2011	9	[Gantt bars for transition tasks]																															[Gantt bars for transition tasks]																															[Gantt bars for transition tasks]	
2.6	Hiring, Orientation, and Training	1/3/2011	1/31/2011	20	[Gantt bars for transition tasks]																															[Gantt bars for transition tasks]																															[Gantt bars for transition tasks]	
2.6.1	Transition Incumbent Employees	1/10/2011	1/28/2011	14	[Gantt bars for transition tasks]																															[Gantt bars for transition tasks]																															[Gantt bars for transition tasks]	
2.6.1.1	Meet with incumbent employees (outside normal working hours)	1/10/2011	1/14/2011	5	[Gantt bars for transition tasks]																															[Gantt bars for transition tasks]																															[Gantt bars for transition tasks]	
2.6.1.2	Extend Offers to Retain Incumbent Personnel	1/10/2011	1/14/2011	5	[Gantt bars for transition tasks]																															[Gantt bars for transition tasks]																															[Gantt bars for transition tasks]	
2.6.1.3	Re-badge Contract Personnel (effective performance Day 1)	1/17/2011	1/21/2011	4	[Gantt bars for transition tasks]																															[Gantt bars for transition tasks]																															[Gantt bars for transition tasks]	
2.6.1.4	Familiarize employees with new contract requirements and procedures	1/24/2011	1/28/2011	5	[Gantt bars for transition tasks]																															[Gantt bars for transition tasks]																															[Gantt bars for transition tasks]	
2.6.2	Transition of Non-Incumbent Employees	1/3/2011	1/28/2011	19	[Gantt bars for transition tasks]																															[Gantt bars for transition tasks]																															[Gantt bars for transition tasks]	
2.6.2.1	Initiate Qnet Hiring Process	1/3/2011	1/24/2011	15	[Gantt bars for transition tasks]																															[Gantt bars for transition tasks]																															[Gantt bars for transition tasks]	
2.6.2.2	Hold Qnet New Hire Orientation Session(s)	1/10/2011	1/24/2011	10	[Gantt bars for transition tasks]																															[Gantt bars for transition tasks]																															[Gantt bars for transition tasks]	
2.6.2.3	Request systems access for Service Delivery Manager	1/10/2011	1/14/2011	5	[Gantt bars for transition tasks]																															[Gantt bars for transition tasks]																															[Gantt bars for transition tasks]	
2.6.2.4	Familiarize employees with contract requirements and procedures	1/24/2011	1/28/2011	5	[Gantt bars for transition tasks]																															[Gantt bars for transition tasks]																															[Gantt bars for transition tasks]	
2.6.3	Submit Contract Administration Documentation	1/5/2011	1/28/2011	16	[Gantt bars for transition tasks]																															[Gantt bars for transition tasks]																															[Gantt bars for transition tasks]	
2.6.3.1	Submit Prime-Subcontractor List	1/5/2011	1/7/2011	2	[Gantt bars for transition tasks]																															[Gantt bars for transition tasks]																															[Gantt bars for transition tasks]	
2.6.3.2	Provide Transition/Phase-In Status Reports to Dallas County	1/7/2011	1/28/2011	15	[Gantt bars for transition tasks]																															[Gantt bars for transition tasks]																															[Gantt bars for transition tasks]	
2.6.3.3	Submit Personnel Roster(s) to Contract Manager	1/28/2011	1/28/2011	1	[Gantt bars for transition tasks]																															[Gantt bars for transition tasks]																															[Gantt bars for transition tasks]	
2.6.4	Transition Phase-In Completion Sign Off	1/28/2011	1/31/2011	2	[Gantt bars for transition tasks]																															[Gantt bars for transition tasks]																															[Gantt bars for transition tasks]	

■ - CRITICAL TASK

**ALL DATES SHOWN ARE ESTIMATES & SUBJECT TO CHANGE RESPECTIVE TO CONTRACT AWARD DATE

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SBP-1A-162-0099-01-59900



Exhibit 4: Financial Statements

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