



# **Dallas County, Texas**

**Proposal for:**

## **Dallas County's Desktop Technical Support**

**RFP # 2010-090-5232**

**September 30, 2010**



GOVERNMENT  
EXHIBIT NO.

**502**

3:14-CR-293-M

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## CATEGORY I: COMPANY PROFILE




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### Executive Summary

CyberDyne Systems is pleased to respond to Dallas County's RFP for Desktop Technical Support Services. We will be teaming with KNI Incorporated, a MWBE vendor located within Dallas County. This response demonstrates our willingness and ability to work with Dallas County, as well as our commitment to retain and to build on our successful partnership with Dallas County.

As a service provider, CyberDyne Systems provides County specific knowledge, innovative technology, and unified processes required for IT success.

We are well positioned to deliver the services and operational requirements outlined by Dallas County.

Our goal in providing this response is to:

- Demonstrate that CyberDyne Systems is the customer service leader in the outsourcing marketplace
- Demonstrate quality customer care is the CyberDyne Systems way of doing business
- Demonstrate CyberDyne Systems ability to fulfill Dallas County's IT service requirements
- Provide critical management expertise to make this partnership successful
- Indicate the breadth and depth of relevant IT services to this contract that have been developed during the last several years within CyberDyne Systems
- Show the speed at which CyberDyne Systems is able to leverage best practices within the marketplace.

CyberDyne Systems has assisted Dallas County's IT Management in meeting their Service Level Agreements (SLA) since 2002. CyberDyne Systems will continue to provide flexible and comprehensive IT services in support of Dallas County's vision. CyberDyne Systems places the highest priority on customer satisfaction and will continue to add significant value to all aspects of Dallas County's operations.

Leveraging 12 years of public sector experience, CyberDyne Systems provides a broad portfolio of managed services, systems integration services, and technologies that enable government organizations to run their operations securely, cost-effectively, and efficiently.

CyberDyne Systems believes our experience in the Public Sector differentiates our company which allows us to bring extensive knowledge of government IT processes to best

serve Dallas County. This Public Sector domain expertise combined with CyberDyne Systems' IT expertise brings added value to Dallas County which makes CyberDyne Systems the perfect partner for Dallas County. Serving the public sector industry is a core business for CyberDyne Systems. Delivering technically challenging services has been a critical success factor of our business.

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.

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

- Break/Fix Operations
- Project Support Operations
- On-Site / On Call Support Staff
- Desktop Operations
- Central Receiving and Distribution
- IT Asset Management (Hardware/Software)

To ensure the success of the CyberDyne Systems 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

This CyberDyne Systems Solution will ensure that Dallas County's IT Management is providing quality service to Dallas County customers. This will also allow Dallas County to continue to identify new methods to deliver sustainable cost reductions and continuous improvement throughout the life of the contract by successful management of the following areas:

- Total cost of ownership
- Desktop support costs
- Customer satisfaction
- Support for Dallas County customers
- Service Level Agreements (SLAs)

We appreciate the opportunity to submit this proposal. Thank you for your continued interest and trust in our services. Please be assured of CyberDyne Systems total commitment to support your RFP decisions.

Regards,

Tommy Hoang  
VP CyberDyne Systems

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## Company Profile

CyberDyne Systems Inc., a Certified Minority-owned Business Entity (MBE) founded in 1995, and is a privately held corporation. We are a full service provider of life cycle solutions and technology-based services, offering a comprehensive range of services from technology procurement, deployment and implementation, to on-going support. Our warehouse, configuration, imaging and receiving area is located in Carrollton Texas. The Corporate Offices are located at 2340 E. Trinity Mills Rd, Suite 220, Carrollton, TX 75006.

### ***Mission Statement:***

***To help our clients plan, procure, deploy and support intelligent I.T. solutions.***

CyberDyne combines its extensive knowledge of hardware and software products with its technological expertise and client-based services to provide advanced and cost-effective ***Intelligent I.T. Solutions.***



We seek quality relationships with our clients and believe strong client relationships are built through professionalism and performance. We emphasize service, support, customer satisfaction, and long-term business relationships.

CyberDyne Systems' success is rooted in four foundational strengths:

- A complete understanding of our client's needs
- Providing superior performance in all service areas
- Providing cost-effective solutions that positively impact the client's bottom line
- Establishing a strong client-service culture.

We have earned a reputation for customer satisfaction, superior quality in technical performance, and impeccable integrity. While many of our clients initially obtain our services to resolve a crisis, they have found our skills critical to continued success. We have established long-term relationships with many of our clients to support their on-going needs and requirements.

Our positive optimism and high expectations create success, and we are committed to sharing that success with our employees. Therefore, CyberDyne Systems has high expectations of everyone in the company, at all levels. We are committed to the following business values:

**Quality   Reliability   Integrity   Teamwork**

CyberDyne Systems is dedicated to building and maintaining positive relationships with its employees, clients and vendors.

Current and former clients:

**Public Sector**

Dallas County  
 Lee County  
 City of Fort Worth  
 City of Highland Village  
 City of Indianapolis  
 Dallas Area Rapid Transit  
 Dallas County Community College  
 District  
 DFW Airport  
 Federal Liaison Services  
 Fort Worth Visitors Bureau  
 Frisco Independent School District  
 Louisiana College  
 North Central Texas College  
 Parkland Hospital  
 Texas Women's University  
 University of Texas Southwest

**Commercial**

Northrop Grumman  
 Bearing Point  
 Alcatel  
 American Airlines  
 Baylor Hospital  
 Blue Cross Blue Shield  
 Columbia Health  
 GTE  
 HP/Compaq  
 Dell  
 Ingram Micro  
 Met Life  
 Southwestern Bell  
 TechData  
 CVS/Caremark  
 Texas Health Resources

**Core IT Services:**

**Managed Services – Desktop Support-Break/Fix Support**

- Our managed services experts can take responsibility for complete or partial end-end support of a client's IT infrastructure system from desktop to data center.
- Term: 2 - 5 Year contracts, SLA-based
- Desktop Support, Break-Fix, IMAC, Asset Management, LAN/WAN, Cabling

**Build and Integrate New IT Systems**

- Our consulting & systems integration (C&SI) specialists can implement new ERP and Security systems while ensuring a seamless fit with existing infrastructures

**Operational Support Services (Staff Augmentation)**

- Our "on-demand" staff augmentation services support our clients as required for Desktop, LAN/WAN, Telecommunications and Cabling Support
- Term: 6 – 12 Month contracts and Temp to Perm
- All areas of IT infrastructure

**Consulting & Systems Integration**

- Term: 3-9 Month contracts, Fixed Price, Fixed Deliverable
- ERP, Project Management, Identity Management

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## Business Model

CyberDyne Systems has structured its business model to better reflect the needs of the marketplace while keeping in mind the ever-changing industry dynamics. The key advantages to our clients are:

- **Single-Source Provider**

Our focus is providing intelligent I.T. solutions to our clients, with emphasis on service, support, customer satisfaction, and long-term business relationships. We offer a single point-of-contact for all technical products and services. This ensures strong client relations and enhanced communications.
- **Broad Range of Services**

CyberDyne Systems is composed of experienced engineers and highly trained technical support specialists. These technical specialists allow us to provide a broad range of services throughout the technology implementation life cycle.
- **Multi-Vendor Expertise**

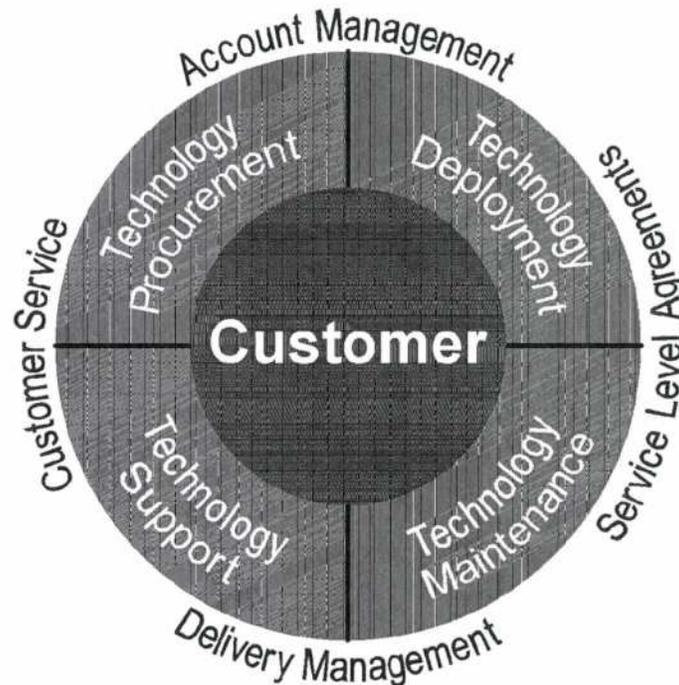
By maintaining a highly-trained, cross-certified technical staff and remaining independent of any specific vendor, we are able to select the most appropriate products and services for each aspect of our client's intelligent I.T. solution.
- **Relations with Key Technology Manufacturers**

CyberDyne Systems maintains strong relationships with the key product manufacturers in the industry. These relationships, combined with our trained sales representatives, provide both high quality and competitively priced computer products.
- **Client-Specific Service Model**

CyberDyne Systems differentiates itself from other service providers by offering a client-specific service model. Typical service providers want to force their service model on customers. We offer a flexible service model that is tailored to meet client-specific needs and requirements. We want our clients to define the kind of working relationship and service structure that is best suited for them.

## Service Model

CyberDyne Systems has developed a service model that is client-centric and process-oriented, yet flexible enough to be tailored to meet our client's specific needs and requirements. This model was developed by our senior management team based on their combined 100+ years of technical service experience.



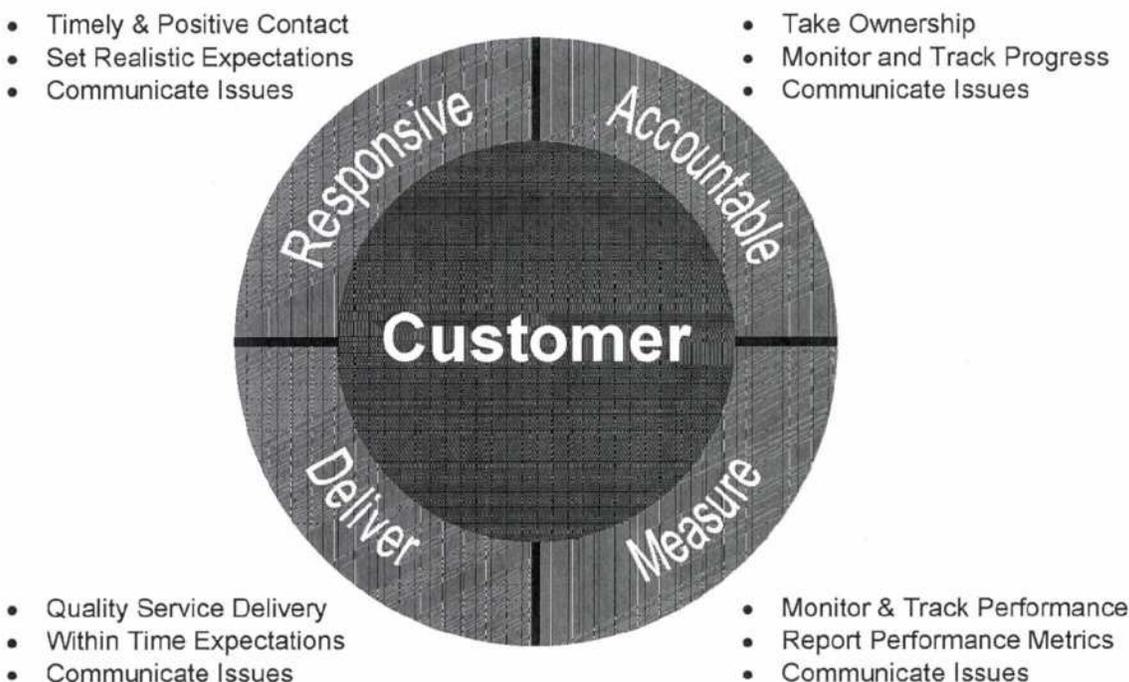
This highly flexible service model provides a quality, comprehensive suite of base level and optional services that are delivered through proven methodologies and mature processes. This model consists of the following components:

- The focus and core of the model is our customer and their specific needs and requirements
- The customer has the option to use any of CyberDyne Systems core competencies to meet their needs and requirements (integrated solutions, individualized technical services, or bundled services)
- CyberDyne Systems ensures quality relationships by providing executive involvement at the Account Management level while ensuring superior quality by providing in-depth, hands-on management at the Service Delivery level
- Technical performance is guaranteed by customer-specific Service Level Agreements (SLA)
- Overall customer satisfaction is ensured by CyberDyne Systems emphasis on Customer Service

## Customer Service Principles

CyberDyne Systems' Customer Service Principles have proven to be a key ingredient to our success and our reputation for customer satisfaction. As can be seen in the diagram below, and as shown in our Service Model, the client is our focus. We are dedicated to providing our customers with the highest level of customer service skills, building strong relationships that continue to prosper. Our Customer Service Principles have proven to excel beyond the needs of our customers. Our Service Managers ensure that these principles are applied and followed in each functional department and area of service.

### CUSTOMER SERVICE PRINCIPLES



Based on these Customer Services Principles, our customer service commitments to our clients are to:

- Be Responsive
- Be Accountable
- Deliver Timely and Quality Service
- Measure and Report Performance

And most important to both client and CyberDyne Systems, we commit to communicating issues and/or problems when identified and to work jointly to mitigate any associated risks.

## Vendor Authorizations

CyberDyne Systems' strives to maintain the following vendor authorizations and certifications. To achieve these levels of partnership, CyberDyne Systems has to maintain resources certified in their respective technologies, experience and commitment.



**Microsoft**  
CERTIFIED  
Partner



**CITRIX**  
Solutions Network  
Silver



**CISCO SYSTEMS**  
PARTNER  
PREMIER CERTIFIED



**COMPAQ**



**DELL**

**EPSON**




**IBM**

**INGRAM MICRO**

**LEXMARK**

**NEC**



**Novell**



**TOSHIBA**

**Vendor Authorizations**

- 3Com Focus Partner
- APC Sales Authorized
- CISCO Premier Partner
- Citrix Solutions Network Member - Silver Level
- Compaq Authorized Reseller
- Compaq Authorized Service Provider
- Compaq Partner Direct Member
- Dell Premier Access Program - Tier 2 member
- Dell Self Maintainer Program Member
- Epson Sales Authorized Member
- Extreme Network Member
- HP Authorized Partner/Reseller
- IBM Business Partner
- IBM Partner Choice Member
- Ingram Micro Reseller
- Lexmark Reseller
- Microsoft Certified Partner
- NEC Sales Authorized
- Nortel Networks Business Partner
- Packeteer Authorized Member
- Sony Sales Authorized
- TechData Reseller
- Toshiba Sales Authorized
- Tripp Lite Sales Authorized
- *and many, many more!*

## Staff Qualifications

CyberDyne Systems staffs full-time and contract engineers and technicians with the necessary experience and qualifications. We hire staff with qualifications that are at the highest levels to make us more than compatible with our client's needs and requirements.

Our Field Service Engineers provide technical services such as hardware configuration, software configuration and imaging, deployment, installations, PC/network moves/adds/changes, Help Desk support, network connectivity, mainframe connectivity, system administration support, and desktop hardware and software troubleshooting. Our Field Services Technicians provide repair services for PC's, laptops, servers, printers and accessories.

### Staff Certifications

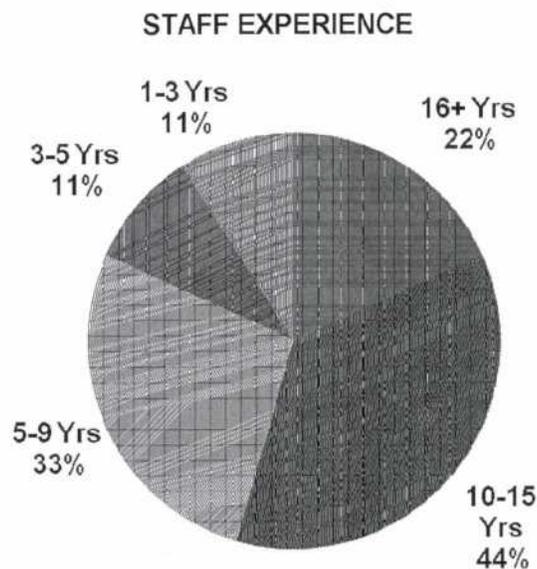
Certifications	
	
	Dell Certified
	HEWLETT PACKARD HP Certified
	Microsoft CERTIFIED Systems Engineer
	CISCO SYSTEMS PARTNER PREMIER CERTIFIED Cisco Certified

Technology changes very rapidly and O/S and application requirements change with the needs and pace of business today. To remain a strong provider of desktop technical services, you have to be industry current and application aware. CyberDyne Systems strives to maintain the finest quality support engineers with the latest skill sets. To do this, we have instituted an annual requirement for certification and training, renewed and reviewed each year for compliance and direction. In addition, we often request training for customer applications that require more constant and detailed levels of support.

CyberDyne Systems' hiring requirements for Field Services Engineers include a minimum of A+ Certification and two (2+) years experience with MCP or MCSE certifications preferred. All Field Service Engineers are put on the MCSE track and are expected to attain this level of certification through company-sponsored training and self-study.

CyberDyne Systems' hiring requirements for Field Service Technicians include a minimum of A+ Certification, three (3+) years experience and two (2+) major PC or printer manufacturer certifications (Compaq, Dell, HP, IBM).

The following diagram depicts the experience levels of our existing staff.

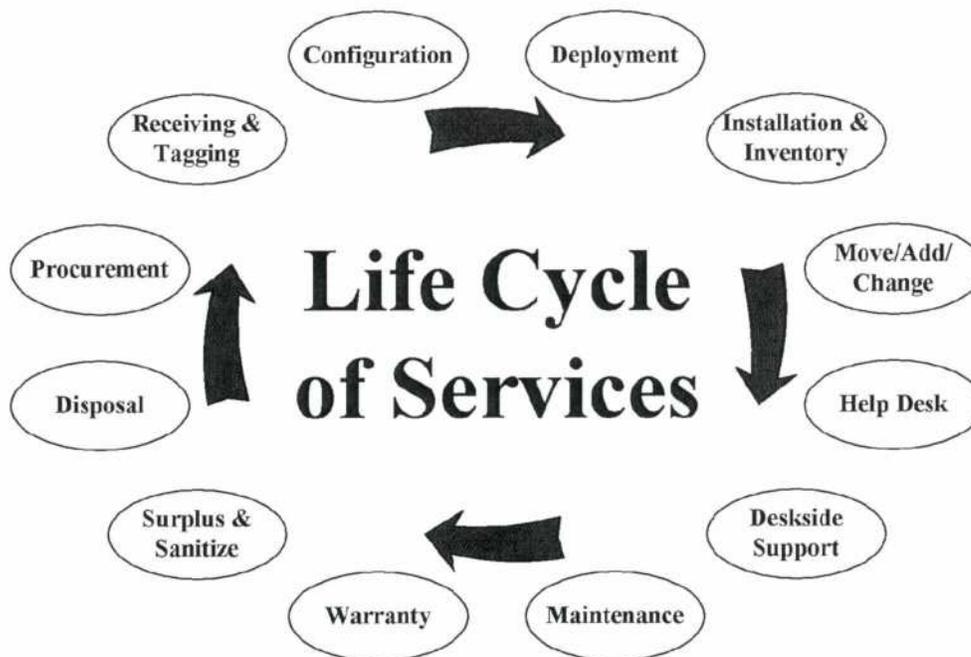


## Service Offerings

CyberDyne Systems has developed a **Life Cycle of Services** program that offers a complete, end-to-end life cycle solution for technology support. This program fills the technology gap left by traditional integrators who offer highly specialized services without acquisition/procurement support, and traditional resellers who provide procurement solutions but little or no on-going support.

CyberDyne Systems is a leader in North Texas in providing life cycle solutions. We have been successfully supporting life cycle programs and support for over 20,000 desktop systems and devices, tracking over 50,000 items in our asset management database. Our client base extends throughout North Texas and the Dallas/Fort Worth metroplex.

Our **Life Cycle of Services** program provides a fully integrated solution with a single point-of-contact for all life cycle services including procurement, deployment, and on-going support needs.



The program utilizes systematic planning and follows operational "best practice" processes. This approach includes planning and designing services to yield higher quality, lower cost and faster turnaround. These optimized processes allow CyberDyne Systems to procure, deploy, manage and maintain the computing resources of our clients.

CyberDyne Systems' clients have the option to utilize these service functions as an integrated solution or as individual service functions as needed. These service options include:

#### **Product Planning**

- Identify client computing platform(s)
- Define standards
- Develop product standards list(s)

#### **Procurement**

- Order processing
- Order tracking
- Administration
- Inventory management

#### **Receiving**

- Receive products
- Asset Tagging
- Inventory updating

#### **Configuration**

- Hardware configuration – build to client standard
- Software load – build to client standard

#### **Deployment**

- Physical delivery of computing resources to the correct site for installation

#### **Installation**

- Equipment installation – installation and functional test of hardware components
- Data transfer – transfer of existing user data per data transfer procedure
- Network and/or mainframe connection – verification of proper
- Redeploy (Cascade) of replaced equipment

#### **Moves, Adds, Changes**

- Equipment relocations
- Hardware upgrades
- Software upgrades

#### **Help Desk**

- 24 x 7 telephone support (Tier 1)
- Hardware – full range of support on Tier I, Tier II, and clone-based computers
- Software applications – operating systems, office suites, internet applications
- Tier 2 dispatching (deskside support)

#### **Deskside Support**

- Tier 2 problem diagnosis and resolution services that are provided at the desktop

**Break/Fix & Maintenance**

- On-site maintenance agreements (labor only, parts only, labor & parts)
- Dedicated on-site resources (labor only, labor & parts)
- Time & materials contracts (dispatched as needed)
- Maintenance Service Plans – one-time, flat fee per device, covers all labor & parts

**Warranty**

- Warranty support for new equipment still under the manufacturer's warranty
- Extended Service Plans – extends warranty coverage for new equipment (labor & parts)

**Surplus Services**

- De-installation of obsolete or "end-of-life" equipment
- Disk wipe
- Disposal

**Asset Management**

- Standard asset tracking and inventory reports

Through the services aspect of the ***Life Cycle of Services*** program, CyberDyne Systems offers many flexible options to ensure that the full capabilities of the computer resources are available to the end users.

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## Service Delivery

### Technical Support Structure

In CyberDyne Technologies technical support structure, the various life cycle support responsibilities have been departmentalized by function to allow for the best possible management, coordination, and delivery of required services.

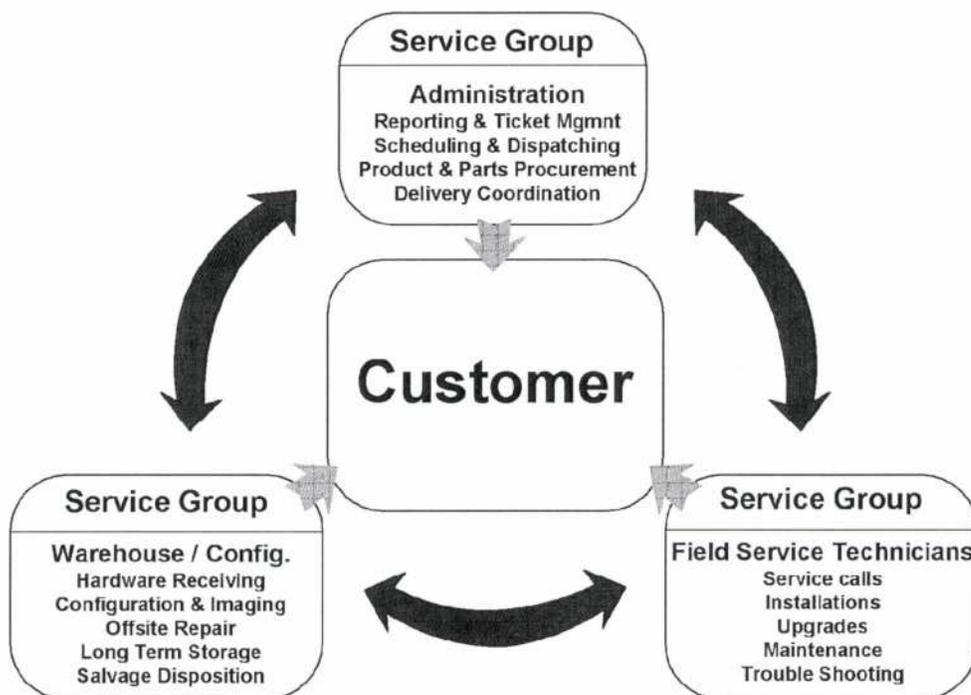
### Account Executive



On major engagements, the Account Executive is responsible for the overall success of the engagement. Their responsibilities include all contractual negotiations and issues, high-level communications with the client, reviews, management of Service Managers, and coordination of corporate resources required to meet the client's needs and requirements.

Each functional department is managed by a Service Manager that has extensive experience in that specific line-of-business. They are responsible for maintaining a highly professional, cross-trained staff. Additionally, they are responsible for developing and maintaining the detailed processes and escalation procedures for their respective areas, which become part of the Operations Manual for the engagement.

CyberDyne Technologies' track record of success in providing these identical install services can be attributed to our proven work flow model that can be adapted to any load and/or requirements. Our program, by design, is flexible and scalable to meet the needs of our clients as the demands of their IT environment changes. Storage, procurement, reporting and staffing can all be scaled to the demands of our client's schedule and timelines. Our closed-loop process ensures that all products and services are managed quickly, accurately and with a focus on personal service.



### Process Flow Monitoring & Tracking

Our program features several points of reporting and order tracking to ensure that product and services are delivered in a timely manner and with high customer satisfaction. We use a “closed loop” approach from start to finish of the transaction. Making sure that policy, procedure and timing are all met within expectations. In monitoring process flow, our Customer Service Center (CSC) is responsible for making sure requests are handled correctly, promptly and accurately at all stages in the life cycle of the request. Our Technical Support Structure centers responsibility, status, ordering, and transaction flow on the CSC to assure quick response for changes in schedule, quick-turn requests as well as status information. The CSC will help chart the request, report results, and close the transaction to the end users satisfaction without requiring the end user to contact any other tiers in the process flow for status requests. To complement this, we utilize Service Level Agreements (SLA) and in-depth reporting to guarantee a level of service and ensure quality delivery of service. This helps both client and provider to assure we are managing continuous improvement.

### Detailed Checklists and Process Requirements

Adherence to procedure is the cornerstone to quality service and accurate results. We ensure quality and accuracy through checklists and double confirmation at our Customer Service Center, Configuration Center, and at the time of product installation/upgrade/repair. This validates that the right product, at the right time, is delivered to the designated user. The Customer Service Center ensures everything is in place before scheduling, resulting in the most optimal use of time and resources. Detailed checklists are tailored to meet the needs and requirements of each client engagement.

## Escalation Management and Mission Critical Processes

As in any enterprise, there are occasions when situations arise or needs change that must be expedited or referred to next level support. Our model approaches this from a tiered-support structure that begins at service delivery and progresses up management levels until resolution or compromise is met. Ownership is the key part of this process, in that all who participate in any escalated call will "own" the request until resolved. The following severity definitions and timelines are an example of escalation procedures that will be adhered to in every case:

Severity Level	Business Impact	Service Level	Implementation Management and Support
1 - Critical	Mission-critical application is down or unavailable.	Continuous support until resolution.  Scheduled Updates from Support to the Help-Desk	Break-fix or Change may be implemented when ready with Director approval.  Testing at Director's discretion.
2 - High	Mission-critical application functionality is degraded.  Non mission-critical application is down.	Continuous support until resolution is identified and implementation is planned.  Scheduled Updates from Support to Help Desk; Every four hours, when status changes significantly, or at specified time.	Breakfix may be implemented as scheduled with end-users with Director approval.  If delay in repair leads to increased criticality, ticket may be upgraded to Severity 1.
3 - Medium	Non-mission-critical production application functionality is degraded.	As prioritized by Support Director.	Breakfix may be implemented as scheduled with end-users.
4 - Low	Degraded performance or installation of applications on individual desktop.	As prioritized by Support Director.	Maintenance performed by Field Engineers as arranged with end-users.

**There are several aspects to escalation:**

First escalation (Acknowledgement) - there is an escalation if when the ticket is assigned it must be acknowledged within a set amount of time.

Second escalation (Resolution)- is associated to the expected fix time. If the technician cannot resolve the issue in the specified amount of time, it is his responsibility to notify management so that whatever resources are needed can be brought to bear.

**Escalation for Severity Level 1:**

Acknowledgement – 15 Minutes, if none in 10 minutes, escalate to management

Resolution – 1 hour , technician will communicate estimated time of resolution

**Escalation for Severity Level 2:**

Acknowledgement – 1 Hour, if none in 15 minutes, escalate to management

Resolution – 4 hours , technician will communicate estimated time of resolution and determine if additional support is required to complete the case.

**Escalation for Severity Level 3:**

Acknowledgement – 4 Hours, if none in 1 hour, escalate to management

Resolution – 8 hours , technician will communicate estimated time of resolution and determine if additional support is required to complete the case. The Service Manager notifies client's Customer Support Liaison of delay issues and explains plan to resolve.

**Escalation for Severity Level 4:**

Acknowledgement – 2 business days, if none in 1 business day, escalate to management

Resolution – 40 hours , technician will communicate estimated time of resolution and determine if additional support is required to complete the case. The Service Manager notifies client's Customer Support Liaison of delay issues and explains plan to resolve.

Escalation procedures are jointly developed for each client engagement.

**Fall-Back and Recovery Processes**

Data integrity is of the utmost concern when hard drives are updated, PC's exchanged or platforms changed. The end users greatest concern is the transfer of their data, desktop configuration, and required settings to duplicate their normal working environment. To ensure that no data is lost during any install or re-configuration, our FSE's back-up the entire contents of the PC system or hard drive to an image file on a portable hard drive kit. This kit includes all hardware and software required for backing up both laptops and desktops, with or without connectivity.

The FSE then uses a "capture" application to document hardware, software, user profiles and preferences of the source PC. This ensures that the end user gets the same configuration they're accustomed to and lessens any further calls to the desktop for missing attributes. However, because not all users conform to the same folders for data saves, we image the entire hard drive at the time of install using industry standard imaging software. Be it laptop or desktop, all images and capture files are returned to the Configuration Center to be placed on our back-up server. Each of the archived images are password protected so that the user can be assured their data is protected. This server is an enterprise quality system and includes tape back-ups for even further fault tolerance. The hard drive image and system capture files are saved under the request number for tracking and are removed after a 30-day rotating schedule.

### **Redeploys, End of Lease, Disposal Processes**

The Customer Service Center and Configuration Center are jointly responsible for making sure that redeploys, end of lease returns, and end of life disposals are handled correctly, promptly and accurately. Both groups have detailed checklists for their respective tasks for each of these activities. These checklists are tailored to meet each engagements specific requirements.

### **Loaner and Downtime Prevention**

To ensure the client's working environment is available and has limited down time, we maintain an inventory of commonly-used parts to ensure quick-turnaround times. We review repair reports quarterly to adjust this stock to meet the support needs. Additionally, based on the client's support requirements, we can employ our comprehensive loaner program that is the safety net for unavoidable delays and warranty issues. When our FSE determines that a loaner is required, they notify the CSC to arrange for a compatible unit to be staged for deployment. After the Configuration Center stages the product an FSE is deployed the same day with the loaner unit to minimize downtime. All loaner equipment will be of the same or better functionality and meet or exceed minimum manufacturer specifications and HCL standards.

### **Service Coverage**

The various service functions included in our *Life Cycle of Services* program are available as follow:

- **Primary Support Hours: Monday – Friday, 8am – 5 p.m., excluding holidays**  
All of the service functions included in the *Life Cycle of Service* program are available during these hours. These services are provided by a combination of off-site and on-site resources, based on the specific engagement and scope of services.
- **Secondary Support Hours: All other hours beyond the Primary Support Hours, including holidays**  
Break/Fix and maintenance services are available during these hours. These services are provided on an "On-Call" basis. This "On-Call" support is provided as follows:

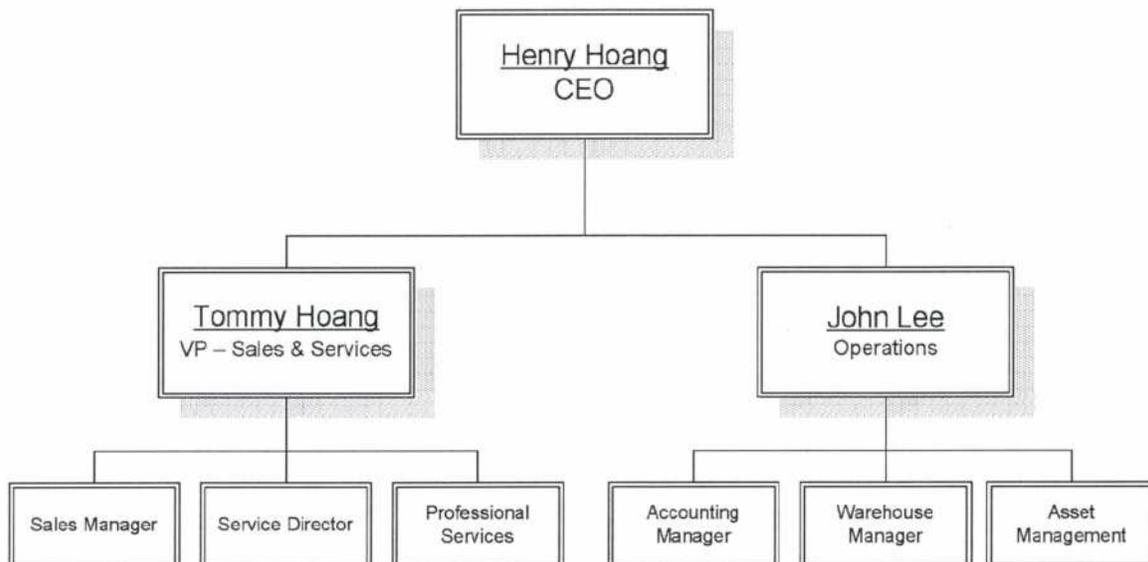
The end user or the client's after-hours support contact initiates a call to our Secondary Support phone line. The primary On-Call FSE takes the initial call from the end user (or contacts the end user) and makes the initial problem diagnosis, attempting resolve any issues prior to dispatching an on-site visit. The primary On-Call FSE is top tier, with extensive knowledge and experience to troubleshoot a variety of hardware and software problems. If the problem cannot be resolved via a work-around, the primary On-Call FSE is responsible for obtaining logistical information like location, supervisor name, and availability before dispatching one of the Secondary On-Call FSE's to the work-site with the spare part and/or loaner piece of equipment.

### Accurate Reporting and Asset Management

Reporting is an essential component of any engagement, for both the client and CyberDyne Systems. Our experience with multiple 5000+ node enterprise inventories has justified the need for a high-performance SQL-based database and a dedicated database administrator that is able to provide ad-hoc and customized reporting.

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## Organization Chart



## Narrative Summary of Contract Performance

<b>Contract Name</b>	CVS/Caremark
<b>Client Business</b>	Health Care
<b>Company Contact</b>	Tommy Hoang
<b>Client Contact</b>	Dennis Patyk
<b>Client Location</b>	Bannockburn, IL
<b>Client Phone No.</b>	847.444.6915
<b>Client Email Address</b>	Patyk, Dennis [Dennis.Patyk@caremark.com]
<b>Contract Type</b>	Servers & Desktops Deployment
<b>Period of Performance</b>	November 2002 – November 2009
<b>Program Description:</b>	<p>Provide complete imaging and deployment services for all new Dell computers purchased by Caremark. Provide warranty and out of warranty service on all PC, Server and Printers.</p> <p>Location of services - Nationwide</p> <p>Primary areas of effort - Desktop Deployment, Procurement, Warranty and Break/Fix , Central Receiving and Distribution.</p>
<b>Problems Encountered/Solutions Implemented</b>	<p>We encountered an organization in need of an IT resource capable of providing Procurement, Desktop (Imaging and Deployment), Asset Management and Receiving/Distribution services for their nation-wide locations.</p> <p>We centralized the Central Receiving/Distribution operations and implemented Asset Management controls (beginning at the receiving level). We staffed certified Desktop and Break/Fix technicians to support daily as well as project operations.</p>
<b>Customer Benefits</b>	Lower cost of Total Ownership and centralized operations.
<b>Prime or Subcontractor</b>	Prime
<b>Subcontractors</b>	N/A
<b>Customer Satisfaction:</b>	No missed SLA during the contract period. Imaged and Deployed over 3000 desktops to 20 sites
<b>Reference</b>	Yes

<b>Contract Name</b>	City Of Fort Worth
<b>Client Business</b>	County Government
<b>Company Contact</b>	Tommy Hoang
<b>Client Contact</b>	Vernon Bubba Plunk
<b>Client Location</b>	Fort Worth, TX.
<b>Client Phone No.</b>	817.212.2687
<b>Client Email Address</b>	Plunk, Vernon (Bubba) [Bubba.Plunk@FortWorthGov.org]
<b>Contract Type</b>	Prime Servers & Desktops Equipment
<b>Period of Performance</b>	November 2002 – November 2007
<b>Program Description:</b>	Provide complete imaging and deployment services for all HP computers purchased by the city. Provide Network Infrastructure Support. Provide warranty and out of warranty service on all Desktop Systems, Servers and Mainframe Equipment. Location of services - Fort Worth, TX Primary areas of effort Server, Desktop, Warranty and Break/Fix Support
<b>Problems Encountered/Solutions Implemented</b>	We encountered an organization in need of Network Infrastructure Design and Implementation for the City of Fort Worth Water Department.  We designed and implemented the Network Infrastructure and on-going support of the Infrastructure.
<b>Customer Benefits</b>	Reduced total cost of ownership and centralized LAN/WAN and desktop support operations.
<b>Prime or Subcontractor</b>	Prime
<b>Subcontractors</b>	N/A
<b>Customer Satisfaction:</b>	No missed SLA during the contract period.
<b>Reference</b>	Yes

<b>Contract Name</b>	Texas Health Resources, Texas
<b>Client Business</b>	Health Care
<b>Company Contact</b>	Tommy Hoang
<b>Client Contact</b>	Beverly Kellow
<b>Client Location</b>	Dallas Fort Worth Metroplex, TX.
<b>Client Phone No.</b>	817.462.7900
<b>Client Email Address</b>	BeverlyKellow@Texashealth.org
<b>Contract Type</b>	Desktop Technical Support / Break & Fix
<b>Period of Performance</b>	November 2000 – November 2004
<b>Program Description:</b>	<p>Total outsourced responsibility for providing desktop support for over 11,500 users in a distributed enterprise environment (corporate offices and hospitals) including procurement, asset management, configuration, software image loads, deployment, installation, moves-adds-changes, desktop support, break/fix, maintenance, warranty, and SLA tracking/reporting.</p> <p>Location of services - DFW Metroplex</p> <p>Primary areas of effort Desktop Support, Desktop Deployment, Warranty and Break/Fix</p>
<b>Problems Encountered/Solutions Implemented</b>	<p>We initially encountered a customer base which was unhappy with the level of IT support provided.</p> <p>We implemented service level agreements and expanded IT support features. We increased customer satisfaction through improved service and value added procurement support.</p>
<b>Customer Benefits</b>	Decreased Total Cost of Ownership, increased level of customer satisfaction.
<b>Prime or Subcontractor</b>	Prime
<b>Subcontractors</b>	N/A
<b>Customer Satisfaction:</b>	No missed SLA during the contract period. Imaged and Deployed over 7500 desktops to 20 sites in less than 3 Years.
<b>Reference</b>	Yes

<b>Contract Name</b>	Transtar National Title
<b>Client Business</b>	National Title Company
<b>Company Contact</b>	Tommy Hoang
<b>Client Contact</b>	Gary Beeny
<b>Client Location</b>	Plano, TX
<b>Client Phone No.</b>	469.467.6000
<b>Client Email Address</b>	gbeeny@tstartitle.com
<b>Contract Type</b>	Time and Materials Outsourcing
<b>Period of Performance</b>	November 2001 - Present
<b>Program Description:</b>	Provide IT outsourcing support for all offices. Support includes Desktop, Server, Lan/Wan, Cabling, Service Desk, Procurement, Asset Management, Central Receiving/Distribution, IMAC  Location of services - Plano, TX, Las Vegas, NV, Houston, TX
<b>Problems Encountered/Solutions Implemented</b>	Supported the growth of the company from a single office to three corporate locations.  Designed and implemented a complete IT solution to meet the clients needs.
<b>Customer Benefits</b>	Delivered a cost effective and scalable solution to support their business.
<b>Prime or Subcontractor</b>	Prime
<b>Subcontractors</b>	N/A
<b>Customer Satisfaction:</b>	No missed SLA 1 during the contract period.
<b>Reference</b>	Yes

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## Summary References for KNI Inc.

Pedro Aguirre - CEO

Agurrie Roden

972-789-2604

Project: Dallas County Community College Bond Program (Community Consulting)

Al Eardman - Program Manager

Parsons, Inc.

972-860-5141

Project: Dallas County Community College Bond Program (Staffing)

Steve Park - Executive Director of Bond Program

Dallas County Community College District

972-860-5130

Project: Dallas County Community College Bond Program

Ron Stretcher - Director of Criminal Justice

Dallas County

214-698-2231

Project: Dallas County Schools "Brown Schools" (Staffing)

Kathy Blank - President/CEO

Vignon Corporation

214-340-3331

Project: City of Dallas

Larry Hall - President/CEO

Q-Net Information Systems

214-341-7638

Project: Dallas County (Q-Net/Schlumberger/Atos)

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## Past and Pending Litigation

There is no litigation, past or present against CyberDyne Systems.

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## Summary of Exemplary Findings

In CyberDyne Systems twelve years experience, the company has received numerous certifications demonstrating operational experience. Below you will find examples of these validations:

- Microsoft Partner Program (Networking Infrastructure Solutions)

- Microsoft Certified Partner

- Dell Premier Partner

- Citrix Access Partner (Solution Advisor)

- Cisco Systems Partner Premier Certified

- IBM Business Partner

- Hewlett-Packard Partner

- North Central Texas Regional Certification Agency (NCTRCA)

- Historically Underutilized Business (HUB)

These achievements have proven instrumental in CyberDyne Systems ability to continue to build and position our business in the IT community.

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## Utilization Statement of Sub-Contractors

CyberDyne Systems plans to utilize KNI Inc. as a Women-Owned Business recognized by the NCTRCA under this contract. KNI Inc. will provide staffing and management support for this contract.

CyberDyne Systems plans to perform seventy (70%) of the work under this contract. We estimate the above referenced NCTRCA certified MWBE subcontractor will perform the remaining one percent (30%).

### Respondent's Sheet

Respondent's Name: CyberDyne Systems Inc.

Contact: Tommy Hoang

Phone: 888-571-0813

Street Address: 2340 E. Trinity Mills Rd. Suite 220, Carrollton, TX 75006

Fax: 888-571-6371

Email: [thoang@cdats.com](mailto:thoang@cdats.com)

MBE Certification: **MBE** Certification Number: **PMDB43323Y1110**

### Subcontractor's Sheet

Company Name: KNI, Inc.

Contact: Randal B. Bryant

Phone: 214-374-2878

Street Address: 1211 Willow Glen Drive, Dallas, TX 75232

Fax: 214-374-0715

Email: [thebuildfoundation@yahoo.com](mailto:thebuildfoundation@yahoo.com)

MBE Certification: **WMBE** Certification Number: **BFMB46662N091**

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## Business / Corporate Entity Details

1. Date Established: January 1995
2. Ownership: CyberDyne Systems is a privately-held company (Corporation)
3. Primary Type of Business: CyberDyne Systems is a full service provider of technology-based services and solutions. As a full service provider, CyberDyne Systems offers a comprehensive range of services from hardware and software procurement, implementation and deployment to on-going support contract. The company combines its extensive knowledge of hardware and software products with its technological expertise and client-based services to provide advanced and cost-effective Total Computer Solutions.
4. Total number of Employee's: 30
5. Incorporation Date / State: August 8, 1997 – Texas

### Officers of the Company

- Henry Hoang, President & CEO Ownership – 100%
- Tommy Hoang, Vice President
- John Lee, Operations

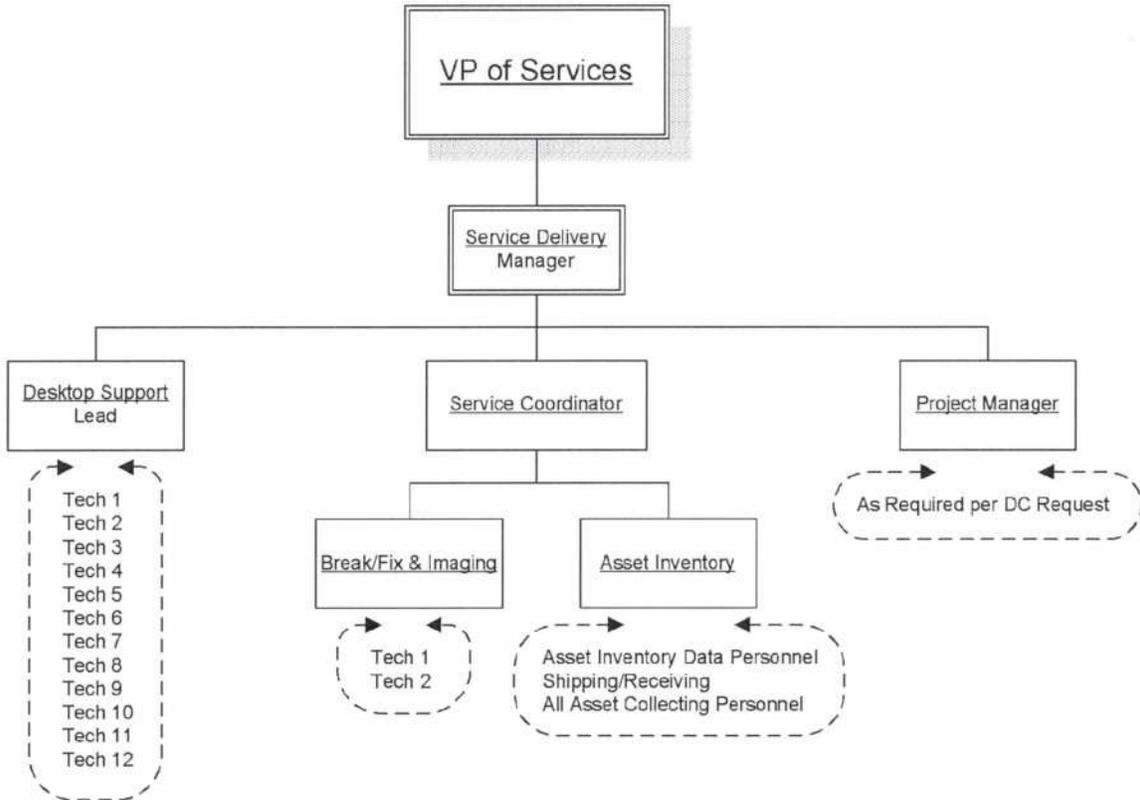
### Board of Directors

- Henry Hoang, CEO/President
- Tony Hoang, Secretary/Treasurer

6. Federal Tax ID Number: 75-2720233

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**Business / Corporate Entity Details (cont.)**



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**Dunn and Bradstreet Creditworthiness Summary:**

Payment within Terms: Commercial Credit Summary      Rated: MODERATE

Default on Payment: Financial Stress Summary      Rated: LOW

Supplier Statistics: Supplier Evaluation Risk Summary      Rated: MODERATE

CyberDyne Systems will be the entity performing as the contractor under this contract.

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## Resumes

**MS. TONI R. BRYANT**  
 9612 Knobby Tree Lane  
 Dallas, Texas 75243 – U.S.A.

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(214) 232-4309    [tonibry@msn.com](mailto:tonibry@msn.com)

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### **Director of Market Development, Media Group**

*Sensory Interactive – Park Lane Development*

Digital Media & Technology Consulting Firm

6/2008-Present

- Provided project managerial direction and coordination for activities and programs supporting Market Development for Park Lane Mixed Use Urban Village in Dallas, Texas
- Acted as primary liaison within the local market to promote and publicize positive public relations and used business acumen and commercial awareness to take advantage of marketing opportunities.
- Developed and executed Digital Media & Special Events sales plans and strategies.
- Developed and coordinated efficient operations and access to track activity data.
- Developed relationships with top marketing decision makers at traditional companies and agencies.
- Prospected and penetrated large organizations to obtain branded advertising.
- Structured and managed complex negotiations to successful closure and delivery.
- Provided additional sales/support for other projects within the Sensory Interactive portfolio.

### **Manager, Operations/Marketing/Sales**

*Advantage Properties/Advantage Lifestyle*

Luxury Vacation Rental Management Company

6/2005 – 6/2008

- Administered, directed and participated in all aspects of property management operations in St. Thomas, U.S. Virgin Islands.
- Designed, prepared and monitored standard operating procedures, work plans, performance evaluations and schedules for a variety of staff to ensure that appropriate resources were focused.
- Monitored preventative maintenance schedules, inventory controls and purchases.
- Created, prepared and reviewed budgets as well as variance reports (budgets vs. actual expense/performance).
- Managed renovation programs for property maintenance, competitive and marketing repositioning.
- Traveled on a regular basis to conduct inspections, ensured effective guest relations as well as determined areas for improvement/development.
- Directed and coordinate company marketing and sales functions.
- Acted as the primary contact between the company and its existing and potential markets.

- Researched and developed strategies and plans which identified marketing opportunities as well as conducted comparative market analysis.
- Supervised the planning and development of company marketing collateral.
- Represented the company at various community and/or business meetings to promote the properties.
- Developed and administered a marketing database which included client and prospect information, mailing lists, etc.
- Oversaw electronic marketing efforts including supervision of website design and maintenance.
- Developed and implemented an external quarterly newsletter to increase public awareness of travel industry information, special promotions and property improvements.
- Made accurate, rapid cost calculations and provided customers quotations.
- Maintained and developed relationships with existing customers via meetings, phone calls and emails.
- Visited potential customers to prospect for new business.
- Negotiated terms of agreements and closed sales.
- Regularly reported to the Managing Member about the assets operations.

**Executive Personal Assistant to the President/CEO; Account Services Representative; Special Events Coordinator**

*Advantage Marketing Group*

Sports & Entertainment Marketing & Management Company

12/2004-6/2005

- Handled a wide variety of administrative and executive support to include calendar management, travel schedule and reservations as needed.
- Communicated and handled incoming and outgoing electronic communications and phone calls on behalf of the President.
- Organized special events including Annual Celebrity Golf Tournament, business, social functions, meetings and conferences. Arranged all details including venues, caterers/vendors, audio-visual equipment set-up and guest lists.
- Reconciled and managed all personal & business finances (paid bills, filed tax reports, etc.).
- Generated sensitive/confidential financial and proprietary materials.
- Created and managed internal databases, spreadsheets, and marketing materials.
- Assisted with preparation of presentations and reports.
- Maintained and developed contracts and implemented follow-up protocol.
- Served as central agent for all project tactical communications by working with internal team members on a daily basis.
- Management of households in multiple locations (domestic and international) including the procurement of services and employment of staff.

**Vice President, Operations**

Kathy L. Nealy & Associates

Business, Political, Intergovernmental & Urban Development Consultant

1/1999 – Present

- Managed and administered Personnel Administration including interviewing, hiring, training, salary administration, job evaluation, corrective action, promotions, resolution of employee relation issues and grievances.

- Project Manager for political/grassroots local, state and national campaigns, including recruitment, training, call center operations, literature distribution and media relations for 150-250 people.
- Managed media interviews, coordinated roundtable discussions for candidates and served as campaign spokesperson when necessary.
- Lobbied elected officials and/or staff for clients seeking procurement opportunities and urban zoning/land development approvals within the City of Dallas and Dallas County on a variety of mixed used projects.
- Scheduled and advanced dignitaries and political officials including transportation, accommodations, security, media relations and all other operational services.
- Reconciled and oversaw general A/P and A/R procedures, prepare monthly, quarterly and annual financial statements and ensure timely payment of quarterly taxes.
- Reviewed, interpreted and communicated contractual terms and drafted professional services agreement for new business.
- Solicited event sponsor sales and served as festival consultant for annual community trade show.
- Coordinated and administered the company luxury suite, including all corporate entertainment.
- Provided backup administrative support to the President.

#### **Team Leader**

Computer Sciences Corporation

Technology Business Solutions, Insurance Business Processing Outsourcing Division

4/1997 – 12/1998

- Supervised BPO Customer Service Team of 10 representatives to achieve performance goals.
- Determined insurance risk and policy premiums using actuarial tables.
- Maintained high energy level within the team through communications, contests and incentives.
- Monitored customer satisfaction ratios and service programs to ensure highest standard of service.
- Provided regular account updates to executive management.
- Served as project consultant on company wide RPS system (Benefit Administration System) conversion team.
- Reconciled a large pension account saving over \$6 million dollars in unaccounted transactions.

#### **Underwriting Assistant**

National Teachers Associates Life Insurance Company

Supplemental Health, Disability and Life Insurance Provider

4/1992 – 4/1997

- Provided support and assistance to the companies Chief Underwriter.
- Reviewed insurance applications submitted by Field Agents and reported medical data on individuals seeking coverage or reinsurance.
- Conducted research, compiled data and performed analysis related to policy issue.
- Assisted in the development and editing of communications materials, including letters, business forms and product fact sheets.

## EDUCATION

### TYLER JUNIOR COLLEGE

Business Administration

1999-2000

### UNIVERSITY OF PHOENIX

Business Management

5/2003

### LOMA

Insurance Operations Courses

## TECHNOLOGY

Proficient on both MAC and PC Systems

### **Office Systems/Software:**

Types 60+ WPM, Blackberry, Treo, Microsoft Office Suite of programs, QuickBooks, Quicken, Lotus Notes, ACT!, Linux, Adobe Dreamweaver, Video Conferencing, Tele Conferencing.

## RANDALL B. BRYANT

1211 WILLOW GLEN DR.  
Dallas, Texas 75232 – U.S.A.

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### Programs Manager

*KNI, Incorporated*

Business Consulting / Staffing Agency

*Present – 08/2007*

- Serve as liaison between client and local municipality's staff and elected officials.
- Second point of contact for all projects with a specialization in community awareness, analysis, and governmental relations.
- Manage and coordinate personnel.
- Lobbied elected officials and/or staff for clients seeking procurement opportunities and urban zoning/land development approvals within the City of Dallas and Dallas County on a variety of mixed used projects.
- Managed media interviews, coordinated roundtable discussions for candidates and served as campaign spokesperson when necessary.

### Civic Affiliations

- Progressive Voters League (2008 – Present)
- Dallas County Young Democrats (2008 – Present)
- City of Dallas - South Dallas Fair Park Trust Fund (Board Member)  
(06/2009 – Present)

### Education

- Northlake College – Associate of Science (2008 – 2010)

**Stacy Booty**  
 12156 Willowdell Drive  
 Dallas, TX 75243

Phone: 214.808.8723  
 E-Mail: [s\\_crawford89@yahoo.com](mailto:s_crawford89@yahoo.com)

### Major Accomplishments

- Utilized advanced computer software skills (i.e., word processing, spreadsheets, databases, etc) in order to update and maintain department's computer system and files
- Worked independently to complete and organize workload to comply with deadlines and priorities
- Typed complex and routines correspondences, reports, various forms and labels
- Arranged meetings, conferences and travel
- Established and maintained record keeping and filing systems
- Prepared invoices for payment and ensured accurate posting to appropriate accounts
- Entrusted with data that was confidential or sensitive nature

### Experience

9/2005 – Present **KNI, Inc.** Dallas, Texas

#### M/WBE (Minority and Women-Business Enterprise) Coordinator

- Aided in the development of an M/WBE program for a 450 million dollar bond program
- Tracked M/WBE participation for program
- Prepared monthly M/WBE reports, which tracked by project, consultants utilized, consultants' awarded contract amounts, payments received to-date and payments to anticipate
- Conversed with the District when consultants were deleted or added to program projects
- Provided Good Faith Effort training to the Program Management Teams, design professionals and contractors associated with awarded projects for the Dallas County Community College District Bond Program
- Supported in facilitating the Dispute Resolution Process
- Aided in the development and implementation of a Recognition Plan
- Reviewed and approved Monthly Pay Application / Pay Activity Reports
- Monitored Service of Work Schedules

#### Administrative Assistant

- Assisted the District in participating in community and public relation activities. (Ex: Ground Awaking and Ribbon Cutting Ceremonies.
- Assisted in the selection process of architects, engineers and consultants for professional services
- Tracked the status of insurance for awarded consultants providing work for bond program
- Generated contracts for prime consultants
- Attended quarterly Program Executive Meetings

- Assisted with RFI/RFP processes

7/2003 – 9/2005 **AmeriPath of North Texas** Dallas, TX

#### Claims Analyst

- Verified patient's insurance information
- Filed and Appealed claims
- Maintained Monthly PacifiCare A/R Reports
- Maintained Daily Communication Log
- Daily communication with insurance carriers, doctor's office and patients

1/2000 – 2/2003 **The King Group, Inc.** Dallas, TX

#### Office Manager

- Scheduled all business and personal appointments for President / Vice President
- Opened the office for daily operation.
- Arranged travel itinerary
- Maintained budgets for (7) seven clients: 7-Eleven, Bank One, Lone Star Park, Sally Beauty Supply, Six Flags, Southwest Airline and Texas Lottery
- Accounts Receivable and Payable
- Payment Posting
- Prepared financial reports for all 7 clients, as well as, day-to-day expenses for the company
- Ordered office supplies
- Scheduled and arranged "talent" for commercials, photo shoots, billboard and magazine projects
- Worked with directors and music producers on commercials, photo shoots, billboards and magazines ads
- Scheduled interviews for new company prospects

#### Education

1989 – 1992 Richland Community College Dallas, TX

1985 – 1989 North Garland High School Garland, TX

#### Skills

ProLog, Citrix ICA Web Client, Windows 98, 2000, XP, Microsoft Excel, Word, PowerPoint Outlook Express, Novell GroupWise AS400, Data Entry, 10-key by touch, 70 wpm, E-mail, voicemail, Internet, Cisco IP Phone, Fax Machine, Adding Machine and Scanner.

## Nghien Tommy Hoang

2521 Melbourne Road Carrollton, TX. 75006

Phone (469) 569-7463 E-Mail: thoang@cdats.com

### OBJECTIVE:

To obtain an opportunity in the field of IT Project Management that allows me to drive projects to success, by fostering good communication and a team spirit. I would also like to combine enthusiasm, experience, and a positive attitude with my education when managing projects with aggressive schedules.

### SUMMARY:

Skilled consultant with over fifteen years experience in IT project management. I have successfully led a diverse range of projects including process improvement assessments, project management review and analysis, project portfolio management, PM methodology and PM practices training, project recovery, and PMO setup. I have extensive experience relative to Service Desk, Service Delivery and Call Center setups and implementations, outsourcing of IT services, and planning and build-out of corporate Enterprise Architecture Design and Development. I am well-practiced regarding all project phases – initiating, planning, executing, and controlling – across a wide variety of projects. I have excellent English and Vietnamese oral and written communications skills. I am also a highly motivated and dynamic Executive with over 15 years experience in the fields of Information Technology Management, Sales, Service, and Marketing. I have directed a number of highly profitable IT services organizations and have a consistent track record of generating and closing large-scale revenues, exceeding individual and team targets and have the ability to sell and manage complex, value-based solutions. Experienced in P&L management, proposal development, cost model analysis and contract negotiations. I have executed Sales and Marketing strategies, hired, managed and motivated account teams and developed strategic client relations across multiple industry verticals. Primary industry focus on State & Local Government, Healthcare and Higher-Ed, Finance and Oil/Gas. Key expertise in IT Outsourcing, Business Process Outsourcing, Consulting & Systems Integration, Identity Management, and ERP.

### PROFESSIONAL EXPERIENCE

10/2000 to Present **VP of Sales/Service, CyberDyne Systems** (Global IT Services, Dallas, TX)

- Executive responsibility for National Sales and Business Development efforts for \$70M in business operations focused on large scale IT outsourcing, Business Process Outsourcing, ERP Consulting & Systems Integration and Information Security engagements within City, County and State governments, and Healthcare.
- Responsible for increasing business unit revenue for 10 consecutive quarters, exceeded annual revenue targets by 150% and 200% last two years.
- Manage current business development pipeline of \$20M+ in IT Outsourcing and Consulting initiatives.

- Responsible for Account and Program Management teams, with an indirect staff of 100+.
- Responsible for proposal development process, cost model analysis, account reviews and contract negotiations.
- Developed and managed a result-oriented lobbyist and industry channel affairs program.
- Work with Enterprise Customers across the Dallas/Ft. Worth area in drawing and designing corporate maps of IT Enterprise Architecture.
- Rolled out entire corporate upgrades from Desktops, Laptops, Printers, and Server 2000 to Server 2003 with Exchange.
- As an executive of this Professional Services firm, focused on providing Information Technology solutions to the Public Sector and Healthcare markets, significantly contributed to the growth of annual revenues from less than \$1M, 2000 to more than \$30M, 2008.
- Responsible for the hiring, managing and motivating a team of 20 Sales and Account Executives who collectively, increased revenues for 10 consecutive quarters. Responsible for developing a comprehensive Sales lifecycle management process to ensure accurate and detailed account and status tracking, and developed an efficient program to indoctrinate, mentor and incent sales executives.
- Responsible for executive and board-level relations, proposal development, contract negotiations and the development of Sales and Marketing strategies to support professional service offerings.
- As VP Sales/Service, responsible for a global IT delivery practice of 100+ Engineers and Program Managers.
- Worked with many IT Directors and CIO in New development technologies, New ways to use development technologies, New architecture paradigms, Infrastructure enhancements, Principles and policies, Standards alignment, Architecture decisions, Architecture review boards (ARBs), Application segmentation, Relationships with other applications, Application modernization schedules, Links to standards, Analyze current trends, Visualize the IT environment, Project costs, Quality attributes, Application impacts on environment, and Resource requirements.
- As VP Sales/Service, responsible for working with CIO on IT strategy life cycle (Future State, Current State, and Transition State).
- Work with Healthcare CIO customer on Enterprise Architecture, Application Architecture, Systems Architecture, Hardware Lifecycle practices, and Enterprise Server Development.

09/1998 to 10/2000 **VP of Sales/Service, AIC Systems** (Richardson, TX)

- Work with Enterprise Customers across the Dallas/Ft. Worth area in drawing and designing corporate maps of IT Enterprise Architecture.

08/1996 to 09/1998 **VP of Sales/Service, Simplex Computers** (Richardson, TX)

- Work with Enterprise Customers across the Dallas/Ft. Worth area in drawing and designing corporate maps of IT Enterprise Architecture.

05/1995 to 08/1996 **VP of Service, HPC, INC.** (Global IT Services, Dallas, TX)

- Work with Enterprise Customers across the Dallas/Ft. Worth area in drawing and designing corporate maps of IT Enterprise Architecture.

02/1993 to 05/1995\_ VP of Service, CFC Computers, INC.(Global IT Services, Carrollton, TX)

- Work with Enterprise Customers across the Dallas/Ft. Worth area in drawing and designing corporate maps of IT Enterprise Architecture.
- University of Louisiana - Lafayette, Louisiana 1985-1989  
IEEE (Electrical Engineering)
- ITT Technical Institute – Dallas, Texas 1990-1992  
IEEE (Electrical Electronic Engineering)
- Premier Member, National Association of Counties (NACO)
- Member of the following Texas Chambers of Commerce: Dallas, Ft. Worth, Frisco, Plano, McKinney
- Program Management Training, Total Quality Management (TQM)
- Novell CNE Training
- HP Education and Training (Business Analysis, IT Project Management, Program Management, Service & Support, Storage & SAN)
- COMPAQ Training: IT Service Management, Effective Project Management Leadership, PMI, Information Systems Projects, Information Systems Analysis/Design, Managing Software Development Projects, Project Management Body of Knowledge
- Married-two girls and one boy; Languages-Fluent English and Vietnamese; Hobbies include Golf, Baseball, Football and Swimming; References-Available Upon Request

**Julien Jeantet-VP of Service**

2340 E. Trinity Mills Rd. #220 Carrollton, TX 75006

972-418-9074 Ext 230

[jjeantet@cdats.com](mailto:jjeantet@cdats.com)

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	<b>Director of Professional Services</b>
<b>Objective</b>	<b>Provide strategic direction and management of a global IT services and Delivery Organization</b> <b>Oversee IT Professional Services Organization</b>
<b>Profile</b>	Ability to direct complex projects from concept to fully operational status Goal-oriented individual with strong leadership capabilities Organized, highly motivated, and detail-directed problem solver Proven ability to work in unison with staff and board of directors

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<b>Education</b>	B.S., Information Technology University of Phoenix 2005
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**Relevant Experience & Accomplishments****Director of Services**

- Over 10 years of experience in the Information Systems Industry
  - Senior level healthcare and government executive with a history of strong, performance oriented management experience
  - Managed all contract services, personnel, logistics, metrics and performance reporting
  - Managed a 3 year 6 Million dollar contract and associated contract Service Level Agreements
  - Maintained a Customer Satisfaction rating of greater than 95%
  - Managed contract services including Desktop, Break/Fix, Asset Management, LAN/WAN, and Remote Access
  - Designed service development plans and conducted operation assessments
  - Effective oversight of all IT Desktop functions-12 facilities in 9 cities
  - Managed Texas Health Resource Desktop Support Contract
  - Managed City of Indianapolis Contract as a Sub-Contractor for Northrop Grumman
  - Managed UICI 24X7 Server Contract
  - Trained, supervised and evaluated staff for the Y2K transition
  - Managed deployment of over 3000 desktop systems for Texas Health Resources (Corporate Office and Hospitals)
-

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**Employment**

**CyberDyne Systems, Inc.**, Carrollton, TX

*2000-Present*

- Director of Services

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**Manager of the Year (1998, 1999)**

**Best Customer Support of the Year (1995)**

**Employee of the Year (1993)**

**KATHY L. NEALY**

2323 N. Houston #216

Dallas, TX 75219

(214) 922-9254

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**CAREER HIGHLIGHTS****PUBLIC OUTREACH EXPERIENCE**

For the past 20 years, Kathy L. Nealy and her firm have been involved in developing and implementing strategies in both the African American and Hispanic communities around controversial issues. These strategies have included the following:

- I. Identifying stakeholder groups with an interest in the project.
- II. Developing strategies for communicating with stakeholder groups.
- III. Generate support within the minority community surrounding various issues. (Elected Officials, Community Leaders)
- IV. Identify and schedule presentations before grassroots organizations and elected officials. (NAACP, Dallas Black Chamber of Commerce, Urban League, Clergy, Civic/Social Organizations).
- V. Identify spokespersons to appear before public hearings.
- VI. Mobilize the community to turnout for rallies and public hearings in support of the issues.
- VII. Schedule client to appear on radio/talk shows. Coordinate a media roundtable with community newspapers, etc.

**CONSULTANT**

Kathy L. Nealy has long been an active member of the local, national and international business community. With contacts on many levels of government, Ms. Nealy has built a successful business as consultant, planner and advocate.

***Kathy L. Nealy's clients have included:****Consultant* – Schlumberger Sema*Consultant* – Atos Origin*Consultant* – Q-Net Information Systems*Consultant* – Vignon Corporation*Consultant* – Dallas County Community College District**SPECIAL EVENTS:**

- *Consultant* – Dallas Black Chamber of Commerce Pepsi Excel Plus Golf Tournament (1985-1991)
- *Logistics Coordinator* – Hands Across America/Texas (1986)
- *Operations Manager* – Hands Across America/Ohio (1986)

- *Lead Advance* – Nelson Mandela U.S. Tour (Oakland, CA – 1990)
- *Advance Team* – Gorbachev Visit to United States (Minnesota – 1990)
- *Lead Advance* – Mrs. Coretta Scott King – 1<sup>st</sup> National Martin Luther King Jr. Holiday Celebration  
Atlanta, GA. /Washington, D.C. – 1986)
- *Consultant* – "Black Family Reunion Tour '87/National Council of Negro Women (Washington, D.C./Atlanta, G.A. /Los Angeles, CA.)
- *Regional Dir* – Legacy Tour 1994/World Cup USA (Dallas)
- *Consultant* – Simon & Schuster - Hillary Rodham Clinton "It Takes A Village Book Tour 1996"  
(AK, TX, KY, MO)
- *Coordinator* - Children Scholarship Fund, Central Regional (1999)
- *Festival Consultant* - Kwanzaafest Annual Celebration (1999 – Present)
- Jamaican Trade and Economic Development Summit (2000)
- SUMA-Focus Group, Texas Education Agency (2002)

#### **URBAN PLANNING/ZONING:**

- Victory, Hillwood Development
- The Related Companies
- DISD School Bond Program
- Provident Realty
- KB Homes
- Valcar Enterprise - Dallas, Texas
- Darling Delaware – Dallas, Texas/Fresno, CA. (a rendering plant)
- Waste Management – Greensboro, N.C. (a landfill project)
- Wheelabrator/Direct Impact – Bridgeport, CT. (a waste-to-energy project)
- DR Horton

#### **CIVIC AFFILIATIONS:**

- N.A.A.C.P. (1967 – Present)
- Dallas Black Chamber of Commerce (Life Member – 1983)
- Texas Coalition of Black Democrats (Vice Chair 1991-1992)
- Dallas Coalition of Black Democrats (1983 – Present)
- Dallas Democratic Forum (Board of Directors – 1987)
- Oak Cliff Democrats (1986 – Present)
- Adelle Turner Elementary PTA (Life Member – 1984)
- Southern Christian Leadership Conference (National Board Member 2003)
- Central Pointe Church of Christ (Building & Development Committee – 2003- Present)
- World Affairs Council DFW (2005 – Present)
- World Affairs Councils of America (2009 – Present)

#### **EDUCATION:**

**City University, Los Angeles, CA.** – Bachelor of Science in Business (June 1998)



## CyberDyne Systems

## INCOME STATEMENT

FOR COMBINED OPERATIONS  
FOR THE 12 PERIODS ENDED DECEMBER 31, 2009

	YEAR TO DATE	
	ACTUAL	PERCENT
Revenue		
Distribution sales	\$2,580,394.24	88.0 %
Distribution Sales Misc- Sales	14,800.33	.5
Distribution Sales-Other	350,000.00	11.9
Returns & allowances	(11,851.00)	(.4)
<b>TOTAL Revenue</b>	<b>2,933,333.57</b>	<b>100.0</b>
Cost of Sales		
Purchases	784,813.82	26.8
<b>TOTAL Cost of Sales</b>	<b>784,813.82</b>	<b>26.8</b>
<b>Gross Profit</b>	<b>2,148,519.75</b>	<b>73.2</b>
Operating Expenses		
Payroll Wages	1,507,151.86	51.4
Payroll Taxes	118,183.67	4.0
Payroll Services	11,677.58	.4
Building Maintenance	12,488.80	.4
Liability Insurance	19,053.61	.6
Insurance Expense	84,403.42	2.9
Property Insurance	6,194.93	.2
Disability Expense	2,242.88	.1
Office Expense (Repair & Maint	4,746.26	.2
Workman Comp & Property Ins.	11,998.30	.4
Office Supplies	3,457.91	.1
Bank Charges	8,278.32	.3
Interest Expense	9,974.90	.3
Education Expense	220.00	.0
Utility Expenses	17,484.40	.6
Telephone Expenses	40,933.54	1.4
Shipping Charges-Sales	27,149.80	.9
Alarm System	510.88	.0
Internet Expense	830.42	.0
Professional Fee	12,930.45	.4
Contribution Expense	177.75	.0
Lease-Corp Office	92,129.02	3.1
Property Taxes	21,187.58	.7
Lease Expense ( Truck & Auto)	68,610.27	2.3
Car & Truck Insurance	10,746.89	.4
Travel Expense	4,566.90	.2
Mileage Expense	18,997.81	.6
Gas Expense	11,667.11	.4
Car & Truck Expense	17,158.83	.6
Meals (Entertainment)	5,595.99	.2
Parking	8,033.56	.3
Dues and Subscription	7,959.55	.3
Bad Debt WriteOff	25,644.83	.9
TollTag Expense	1,720.00	.1

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Application Date: 07/13/2010

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## INCOME STATEMENT

FOR COMBINED OPERATIONS  
FOR THE 12 PERIODS ENDED DECEMBER 31, 2009

	YEAR TO DATE	
	ACTUAL	PERCENT
Operating Expenses	(Continued)	
Bond Expense	\$5,850.00	.2%
Toll Fees	840.00	.0
Tax Expense	30,574.67	1.0
Misc. Expenses	2,318.16	.1
Non-Recoverable Sales Tax	639.06	.0
TOTAL Operating Expenses	2,234,329.91	76.2
Net Income from Operations	(85,810.16)	(2.9)
Earnings before Income Tax	(85,810.16)	(2.9)
Net Income (Loss)	\$(85,810.16)	(2.9)%

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## BALANCE SHEET

CyberDyne Systems

DECEMBER 31, 2009

		Assets	
Fixed Assets			
Furniture		\$58,640.65	
Accum. depr. - Furniture		(58,640.65)	
Accum. depr. - Office & Comp. Eq		(104,704.57)	
Office and computer equipment		104,704.57	
Warehouse equipment		2,118.56	
Accum. depr. - Warehouse equip		(2,118.56)	
Accum. depr. - Cars		(25,990.00)	
Accum. depr. - Truck (Toyota)		(2,550.00)	
Vehicles		28,540.00	
TOTAL Fixed Assets			.00
Other Assets			
Software costs		17,254.45	
Accum. depr. - Software		(17,254.45)	
Organization Fee		454.45	
Amortization Organizatin cost		(454.45)	
TOTAL Other Assets			.00
TOTAL Assets			\$ .00

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BALANCE SHEET CyberDyne Systems

DECEMBER 31, 2009

Liabilities AND Equity		
TOTAL Liabilities		\$ .00
Equity		
RETAINED EARNINGS - PRIOR	(113,474.45)	
Retained Earnings-Current Year	(85,810.16)	
Common Stock	305,760.61	
Paid in excess of par	500.00	
Treasury Stock	(18,021.00)	
Capital	(88,955.00)	
TOTAL Equity		.00
TOTAL Liabilities AND Equity		\$ .00

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**References:**

Over the past 15 years, CyberDyne Systems has generated over 70 million dollars in sales revenue providing IT services to three main client groups: government, healthcare, and corporate sectors.

Our background experience ranges from managed services to consulting engagements to turnkey IT outsourcing contracts, as well as specific project accounts.

**IT Outsourcing Services and Hardware Clients:**

- Atos Origin (Dallas County) --- 5 years
- Lee County, Florida --- 1 year
- City of Indianapolis/Marion County --- 5 year contract since 2005
- CVS/Caremark --- since 2002
- ConocoPhillips --- 1 year
- City of Fort Worth --- Annual contract renewed since 2002
- Texas Health Resources --- 4 years
- TranStar National Title --- Since 2001
- Fort Worth Convention and Visitors Bureau --- Annual contract renewed since 2002



**Atos Origin (Dallas County), Dallas, Texas**

**Client:** Atos Origin (Dallas County)

**Service Type:**

IT Break/Fix Services  
 Desktop Project Support  
 Asset Inventory  
 Central Receiving/Distribution  
 Desktop Staff Augmentation

**Contract Duration:** 5Years

**Contract Date:** 2002-2007

**Summary of Contract:**

**RECEIVING**

- Receive products
- Asset Inventory
- Inventory Updates to Service Provider (Atos Origin)

**CONFIGURATION**

- Hardware configuration – build to client standard
- Software load – build to client standard

**DEPLOYMENT**

- Physical delivery of computing resources to the correct site for installation. Cross-referenced asset information to assignable space

**IMAC**

- Equipment installation – installation and functional test of hardware components
- Data transfer – transfer of existing user data per data transfer procedure
- Network and/or mainframe connection
- Re-utilization of County desktop equipment (Cascade)
- Hardware and Software upgrades and installs

**DESKTOP SUPPORT**

- Tier 2 problem diagnosis and resolution services that are provided at the desktop

**BREAK/FIX & MAINTENANCE**

- On-site maintenance agreements (labor only, parts only, labor & parts)

- Dedicated on-site resources (labor only, labor & parts)
- Time & materials contracts (dispatched as needed)

#### **WARRANTY**

- Warranty support for new equipment still under the manufacturers warranty
- Extended Service Plans –warranty coverage for new equipment (labor & parts)

#### **ASSET INVENTORY SUPPORT**

- Standard asset tracking and inventory reports

#### **Client Information:**

<b>Client Contact</b>	Victor Di Stefano
<b>Client Location</b>	509 Main Street, Suite 504 Dallas, TX.75202
<b>Client Phone No.</b>	(214) 653-7841
<b>Client Email Address</b>	victor.distefano@atosorigin.com



Lee County - North Fort Myers, Florida

**Client:** Lee County

**Service Type:** IT Services Asset Inventory Support

**Contract Duration:** 1Year

**Contract Date:** 2003-2004

**Summary of Contract:**

**ASSET INVENTORY**

- Standard asset inventory and database delivery

**Client Information:**

<b>Client Contact</b>	David Radkovich
<b>Client Location</b>	35 Waterview Boulevard, Schlumberger, 2nd Floor Parsippany, NJ 07054-1200 USA
<b>Client Phone No.</b>	973-541-5203
<b>Client Email Address</b>	radkovich@parsippany.sns.slb.com



City of Indianapolis/ Marion County, Indiana - *Indianapolis, Indiana*

Client: City of Indianapolis

Service Type: Help Desk, Programming, Systems Monitoring/Operations

Contract Duration: 5Years

Contract Date: 2004-2009

**Summary of Contract:**

**HELP DESK**

- Resolves technical problems and client questions (tier 1)
- Diagnoses, identifies, isolates and analyzes problems utilizing historical database
- Maintains and updates records
- Tracks databases
- Alerts Management to recurring problems and patterns of problems

**PROGRAMMING**

- Generates, revises, updates, compiles, debugs and authors simple to moderately complex business, scientific or software computer programs
- Develops flow charts and diagrams
- Develops program code
- Prepares documentation of program development
- Modifies program code as needed
- Analyzes system capabilities to resolve input/output problems

**SYSTEMS MONITORING AND OPERATIONS**

- Monitors and operates electronic digital computers to process data (business, scientific, engineering and other)
- Sets control switches
- Ensure that correct peripheral equipment is utilized and move switches to clear system and operate equipment
- Selects and loads input/output units with materials such as tapes and printout forms
- Monitors equipment and control panels for operator messages and error indicators
- Performs diagnostic tests and react appropriately to messages
- Reports errors or machine malfunctions as required
- Clerical support: labeling tape containers, maintenance of production records, replenishing of stock items and distribution of output materials
- Operates peripheral equipment to perform such operations as tape-to-printer
- Works with multiple systems

**Client Information:**

<b>Client Contact</b>	Joe Lex
<b>Client Location</b>	200 East Washington St. Suite 960 Indianapolis, IN 46204
<b>Client Phone No.</b>	317- 327-3313
<b>Client Email Address</b>	joe.lex@ngc.com



Caremark International - *Bannockburn, IL.*

Client: CVS/Caremark

Service Type: IT Hardware/Software Support Services

Contract Duration: 7 Years

Contract Date: 2002-2009

Summary of Contract:

**PRODUCT PLANNING**

- Identify client computing platform(s)
- Define standards
- Develop product standards list(s)

**PROCUREMENT**

- Order processing
- Order tracking
- Administration
- Inventory management

**RECEIVING**

- Receive products
- Asset Inventory
- Inventory updates

**CONFIGURATION**

- Hardware configuration – build to client standard
- Software load – build to client standard

**DEPLOYMENT**

- Physical delivery of computing resources to the correct site for installation

**IMAC**

- Equipment installation – installation and functional test of hardware components
- Data transfer – transfer of existing user data per data transfer procedure
- Network and/or mainframe connection – verification of proper
- Re-utilization of Company desktop equipment
- Hardware upgrades and Software upgrades and installs

**DESKSIDE SUPPORT**

- Tier 2 problem diagnosis and resolution services that are provided at the desktop
- BREAK/FIX & MAINTENANCE**

- On-site maintenance agreements (labor only, parts only, labor & parts)
- Dedicated on-site resources (labor only, labor & parts)
- Time & materials contracts (dispatched as needed)
- Maintenance Service Plans – one-time, flat fee per device, covers all labor & parts

**WARRANTY**

- Warranty support for new equipment still under the manufacturer's warranty
- Extended Service Plans – extends warranty coverage for new equipment (labor & parts)

**ASSET INVENTORY**

- Standard asset inventory

**Client Information:**

<b>Client Contact</b>	Dennis Patyk
<b>Client Location</b>	1000 LAKESIDE DRIVE BANNOCKBURN IL 60015
<b>Client Phone No.</b>	847-444-6915
<b>Client Email Address</b>	dpatyk@caremark.com

## ConocoPhillips

ConocoPhillips - *Bartlesville, OK*

Client: ConocoPhillips

Service Type: IT Services

Contract Duration: 1Year

Contract Date: 2004-2005

### Summary of Contract:

#### INSTALLATION

- Equipment installation – installation and functional test of hardware components
- Data transfer – transfer of existing user data per data transfer procedure
- Network and/or mainframe connection – verification of proper
- Redeploy (Cascade) of replaced equipment

#### MOVES, ADDS, CHANGES (MAC)

- Equipment relocations
- Hardware upgrades and Software upgrades

#### DESKSIDE SUPPORT

- Tier 2 problem diagnosis and resolution services that are provided at the desktop

#### BREAK/FIX & MAINTENANCE

- On-site maintenance agreements (labor only, parts only, labor & parts)
- Dedicated on-site resources (labor only, labor & parts)
- Time & materials contracts (dispatched as needed)
- Maintenance Service Plans – one-time, flat fee per device, covers all labor & parts

#### WARRANTY

- Warranty support for new equipment still under the manufacturer's warranty
- Extended Service Plans – extends warranty coverage for new equipment (labor & parts)

### Client Information:

<b>Client Contact</b>	Rick Fritts
<b>Client Location</b>	2100 Deerfield Circle Bartlesville, OK 74006
<b>Client Phone No.</b>	
<b>Client Email Address</b>	RFritts@ppco.com



City of Fort Worth, Texas

Client: City of Fort Worth

Service Type: IT Services

Contract Duration: Annual

Contract Date: 2002-2007

Summary of Contract:

**PRODUCT PLANNING**

- Identify client computing platform(s)
- Develop product standards list(s)

**PROCUREMENT**

- Order processing
- Order tracking
- Administration

**RECEIVING**

- Receive products
- Inventory updating

**CONFIGURATION**

- Hardware configuration – build to client standard

**DEPLOYMENT**

- Physical delivery of computing resources to the correct site for installation

**INSTALLATION**

- Custom software installation
- Network and/or mainframe connection – verification of proper

**BREAK/FIX & MAINTENANCE**

- On-site maintenance agreements (labor only, parts only, labor & parts)
- Time & materials contracts (dispatched as needed)
- Maintenance Service Plans – one-time, flat fee per device, covers all labor & parts

**WARRANTY**

- Warranty support for new equipment still under the manufacturer's warranty

- Extended Service Plans – extends warranty coverage for new equipment (labor & parts)

**Client Information:**

<b>Client Contact</b>	Vernon "Bubba" Plunk
<b>Client Location</b>	1511 11 <sup>th</sup> Avenue Fort Worth, TX. 76102
<b>Client Phone No.</b>	817-392-2687
<b>Client Email Address</b>	Bubba.Plunk@FortWorthGov.org



**Texas Health Resources - Arlington, Texas**

**Client:** Texas Health Resources

**Service Type:** IT Services

**Contract Duration:** 4 Years

**Contract Date:** 2000-2004

**Summary of Contract:**

**PRODUCT PLANNING**

- Identify client computing platform(s)
- Define standards
- Develop product standards list(s)

**PROCUREMENT**

- Order processing
- Order tracking
- Administration
- Inventory management

**RECEIVING**

- Receive products
- Asset Tagging
- Inventory updating

**CONFIGURATION**

- Hardware configuration – build to client standard
- Software load – build to client standard

**DEPLOYMENT**

- Physical delivery of computing resources to the correct site for installation

**INSTALLATION**

- Equipment installation – installation and functional test of hardware components
- Data transfer – transfer of existing user data per data transfer procedure
- Network and/or mainframe connection – verification of proper
- Redeploy (Cascade) of replaced equipment

**MOVES, ADDS, CHANGES (MAC)**

- Equipment relocations
- Hardware upgrades
- Software upgrades

**DESKSIDE SUPPORT**

- Tier 2 problem diagnosis and resolution services that are provided at the desktop

**BREAK/FIX & MAINTENANCE**

- On-site maintenance agreements (labor only, parts only, labor & parts)
- Dedicated on-site resources (labor only, labor & parts)
- Time & materials contracts (dispatched as needed)
- Maintenance Service Plans – one-time, flat fee per device, covers all labor & parts

**WARRANTY**

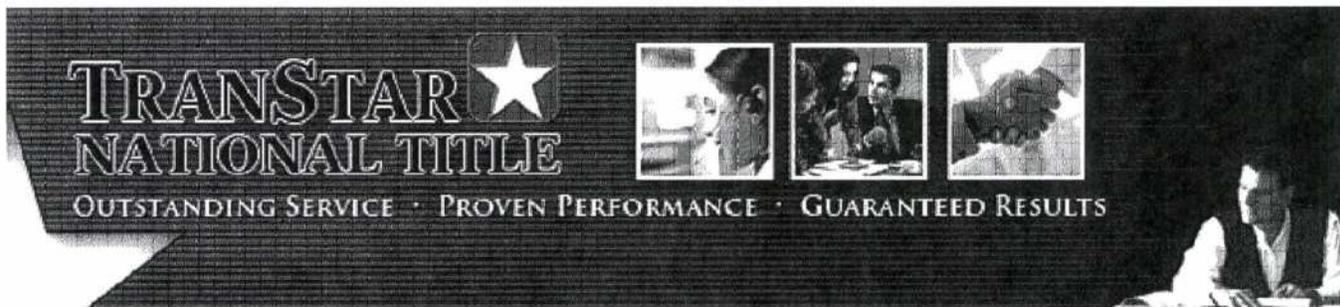
- Warranty support for new equipment still under the manufacturer's warranty
- Extended Service Plans – extends warranty coverage for new equipment (labor & parts)

**ASSET MANAGEMENT**

- Standard asset tracking and inventory reports

**Client Information:**

<b>Client Contact</b>	Beverly Kellow
<b>Client Location</b>	611 Ryan Plaza Dr Arlington, Texas 76011
<b>Client Phone No.</b>	(817) 462-7900
<b>Client Email Address</b>	BeverlyKellow@Texashealth.org



**TranStar National Title - Plano, Texas**

**Client:** TranStar National Title

**Service Type:** IT Services

**Contract Duration:** Annual

**Contract Date:** 2001-2007

**Summary of Contract:**

**PRODUCT PLANNING**

- Identify client computing platform(s)
- Define standards
- Develop product standards list(s)

**PROCUREMENT**

- Order processing
- Order tracking
- Administration
- Inventory management

**RECEIVING**

- Receive products
- Asset inventory

**CONFIGURATION**

- Hardware configuration – build to client standard
- Software load – build to client standard

**DEPLOYMENT**

- Physical delivery of computing resources to the correct site for installation

**IMAC**

- Equipment installation – installation and functional test of hardware components
- Data transfer – transfer of existing user data per data transfer procedure
- Network and/or mainframe connection – verification of proper
- Re-utilization of Corporate desktop equipment

- Hardware upgrades and Software upgrades/installations

#### LAN/WAN SUPPORT

TIER 2 LAN/WAN INSTALL CONFIGURATION SUPPORT PROBLEM DIAGNOSIS AND RESOLUTION SERVICES THAT ARE PROVIDED ONSITE

#### DESKSIDE SUPPORT

- Tier 2 problem diagnosis and resolution services that are provided at the desktop

#### BREAK/FIX & MAINTENANCE

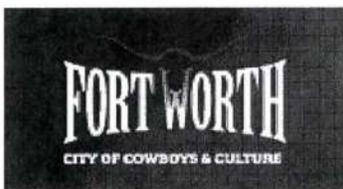
- On-site maintenance agreements (labor only, parts only, labor & parts)
- Dedicated on-site resources (labor only, labor & parts)
- Time & materials contracts (dispatched as needed)

#### WARRANTY

- Warranty support for new equipment still under the manufacturer's warranty
- Extended Service Plans – extends warranty coverage for new equipment (labor & parts)

#### Client Information:

<b>Client Contact</b>	Gary Beeny
<b>Client Location</b>	2201 W. Plano Parkway, Suite 152 Plano, TX. 75075
<b>Client Phone No.</b>	469-467-6000 Xt. 223
<b>Client Email Address</b>	gbeeney@tstartitle.com



**Fort Worth Convention and Visitors Bureau - Fort Worth, Texas**

**Client:** Fort Worth Convention and Visitors Bureau

**Service Type:** IT Services

**Contract Duration:** Annual

**Contract Date:** 2002-2007

**Summary of Contract:**

**PRODUCT PLANNING**

- Identify client computing platform(s)
- Define standards
- Develop product standards list(s)

**PROCUREMENT**

- Order processing
- Order tracking
- Administration

**RECEIVING**

- Receive products

**CONFIGURATION**

- Hardware configuration – build to client standard
- Software load – build to client standard

**DEPLOYMENT**

- Physical delivery of computing resources to the correct site for installation

**IMAC**

- Equipment installation – installation and functional test of hardware components
- Data transfer – transfer of existing user data per data transfer procedure
- Network and/or mainframe connection – verification of proper
- Re-utilization of City desktop equipment
- Hardware upgrades and Software upgrades/installs

**LAN/WAN SUPPORT**

- Tier 2 LAN/WAN install, configuration support, problem diagnosis and resolution services that are provided ONSITE

**DESKSIDE SUPPORT**

- Tier 2 problem diagnosis and resolution services that are provided at the desktop

**BREAK/FIX & MAINTENANCE**

- On-site maintenance agreements (labor only, parts only, labor & parts)
- Dedicated on-site resources (labor only, labor & parts)
- Systems monitoring
- Time & materials contracts (dispatched as needed)
- Maintenance Service Plans (Block Time Basis) covers all labor

**WARRANTY**

- Warranty support for new equipment still under the manufacturer's warranty
- Extended Service Plans – extends warranty coverage for new equipment (labor & parts)

**Client Information:**

<b>Client Contact</b>	Linda de Jesus
<b>Client Location</b>	415 Throckmorton Ft Worth, TX. 76102
<b>Client Phone No.</b>	817-336-8791
<b>Client Email Address</b>	lindadejesus@fortworth.com

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## References for KNI Inc.

Pedro Aguirre - CEO

Agurrie Roden

972-789-2604

Project: Dallas County Community College Bond Program (Community Consulting)

Al Eardman - Program Manager

Parsons, Inc.

972-860-5141

Project: Dallas County Community College Bond Program (Staffing)

Steve Park - Executive Director of Bond Program

Dallas County Community College District

972-860-5130

Project: Dallas County Community College Bond Program

Ron Stretcher - Director of Criminal Justice

Dallas County

214-698-2231

Project: Dallas County Schools "Brown Schools" (Staffing)

Kathy Blank - President/CEO

Vignon Corporation

214-340-3331

Project: City of Dallas

Larry Hall - President/CEO

Q-Net Information Systems

214-341-7638

Project: Dallas County (Q-Net/Schlumberger/Atos)

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**Contact for Contract Administration**

NAME: Tommy Hoang  
TITLE: Vice President  
COMPANY NAME: CyberDyne Systems Inc.  
ADDRESS: 2340 E. Trinity Mills Rd. Suite 220  
TELEPHONE NUMBER: 888-571-0813  
FAX NUMBER: 888-571-6371  
E-MAIL ADDRESS: thoang@cdats.com

## CATEGORY II: COST

CyberDyne's proposed costs for year one is \$1,620,000. That is approximately \$280,000 a year less than the current contract. We can reduce your costs and guarantee service as good as or better than the service that you are currently receiving. Our use of technology to supplement hands on personal service enables us to focus on people and their technical problems. Automated inventory, software updates and patches, and secure remote access to desktops make our technicians more efficient and more readily available to the end users.

### Desktop Support Services Pricing

#### 2.1.0 Table 1

<u>Service Description</u>	<u>One Time Charges</u>	<u>Year 1</u>	<u>Year 2</u>	<u>Year 3</u>	<u>Total</u>
2.1.1 Transition Cost	\$75,000				\$75,000
Initial Asset Inventory (Hardware/Software), Software Application,					
2.1.2 Server: Windows 2003 W/5 cal's, Scanners, New Barcode Labels**	\$0				\$0
2.1.3 Desktop Support, Break/Fix, Asset Management/Receiving, Management		\$1,435,497	\$1,507,272	\$1,582,835	\$4,525,404
Service Delivery Manager (1) - On-Site					
Desktop Support Technicians (12) - On-Site					
Break/Fix Support Technicians (2)					
Asset Management/Central Receiving Personnel (1)					
Service Coordinator (1)					
COLA of 5% shown in years 2 AND 3					
2.1.4 Expenses		\$183,550	\$183,550	\$183,550	\$550,649
Phone/Parking					
Mileage/Travel					
Desktop Monitoring Software					
Insurance: Workers Comp., Liability, E&O					
	\$75,000	\$1,619,046	\$1,690,821	\$1,766,185	\$5,076,053
<u>Exceptions</u>					
2.1.5 Logistical Services	TBD				
2.1.6 Off Hours Support					
Trip Charge	\$40.00 Per Ticket				
Overtime	\$97.00 Per Hour				
Holiday	\$130.00 Per Hour				
2.1.7 CyberDyne Systems Receiving & Imaging Facility	No Cost				
2.1.8 CyberDyne Systems Warehouse - long term storage	\$1.00 per carton per month for >90 days				
2.1.9 700 tickets per month - included in base price	\$15.00 per ticket over 700/month - billed monthly				

\*\*2.1.2 \$100,000 Price waived if current DC Inventory can be used as a baseline which would not require an additional asset inventory

The above table shows our costs for this proposal. As indicated if the County is satisfied with its current inventory as a baseline, there will not be a charge for a baseline ground up inventory. This is an immediate savings of \$100,000 to the County. Staffing will be similar to the existing contract, with 9 dedicated on-site personnel and three floaters that will be responsible for all of the outlying offices and remote sites. The manager will also be located on site. At the warehouse there will be 2 break/fix technicians, one Asset Management and receiving technician and the Service Coordinator. These centrally located individuals will share the warehouse duties and also give additional assistance to on-site personnel as needed. The reduced number of asset management and configurations personnel is due to the implementation of the desktop management software proposed. This software will also enable the more effective implementation of services for the other on-site technicians.

**2.2.0 Table 2**

**Out of Scope Project Cost**

2.2.1 Per PC Deployment Charge	\$65.00
2.2.2 Project Coordination (per PC)	\$4.00
2.2.3 Printers Deployed	\$30.00
2.2.4 PC's Imaged/Software, Compliance/Asset Recording (New)	\$30.00
2.2.5 Project Labor Out-of-Scope (Hourly)	\$45.00
2.2.6 Recovered PC's Imaged/Salvaged/Software Compliance	\$45.00
2.2.7 Process old terminals, printers for disposal (per device)	\$10.00
2.2.8 IMACs (per Hour) Business Hours/Off Hours	\$50.00/\$75.00
2.2.9 Cabling Services Copper (per Drop)	\$90.00
2.2.10 Network Support Services (per Hour)	\$95.00
2.2.11 Server Support Services (per Hour)	\$95.00
2.2.12 Recovered Asset Storage Fee (+60 Days) Per Device	\$1.00

Note: Section 2.2.1 Pricing includes additional asset management administrative (entry of new and update of relocated assets in Dallas

Note: Section 2.2.3 Pricing includes installation, testing of local and network printers, coordination of network printer installations with

Note: Section 2.2.4 Pricing includes same-day service (as opposed to multiple day service provided by industry manufacturers), software

**2.3.0 Table 3**

**Value Added Services Cost**

Purchases from CyberDyne Systems: Hardware, Software, Accessories,  
Replaceable Components

Cost + 5%

Hardware Examples : Dell, IBM, HP, Cisco, Kodak, Toshiba, Ricoh, Epson, Zebra, Xerox, Lexmark

Software Examples: Microsoft, Citrix, Symantec, Oracle, McAfee, Adobe, AutoCad, Paradox, Act

Accessories: Hard Drives, Docking Stations, LCD's, CD/RW, DVD/RW, Wireless Keyboards/Mice etc.

Repair Components: Mouse/Keyboards, Printer Components, Monitors, Motherboards, Power Supplies etc.

Tables 2 and 3 above detail the Out of Scope and Value Added services costs. As part of this contract we offer services that can augment the standard contract and provide services that would not be chargeable within the contract.

### **CATEGORY III: TECHNICAL, METHODOLOGY APPROACH, IMPLEMENTATION/TRANSITION PLAN**

#### **Service Level Reviews**

CyberDyne Systems will meet and exceed the above service levels. These SLA's will be measured and evaluated with the County weekly, monthly and quarterly to assess performance, determine root cause, identify trends, provide problem resolution recommendations and set stretch goals.

#### **Executive/VIP Support**

Additionally, CyberDyne Systems understands the sensitive nature of requests originating from executive and VIP level personnel and such requests will be handled with priority 1 status.

#### **Automated Desktop Support Software**

We will utilize as much of the existing software that is currently being used as is possible. In addition, we propose the utilization of Zenith Desktop Management Services – State of the Art desktop management service that utilizes a very small agent that is centrally deployed to assist in monitoring, updating, patching, securing and administering desktops and other devices throughout the environment. Features:

- Agent Technology - The Zenith agent leaves a small footprint and operates in low priority. Network independent and carries out maintenance activity regardless of connectivity.
- Desktop Configuration Management - Create and deploy desktop policy templates including power management, security, user experience, etc... Configuration Management is domain independent.
- Administrative Scripting - Hundreds of easy to deploy, readymade scripts for installing software and automating routine maintenance. Scripts can be customized or created from scratch as required.
- Desktop Monitoring - Configure alerts hard drive, memory, CPU and Event IDs.
- Executive Reports - Monthly high level site overview reports with network health scoring.
- Remote Control - Take remote control of your desktop/laptops with industry leading software from LogMeIn (Subject to approval from Dallas County IT Security Officer)
- Client Portal - Provide your clients access to system overviews and backup data.
- Asset & Inventory - On-demand access to hardware and software inventory and asset change reports. Download all asset & inventory data and design custom reports
- Patch Management - Configure, Deploy and View all MS patches. Automatically scan and deploy Microsoft Security patches.
- Anti-Virus Software - VIPRE Enterprise Anti-Virus and Anti-Spyware is included with each desktop license. (Dallas County may choose to implement or continue with their existing provider – potential savings in AV software)
- Anti-Virus Management - Scheduled anti-virus installation checks and definition updates for over 40 anti-virus applications.

### Key Performance Indicators

CyberDyne Systems has worked closely with Dallas County as their primary Desktop Support provided and has never failed to deliver exemplary service and support. Throughout the tenure of service with Dallas County there was never a missed SLA. Issues, when they arose, were addressed immediately and professionally. On many occasions, CyberDyne voluntarily stepped up and supported the County in critical times, some of which were with the Elections Department, HHS and the District Clerk. Additionally, the Tax office has received special support and service. It is in our culture to go above and beyond in servicing our customers.

### Reporting

Reports detailing the total number of assets within the inventory, the software loaded, the age of the inventory as well as the in-service dates are routinely provided in order to assist in managing the age and disposition of desktop assets.

#	Department	Number of PCs (by Processor)			Additional PCs Needed	Laptops			Number of Operating Systems				Number Using OA Software	
		512 GB or higher	6.5-8.0 GHz	6.6 GHz or less		Available in Mail	Additional Needed	Vista	XP	2000	Pre-2000 (e.g., Win 98)	MS Office	Other	
1	Adult Protection (CSPD)	518	30					518				518		
2	Auditors Office	180						110				110		
3	Budget & Evaluation	25	2					27				27		
4	Charter School	354	20					350				350		
5	Commissioners Court	22						22				22		
6	Comptroller's Office	35						35				35		
7	County Clerk	234	51	4				255		4		338		
8	Courts - Civil and District	169						169				169		
9	Dallas County Sheriff's Office	533	103	43				685	3	11		699		
10	District Attorney	429	7	2				435		2		438		
11	District Clerk	194	5	5				202		2		204		
12	Elections	767		4				767				252		
13	Facilities Management	16						16				16		
14	Forensics	138		2				138		2		140		
15	Health and Human Services	320	30	20				325	30	20		376		
16	Homeland Security	50						50				50		
17	Human Resources	7	18	3				27		6		33		
18	Jury Services	11						11				11		
19	Juvenile Services	349		30				370	3	6		379		
20	Public Defender	108	1					109				109		
21	Public Works	56	21					77				77		
22	Purchasing	15						15				15		
23	Road and Bridge Districts 1-4	34	2	1				34	2	1		37		
24	Tax Office	107	8	3				115		5		120		
25	Treasurer	19		3				19		3		22		
26	Child Support	25						25				25		
27	District Clerk - Passport	13						13				13		
28	Family Court	23						23				23		
29	Telecom	10						10				10		
30	JP	143		6				143	1	4		148		
31	Treasury	36	1	1				37		1		38		
32	Community Services	2						2				2		
33	Household Hazardous Waste	2		2				2		2		2		
34	Agri Ext	0		1				0		1		1		
		4964	311	137	9	8	0	0	5258	35	21	4851	9	

\*Note: Elections - 252 Desktops, 515 Laptops (With Elections Specific Image)

Regular reporting of number of service calls, disposition of calls and calls in queue are produced and shared monthly. In addition, we report on the number of calls by individual in order to insure that there is equity in call distribution as well as the timeliness with which calls are handled.

## Technical Requirements

### 1.0 Break/Fix Operations:

#### 1.11 Receipt, Update and Disposition of Help Desk Service Calls.

CyberDyne Systems has been involved at Dallas County's Information Technology Department since November of 2002. We will provide an experienced, full-time Break/Fix Service Coordinator with the primary responsibility of monitoring the Break/Fix queue of Dallas County's help desk console. The Break/Fix Service Manager has extensive experience and the ability to quickly master any help desk application the county chooses to place into production.

- *Repair and service of distributed production and desktop computing equipment*

CyberDyne will provide the service to the County's distributed computing equipment listed in this R.F.P..

- *Asset Recovery and relocation of production computing equipment*

The Break/Fix team will provide asset recovery services for up to twenty devices through the proposed desktop support team. Larger groups of recovery services will be coordinated through the Account Manager and will be treated as a project and be billed separate of the standard contract per the rates published in the rates table.

- *Items initially identified as break/fix issues that are not hardware related*

The Break/Fix team has the industry knowledge to resolve break/fix and other desktop support related issues. Technicians will assist desktop support services by resolving minor desktop service calls routed to the break/fix queue in error in an effort to minimize the customer's down-time due to problems meeting this criterion. In the event that this becomes a prohibitive issue, the Account Manager will work with County IT to identify the issue and identify a resolution.

#### 1.12 Tracking of Warranty, Maintenance and Compliance

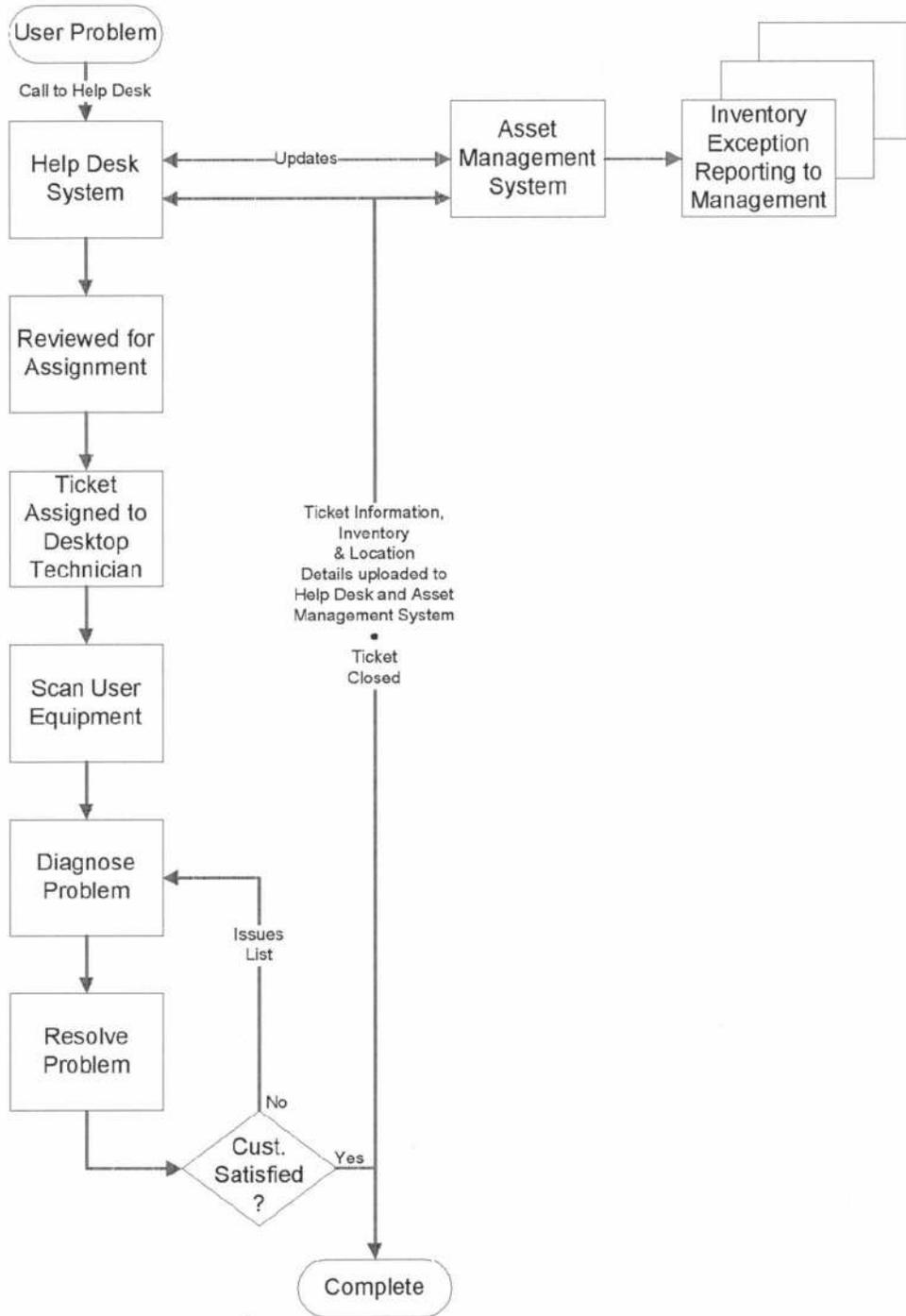
CyberDyne maintains its status as business partners with the Dallas County's primary standard desktop equipment manufacturers. We also maintains current individual technical certifications as well as its authorized service repair center status for these manufacturers. Maintaining our status as an authorized service repair center allows us access to warranty tracking and maintenance systems, processes and records for major manufacturers such as Dell (Dell Warranty Parts Direct) and HP (HP/Compaq Channel Services Network).

- *Maintain database of warranty information for all desktop equipment*

In addition to warranty records available through the manufacturer warranty systems referenced above, we will create a corresponding internal record of the warranty activity in an internal corporate database. Attributes of this record include the Dallas County Service Call reference number, the date of the warranty event, the items description,

service tag, serial number, as well as the component replaced under the manufacturer's warranty. Management Reports can be generated from this database for trend analysis. The process detailing how trouble tickets are handled and how the information is recorded in the database is shown in the graphic below:

### Desktop Trouble Ticket Process



- *Coordinate returns with manufacturer of parts that are under warranty*

Our relationship with the warranty vendors enables warranty activity (request, tracking of incoming and return warranty components) to be handled exclusive of involvement from Dallas County. We have an established delivery and retrieval location for the County that is known to all freight/delivery service providers.

- *Track the history of equipment repairs to identify problem areas*

Using our Asset management System and desktop management tools we will provide historical reports, real-time management alerts, reports and updates regarding the County's computing equipment (both desktop and laptop). This information also allows us to be proactive and identify recurring problems and recommend resolutions prior to recurring ticket generation.

- *Maintain detailed listing of all installed software for each workstation*

The Management Support Team will align with Dallas County IT Management to standardize and maintain detailed records of all software installed on workstations throughout the County's distributed computing environment. The selected desktop management tools will also enable us to survey the environment without impacting users and report on all software that is within the Dallas County Domain(s).

- *Provide details of deployed software for annual Microsoft true up process*

The Asset Management support team proposes the utilization of both the desktop management tools and the asset inventory database to assist the County's IT management in this effort. The software would provide an inventory of installed software components connected to the network and the asset inventory recordings would provide a basis for comparison and identify decommissioned or idle microcomputers (with software installed) that have not been disposed of.

- *Deploy to the desktop only authorized software*

We will align with Dallas County IT Management to maintain standardization of software installed on county workstations. The primary internal controls would be at the imaging level. All other requests for software installations would be routed through a centralized point-of-contact with the authority to approve or reject such requests.

- *Track deployment of software and new hardware to keep a running total of annual Microsoft true up costs*

The Asset Management Support team will interface with the Desktop Support team to track the deployment of software at both imaging and field deployment levels. The Dallas County imaging station will centralize the imaging process as well as the internal controls associated with this vital area. The Desktop Support team will work with the

Asset Management team to develop incremental true ups and reporting mechanisms to facilitate the annual Microsoft true up process. This will enable on-demand reporting to assist in true up planning.

- *Work with manufacturer of hardware (Dell) to account for the Microsoft Enterprise license (no cost for OS and licensed apps)*

The Asset Management Support team will utilize official records from Dell, the software inventory recordings and the county's asset inventory to reconcile the number of machines to be included in Enterprise licensing agreement. As referenced above, an incremental approach would allow for ongoing audit of these areas and allow for reconciliation of differences (if applicable) in a timely manner, and minimize the exposure at the time of the true up process.

- *Report to IT Management all software that is loaded on each desktop that is serviced monthly*

As mentioned above, desktop management tool and the Asset Management System will enable real time reporting of all software loaded and the frequency of the service calls.

### 1.13 Reconciliation of Service Calls Received

As referenced under the "*receipt , update and distribution of service calls*" section of this response, we will provide an experienced, full-time Break/Fix Service Manager with the primary responsibility of monitoring the Break/Fix queue of Dallas County's help desk console. The Break/Fix Service Manager will continue to ensure that each service call received has been received, re-routed or resolved in both a comprehensive and documented manner.

- *Receipt and processing of individual service calls (tickets) through their ordinal path*

Typically help desk service calls are submitted to a designated queue in an "assigned" or "suspense" status, and processed through additional service request status designations to allow systematic tracking of the technician's progress regarding the service call. These status designations include work in progress, on hold – clock running, on hold clock stopped etc... The Break/Fix Service Manager will be sensitive to the metrics associated with service calls and the impact on Dallas County IT Management's SLA. Timely processing of the service call through the system will be accomplished in support of Dallas County IT Management's SLA

- *Clarification (if necessary) of service calls prior to assignment to technicians*

Many of the County's locations are remote and require technicians travel time. In an effort to maximize the break/fix team's efficiency and minimize customer down-time, the Break/Fix Service Manager will review the service request for accuracy and completeness prior to routing the service call to the appropriate technician.

- *Reassignment of service calls routed to the break/fix queue in error to other functional areas as required*

Frequently the symptoms of the customer's problem(s) may appear to be hardware related. The Break/Fix Service Manager's review of the service call details and/or the break/fix technician's analysis of the problem reveal that the problem is best routed to another functional area such as desktop support or network support. Service calls meeting this criteria have been and will continue to be updated and re-routed to the appropriate functional area. In addition, the Break/Fix Service Manager will continue to place a call to the destination queue point-of-contact to alert them of the incoming service call.

- *Distribution of service calls to appropriate break/fix technician*

Typically, the Break/Fix Service Manager assigns areas of coverage to each technician. Service calls received within the assigned coverage area will be distributed to the technician assigned to the service call locations coverage area. As a matter of standard operating procedure, and as a value added service, the manager may rotate the coverage areas to expand the coverage capabilities and knowledge base of Break/Fix technicians.

- *Research or assist the assigned technician in researching the required component(s) to provide a resolution to the hardware failure of note*

In most cases, the technicians identify the required component(s) to resolve the service call. On occasion, additional research is needed to identify the required component(s). The Break/Fix Service Manager may increase the team's efficiency and minimize the customer's down-time by utilizing his experience, corporate resources, and industry relationships to identify the required replacement component(s).

- *Locate, procure, distribute and install the required component(s)*

Upon identification of the required replacement component(s) we will utilize strategic vendor relationships to ensure best cost and timely procurement of the required replacement component(s) needed to resolve the service call. In emergency or high priority cases, the part is located, secured and installed that same day. The majority of break/fix repair components are received within one (1) business day.

- *Update of Service Calls within the Help Desk System*

The Break/Fix Service Manager and the technicians will provide status updates within the help desk system to identify the team's progress toward resolving service calls. As referenced under the "*Receipt and processing of individual service calls (tickets) through their ordinal path*" section of this document, the break/fix team is sensitive to the metrics associated with the service calls and the impact on Dallas County IT Management's SLAs with their customers. All service call updates and resolution notations are routed through the Break/Fix Service Manager for timely and comprehensive action.

- *Provide status updates to the customer as (required)*

We will update the help desk system and contact the customer referenced on the service call to provide updates should the estimated time of arrival for the required replacement component(s) exceed the agreed to SLA.

- *Provide informational break/fix updates to Dallas County IT Management as required*

The team will provide alerts, reports and updates to Dallas County IT Management whenever an SLA is in jeopardy of being missed. Additional updates will be provided upon request. In most cases the team will take the initiative to provide alerts based on field observations and experience to identify potential exposure for Dallas County.

- *Provide trend analysis reports to Dallas County IT Management as required*

The Break/Fix and Desktop Support teams will provide reports to assist Dallas County IT Management in identifying areas of note within the County's distributed computing environment. These reports may include areas such as warranty activity by class of desktop device, high maintenance desktop devices and limited or non-support options for desktop devices. The content and format of the reports vary and are on a case by case basis.

- *Assist Dallas County IT Management in cost saving measures where possible (i.e., cost of repair versus cost of replacement)*

CyberDyne's Systems Break/Fix Service Manager will alert Dallas County IT Management of repairs that exceed two hundred dollars (\$200.00) on a repair component basis. Additionally, the CyberDyne Systems Break/Fix Service Manager has and will continue to provide cost of replacement information if the component repair cost is one-half or greater of the residual or fair market value of the device (based on the original cost and the useful life designation).

- *Receipt support and distribution of Dallas County IT related hardware to the various locations*

CyberDyne System's Corporate Receiving will provide receiving support to Dallas County IT Management. This support includes:

- Collection of order/shipping documentation (purchase order/packing slip) we request an electronic feed from the Counties purchasing system when a purchase order is placed. This will enable us to anticipate the order and immediately process the received equipment.
- Report mechanisms to facilitate the three-way match process (purchase order to receipt to invoice)
- Package tracking processes and application
- Full service distribution processes and systems

The Break/Fix Service Manager will coordinate the distribution of Dallas County's IT equipment received at our corporate receiving facility as well as items centrally received at the county's downtown or site specific receiving locations.

- *Maintenance of county-critical stock levels for twenty-four/seven operations*

The Break/Fix team will support the county's 24x7 operations by providing knowledgeable service technicians which are familiar with the County's locations, systems and personnel. CyberDyne Systems Break/Fix after hours support personnel will have security clearance from the Dallas County Sheriff's Department which allows access to all areas of the County. Additionally, the team maintains on-site stock levels of repair components for equipment which is essential to the seamless operation of the 24x7 functions.

#### **1.14 Certified Technicians for Break/Fix**

CyberDyne Systems will provide experienced technicians with Computing Technology Industry Association (CompTIA) A+ Certification and service level certifications on the following major County-standard manufacturers:

- Dell
- HP/Compaq

CyberDyne Systems Break/Fix Team will provide a level of loaner stock equipment (desktop and mainframe) available for a short term response to user down-time pending a permanent resolution to the customer's problem. Inventory levels of loaner equipment will be coordinated with Dallas County IT Management.

As an added value and to assist the county in its cost saving efforts, CyberDyne Systems Break/Fix Service Manager utilizes extensive purchasing power and industry contacts to gather and compare costs at the repair component level to obtain best price and quality repair components for Dallas County.

- *Scheduling of service visit to customer location*

CyberDyne Systems Break/Fix Service Manager and Break/Fix technicians will contact the customer of note on the service call to perform the following functions:

- clarify (if applicable) the details referenced on the service call
- obtain additional information (if applicable) to facilitate a timely resolution of the service call
- set expectations as to when the technician will arrive on-site
- *Diagnosis of customer's computing problem utilizing manufacturer provided diagnostic tools, skills acquired via official training and individual experience*

The Break/Fix technicians utilize manufacturer provided diagnostic tools such as the following:

- Dell diagnostics media for each class of microcomputer
- Dell re-installation media for device drivers and utilities
- Dell hardware testing devices for internal components such as power supplies
- HP diagnostic processes

The Break/Fix team utilizes skills obtained through training, its extensive field experience and knowledge of the county's distributed computing environment to resolve service calls or coordinate with additional County resources to provide a comprehensive resolution to the customer's computing problem.

- *Communication of part(s) required for resolution of the customer's problem to the break/fix dispatcher*

The Break/Fix technicians will inform their customer of their diagnostic practices and the part(s) required to resolve their computing problem. Additionally, the same informational updates are forwarded to the Break/Fix Service Manager for part(s) procurement and service call updates.

- *Interface with the dispatcher on cost savings considerations (on a service call basis)*

The technicians interface along with the Break/Fix Service Manager will assist Dallas County's IT Management in controlling the cost associated with repair of desktop and mainframe equipment. Areas meeting this criterion include but are not limited to the following:

- Problematic or frequently repaired devices
- Devices with design or manufacturing flaws
- Best price and quality for repair components
- Repair versus replacement considerations
- Timely and efficient processes to provide a resolution to the customer's computing problem.

- *Update of service call status to the customer*

In addition to providing the Break/Fix Service Manager the information necessary to procure the repair component and update the service call, the technicians will inform the customers of each process involved in providing a resolution to the customer's computing problem. If repair component parts procurement are required, the technicians will provide status updates to the customer and an estimated time of arrival for the repair component and follow-up site visit to install the repair component.

- *Monitoring of assigned service call and appropriate follow-up activities*

The Break/Fix technicians are responsible for internal monitoring of their assigned service calls. This follow-up activity includes but is not limited to the following functions:

- Interfacing with Break/Fix Service Manager to determine order status  
Performance of technical research
- Tracking depot repair status
- Tracking warranty replacement status

As referenced under the “*update of service call status to customer*” section of this document, the technician will provide the customer with updates until their computing problem has been resolved.

- *Component part retrieval from the selected parts provider/Installation of repair component/Extensive testing of the repaired device/Communication of Repair activities to the customer/Obtain customer sign-off on completed repairs*

In most cases, repair or replacement components are procured and shipped to the Break/Fix teams designated parts receiving area. In some cases (high priority service calls) the Break/Fix technicians will travel to the selected parts provider, pick-up the required repair or replacement component and install the repair component on the customer's device in an effort to minimize the customer's downtime.

CyberDyne System's standard operating procedure require the technician assigned to the service call to perform extensive testing of the repaired device, in a production environment to ensure a comprehensive repair of the customer's computing device.

The assigned technician will provide the customer with the details of the repair. This function frequently provides a level of end-user training regarding the device that is frequently a value-added service i.e., broken devices attributable to incorrect replacement of consumable components may be avoided. Subsequently, the technician assigned to the service call obtains the customer's sign-off (approval) of the repair to ensure customer satisfaction and provides the Break/Fix Service Manager the detail necessary to update/resolve the service call.

- *Assist dispatcher in maintaining county-critical component stock levels for twenty-four seven operations*

The maintenance of stock levels for repair components for County-critical operations rests with our technicians. They assist the Break/Fix Service Manager in monitoring stock levels and parts usage in an effort to ensure that critical repair components are available for normal and after hours support.

### 1.15 Performance Tracking on Service Calls

CyberDyne Systems will regularly report on the metrics involved in service calls received on both site and corporate levels.

#### Corporate Level

CyberDyne Systems has an internal database which performs the following functions:

- Provides a work order component which is utilized for internal management support (analysis and reporting)
- Record repair component detail and associated costs by category
- Record manufacturer warranty data with sub-level sort and reporting capabilities (manufacturer and series)
- Categorization of work order status i.e., pending, complete, invoiced – exceptions, invoiced – no exceptions etc...
- Time/Attendance reporting
- Mileage reporting
- Cross reference between internal records and County service call history

#### Site Level

One of the CyberDyne Break/Fix Service Manager's primary responsibilities is to monitor the site-level metrics involved in the service calls received. Areas of interest include but are not limited to the following:

- Time to receive or acknowledge incoming service calls
- Assigned technician's response time
- Assigned technician's diagnosis time
- Assigned technician's time and comprehensiveness regarding informational updates to the Break/Fix Service Manager and the customer
- Vendor response time on providing procured repair components
- Assigned technician's time to resolve the computing issue after all required repair components (research and/or repair components have been secured)
- Time to resolve the service call within the help desk system

As a matter of standard operating procedure, these areas are analyzed on an on-going basis and site-level adjustments (if applicable) are made in an effort to increase efficiency and customer satisfaction.

### 1.16 Maintenance of Critical Component Stock Levels

CyberDyne Systems will provide the highest level of support for all County personnel with special sensitivity to the County's priority and 24x7 operational areas. Our intimate knowledge of the County's distributed computing environment allows the Break/Fix team to minimize respective customers down-time by comprehensively providing stock repair or replacement components that are relevant to the county's needs. We will stock the following devices in order to return users to productivity as soon as possible.

- High-level internal/external computer components such as hard drives (laptops and desktops), network cards, video boards, USB cards, CD Rom, CD/RW, DVD/RW, keyboards, mice, miscellaneous cables.
- Loaner equipment such as microcomputers, monitors, computer systems, printers

### 1.17 Server Support and Maintenance (when requested)

CyberDyne Systems Corporate Server Support team will provide support to Dallas County IT Management on a request basis, this service is not included in the base price of the proposal but will be billed per the specified labor rates chart. Support options include:

- Certified server engineers available for project support, temporary assignment or permanent staff augmentation
- Emergency and best price procurement, delivery and/or installation of repair components
- Server relocation support
- Certified server engineers to provide upgrades, diagnostic and/or repair service

### 1.18 Release, Receipt and Reconciliation of Equipment Dispatched to Off-Site Repair Facilities

We will utilize industry wide relationships to provide Dallas County IT Management the best possible support. Our strategic relationships with area repair facilities allow us to provide immediate and direct break/fix support for the majority of devices within the county's distributed computing environment.

We are sensitive to the accountability associated with custodial care of the County's assets. The Break/Fix Service Manager requires an audit trail for items released to off-site repair vendors. This function is performed via a depot release form which records all asset related information and allows for tracking of the device from initial release to return to County property.

As referenced under the "*Reconciliation of Service Calls*" section of this document, the Break/Fix Service Manager will alert Dallas County IT Management of repairs if the component repair cost is one-half or greater of the residual or fair market value of the device (based on the original cost and the useful life designation) to determine whether replacement of the device is the most cost efficient method to resolve the customer's problem.

### **1.19 Informational Updates (as required) to Dallas County IT Management, customers and other Functional Areas**

We will provide Dallas County IT Management informational updates on County desired systems. The details of information required and frequency can be negotiated as required by Dallas County. We also provide preventative maintenance support and reporting for the county's substantial investment in production printing devices.

### **2.0 Project Support Operations:**

#### **2.1 Project Support.**

During CyberDyne System's tenure at Dallas County, CyberDyne Systems Project Support Team has successfully managed and completed the hardware deployment portions of the following projects in support of Dallas County IT Management:

- Initial Asset Inventory Baseline Project
- JP/Civil Courts Desktop Refresh
- Oracle Implementation Team Rollout
- Adult Information System
- Forensics Technology Refresh
- County Clerk Criminal
- Juvenile Information System
- Medlock Transition
- J.J.A.E.P.
- D.A. Civil
- Youth Village
- County Clerk Collections
- Juvenile Charter Schools
- Elections Warehouse Technology Refresh
- Health and Human Services – Welfare
- CSCD )
- D.A.
- Elections Technology Refresh
- Novell PC Client Upgrade and NDPS Upgrade
- Program Improvement Request Processes
- Tax Office Technology Refresh

In addition to the above projects, CyberDyne Systems Project Support Team has successfully managed and completed a variety of county relocations such as:

- Juvenile Remote Probation Relocation

- JP/Civil Courts Expansion and Renovation into new wing of George Allen Courts Building
- JP/Constable Garland Relocation
- Juvenile Probation Garland Relocation

CyberDyne Systems Project Support team will support Dallas County IT Management in asset decommissioning and recovery efforts.

All of the bullet points referenced in the R.F.P. will be standard operating procedures for our Project Support Operations team involved in the County's out-of-scope project support.

As a value added service, the Project Support Team Project Manager will alert Dallas County IT Management to out-of-scope discovery based issues which frequently occur after the project has been initiated. This is in an effort to keep funds budgeted for the project in line with actual expenses. This alert provides Dallas County IT Management with the discovery details necessary to determine how to proceed regarding the potential additional project costs associated with the discovery.

### **3.0 Onsite/On call support staff:**

#### **3.1 Onsite/On call support**

CyberDyne Systems has, during our tenure at Dallas County, successfully and without incident, provided on-site and after hours support for Dallas County IT Management.

As referenced under the "Certified Technicians for Break/Fix" section of this document, CyberDyne Systems technicians are intimately familiar with Dallas County's downtown campus, remote and 24x7 locations. CyberDyne Systems technicians will have security clearances through the Dallas County Sheriff's Department which allows access to all County locations. Our technicians will have twenty-four hour access to on-site critical component replacement inventory and loaner equipment to facilitate restoration of desktop computing capabilities in the shortest amount of time possible.

CyberDyne Systems management and individual technician cell phone contact information will be a matter of record with the central help desk as well as the Dallas County IT Management.

#### **3.2 Onsite/On call support staff**

CyberDyne System will provide hours of support in addition to the 8:00 am to 5:00 pm Monday – Friday CST requirements referenced in the R.F.P. This is accomplished by the staggering of schedules which allows our office to open at 7:30 am and remain open and staffed through the lunch hour.

CyberDyne Systems will align with Dallas County IT Management to provide support to the areas referenced in the R.F.P. that require extended service support hours.

#### **3.3 Onsite/On call support staff**

CyberDyne Systems Break/Fix team will meet or exceed the requirements listed under this section of the R.F.P.

CyberDyne Systems Desktop Support, Asset Management and Central Receiving personnel will be organized and formatted in the same manner as the Break/Fix team and will meet or exceed the requirements listed under this section of the R.F.P.

#### **4.0 Desktop Operations:**

CyberDyne Systems will be responsible for the daily operations of Dallas County computers, peripherals, and software throughout its desktop infrastructure. Responsibilities include the tickets escalated from the central help desk and routine operational activities directed by the Service Delivery Manager. We will provide an experienced Desktop Support Service Manager to review and assign service requests to the appropriate technician. The desktop support technicians will be responsible for accepting, monitoring, resolving and follow-up activities on service calls within the County's operational environment. We will resolve problems on all supported desktop hardware and software including desktop operating systems, and defined/agreed upon desktop applications per agreed to SLA's. Our technicians will provide support for installations and moves, additions and changes in accordance with threshold limits (reference section *1.11 Receipt, Update and Disposition of Help Desk Service Calls/Asset Recovery and Relocation of Production Computing Equipment*) section of this document). We will also manage Dallas County's print services and work with the County to streamline these services and suggest ways to reduce this significant cost.

##### **4.1.1 Hardware and Software Installation**

###### Hardware Installations

Our technicians will be responsible for hardware upgrades to existing systems as well as lesser requests for new installations and re-locations (twenty devices or less). Requests for installations and re-locations involving twenty-one devices or more will be routed to the Project Support team in an effort to minimize the impact of one request on service to other customers. Our client base includes large health care, insurance, legal, as well as state and local government organizations. We are sensitive to protected records liabilities such as HIPAA. As a matter of standard operating procedure, our technicians follow a corporate conduct and dress code policy regarding customer interfaces.

###### Software Installations

Our technicians will be responsible for assistance with standardization of images, centralized imaging, desktop deployment of management approved software, and assisting in maintaining internal controls over software recordings. In the *Asset Management* (6.0) section of this document, you will find a discussion of how CyberDyne Systems proposes to implement internal controls and interfaces regarding software reportable events and recordings.

##### **4.1.2 Software Images and Desktop Image Management**

The support team will be responsible for the following internal controls and functional activities regarding software images:

- Customer interface (research and definition)

- Image creation
- Testing (Regression, CyberDyne, and in cooperation with Dallas County personnel)
- Certification of image (county sign-off)
- Documentation of image (filed with Dallas County)
- Transfer of image to image servers
- Image archival (Hosted on CyberDyne Servers)
- Maintenance of images on a thirty day interval (fixes, virus protection refreshes etc...)
- Recommendations and knowledge exchange with Dallas County IT Management regarding performance and compatibility discoveries

CyberDyne Systems provides three-thousand (1500) square feet of office space dedicated to the imaging process. We have multi-imaging stations (mirror images) that will serve as easy access points for support technicians and Dallas County IT Management.

#### **4.1.3 Software Upgrades, Problem Diagnosis, Configuration and Training**

##### Image Updates

We will align with Dallas County IT Management to manage regular software upgrade activity. Regular application upgrades will be processed only after significant testing and implementation recommendations can be made to Dallas County IT Management. Careful consideration must be taken especially in the case of an upgrade with office productivity tools. A standard would be initially established to ensure compatibility between multiple versions. New machines will be installed with the updated standard. Automated software distribution tools will be utilized to provide users with rapid access to upgraded versions. Testing, rollout project planning, and user education are preliminary issues which will be addressed prior to modifying the operating environment.

The desktop support personnel will be equipped with mobile computing equipment to manage re-imaging, virus and spyware problem resolution, software maintenance and upgrades at the desktop level.

##### Problem Diagnosis\Configuration

The desktop support technicians are experienced with the hardware and software applications being utilized within the county's information technology environment. Such examples are: driver compatibilities, driver updates, device settings etc... Our technicians will also provide recommendations to Dallas County IT Management regarding devices and applications.

##### Training

CyberDyne Systems Desktop Support technicians, as a matter of standard operating procedure, provide training to customers where human error or inexperience has contributed to the computing problem. Additionally, our technicians respond to individual requests for training. A substantial number of service requests caused by human error or inexperience will be resolved during the Desktop Support Service Manager's review of the service request detail process. The Desktop Support Service Manager will ensure that a follow-up training session (remote or

on-site) occurs in these instances. Additionally, CyberDyne requires our technicians to remain current on today's technologies and complete on-line and in-person training as part of their jobs.

#### **4.1.4 Database Support**

CyberDyne Systems Desktop Support technicians will support the agreed on departmental/proprietary databases and provide the details as requested in this R.F.P. to the Desktop Service Manager for knowledge transfer to Dallas County IT Management.

#### **4.1.5 Hand Held Device Support**

CyberDyne Systems Desktop Support technicians are experienced in supporting industry standard personal digital assistants. CyberDyne Systems will provide the support features included in this R.F.P. in accordance with Dallas County IT Management's policy governing these devices. We can also provide support for the mobile ticketing system if the County desires that service. The cost of that support would be negotiated at the time of the request.

#### **4.1.6 Desktop to Network Problem Diagnosis**

Both the CyberDyne Systems Desktop Support Team and Break/Fix Team are experienced in diagnosing symptoms at the desktop level attributable to network related issues. Examples include:

- Corrupted data files
- Limited or no network connectivity
- Modification of print queues
- Security settings on switch ports

Our standard operating procedure provides its service technicians with industry standard desktop diagnostic tools as well as cable testers, network toning, and tracing tools to properly evaluate the integrity of the desktop unit and the physical network connection.

In the event the test results reveal a network related failure, the Service Manger, with ownership of the service call, will update the service call with diagnostic details and discoveries and forward the service call to the appropriate functional area. A follow-up phone call will be made to the destination area to alert them of the incoming service call.

#### **4.1.7 Printer, Plotter and Peripheral Support**

We have extensive service authorizations and individual service technician training/certifications has and will continue to provide comprehensive support for all of Dallas County's local /network printers and peripheral devices. Our strategic partnerships have allowed us to provide superior and cost-efficient service for the County's devices with proprietary or limited service options. CyberDyne Systems maintains service authorizations for all of the major manufacturers referenced in this R.F.P.

#### **4.1.8 Preventative Maintenance Processes and Reporting for Printers**

As a cost saving measure for Dallas County, we propose to perform regular and scheduled preventative maintenance (P.M.) on the County's workgroup and network printers. We will provide this service to keep printers operating efficiently and to preserve the County's investment in its workgroup and network printers. We will perform the P.M. functions referenced in this R.F.P. and provide on-site stock of maintenance kits, fusers, and other consumable components to minimize the affect of P.M. activity on Dallas County customers.

We utilize a software application which provides preventative maintenance support such as the following:

- Entry of equipment scheduled for preventative maintenance
- Creation of work orders for P.M. activity
- Generate maintenance due reports
- Work order approval
- Tracking of maintenance history (maintenance profile)
- Set equipment classification attributes to facilitate sort orders
- Set maintenance types (assignment of time intervals for P.M. activity by class)
- Record materials utilized in maintaining the printer

CyberDyne Systems will perform scheduled preventative maintenance. However, it should be noted that normal break/fix activity regarding printers may require components to be replaced between scheduled maintenance events. If a consumable component has been replaced by break/fix in recent history, the consumable component will not be replaced at the time of the preventative maintenance activity.

Generally, HP printers require preventative maintenance at approximately the two-hundred thousand (200,000) sheet count. The point-in-time the printer meets this threshold is dependant on the usage. Some functional areas (e.g., Elections Department), are considered high-volume printing areas where others process lower volume. Based on the generally anticipated need for preventative maintenance, we will perform preventative maintenance on the targeted classes of printers on a bi-annual basis, but will schedule P.M. activity on a weekly rotational basis to ensure comprehensive County coverage. The high print volume areas referenced above will be serviced on a quarterly basis.

#### **5.0 Central Receiving:**

CyberDyne Systems will provide shipping and receiving support for Dallas County IT Management. Our facility has a five thousand (5,000) square foot warehouse facility which includes two (2) dock doors with adjustable dock loading platforms. Our warehouse facility provides:

- Secure product and recovered asset storage
- Off-master sensitive equipment storage

This facility also houses our configuration area as well as our breakfix and imaging areas. Our Central Receiving Division is a full service materials handling and distribution organization. Our

receiving personnel are experienced in all phases of inbound (receiving and returns) and outbound operations (picking and shipping).

In addition to our corporate receiving resources, we will provide a remote central receiving clerk which will interface with our Asset Management Team to locate, identify, (tag and cross-reference asset attributes) and report capital/controlled assets which have been shipped directly to County departments (pending notification of equipment being delivered at the County) for inclusion in the fixed asset subsystem.

#### **5.11 Provide Secure Receiving and Storage of Equipment**

As a matter of standard operating procedure, CyberDyne will meet or exceed the procedures identified in this R.F.P. CyberDyne Systems tracks Dallas County IT receiving activity via an internal package tracking database and will generate reports as defined and in the increments requested by Dallas County IT Management. In order to optimize this tracking, an interface to the Dallas County receiving system will be required (negotiated details will take place during due diligence).

#### **5.12 Provide Distribution Point with Appropriate Vehicles for Delivery of Assets**

CyberDyne Systems vehicles are properly insured corporate delivery vehicles and we have strategic partnerships in place for additional distribution support to meet Dallas County IT Managements needs. Both CyberDyne Systems Receiving personnel and our additional distribution support organizations are familiar with Dallas County receipt points and the county's security policies/considerations.

#### **5.13 Configuration and Imaging Area**

Our state-of-the-art secured imaging station complete with server resources and redundancy, surge protection, and battery backup devices is available to the County as required. We will provide archival support of standard County images as well as images of recovered asset hard drives (indexed by several asset attributes to facilitate ease of retrieval).

#### **5.14 Repair Facility for Break/Fix**

We will establish an on-site break/fix repair facility, where we will maintain a corporate service repair facility with diagnostic and repair tools to provide break/fix support to Dallas County IT Management. All repaired devices will be tested extensively prior to return to production environments.

#### **5.15 Asset Recovery and Disposal**

CyberDyne Systems will support Dallas County IT Management in its recovery and accountability for decommissioned assets. Our warehouse facility provides ample secured storage space for assets recovered under the scope of these projects. Extended storage of decommissioned assets can be arranged as needed if devices require storage beyond 90 days.

Our Central Receiving team will interface with the Asset Management team regarding the decommissioned asset recordings and timely fixed asset subsystem updates. Our Imaging personnel will process retired hard drives in accordance with Dallas County IT Management's requirements and CyberDyne Systems standard operating procedures.

We will work with Dallas County regarding the processing of systems recovered from terminated employees. We will request the Asset Management team be included in official county distribution lists regarding items eligible for recovery due to terminated employees.

Our on-site team and Central Warehouse personnel will coordinate the recording, approvals, packaging and distribution of assets approved for surplus disposal with the appropriate County functional areas (Purchasing, IT Management, Surplus Facility personnel).

## **6.0 Asset Management:**

### **6.11 Annual Desktop Inventory**

It is our intention to utilize the existing desktop inventory that is currently in place at the County as a starting point for this contract. In the event that this is used, we are willing to reduce our startup costs by the actual amount of the initial inventory. It is estimated that the cost of this initial inventory will be approximately \$100,000. It is also our intention to develop and maintain an accuracy of the inventory at the desired 99% level. This will be accomplished by utilizing the handheld scanners that are already in place at the county and on every service call, we will inventory all equipment associated with that call. This coupled with our automated discovery tools will enable us to establish and maintain the accuracy needed. The inventory will include all elements noted in the RFP which are:

- Annual desktop inventory
- Inventory tracking database
- Elements of Inventory Tracking Database
- Inventory reporting tools (portal)
- Installs, Moves, Adds, Changes (IMACs)
- Procedures for maintaining inventory accuracy
- Procedures for removal of recovered assets
- Historical Inventory

### **6.13 Elements of Inventory Tracking Database**

The included elements in the Inventory Tracking Database will be the following attributes:

- Control Number (barcode assigned to assignable space)
- Description
- Manufacturer
- Model
- Serial Number

- Dallas County Asset ID (if applicable)
- Building, Facility
- Asset Standards (with State level class and commodity coding)
- FRW (Floor Room Workstation)
- Employee
- Department
- Software loaded on each desktop

### 6.15 Installs, Moves, Additions, Changes (IMAC)

The web-based barcode cable fixed asset subsystem allows for capture of IMAC activity. We will have IMAC requests routed to the Asset Management team via the central help desk. Subsequently, the request will be assigned to either desktop field technicians or the Project Support team (depending on the size of the request, reference section *1.11 Receipt, Update and Disposition of Help Desk Service Calls/Asset Recovery and Relocation of Production Computing Equipment*) section of this document for size thresholds). This will allow for centrally managed capture of this activity and timely database updates.

As referenced in the *Asset Management Professional Services* document, we propose to designate field staging areas for items procured and shipped to locations other than CyberDyne Systems warehouse or the primary Dallas County receiving area. All staging areas will be identified in the database by barcoded values (control numbers) which assign ownership of the assignable space and allow scanning of asset(s) to location. New records (received items) will be applied to the fixed asset subsystem at this point-in-time.

Control numbers have also been assigned to the majority of County assignable space and cross-referenced to ownership of the assignable space as well as building and floor. All movement of assets transferring from the central staging areas to the requisitioning departments will be scanned (barcode to control number) providing a clear transfer of ownership.

### 6.16 Procedures for Maintaining Inventory Accuracy

#### Initial Entry of Asset Records

CyberDyne Systems Asset Management team will receive a capital/controlled equipment outlay data file from Dallas County Purchasing and/or IT Procurement detailing items that have been ordered and routed to the warehouse, Dallas County receiving area, or the remote field staging areas. The format and attributes of the file will be determined by the Asset Management team and Dallas County IT Management, or it's designates.

The capital/controlled equipment outlay process will provide CyberDyne Systems Asset Management team a mechanism to reconcile equipment ordered, distributed to all staging areas and received to the actual outlay report. This process will ensure comprehensive additions to the newly established fixed asset subsystem.

### Life Cycle Monitoring

As referenced under the *Installs, Moves, Adds, Changes (IMAC)* section of this document, this essential area for maintaining inventory accuracy will be managed by the Asset Management team.

### Idle Assets and Surplus Disposals

As referenced under the *Installs, Moves, Additions, Changes (IMAC)* section of this document, physical barcode values or control numbers will be assigned to assignable space. The control numbers will also identify the building, floor, room number and ownership (department code) of the area.

The areas which are to be considered storage areas for idle assets (pending re-assignment or surplus equipment classification) will be identified and properly coded as idle asset storage. Movement of devices into these areas will be managed by the Asset Management team to maintain the integrity of the database. This will allow Dallas County IT Management a means to view computers which have contributed to the enterprise licensing historical reports and considerations that are no longer in the County's production computing environment and may be eligible for a licensing release process.

### **6.17/6.18 Procedures for Removal of Recovered Assets/Historical Inventory**

Items which have been classified as surplus will also be managed by the CyberDyne Systems Asset Management team in coordination with the County's Surplus Disposal operation. The Asset Management team will provide reports to the County's Surplus Disposal operation of assets that are eligible for transfer to the surplus disposal facility. The surplus disposal facility will have control numbers with proper cross reference of location and ownership.

The Asset Management team will coordinate the physical removal of surplus assets after all documentation has been compiled, reviewed and approved. The fixed asset subsystem will include active and inactive attributes at the record level which will allow historical views of all equipment and the ability to filter reports (for financial or relevance purposes) to include or exclude surplus equipment.

### Management of Software Recordings

Software recording/reporting rests with the CyberDyne Systems Asset Management team. Collection of data and the integrity of the recordings will rest on a joint-and-several basis. The collective effort will include the following areas:

- Dallas County IT Management
- Dallas County Purchasing
- Dallas County IT Procurement

- CyberDyne Systems Asset Management Team
- CyberDyne Systems Desktop Support Team
- Central Help Desk Management

All reportable events involving the software inventory will be routed through CyberDyne Systems Asset Management team. As referenced under the *Procedures for Maintaining Inventory Accuracy* section of this document, CyberDyne Systems Asset Management team will receive a capital/controlled equipment outlay report (increments to be determined) of all capital/controlled equipment outlay including software. This will serve as the basis for entry of software recordings into the fixed asset subsystem.

CyberDyne Systems Asset Management Team will update the fixed asset subsystem with a unique identifier for each software item purchased and the attributes relevant to Dallas County IT Management's software control requirements. Examples of these attributes could include:

- Complete description of software
- Software manufacturer
- Software revision
- Software revision date
- Number of seats procured
- Number of seats issued
- Purchase order
- Ownership
- Location of deployed software
- PC barcode number containing the software
- In service date
- Maintenance records for the installed software

In addition, CyberDyne Systems proposes the use of a discovery based software application that would perform a network-wide inventory on a scheduled or as needed basis. This data could be compared to the fixed asset subsystem as a "checks and balances" tool to provide support for enterprise licensing or other reporting requirements.

As referenced under the *Procedures for Maintaining Inventory Accuracy* section of this document, the fixed asset subsystems idle asset storage recordings and the surplus disposal recordings would serve as the basis for re-instatement of software eligible for continued use that is installed on decommissioned assets.

As referenced under the *Tracking of Warranty, Maintenance and Compliance* section of this document, our imaging station will centralize the imaging process as well as the internal controls associated with this vital area. The Desktop Support team will work closely with the Asset Management team to maintain the integrity of the software recordings at the imaging and field deployment levels and assist with incremental reconciliations and reporting mechanisms to facilitate the annual Microsoft true up process.

## 7.0 Statement of Work – Dallas County - Out-of-Scope Projects

### Scope:

CyberDyne Systems is pleased to have the opportunity to design and implement a strategic Information Technology solution for Dallas County (Client). As we understand the scope of this opportunity.

The following functional objectives are to be achieved at the conclusion of this project:

- Project Coordination
- Inventory of new and decommissioned computers
- Installation of the new computers at targeted County location(s)
- Installation of network printer(s)
- CyberDyne Systems will provide a secure web-based application to allow Dallas County personnel 24x7 access to shipping/receiving transactions to and from our warehouse

### Services offered:

- Receiving and storage of systems prior to deployment
- Imaging of new computers with County approved image
- Installation of custom applications of systems during deployment
- Processing of recovered computers (image of hard drive) and archival to DVD for subsequent file recovery
- Inventory of recovered computers and terminals for re-deployment or surplus disposal
- IMACs
- Cabling Services
- Network Support Services

### Approach:

#### *CyberDyne Systems Responsibilities:*

CyberDyne Systems will provide resources for the implementation of the solution. We have divided the process into these broad functions:

#### **Base Services:**

##### Project Coordination:

- CyberDyne Systems will assign a resource to provide customer coordination for delivery and recovery of all equipment
- CyberDyne Systems Project Manager will provide progress reports to the County on a customer-defined interval

- CyberDyne Systems Project Manager will provide the County a single point-of-contact for the duration of the project

#### Inventory of New Computing Devices:

- CyberDyne Systems will collect the information necessary for inclusion of the assets in the County's fixed asset subsystem:
  - Computer, monitor and printer manufacturer's serial number
  - Computer, monitor and printer manufacturer's model number
  - Actual placement of the computing device(s) i.e., County control number
- CyberDyne Systems will assign and cross-reference the above referenced asset information with a Dallas County Asset Barcode identifier for each piece of equipment to be deployed.
- CyberDyne Systems will assign and cross-reference a Dallas County Control Number (if applicable) for assignable space included within the scope of the project, which has not been included in the County's assignable space inventory.
- CyberDyne Systems will provide the inventory data to Dallas County for inclusion in the County's fixed asset subsystem.

#### 7.01 Installation of New Computing Devices:

- CyberDyne Systems will transport computing devices to targeted location(s) for deployment
- Backup internet explorer favorites (if applicable) from existing computer
- Power off and disconnect existing computer or terminal
- Connect new computer, monitor, and printer
- Install internet explorer favorites (if applicable)
- Map customer to appropriate network printer and test connectivity
- Test customer log-in and drive mapping
- Remove new device(s) system packing material

#### 7.02 Installation of Network Printers:

- CyberDyne Systems will provide transportation of network printer(s) to targeted location(s)
- Connect new network printer and print configuration page with IP obtained by the printer
- Contact designated Dallas County personnel and exchange pertinent data to facilitate print queue construction
- Install printer(s) on customer computers
- Test network printing

#### **Additional Services:**

#### Receiving and storage of new systems

- CyberDyne Systems will receive all systems at our warehouse facility
- CyberDyne Systems will provide Dallas County a detailed report upon receipt of equipment
- Dallas County will be provided access to a web-site which will report in-stock inventory and delivery work orders for equipment delivered to the County

#### 7.03 Install County Image on new computers

- CyberDyne Systems will place a County approved image on each system
- CyberDyne Systems will change the computer name to reflect the County standard

#### 7.04 Install of Custom Applications

- CyberDyne Systems will only install custom applications with prior approval of the Dallas County IT Management
- CyberDyne Systems will provide Dallas County a report of custom applications approved and installed cross-referenced by department(s)

#### 7.05 Imaging of old computers and archival

- CyberDyne Systems will create a Ghost image of the hard drive contents for all recovered computers for subsequent file recovery
- CyberDyne Systems will burn recovered computer Ghost images onto DVD disks and provide Dallas County access to the media

#### 7.06 Processing old computers and terminals for re-deployment or surplus disposal

- CyberDyne Systems will format (FDisk) each recovered computer to ensure data security
- CyberDyne Systems will sort equipment (per County guidelines), which is eligible for re-deployment, and deliver to the designated County location and custodian.
- CyberDyne Systems will sort and record equipment (per County guidelines), which is eligible for surplus disposal, and forward the report to the designated County contact for surplus disposal approval(s).
- CyberDyne Systems will deliver equipment (per County guidelines), which has been approved for surplus disposal, to the designated County location and custodian.

#### 7.07 IMACs

- CyberDyne Systems will coordinate IMAC activity with County personnel.
- CyberDyne Systems will update the County's fixed asset subsystem and provide updates to Dallas County IT Management

#### 7.08 Cabling Services

- CyberDyne Systems will provide cabling services such as Cat5E, Cat6, BNC, and Fiber

### 7.09 Network Support Services

- CyberDyne Systems will provide certified network engineers (MCSE, CCNA, CNA) which are available for hourly, project, or temporary assignment.

#### *Client Responsibilities:*

Part of the success of this project will depend upon the client providing support where mutually agreed during all phases of the project. For this project, the client agrees to provide the following support before, during and at the conclusion of the project:

#### Before the project begins:

- Signed Statement of Work (SOW) and Purchase Order (P.O.)
- Directions to the site
- Access to the facility

#### During work on site:

- Project management and scheduling support
- Security access to the targeted areas (keys, codes, etc...)
- Chaperon (optional at Client's preference)
- Authorization of change requests

#### At the conclusion of the project:

- Authorization on the Project Acceptance Document

#### **Costs:**

Reference: Table 2 of Cost Document

## 8.0 Service Level Agreements

To better improve efficiency, end-user satisfaction, and accountability, we have included Service Level Agreements based on the CyberDyne Systems Detailed Solution. These SLAs are open for negotiation to better define the benchmark for how Dallas County Desktop Technical Support Services are delivered.

### Service Level Information for Account Management

#### 1. Status Reporting

**Objective:** To facilitate effective communication between the Service Provider and Dallas County IT Management, and to fully inform Dallas County IT Management, regarding the current status of service delivered by the Service Provider.

**Definition:** The Monthly Status Report is the document that (a) fully informs Dallas County IT Management regarding Service Level Measurements (both Critical and Quality Service Level Measurements), and all supporting underlying calculations, on a monthly basis.

**Method:** Data Capture: The Service Provider will maintain a repository of the information utilized in producing the Monthly Status Report and will provide the detail to the Dallas County Contract Manager as requested.

**Metrics:**

Values	Description
Minimum Service Level	The Monthly Status Report shall be tendered by the 5 <sup>th</sup> business day of each calendar month

**Indicator:** Quality

**Responsibility:** Service Performance: Service Provider responsible for providing Monthly Status Reports to Dallas County Contract Manager.

**Period:** Monthly

**Report:** Not later the sixty (60) days prior to the Commencement Date, Service Provider Account Manager shall provide a detailed Monthly Status 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 Monthly Status Reports may be modified pursuant to Dallas County Contract Manager request on thirty (30) days notice.

**2. Quality Reviews**

**Objective:** To facilitate effective communications between the Service Provider and Dallas County IT Management regarding performance of service levels versus Dallas County customer's actual perceived quality and satisfaction of how the services are delivered.

**Definition:** The Quality Review Report is the document that fully informs Dallas County IT Management regarding all feedback received from County customers of the services performed by the Service Provider. The report will include all satisfaction surveys of Dallas County IT Management and Dallas County customers, including raw data, conducted during the review period.

**Method:** Data Capture: The Service Provider will maintain a repository of the information utilized in producing the Quality Review Reports and will provide the detail to Dallas County Contract Manager as requested.

**Metrics:**

Values	Description
Minimum Service Level	The Quality Review Report shall be tendered semi-annually of each calendar year

**Indicator:** Quality

**Responsibility:**Service Performance: Service Provider responsible for providing Project Progress reports to Dallas County Contract Manager.

**Period:** Semi-Annual

**Report:** Not later the sixty (60) days prior to the Commencement Date, Service Provider Account Manager shall provide a detailed Quality Review 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 Quality Review Reports may be modified pursuant to Dallas County Contract Manager request on thirty (30) days notice.

### 3. Project Progress Reports

**Objective:** To facilitate effective communication between the Service Provider and Dallas County IT Management regarding the status of active, pending, and planned projects.

**Definition:** The Project Progress Report is the document that fully informs Dallas County IT Management regarding the quality, progress towards timely and effective completion, budgetary variances, and resource balancing issues amongst Dallas County active, pending, and planned projects.

**Method:** Data Capture: The Service Provider will maintain a repository of the information utilized in producing the Project Progress Report and will provide the detail to the Dallas County Contract Manager as requested.

**Metrics:**

Values	Description
Minimum Service Level	The Project Progress Report shall be tendered by the 5 <sup>th</sup> business day of each month.

**Indicator:** Quality

**Responsibility:** Service Performance: Service Provider responsible for providing Project Progress reports to Dallas County Contract Manager

**Period:** Monthly

**Report:** Not later the sixty (60) days prior to the Commencement Date, Service Provider Account Manager shall provide a detailed Project Progress 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 Monthly Status Reports may be modified pursuant to Dallas County Contract Manager request on thirty (30) days notice.

**4. Response to Requests for New and Enhanced Services**

**Objective:** To facilitate effective communication between the Service Provider and Dallas County IT Management by the Service Provider responding to requests for proposals for new and/or enhanced services for Dallas County.

**Definition:** The Response to Requests for New and Enhanced Services Report is the document that informs Dallas County IT Management regarding the Service Provider's ability to respond in a timely manner (within fifteen (15) days of request) to Dallas County requests for proposals for new and /or enhanced services. Each proposal will include a clearly stated scope of work, including any proposed additional charges.

**Method:** Data Capture: The Service Provider will maintain a repository of the information utilized in producing the Response to Requests for New and Enhanced Services and will provide the detail to the Dallas County Contract Manager as requested.

**Metrics:**

Values	Description
Minimum Service Level	Responses to requests for new and enhanced services will be tendered no later than 15 business days following the date of the request form Dallas County.

**Indicator:** Quality

**Responsibility:**Service Performance: Service Provider will be responsible for providing the Response to Requests for New and Enhanced Services Report to Dallas County Contract Manager.

**Period:** Monthly

**Report:** Not later the sixty (60) days prior to the Commencement Date, Service Provider Account Manager shall provide a detailed Response to Requests for New and Enhanced Services 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 Response to Requests for New and Enhanced Services Reports may be modified pursuant to Dallas County Contract Manager request on thirty (30) days notice.

**5. Annual Work Plan**

**Objective:** To facilitate effective communication between the Service Provider and Dallas County IT Management regarding the activities, functions and projects reasonably necessary to accomplish Dallas County's IT and Telecommunications objectives during the next budget year ahead.

**Definition:** The Annual Work Plan is the document that records how the Service Provider will deliver the agreed-upon planned activities, functions, and projects for the year ahead.

**Method:** Data Capture: The Service Provider will maintain a repository of the information utilized in producing the Annual Work Plan and will provide the detail to Dallas County Contract Manager as requested.

**Metrics:**

Values	Description
Minimum Service Level	The Annual Work Plan shall be tendered no later than fifteen (15) business days after year end.

**Indicator:** Quality

**Responsibility:**Service Performance: Service Provider will be responsible for providing an Annual Business Plan to Dallas County Contract Manager.

**Period:** Annual

**Report:** Not later than sixty (60) days prior to the Commercial Date, Service Provider Account Manager shall provide a detailed Annual Business Plan 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 Annual Business Plans will be determined by the Dallas County C.I.O.

## Service Level Information for Desktop Technical Support Services

### 1. Answer 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:** The CyberDyne Systems Desktop Support Team communicates with the Dallas County Service Desk on a regular basis to insure problems are resolved within the defined SLAs. The Dallas County Service Desk and CyberDyne Systems Desktop Support Team are both responsible for updating the ticketing system with all of the relevant work history for each and every issue prior to resolving the service call.

**Method:** Data Capture: The Service Provider will develop a repository of the information to produce the batch processing reports.

**Metrics:**

Values	Description
Minimum Impact Level	The Minimum Service Level for the Answer Time Performance Ratio is 80% within 60 seconds.
Increased Impact Level	The Increased Impact Level for the Answer Time Performance Ratio is 70% within 60 seconds.

**Indicator:** Critical

**Responsibility:** Service Performance: Service Provider is responsible for providing Answer Time Reports

**Period:** Monthly

**Hours of Operation:** Monday thru Friday 7am-6pm

**Resource Range:** Number of Calls per month does not exceed 1,200

**Report:** Not later than sixty (60) days prior to the Commencement Date, Service Provider Account Manager shall provide a detailed report template to Dallas County Contract Manager for review and approval. Dallas County Contract Manger 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 Contract Manager request on thirty (30) days notice

**2. Desktop Technical Support Satisfaction Survey**

**Objective:** To measure the satisfaction of Dallas County customers of the services delivered by the Service Provider.

**Definition:** CyberDyne Systems will use two (2) types of surveys:

- Customer Service Review
- Customer Transaction Survey
- The Customer Service Review will be performed semi-annually; this survey gathers information about Dallas County IT Management’s experiences over an extended period of time. All aspects of the client-service provider relationship may be measured, including service quality, product quality and ease of doing business.
- The Customer Transaction Survey will be performed quarterly; this survey applies to units of service over an extended period of time. The survey will be distributed via the internet. (Ref: sample survey listed below).
- Customer Transaction Surveys will be based on a scale of 1-5, with 1 representing the least satisfaction, utilizing a sampling of 10% of all Desktop Technical Support calls for the survey period.

**Method:** Data Capture: The Service Provider will develop a repository of the information to produce the Desktop Technical Support Satisfaction Survey Report.

**Metrics:**

Values	Description
Service Level	The Desktop Technical Support Satisfaction Survey Report shall meet an average rating of 4 on a scale of 1 to 5 for 10% of all Desktop Technical Support calls for the period.

**Indicator:** Quality

**Responsibility:**Service Performance: Service Provider will be responsible for providing the Desktop Technical Support Satisfaction Survey Reports

**Period:** Monthly

**Hours of Operation:** Monday thru Friday 7am-6pm

**Resource Range:** Numbers of Calls per month do not exceed 1,200

**Report:** Not later than sixty (60) days prior to the Commencement Date, Service Provider Account Manager shall provide a detailed report template to Dallas County Contract Manager for review and approval. Dallas County Contract Manger 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 Contract Manager request on thirty (30) days notice.



## CyberDyne Systems Customer Satisfaction Survey

Recently you contacted the Dallas County Service Desk for Desktop Support. On a scale of "very satisfied" to "very dissatisfied," please rate the service you received on your most recent call for each of the questions below. Include any comments or suggestions you have related to the questions in the comment area. Submit your survey by clicking on the **Submit** button at the bottom of this page. Your comments are appreciated.

1. Rate your satisfaction with the time it took for the Technician to respond to your call.

Very satisfied  
  Satisfied  
  Neither satisfied or dissatisfied  
  Dissatisfied  
  Very dissatisfied

Comment:

2. Rate your satisfaction with the Technician's professionalism and attitude.

Very satisfied  
  Satisfied  
  Neither satisfied or dissatisfied  
  Dissatisfied  
  Very dissatisfied

Comment:

3. Rate your satisfaction with the Technician's knowledge and ability in handling your service request.

Very satisfied  Satisfied  Neither satisfied or dissatisfied  Dissatisfied  Very dissatisfied

Comment:

4. Rate your satisfaction with how the Technician kept you informed on the progress of your service call.

Very satisfied  Satisfied  Neither satisfied or dissatisfied  Dissatisfied  Very dissatisfied

Comment:

5. Rate your satisfaction with the amount of time it took the Technician to resolve the problem.

Very satisfied  Somewhat satisfied  Neither satisfied or dissatisfied  Somewhat dissatisfied  Very dissatisfied

Comment:

6. Rate your satisfaction with the service solution provided by the Technician.

Very satisfied  Satisfied  Neither satisfied or dissatisfied  Dissatisfied  Very dissatisfied

Comment:

The Desktop Support Team is continually looking for ways to improve our service. Do you have any comments or suggestions to help us provide you with better support?

General comments:

### 3. Problem Management

**Objective:** To provide and maintain a single point of responsibility for the management, reporting, tracking and resolution of problems. Supplier will maintain an integrated problem management system for the centralized reporting and tracking of problems. This system will assist in the management of notification and problem escalation for Supplier, 3<sup>rd</sup> party and Customer organizations. Additionally, this system will assist in providing reports, as required, on reported problems.

**Definition:** A problem is any unanticipated or unplanned event that deviates from standard activity or expectations. Supplier will provide problem tracking, resolution, and reporting. All problems are classified by Priority.

Priority 1 – EMERGENCY Work stoppage during normal working hours for which there is no interim solution, and is deemed critical by client, e.g. entire system down, entire network down, etc.

Priority 2 – SEVERE IMPACT (High) Work stoppage during normal working hours deemed as severe by client. Performance and/or functionality is degraded or limited even though there is an interim solution, but client can access functions on another machine.

Priority 3 – LIMITED USER IMPACT (Medium) Work stoppage may occur in the future as result of current processing or infrastructure difficulties. There may or may not be an interim solution, productivity is impacted, but client does not need it daily.

Priority 4 – NO USER IMPACT (Low) Used for moves, adds or changes.

**Method:** Data Captured: The Service Provider will develop a repository of the information to produce the Problem Management reports.

**Metrics:**

Values	Description									
Service Level	Problems will be tracked, escalated, and resolved according to the established procedures by the following severity levels:  Priority 1- 85%  Priority 2, Priority 3, and Priority 4 - 80%  MTT Respond and MTT Repair times exclude response and repair times that are the direct responsibility of 3 <sup>rd</sup> parties not under sub-contract to Service Provider.									
<b>Service Priorities</b>	<table border="1"> <thead> <tr> <th>Priorities</th> <th colspan="2">Service Levels</th> </tr> <tr> <td></td> <th>MTT Respond</th> <th>MTT Repair</th> </tr> </thead> <tbody> <tr> <td></td> <td></td> <td></td> </tr> </tbody> </table>	Priorities	Service Levels			MTT Respond	MTT Repair			
Priorities	Service Levels									
	MTT Respond	MTT Repair								

Priority 1 -Emergency		60 min	2 Business Hours
Priority 2 -Serve Impact		100 min	6 Business Hours
Priority 3 -Limited Use Impact		8 Business Hours	16 Business Hours
Priority 4 -No User Impact		12 Business Hours	As scheduled

Values	Description
Increased Impact Level	<p>Problems will be tracked, escalated and resolved according to the established procedures by the following severity levels:</p> <p>Priority User List - 85%</p> <p>Priority 1 - 80%</p> <p>Priority 2, Priority 3, Priority 4 - 75%</p> <p>MTT Respond and MTT Repair times exclude response and repair times that are the direct responsibilities of 3<sup>rd</sup> parties not under sub-contract to Service Provider.</p>

Service Priorities	Priorities	Service Levels	
		MTT Respond	MTT Repair
Priority 1 -Emergency		90 min	3 Business Hours
Priority 2 -Serve Impact		2 Business Hours	8 Business Hours
Priority 3 -Limit User Impact		10 Business Hours	20 Business Hours
Priority 4-No User Impact		24 Business Hours	As scheduled

**Indicator:** Critical

**Responsibility:**Service Performance: Service Provider responsible for providing problem management reports.

**Period:** Monthly

**Hours of Operation:** Monday thru Friday 7am-6pm MTT Repair is restricted by the Hours of Operation stated in all other Service Agreements.

**Resource**

**Range:** Number of Calls per month does not exceed 250

**Report:** Not later than sixty (60) days prior to the Commencement Date, the Service Provider Account Manager shall provide a detailed report template to Dallas County Contract Manager for review and approval. Dallas County Contract Manger 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 Contract Manager request on thirty (30) days notice.

The following are examples of SLAs that we have used in the past with other customers

**Table 1. Desk Side Service Availability SLAs**

- Definition - Availability is defined as the accessibility and proper functioning of CPU, system memory, disks and peripherals up to the connection to the Network.

Desktop Support Services Availability			
Category	Service Measure	Performance Target	SLA Performance %
General Support	Schedule	Mon-Fri, 0700 – 1800	98.0%
Onsite or Remote Technical Support	Schedule	Sun.–Sat., 0000–2400	99.5%
Public Safety Support	Schedule	Sun.–Sat., 0000–2400	99.9%
	Formula	Availability (%) = 100% – Unavailability (%)  Where Unavailability is defined as:  $(\sum \text{Outage Duration} \times 100\%) \div (\text{Schedule Time} - \text{Planned Outage})$	
	Measure Interval	Measure Weekly	
	Reporting Period	Report Monthly	
	Measurement Method	TBD	

Table 2. Software Installation SLAs

Software Installation			
Request	Service Measure	Performance Target	SLA Performance %
Desktop Support Software (shrink-wrap)	Elapsed Time to Deploy	Within 5 days of request  Per priority levels as defined in the negotiated SOW	95.0%
Desktop/Laptop Operating System (including service packs and non-critical security patches)	Elapsed Time to Deploy	As agreed per project plan	95.0%
Local and Corporate Applications Software	Elapsed Time to Deploy to Target Population	As agreed per project plan	95.0%
Core Software	Elapsed Time to Refresh	As agreed per project plan	95.0%
Operating System Security Patches	Test and verification of update	Within 5 days of approval by the County	99.0%
Out of band (emergency) patches	Test and verification of update	Within 1 day of approval by the County	99.0%
Out of band (emergency) patches	Elapsed Time to Update to Target Population for Each Deployment	≤3 calendar days per deployment phase.  Phased deployment is measured from approval for deployment by the County to successful deployment for End-Users who connect to the Network during the specified time frame	99.0%

Software Installation			
Request	Service Measure	Performance Target	SLA Performance %
Service/Security Patches and Antivirus Updates	Elapsed Time to Update to Target Population for Each Deployment	<p>≤5 calendar days per deployment phase.</p> <p>Phased deployment is measured from approval for deployment by the County to successful deployment for End-Users who connect to the Network during the specified time frame</p>	99.9%
	Formula	Number of instances within Performance Target ÷ Total number of instances during Measurement Interval = "Percent (%) Attained"	
	Measurement Interval	Measure Monthly	
	Reporting Period	Report Monthly	
	Measurement Method	TBD	

**Table 3. Install, Moves, Adds and Changes—Workstation and Peripherals SLAs**

- Definition - Defined as an Installation, Move, Add or Change of any hardware or Software included within the scope of Desktop Support Services.

<b>Installs, Moves, Adds, Changes</b>			
<b>Request</b>	<b>Service Measure</b>	<b>Performance Target</b>	<b>SLA Performance %</b>
1–10 in a single request	Elapsed Time to Deploy	Within 5 days of request	95.0%
More than 10 in a single request	Date and Time Scheduled	As agreed case-by-case	95.0%
Urgent request, single move	Elapsed Time to Deploy	Within 1 day of request	95.0%
	Formula	Number of instances within Performance Target ÷ Total number of instances during Measurement Interval = "Percent (%) Attained"	
	Measurement Interval	Measure Monthly	
	Reporting Period	Report Monthly	
	Measurement Method	TBD	

**Table 4. Desktop/Laptop Updates/Refresh Requirements SLAs**

- Definition - Maintaining technology and performance currency.

<b>Desktop/Laptop Updates/Refresh Requirements</b>			
Type	Service Measure	Performance Target	SLA Performance %
Desktop	Frequency of Refresh	Entire Desktop population less than four years old (negotiated per technology refresh criteria and in accordance with available funding)	95.0%
Laptop	Frequency of Refresh	Entire Laptop population less than three years old (negotiated per technology refresh criteria and in accordance with available funding)	95.0%
	Formula	Number of instances within Target ÷ Total number of instances during Measurement Period = "Service Level Attained"	
	Measure Interval	Measure Weekly	
	Reporting Period	Report Monthly	
	Measurement Method	TBD	

Table 5. Image Management SLAs

Image Management			
Type	Service Measure	Performance Target	SLA Performance %
Completion of Image	Time within which SP will create, test and document a new image	Service Provider will create, test, and document a new image < 10 days from receipt of request from Service Recipient and funding made available	99.%
	Measurement and Calculation	Total images completed within the target period / Total images requested	
	Measurement Interval	Measure Monthly	
	Reporting Period	Report Monthly	
	Measurement Tool	TBD	

**Table 6. Break/Fix Repairs SLAs**

- Definition - Defined as the correction of reported Problems with End-User Devices to a state of proper operation of the respective County standard operational specifications and configuration for the in-scope End-User Device.

<b>Break/Fix Repairs</b>			
<b>Category</b>	<b>Service Measure</b>	<b>Performance Target</b>	<b>SLA Performance %</b>
Remote or On-site Support	Elapsed time	Based on Incident Resolution SLA's	Based on Incident Resolution SLA's
Advanced Exchange	Elapsed time	Next Business Day turn-around from date of receipt of request for service, provided call is received before 3:00 p.m.	90%
Depot Repair	Elapsed time	Next Business Day turn-around once equipment is received from Remote Location	90%
	Formula	Number of instances within Performance Target / Total number of instances during Measurement Interval = "Percent (%) Attained"	
	Measure Interval	Measure Monthly	
	Reporting Period	Report Monthly	
	Measurement Method	TBD	

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**Letter of Transmittal**

Dallas County Purchasing Department  
Attention: Linda Boles, Purchasing Director  
509 Main Street, Room 623 Records Building  
Dallas, TX 75202

Date September 30, 2010

Re: **Dallas County RFP 2010-090-5232**

Enclosed is one (1) original, seven (7) copies and one (1) electronic copy (CD) of CyberDyne Systems response to the Request for Proposals for Dallas County Desktop Technical Support.

As requested in your RFP, as CyberDyne Systems is a Texas Corporation, please find below the legal name of our firm and the name of the officer who is authorized to sign on behalf of our corporation:

- CyberDyne Systems, Inc.

A handwritten signature in black ink, appearing to read "Tommy Hoang", is written over a horizontal line. The signature is somewhat stylized and overlaps the line.

- Tommy Hoang, Vice President

Thank you for incorporating this Letter of Transmittal into our proposal.

Regards,

Tommy Hoang  
Vice President

## 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.*

---

## GOOD FAITH EFFORT

Fulfillment of the "Good Faith Effort" can be accomplished by:

*1. Attendance of pre-bid/pre-proposal conference, as scheduled by the County.*

CyberDyne Systems and KNI Inc. had two attendees at this meeting held September 17, 2010 @ 10:30a.m., held in the HR Training Room, 509 Main Street, Suite 634, Dallas, TX 75202. In attendance were John Lee and Kathy Neely.

*2. Efforts to follow-up initial solicitation of interest by contacting minority/women-owned firms to determine with certainty whether these firms are interested.*

CyberDyne Systems contacted the following companies we normally do business with to ask if they were certified by the NCTRCA. Following is a list of the companies we contacted:

- Advantage Express Courier Service
- Atlas Electronics
- Mod 1 LLC
- Laser Source USA
- KIN Inc.

*3. Efforts made to select portions of the work proposal 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).*

- Distribution Services – Based on best estimates, CyberDyne Systems determined the distribution service portion of the Dallas County Desktop Support Contract at \$15,000.00 per year or \$45,000.00 over the life of the contract.
- Depot Repair - Monitor and Printer/Scanner – Based on best estimates, CyberDyne Systems determined the monitor and printer depot repair service portion of the Dallas County Desktop Support Contract at \$5,000.00 or \$15,000.00 over the life of the contract.
- Repair Components - Based on best estimates, CyberDyne Systems determined the repair component service portion of the Dallas County Desktop Support Contract at \$20,000.00 per year or \$60,000.00 over the life of the contract.
- Supplemental Staffing – We estimate that a good percentage of the staffing could be handled by MWBE vendors. – We estimate that this would result in approximately \$300,000 per year or \$900,000 over the life of the contract.

The total of these services, over the life of the contract had an estimated value of \$1,020,000.00.

4. Documenting each minority/women-owned firm contacted, the conclusion or decision regarding inclusion, and reasons for the conclusions.

<u>MBE/MWBE Firm Contacted</u>	<u>Individual Contacted</u>	<u>Y/N</u>	<u>Reason</u>
Advantage Express Courier Service	Greg Milliorn	N	Not certified NCTRCA
Atlas Electronics	Nick Khoury	N	Not certified NCTRCA
Mod 1 LLC	Roussan Mo	N	Not certified NCTRCA
Laser Source USA	Bryan Jobe	N	Not certified NCTRCA
KNI Inc.	Randle Bryant	Y	BFMB46662N091

5. Efforts to assist the minority/women-owned firms contacted that need assistance in obtaining bonding, lines of credit or insurance.

CyberDyne Systems will continue to seek qualified MWBE vendors to assist in supporting the depot repair of printers and plotters.

6. Efforts that demonstrate that the contractor effectively used the services of available community organizations, contractor's groups, local, state and federal small businesses, minority/women-owned business assistance offices and other organizations that provide assistance and placement of minority/woman-owned businesses.

CyberDyne Systems contacted the office of the Dallas County Minority Business Coordinator to obtain further MBE/MWBE NCTRCA certified companies to partner with on this contract. We inquired on courier services, 492110, monitor and audio-visual repair, 811211, and computer repair, 811212. Due to the time constraints associated with the deadline for submittal of this proposal, we were not able to complete the interview/selection process.

It is CyberDyne Systems intention to continue to pursue identifying other certified NCTRCA members moving forward.

### 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: Tommy Hoang

Title: Vice President

Date: 9/29/2010

2. MBE/WBE PARTICIPATION REPORT

PROJECT NUMBER 2010-090-5232  
Annual \$1.62M  
Total Amount of Your Bid/Proposal \$ LIFE \$ 5.08M  
(The amount above should equal the total amount as shown on the bid sheet)

PROJECT TITLE Desktop Support Services

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>KNI Inc.</u>	<u>BEARB 41662N01</u>	<u>214-294-7993</u>	<u>S</u>	<u>staffing</u>	<u>\$300K/\$1.62M</u>	<u>30</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: Cyberdyne Systems ADDRESS: 2340 E Trinity Mills Rd #220 PHONE# 214-919-0182

Printed Name Of Preparer: Tommy Hwang Signature:  Title: VP Date: 9/29/2010

3. LETTERS OF ASSURANCE

Letter Of Assurance "A"

The undersigned bidder/proposer hereby assures that our firm will meet or exceed submitted M/WBE 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.

Cyberdyne Systems  
Name of Company  
[Signature]  
Signature  
VP  
Title (Officer of firm)  
9/29/2010  
Date

(Complete this section only if you're planning to use the services of an NCTRCA certified vendor)

or

Letter Of Assurance "B"

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 M/WBE subcontractors/subconsultants. The undersigned further submits GFE documented attempt(s).

Name of Company Signature Title (Officer of firm) Date

(Complete this section only if you're not planning to use the services of an NCTRCA certified vendor)

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

4. PRIME CONTRACTOR MBE/WBE IDENTIFICATION

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

is, is not a minority-owned business, NCTRCA # PMDB 9332341110

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 D EMPLOYMENT DATA

SI 100-1002

In preparation of this establishment report, all permanent full and part-time employees (including apprentices and on-the-job trainees) unless specifically excluded as set forth in the instructions to this report should be reported on this report. Excludes: 1. Seasonal employees. 2. Temporary employees. 3. Employees of the Federal Government. 4. Employees of the State Government. 5. Employees of the Local Government. 6. Employees of the Armed Forces. 7. Employees of the Postal Service. 8. Employees of the Federal Reserve System. 9. Employees of the Federal Bureau of Investigation. 10. Employees of the Federal Reserve Bank. 11. Employees of the Federal Reserve System. 12. Employees of the Federal Reserve Bank. 13. Employees of the Federal Reserve System. 14. Employees of the Federal Reserve Bank. 15. Employees of the Federal Reserve System. 16. Employees of the Federal Reserve Bank. 17. Employees of the Federal Reserve System. 18. Employees of the Federal Reserve Bank. 19. Employees of the Federal Reserve System. 20. Employees of the Federal Reserve Bank. 21. Employees of the Federal Reserve System. 22. Employees of the Federal Reserve Bank. 23. Employees of the Federal Reserve System. 24. Employees of the Federal Reserve Bank. 25. Employees of the Federal Reserve System. 26. Employees of the Federal Reserve Bank. 27. Employees of the Federal Reserve System. 28. Employees of the Federal Reserve Bank. 29. Employees of the Federal Reserve System. 30. Employees of the Federal Reserve Bank. 31. Employees of the Federal Reserve System. 32. Employees of the Federal Reserve Bank. 33. Employees of the Federal Reserve System. 34. Employees of the Federal Reserve Bank. 35. Employees of the Federal Reserve System. 36. Employees of the Federal Reserve Bank. 37. Employees of the Federal Reserve System. 38. Employees of the Federal Reserve Bank. 39. Employees of the Federal Reserve System. 40. Employees of the Federal Reserve Bank. 41. Employees of the Federal Reserve System. 42. Employees of the Federal Reserve Bank. 43. Employees of the Federal Reserve System. 44. Employees of the Federal Reserve Bank. 45. Employees of the Federal Reserve System. 46. Employees of the Federal Reserve Bank. 47. Employees of the Federal Reserve System. 48. Employees of the Federal Reserve Bank. 49. Employees of the Federal Reserve System. 50. Employees of the Federal Reserve Bank. 51. Employees of the Federal Reserve System. 52. Employees of the Federal Reserve Bank. 53. Employees of the Federal Reserve System. 54. Employees of the Federal Reserve Bank. 55. Employees of the Federal Reserve System. 56. Employees of the Federal Reserve Bank. 57. Employees of the Federal Reserve System. 58. Employees of the Federal Reserve Bank. 59. Employees of the Federal Reserve System. 60. Employees of the Federal Reserve Bank. 61. Employees of the Federal Reserve System. 62. Employees of the Federal Reserve Bank. 63. Employees of the Federal Reserve System. 64. Employees of the Federal Reserve Bank. 65. Employees of the Federal Reserve System. 66. Employees of the Federal Reserve Bank. 67. Employees of the Federal Reserve System. 68. Employees of the Federal Reserve Bank. 69. Employees of the Federal Reserve System. 70. Employees of the Federal Reserve Bank. 71. Employees of the Federal Reserve System. 72. Employees of the Federal Reserve Bank. 73. Employees of the Federal Reserve System. 74. Employees of the Federal Reserve Bank. 75. Employees of the Federal Reserve System. 76. Employees of the Federal Reserve Bank. 77. Employees of the Federal Reserve System. 78. Employees of the Federal Reserve Bank. 79. Employees of the Federal Reserve System. 80. Employees of the Federal Reserve Bank. 81. Employees of the Federal Reserve System. 82. Employees of the Federal Reserve Bank. 83. Employees of the Federal Reserve System. 84. Employees of the Federal Reserve Bank. 85. Employees of the Federal Reserve System. 86. Employees of the Federal Reserve Bank. 87. Employees of the Federal Reserve System. 88. Employees of the Federal Reserve Bank. 89. Employees of the Federal Reserve System. 90. Employees of the Federal Reserve Bank. 91. Employees of the Federal Reserve System. 92. Employees of the Federal Reserve Bank. 93. Employees of the Federal Reserve System. 94. Employees of the Federal Reserve Bank. 95. Employees of the Federal Reserve System. 96. Employees of the Federal Reserve Bank. 97. Employees of the Federal Reserve System. 98. Employees of the Federal Reserve Bank. 99. Employees of the Federal Reserve System. 100. Employees of the Federal Reserve Bank.

Job Categories	Number of Employees (Report employees in each line category)																Total Line A-E		
	Race/Ethnicity																		
	Hispanic or Latino		Not Hispanic or Latino												Total Line A-E				
	Male	Female	White	Black or African American	Asian	Native Hawaiian or Other Pacific Islander	Hispanic or Latino	White	Black or African American	Asian	Native Hawaiian or Other Pacific Islander	Hispanic or Latino	White	Black or African American		Asian		Native Hawaiian or Other Pacific Islander	
A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R		
Executive, Senior Level Officials and Managers	1			1				2											3
Executive Level Officials and Managers	2				1												2		3
Professionals	3							2						3					5
Technicians	3	3		5	2			2						1			2		13
Sales Workers	4				2			2									2		6
Administrative Support Workers	5																		
Craft Workers	6																		
Operatives	7																		
Laborers and Helpers	8																		
Service Workers	9																		
TOTAL	10	3		6	5			8						4			4		30
PREVIOUS YEAR TOTAL	11																		

1. Dates of period covered: \_\_\_\_\_ Unit on the Consolidated Report: \_\_\_\_\_

Section E - ESTABLISHMENT INFORMATION (Unit on the Consolidated Report)

What is the major activity of this establishment? (Specify the operation, manufacturing, retailing, wholesaling, plumbing supplies, etc. Include the specific type of product or type of service provided, as well as the principal business or industrial activity.)

Section F - REMARKS

Use this section to give any identification data appearing on the last EOQ report which differs from the given above; explain major changes in composition of reporting units and other pertinent information.

Section G - CERTIFICATION

Check  All reports are accurate and were prepared in accordance with the instructions to Book 10 Consolidated Report only.  
 or  This report is accurate and was prepared in accordance with the instructions.

Name of Certified Officer: Tommy Hoang Title: Vice President Date: 9/29/2010  
 Name of person first named regarding this report: Tommy Hoang Title: Vice President Address (Street, City, State): 2340 E. TRINITY MILLS RD. #220  
 City and State: CARROLLTON, TEXAS Zip Code: 75006 Telephone No. (including Area Code and Extension): 214-919-0182 E-mail Address: T.HOANG@CDATS.COM

All reports and information obtained from this report are for official use only. It is not to be used for any other purpose. It is the property of the U.S. Government and is not to be distributed outside the U.S. Government.

6. DALLAS COUNTY MBE/WBE PAYMENT REPORT

RFP 2010-090-5232 Dallas County Desktop Support
Project Number Project Title Invoice # Work Order Date Job #

Prime/General Contractor: Cyberdyne Systems

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.

Table with 6 columns: Name of MBE/WBE, Planned Amount, Planned %, Amount of invoice, Amt Paid to Date, % to Date

Note: This form must be completed and submitted with each payment request. Any (significant) deviation from planned should include attached explanation

The information listed above is certified to be correct:

Reviewed by:

Printed Name of Officer/Director Signature of Officer/Director Date Dallas County Project Manager Date

**State of Texas**  
**Historically Underutilized Business**  
**Certification and Compliance Program**



The Texas Comptroller of Public Accounts (CPA),  
 hereby certifies that

**CYBERDYNE SYSTEMS INC**

has successfully met the established requirements of the  
 State of Texas Historically Underutilized Business (HUB) Program  
 to be recognized as a HUB.

This certificate, printed 10-JUN-2010, supersedes any registration and certificate previously issued by the HUB Program. If there are any changes regarding the information (i.e., business structure, ownership, day-to-day management, operational control, addresses, phone and fax numbers or authorized signatures) provided in the submission of the business' application for registration/certification as a HUB, you must immediately (within 30 days of such changes) notify the HUB Program in writing. The CPA reserves the right to conduct a compliance review at any time to confirm HUB eligibility. HUB certification may be suspended or revoked upon findings of ineligibility.

*Paul A. Gibson*

Certificate/VID Number: 1752720233100  
 File/Vendor Number: 80895  
 Approval Date: 26-JUL-2007  
 Expiration Date: 26-JUL-2011

Paul A. Gibson  
 Statewide HUB Program Manager  
 Texas Comptroller of Public Accounts  
 Texas Procurement and Support Services Division

Note: In order for State agencies and institutions of higher education (universities) to be credited for utilizing this business as a HUB, they must award payment under the Certificate/VID Number identified above. Agencies and universities are encouraged to validate HUB certification prior to issuing a notice of award by accessing the Internet (<http://www.window.state.tx.us/procurement/omb/hubonly.html>) or by contacting the HUB Program at (888) 863-5881 or (512) 463-5872.

# NCTRCA Disadvantaged Business Enterprise Certification



**CyberDyne Systems, Inc.**

Disadvantaged Business Enterprise

has filed with the Agency an Affidavit as defined by 49 CFR part 26 and is hereby certified to provide service(s) in the following areas:

541512; 541519;  
Computer Systems Design Services; Other Computer Related Services;

This Certification is valid beginning November 2009 and superseded any registration or listing previously issued. This certification must be updated annually by submission of an Annual Update Affidavit. At any time there is a change in ownership or control of the firm, notification must be made immediately to the North Central Texas Regional Certification Agency or an TUCP certifying entity.

Certificate expiration November, 20 10

Issued date November, 20 09

CERTIFICATION NO. PMDB43323Y1110

*Sheena Morgan*  
Certification Administrator

# NCTRCA Minority Business Enterprise Certification

**KNI, Inc.**

Minority Business Enterprise

has filed with the Agency an Affidavit as defined by the NCTRCA M/WBE policies & procedures and is hereby certified to provide service(s) in the following areas:

561310; 561320,

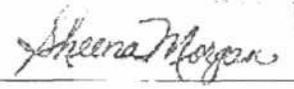
Employment Placement Agencies; Temporary Help Services;

This Certification is valid beginning September 2010 and supersedes any registration or listing previously issued. This certification must be updated annually by submission of an Annual Update Affidavit. At any time there is a change in ownership or control of the firm, notification must be made immediately to the North Central Texas Regional Certification Agency.

Certificate expiration September 2011

Issued date September 2010

CERTIFICATION NO. BFMB46662N0911



Certification Administrator





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: Dean M. Tran

Agency Name: Dan Tran Insurance Agency

Address: 2107 Sherry St.

City/State/Zip: Arlington, TX 76010

Telephone No: (817) 459-0771

Fax No: (817) 459-1920

Bidder's Name and Company: Tommy Hoang / CYBERDYNE SYSTEMS, INC.

Project/Bid No. and Title: RFP#2010-090-5232 DESKTOP SUPPORT SERVICES

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. Umrit Graham, Risk Manager, Dallas County Human Resource/Civil Service Department at (214) 653-7304.

Insurance Agent/Broker Signature: [Signature]

Date: 9/29/2010

Bidder's Signature: [Signature]

Date: 9/29/2010

Form **W-9**  
(Rev. October 2007)  
Department of the Treasury  
Internal Revenue Service

**Request for Taxpayer  
Identification Number and Certification**

Give form to the  
requester. Do not  
send to the IRS.

Name (as shown on your income tax return)  
**CYBERDYNE SYSTEMS, INC.**

Business name, if different from above

Check appropriate box:  Individual/Sole proprietor  Corporation  Partnership  
 Limited liability company. Enter the tax classification (D=disregarded entity, C=corporation, P=partnership) ▶ .....  Exempt payee  
 Other (see instructions) ▶

Address (number, street, and apt. or suite no.)  
**2340 E. TRINITY MILLS RD #220**

City, state, and ZIP code  
**CARROLLTON, TX. 75006**

List account number(s) here (optional)

Requester's name and address (optional)

**Part I Taxpayer Identification Number (TIN)**

Enter your TIN in the appropriate box. The TIN provided must match the name given on Line 1 to avoid backup withholding. For individuals, this is your social security number (SSN). However, for a resident alien, sole proprietor, or disregarded entity, see the Part I instructions on page 3. For other entities, it is your employer identification number (EIN). If you do not have a number, see *How to get a TIN* on page 3.

Social security number

or

Employer identification number
<b>75-2720233</b>

Note. If the account is in more than one name, see the chart on page 4 for guidelines on whose number to enter.

**Part II Certification**

Under penalties of perjury, I certify that:

- The number shown on this form is my correct taxpayer identification number (or I am waiting for a number to be issued to me), and
- I am not subject to backup withholding because: (a) I am exempt from backup withholding, or (b) I have not been notified by the Internal Revenue Service (IRS) that I am subject to backup withholding as a result of a failure to report all interest or dividends, or (c) the IRS has notified me that I am no longer subject to backup withholding, and
- I am a U.S. citizen or other U.S. person (defined below).

**Certification instructions.** You must cross out item 2 above if you have been notified by the IRS that you are currently subject to backup withholding because you have failed to report all interest and dividends on your tax return. For real estate transactions, item 2 does not apply. For mortgage interest paid, acquisition or abandonment of secured property, cancellation of debt, contributions to an individual retirement arrangement (IRA), and generally, payments other than interest and dividends, you are not required to sign the Certification, but you must provide your correct TIN. See the instructions on page 4.

Sign Here Signature of U.S. person ▶ *[Signature]* Date ▶ **9-20-10**

**General Instructions**

Section references are to the Internal Revenue Code unless otherwise noted.

**Purpose of Form**

A person who is required to file an information return with the IRS must obtain your correct taxpayer identification number (TIN) to report, for example, income paid to you, real estate transactions, mortgage interest you paid, acquisition or abandonment of secured property, cancellation of debt, or contributions you made to an IRA.

Use Form W-9 only if you are a U.S. person (including a resident alien), to provide your correct TIN to the person requesting it (the requester) and, when applicable, to:

- Certify that the TIN you are giving is correct (or you are waiting for a number to be issued),
- Certify that you are not subject to backup withholding, or
- Claim exemption from backup withholding if you are a U.S. exempt payee. If applicable, you are also certifying that as a U.S. person, your allocable share of any partnership income from a U.S. trade or business is not subject to the withholding tax on foreign partners' share of effectively connected income.

Note. If a requester gives you a form other than Form W-9 to request your TIN, you must use the requester's form if it is substantially similar to this Form W-9.

**Definition of a U.S. person.** For federal tax purposes, you are considered a U.S. person if you are:

- An individual who is a U.S. citizen or U.S. resident alien,
- A partnership, corporation, company, or association created or organized in the United States or under the laws of the United States,
- An estate (other than a foreign estate), or
- A domestic trust (as defined in Regulations section 301.7701-7).

**Special rules for partnerships.** Partnerships that conduct a trade or business in the United States are generally required to pay a withholding tax on any foreign partners' share of income from such business. Further, in certain cases where a Form W-9 has not been received, a partnership is required to presume that a partner is a foreign person, and pay the withholding tax. Therefore, if you are a U.S. person that is a partner in a partnership conducting a trade or business in the United States, provide Form W-9 to the partnership to establish your U.S. status and avoid withholding on your share of partnership income.

The person who gives Form W-9 to the partnership for purposes of establishing its U.S. status and avoiding withholding on its allocable share of net income from the partnership conducting a trade or business in the United States is in the following cases:

- The U.S. owner of a disregarded entity and not the entity,