

JANUARY 2026

RFP #2526-RFP-004
CITY OF FULLERTON - PURCHASING
INFORMATION TECHNOLOGY
MANAGEMENT SERVICES

Attn: Jose A. Gonzalez, Purchasing Supervisor
303 W. Commonwealth Avenue Fullerton CA, 92832-1775



INFINITY TECHNOLOGIES

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January 15, 2026

City of Fullerton – Purchasing
Attn: Jose A. Gonzalez, Purchasing Supervisor
303 W. Commonwealth Avenue
Fullerton CA 92832-1775

RE: RFP#2526-RFP-004 | INFORMATION TECHNOLOGY MANAGEMENT SERVICES

Dear Mr. Gonzalez and Selection Committee Members:

Infinity Technologies is pleased to submit this proposal in response to the City of Fullerton's (City) RFP for IT Management Services. We provide an onsite-first support model, with dedicated staff available during business hours and 24/7 remote support after hours as needed. This approach delivers responsive service, clear accountability, and predictable costs, while minimizing disruption to City operations.

We are committed to stable staffing, dependable service delivery, and a long-term partnership aligned with the City's mission and evolving technology needs. With extensive municipal experience, locally based staff, and a scalable service model, Infinity Technologies is well positioned to support the City now and in the future.

Our service approach emphasizes reliable day-to-day support, strong cybersecurity and public safety awareness, proactive system management, and continuity of operations. Dedicated onsite resources are supported by senior technical staff, allowing service levels to scale quickly during incidents, emergencies, or periods of increased demand. This structure ensures responsiveness, stability, and long-term value for the City.

Proposer Information (Contractual Responsibility)

Legal Name: Infinity Technologies, Inc.
Corporate Address: 27051 Towne Centre Drive, Suite 120 | Lake Forest, CA 92610
Telephone: (916) 273-4662

Authorized Contact for Proposal Evaluation

Name: Mohammad Ahmed, President and CEO
Address: 27051 Towne Centre Drive, Suite 120 | Lake Forest, CA 92610
Email: mahmed@inftechnologies.com | Telephone: (916) 273-4662

Infinity Technologies does not intend to use sub-consultants in the performance of the services under this RFP. We acknowledge receipt of all RFP addenda issued by the City, including Addendum No. 1 (dated December 1, 2025) and Addendum No. 2 (dated December 11, 2025). This proposal shall remain valid for a period of no less than 120 days from the proposal submittal deadline.

By signing below, I certify that I am authorized to bind Infinity Technologies to the terms of this proposal and attest that all information submitted is true and correct to the best of my knowledge. We appreciate the City's consideration and welcome the opportunity to further discuss how our experience, staffing depth, and service approach can support the City of Fullerton's objectives.

Sincerely,



Mohammad Ahmed
President and CEO

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EXECUTIVE SUMMARY

Infinity Technologies proposes an onsite-first IT support model that delivers fast, hands-on service during business hours, supported by 24/7 remote escalation for after-hours and critical incidents. Dedicated onsite staff serve as the City's primary point of contact, enabling faster resolution, deeper familiarity with City systems and users, and clear accountability. This approach provides reliable coverage, predictable costs, and uninterrupted support while minimizing operational disruption.

Why Public Agencies Choose Infinity Technologies

Proven Municipal Experience

Over 17 years supporting California cities and special districts, with service delivery aligned to public-sector governance and best practices, including the NIST Cybersecurity Framework (CSF) and CIS Critical Security Controls.

Operational Transparency

Defined service expectations supported by monthly operational reporting, regular service reviews, and executive dashboards that provide visibility into performance, risks, and trends.

Security and Resilience

Layered security controls, validated backup and recovery practices, and documented incident response procedures support continuity during real-world disruptions.

Scalable Service Model

Staffing levels and coverage reviewed during onboarding and periodically thereafter to align with service demand—without sacrificing service quality or cost predictability.

Understanding the City of Fullerton's Environment

The City of Fullerton operates a mission-critical technology environment supporting public safety, City departments, and public-facing services. Infinity Technologies understands the need for predictable service delivery, strong cross-department coordination, and effective vendor management—particularly for systems supporting emergency response and community services.

Transition, Stability, and Risk Reduction

Infinity Technologies will execute a structured, low-risk transition with no interruption to City operations. Qualified municipal personnel will be in place from day one. Within 60 days of contract award, we will complete a formal staffing analysis and comprehensive network assessment, providing the City with a written report and prioritized recommendations focused on risk reduction, cybersecurity hardening, lifecycle planning, and disaster recovery readiness.

Service Delivery and Public Safety Priority

Services are delivered through a blended onsite and remote support model, with dedicated onsite staff supported by 24x7x365 Help Desk, monitoring, and escalation. Public safety systems receive the highest operational priority, including expedited response and direct escalation to senior technical staff during critical incidents, after-hours events, and Emergency Operations Center activations.

Governance and Continuous Improvement

A dedicated Account Manager serves as the City's primary point of coordination, supported by the Director of Client Success & Service Delivery. When selected, a Project Manager provides focused coordination for City-approved initiatives. Defined processes for vendor coordination, change management, and issue escalation reduce administrative burden and operational risk. Service performance is tracked through response and resolution metrics, monthly reporting, and regular service reviews, supporting accountability and continuous improvement.

Key Commitments to the City of Fullerton

- Onsite-First Support with 24/7 escalation.
- Staffing Analysis & Network Assessment within 60 days with written recommendations.
- Public Safety Priority Handling, including EOC support.
- Transparent Performance Reporting.
- Predictable Costs with City-controlled approval for changes.

Infinity Technologies offers the City a proven, low-risk IT service delivery model that supports stable operations today while providing a clear, practical path for long-term security, resilience, and modernization.

SECTION 4.1.2. QUALIFICATIONS & EXPERIENCE

Infinity Technologies brings extensive experience delivering dependable IT services for public-sector organizations that require consistent support, strong security practices, and minimal service disruption. Our work spans day-to-day IT operations, public safety-critical systems, infrastructure modernization, and advisory support—allowing us to meet technical needs while operating effectively within regulated municipal environments.

Firm Overview, Relevant Experience, and Service Approach

Infinity Technologies is a California-based IT services firm with a strong track record supporting cities and other public agencies that depend on reliable, secure, and continuously available technology. Our municipal clients rely on us to deliver consistent operational support while meeting the accountability, transparency, and compliance expectations of local government.

We understand that the City's Scope of Work requires both hands-on user support and ongoing management of systems that support daily operations, public safety, and essential services. These environments demand timely response, familiarity with users and systems, and the ability to resolve issues quickly without introducing unnecessary risk or downtime.

To meet these requirements, Infinity Technologies employs an onsite-first service model, supported by 24/7 remote escalation. Dedicated onsite staff provide direct support during business hours, while senior engineers and specialists are available at all times to address after-hours issues and critical incidents.

Security monitoring and escalation are supported through Infinity Technologies' centralized Security Operations Center (SOC), which operates in coordination with onsite staff, senior engineers, City-designated MDR providers, and executive leadership. This integrated approach ensures rapid detection, clear escalation paths, and coordinated response to security events while maintaining accountability and continuity of service.

Firm Background, Size, and California Presence

Founded in 2007 within Interwest Consulting Group and established as an independent firm in 2021, Infinity Technologies has operated for more than four years as a standalone California corporation dedicated exclusively to serving public-sector organizations.

Infinity Technologies employs approximately 75 professionals and maintains offices in Roseville and Lake Forest, with the ability to support clients throughout California. Our organizational structure combines local onsite resources with regional and centralized technical expertise, allowing us to scale services, respond quickly, and maintain continuity across engagements.

We currently support more than 100 organizations statewide, including cities, counties, special districts, educational institutions, healthcare providers, and nonprofit agencies. Our performance

record reflects consistent service quality, reliable delivery, and the ability to operate within public-sector governance, compliance, and reporting frameworks.

Experience with Similar Public-Sector Engagements

Infinity Technologies has extensive experience supporting California cities where reliability, security, and continuity of service are critical. We routinely provide core IT services—end-user support, infrastructure management, cloud services, cybersecurity, and enterprise applications—while also supporting modernization initiatives such as system upgrades, cloud transitions, and security improvements.

Our teams are experienced in operating within public-sector oversight structures, including procurement requirements, audit readiness, regulatory compliance, and cybersecurity best practices such as NIST and CIS. We work closely with City leadership, departmental stakeholders, and third-party vendors to ensure transparency, accountability, and alignment with municipal processes.

Across similar engagements, clients have realized improved system reliability, reduced cybersecurity risk, clearer visibility into IT performance, and more predictable operations—without disruption to essential services.

Representative Southern California Municipal Clients

The following full-service cities reflect environments comparable in scale, complexity, and public safety requirements:

- **City of Downey** – Full police and fire services; enterprise IT modernization.
- **City of Westminster** – Multi-department municipal operations with public safety support.
- **City of Pico Rivera** – Public safety-intensive environment with integrated IT operations.
- **City of San Juan Capistrano** – Full-service city with complex systems and modernization initiatives.

These engagements demonstrate our ability to support public safety, administrative, public works, and community service departments within a unified IT environment.

Service Delivery Management, Staffing, and Qualifications

Account management, client success, and service delivery oversight are included in Infinity Technologies' base service model and provided regardless of the selection of optional services.

Infinity Technologies assigns a dedicated service delivery team with experience supporting municipal and public-sector environments. Roles are aligned to the Scope of Services and include onsite support, infrastructure and systems management, cybersecurity operations, and escalation support.

Assigned personnel maintain relevant industry certifications, which may include CISSP, CompTIA+, ITIL, PMP, and technical certifications across Microsoft 365 and Azure, Cisco networking, VMware, and related platforms. Staff receive ongoing training in cybersecurity, incident response, protection of sensitive data, and public-sector compliance.

Infinity Technologies commits the necessary staffing, management oversight, and technical resources to fully perform the Scope of Work. Dedicated personnel are assigned to ensure continuity, supported by senior engineers and management to provide escalation and maintain consistent service quality throughout the contract term.

Professional Standing and Performance Record

Infinity Technologies maintains high professional and ethical standards.

- **Disciplinary or Investigative Actions:** None within the past five (5) years.
- **Litigation History:** No litigation related to the services requested within the past five (5) years.

Our record reflects consistent performance, strong client relationships, and long-term public-sector partnerships.

Client References

Infinity Technologies provides recent California public-sector references for services similar to those requested in this RFP. These references demonstrate our ability to deliver reliable services, maintain strong working relationships, and operate effectively within municipal environments.

(Reference table follows.)

Client Name	Primary Contact (Title)	Address	Contact Information
CITY OF Downey	Vaniah De Rojas, Assistant City Manager	11111 Brookshire Avenue Downey, CA 90241	vderojas@downeyca.org 562) 904-7284
CITY OF Laguna Niguel	Justin J. Martin, Assistant City Manager	30111 Crown Valley Pkwy Laguna Niguel, CA 92677	jjmartin@cityoflagunaniguel.org (949) 362-4386
CITY OF Lakewood	Jose Gomez, Director of Finance & Administration Services	5050 Clark Avenue Lakewood, CA 90712	kgomez@lakewoodcity.org (562) 866-9771 ext. 2601
CITY OF San Juan Capistrano	Matisse Reischl, Assistant City Manager	32400 Paseo Adelanto San Juan Capistrano, CA 92675	mreischl@sanjuancapistrano.org (949) 443-6315

Client Name	Primary Contact (Title)	Address	Contact Information
CITY OF Bakersfield (Southstar DCCM)	Vanessa Barrientos, Associate Vice President/Public Outreach Manager	1945 Chicago Avenue, Unit C-2 Riverside, CA 92507	vbarrientos@dccm.com (909)-202-3756

Optional Services (City-Directed)

In addition to the services described in the Scope of Work, Infinity Technologies offers optional services that may provide added value if requested by the City. These services are not included in the base scope and would be provided only at the City’s direction.

Optional GIS Professional Services

Infinity Technologies can provide supplemental GIS support upon request to augment the City’s internal GIS resources, including enterprise GIS support, ArcGIS Enterprise upgrades, data management, emergency operations support, and staff training.

Optional SCADA-Related Infrastructure Support

Infinity Technologies can provide limited IT infrastructure support related to SCADA environments when requested, including network and server support, vendor coordination, and security alignment. Operational control and system programming remain the responsibility of specialized SCADA providers.

SECTION 4.1.3. PROPOSED STAFFING & ORGANIZATION

Infinity Technologies will provide dedicated onsite personnel during normal business hours as the City's primary support resource, supported by 24/7 remote escalation and after-hours coverage. This model provides clear ownership, timely response, continuity of service, and rapid access to senior technical expertise for high-impact and public safety issues.

I. Staffing Approach

Infinity's staffing approach is designed for municipal environments where reliability, security, and responsiveness directly support public services and public safety operations. Our model emphasizes:

- Onsite coverage during City business hours.
- 24/7 availability for mission-critical and public safety systems.
- Redundancy, cross-training, and surge capacity.
- Clear supervision, escalation, and accountability.
- Compliance with City and Police Department security and clearance requirements.

Infinity Technologies remains fully responsible for staffing levels, supervision, performance, and compliance for the term of the agreement.

II. Contract Management Method and Points of Contact

A. Transition Management (Included)

During onboarding, Infinity Technologies' Director of Client Success and Service Delivery leads the transition process. This includes coordinating the transition team, managing incumbent shadowing and knowledge transfer, onboarding systems and users, and establishing clear communication and reporting practices to ensure a smooth and well-organized handoff of services.

B. Ongoing Contract Management and Coordination (Included)

Ongoing contract management is handled through a defined governance structure that provides consistent oversight and accountability. A dedicated Account Manager is assigned in all cases, regardless of whether the City elects to include a Project Manager.

Contract management includes:

- A single point of coordination for City leadership and departments through the assigned Account Manager, supported by the Director of Client Success & Service Delivery.
- Clearly defined escalation paths and decision-making authority.
- Ongoing performance monitoring against service levels and response commitments.
- Regular operational and executive service reviews, with cadence established in collaboration with the City.

- Clear documentation, reporting, and issue tracking through the service management platform.

C. Primary City Contacts

- **Account Manager / Executive Escalation:** Mohammad Ahmed
- **Director of Client Success & Service Delivery (Transition & Ongoing Oversight):** Sheetal Paranjpye
- **Help Desk Manager (Service Operations):** Robert Guthertz

D. Optional Roles (City-Directed Enhancements)

The following roles may be engaged at the City’s discretion to support specific initiatives or governance needs:

- **IT Manager / Project Manager (Optional):** Zack Stigall
- **Information Security Officer (ISO) (Optional – Security Governance):** Jerry Moore

Formal project management services are available as an optional, City-directed enhancement. When selected, the IT Manager / Project Manager provides structured planning, coordination, scheduling, reporting, and delivery for City-approved initiatives.

If the City elects not to include the optional IT Manager / Project Manager, the Director of Client Success and Service Delivery and the Account Manager will continue to work directly with City staff to coordinate priorities, manage service delivery, and handle escalations.

Account management, contract management, service delivery oversight, and SOC-supported security operations are included in the base service model and remain separate from optional project management and ISO-level governance functions, ensuring continuity regardless of project activity.

III. Firm Staffing Capacity and Depth

Infinity Technologies employs a diverse team of IT professionals with experience supporting municipal and public safety environments. This staffing depth provides redundancy, escalation capacity, and continuity of service.

Firm Staffing Capacity by Classification

Classification	Location	Number of Professionals
Account Manager	Hybrid	1
Client Success & Service Delivery	Hybrid	1
IT Manager/Project Manager	Hybrid	3
Cybersecurity Engineer	Remote	3
Senior Network Administrator	Onsite	6

Classification	Location	Number of Professionals
Network Administrator	Onsite	9
Technician	Onsite	18
Webmaster	Remote	3

City-identified classifications align with Infinity Technologies’ internal roles and are fulfilled by personnel with equal or greater qualifications. Additional internal resources across Help Desk, cybersecurity, engineering, and management provide escalation and continuity without replacing the dedicated onsite team.

IV. Core Staffing Model

Infinity Technologies confirms the ability to provide all City-identified staffing positions outlined in the RFP.

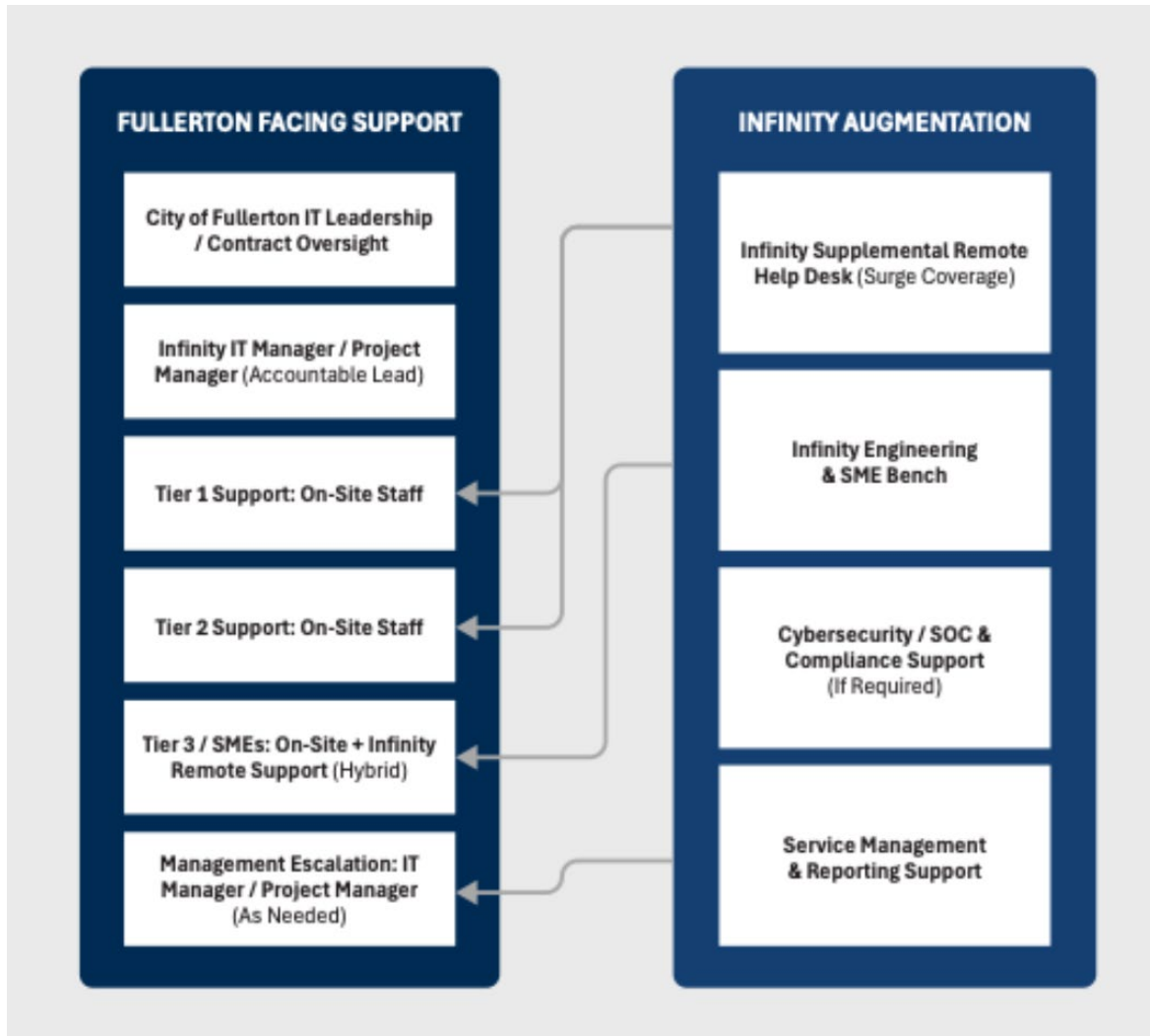
City Classification/Role	Qty	Location	Primary Focus
Senior Network Administrator	2	Onsite	Network and security leadership; infrastructure; public safety systems.
Network Administrator	2	Onsite	Network, servers, Microsoft 365, Okta, backups, monitoring.
IT Technician	2	Onsite	End-user support; Police and Fire systems; devices.
Webmaster	1	Remote	Website support; accessibility and security updates.

All onsite personnel will support the City’s 9/80 schedule, with coordinated coverage during holidays, absences, and peak demand periods.

V. Service Delivery Model and Escalation Structure

Dedicated onsite staff provide hands-on support at City facilities, while senior engineers, cybersecurity specialists, and management provide escalation and oversight.

Figure 1 – Service Delivery Model and Staffing Structure



VI. Capacity Model & Operational Controls

Infinity’s capacity model supports high service demand across multiple facilities while ensuring priority handling for Police, Fire, EOC, and other mission-critical systems. Capacity is supported through:

- On-site staff during City business hours.
- Centralized Help Desk for intake and first-level resolution.
- Senior engineers for complex infrastructure and security issues.
- 24/7 availability for public safety and after-hours support.

Operational controls include centralized ticketing, priority-based queuing, tiered escalation, remote-first resolution for standard issues, and proactive monitoring with 24/7 alerting for critical systems.

Service delivery aligns with the City’s response requirements, including:

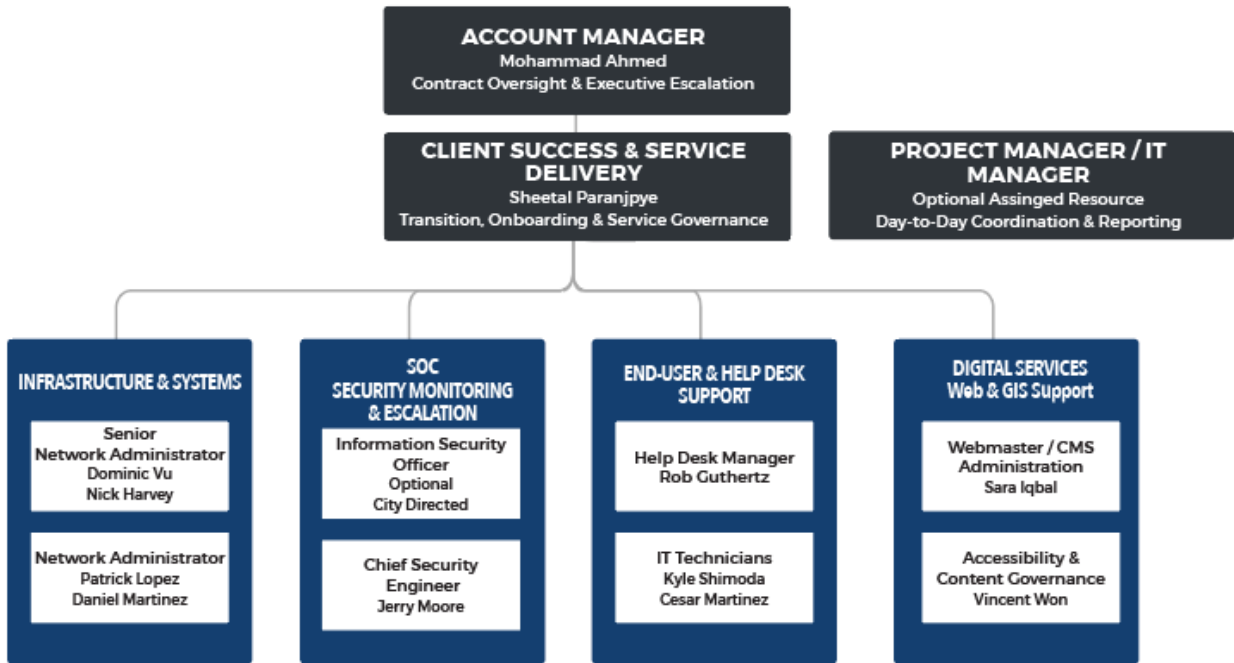
- Critical outages: response within 30 minutes; onsite within 2 hours.
- Workstation outages: response within 1 hour; assistance within 4 hours.
- Non-critical issues: response within 4 hours; resolution within 24 hours or next business day.

VII. Proposed Team and Assigned Roles

Infinity Technologies proposes the following team to support the City. Day-to-day service coordination is led through the assigned Account Manager and Director of Client Success & Service Delivery, with project-level coordination provided by the Project Manager when selected.

Name	Title	Role on City Contract	Years w/Firm
Mohammad Ahmed	Account Manager	Executive oversight; contract accountability; executive escalation.	17
Sheetal Paranjpye	Director of Success & Client Service Delivery	Overall service delivery oversight; resource coordination.	1
IT/Project Manager	Optional-City Directed	Primary City contact; schedules; service delivery; reporting.	8+
Information Security Officer (ISO)	Optional-City Directed	Provides security governance, risk management, policy oversight, and executive advisory support when requested by the City.	10+
Robert Guthertz	Help Desk Manager	Service desk operations; workflow oversight; SLA support.	1+
Dominic Vu	Senior Network Administrator	Infrastructure leadership; systems; senior escalation.	7+
Nick Harvey	Senior Network Administrator	Infrastructure oversight; server/cloud/backup; continuity.	1+
Patrick Lopez	Network Administrator	Network/server/M365/Okta/monitoring support.	6+
Daniel Martinez	Network Administrator	Patching, backups, system monitoring.	3+
Kyle Shimoda	IT Technician	End-user support; Police/Fire systems; onsite response.	1+
Cesar Martinez	IT Technician	End-user and departmental support; onsite response.	2+
Sara Iqbal	Webmaster	Website support; accessibility; security updates.	4+

Additional support is provided by Infinity Technologies' centralized Help Desk, senior engineering, cybersecurity, and management teams, for escalation, after-hours coverage, and surge demand.



VIII. Key Personnel Biographical Summary

Brief biographies are provided below; detailed resumes are included in the appendix.

Name	Role	Education	Certifications
Mohammad Ahmed	Project Executive	MBA / BS Management Information Systems	CCNA, MCP+, MCSE
Sheetal Paranjpye	Director of Success & Client Services Delivery	BS Engineering (Electronics)	PMP, AWS Certified Cloud & AI Practitioner
Zack Stigall	Project Manager (Optional)	-	MCP, CSSA, A+ Certified Technician
Jerry Moore	Chief Security Engineer (SOC & Escalation)	BS Managerial Economics	MCSE, MCP+, CCNA,
Rob Guthertz	Help Desk Manager	AS Computer Network Systems	-
Dominic Vu	Senior Network Administrator	BS Computer Science	-
Nick Harvey	Senior Network Administrator	-	CCNP, CCNA
Daniel Martinez	Network Administrator	AS Systems & Network Administration	CompTIA A+

Name	Role	Education	Certifications
Patrick Lopez	Network Administrator	-	CCNA, MCSE, A+
Kyle Shimoda	IT Technician	BA Psychology/Management	CompTIA Network
Cesar Martinez	IT Technician	BS Business Administration/Computer Information Systems	-
Sara Iqbal	Webmaster	BA Communication Design	-

IX. Security, Continuity, and Police Department Compliance

Security responsibilities are integrated into the staffing model and aligned with CJIS, CLETS, and PCI requirements, including incident response coordination, identity and access management, Microsoft 365 security administration, vulnerability management, and coordination with the City’s MDR provider.

Security monitoring and incident escalation are supported through Infinity Technologies’ centralized Security Operations Center (SOC), which operates in coordination with onsite staff, senior engineers, and City-designated security providers.

Infinity Technologies maintains staffing depth to ensure uninterrupted service during absences, emergencies, or increased demand. Personnel supporting the Police Department will complete required background investigations and comply with City security and access requirements.

Included vs. Optional Services and Roles Summary

Included in Base Service (No Additional Cost)

Category	Included Components
Account Management & Oversight	Account Manager (single point of coordination); Director of Client Success & Service Delivery.
Transition & Onboarding	Transition manager and transition team; incumbent shadowing; knowledge transfer; onboarding coordination.
Onsite IT Staffing	Dedicated onsite staff during City business hours (per staffing model.)
Remote & After-Hours Support	24/7 remote escalation; centralized Help Desk support.
Service Governance	Performance monitoring; escalation management; operational reviews.
Security Operations (SOC)	Centralized SOC providing continuous security monitoring, alert triage, and coordinated incident escalation.
Cybersecurity Operations	Identity and access administration; vulnerability coordination; incident support.

Category	Included Components
Webmaster Support	Routine website administration, security updates, and accessibility maintenance.
Tools & Platforms	RMM, monitoring, ticketing, alerting, reporting dashboards.

Optional Services (City-Directed Enhancements)

Optional Role / Service	Description
IT Manager / Project Manager	Formal project planning, coordination, scheduling, reporting, and delivery for City-approved initiatives
Information Security Officer (ISO)	Security governance, risk management, compliance oversight, and executive-level security advisory
GIS Professional Services	Enterprise GIS support, upgrades, data management, training
SCADA-Related IT Support	Network and server support, vendor coordination, security alignment
Major Projects / Capital Initiatives	New system implementations, large-scale upgrades, infrastructure refreshes
Non-Routine Web Development	Website redesigns or functional enhancements beyond routine administration

Summary

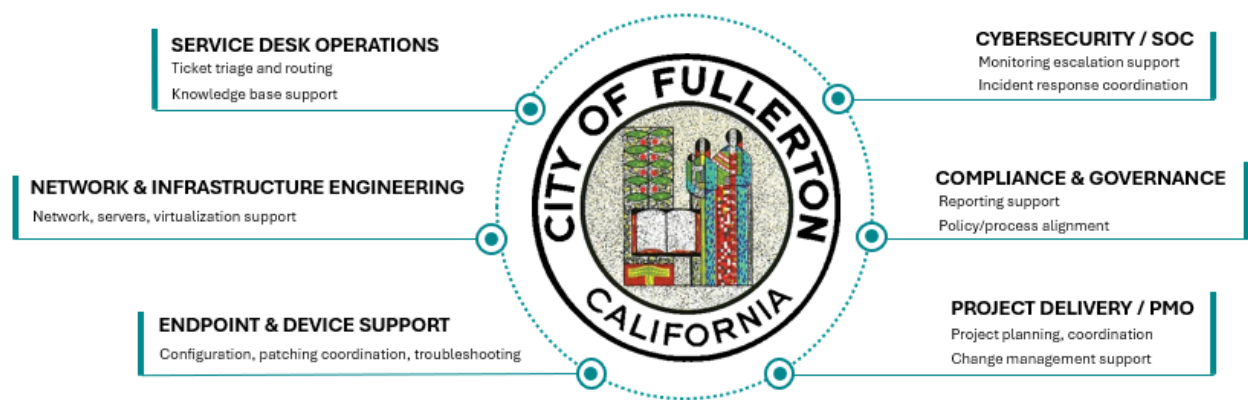
Infinity Technologies' staffing and organizational model meets the City's RFP requirements and provides depth, governance, and scalability. The model ensures qualified personnel, uninterrupted service, public safety readiness, and clear accountability to support reliable IT service delivery throughout the contract term.

SECTION 4.1.4. DETAILED WORK PLAN

Infinity Technologies’ work plan focuses on clear processes and dependable service. On-site staff handle daily support requests, incident response, and system maintenance during business hours, while after-hours and advanced issues are escalated to remote support available at all times. Our approach emphasizes consistent response, clear communication, and coordination with City staff to keep systems running smoothly and minimize disruption.

The following overview summarizes the core IT service capabilities provided to support the City’s operations and long-term technology objectives.

Figure 2- Integrated IT Services Capabilities Overview



Specific tool names omitted intentionally for security; capabilities and processes are provided and can integrate with City systems as required.

Work Plan and Service Delivery Framework



I. Work Plan Overview and Service Delivery Approach

Infinity Technologies’ service delivery model is built specifically for municipal environments, where IT reliability, security, and responsiveness directly affect public services, public safety, and community trust. The City operates a complex, multi-department environment that includes Police, Fire, Libraries, administrative departments, and public-facing systems—each with different operational needs but shared expectations for stability and accountability.

This Work Plan describes how Infinity Technologies will transition services, align staffing, stabilize operations, and deliver ongoing support through a structured and measurable approach. Services are delivered through an integrated onsite and remote model, supported by disciplined processes, defined performance standards, and active governance.

Early in the contract, Infinity Technologies conducts focused reviews of staffing, service demand, and system health to ensure resources align with the City’s actual needs.

II. Work Plan Timeline Overview

- **Transition & Stabilization (Months 1–2):** Knowledge transfer, staffing alignment, environment assessment.
- **Operational Baseline (Months 3–6):** Stabilized service delivery, roadmap implementation, performance reporting.
- **Ongoing Operations (Months 6+):** Continuous service delivery, optimization, and improvement.

A detailed transition timeline is provided in Section 4.1.6 to illustrate onboarding, shadowing, cutover, and stabilization milestones.



III. Public Safety Systems as a Service Priority

Ensure uninterrupted availability, strong security, and rapid response for Police, Fire, and other mission-critical public safety systems.

Approach

Public safety systems are treated as the highest operational priority within Infinity Technologies’ service model. These systems receive enhanced monitoring, expedited response, and direct escalation to senior technical staff. Infinity Technologies maintains 24/7/365 availability to support public safety operations, including after-hours events and Emergency Operations Center (EOC) activations.

Key Protections

- 24/7/365 availability for Police and Fire systems.
- Defined escalation and incident response procedures.
- Daily security reviews of authentication activity and system alerts.
- Regular patching and backup validation to ensure system integrity and recoverability.
- EOC readiness and rapid technical support during activations.
- Security-cleared personnel meeting all Police Department access and compliance requirements.

This approach ensures continuity of emergency services while minimizing operational and cybersecurity risks.



IV. Service Transition, Staffing Alignment, and Early Stabilization

Ensure a smooth transition, immediate operational stability, and staffing levels aligned with the City’s operational needs.

Transition and Startup

Upon selection or notice of intent to award, Infinity Technologies will coordinate closely with the City to confirm transition timing, key contacts, access requirements, and service priorities. The transition is managed to avoid disruption to City operations and ensure consistent, responsive support from day one.

Staffing Alignment (First 30 Days – No Additional Cost)

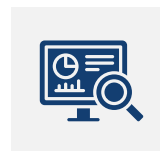
From the outset, Infinity Technologies assigns qualified personnel with municipal experience. Within the first 30 days from the intent to award the contract, we will conduct a formal staffing analysis to confirm staffing levels, coverage models, and skill sets align with actual service demand.

This analysis evaluates:

- Ticket volume and service demand.
- Onsite, remote, and after-hours coverage needs.
- System complexity and operational risk.
- Performance trends and response times.

Findings are reviewed collaboratively with the City. Where appropriate, recommendations may include adjustments to staffing levels, coverage hours, or workflows to improve efficiency, responsiveness, and value. Any changes are implemented only with City approval.

Detailed transition phases, responsibilities, and deliverables are outlined in Section 4.1.6 – Transition Services.



V. Environment Assessment and Prioritized Roadmap

Provide clear visibility into system health, risks, and priorities to support informed planning and risk reduction.

Approach

In parallel with staffing alignment, Infinity Technologies will conduct an environment assessment to establish a baseline understanding of the City's IT systems and infrastructure.

The assessment focuses on:

- Infrastructure condition and lifecycle status.
- Security posture and risk exposure.
- Network segmentation and system hardening opportunities.
- Backup and disaster recovery readiness.
- Operational dependencies and single points of failure.

Based on this assessment, Infinity Technologies will deliver a prioritized roadmap identifying:

- Immediate remediation items that reduce risk or improve stability.

- Short- and mid-term lifecycle planning recommendations.
- Security improvements and hardening opportunities.
- Disaster recovery validation findings.

Recommendations will be practical, cost-aware, and aligned with City priorities.



VI. Service Delivery Model

Infinity Technologies will deliver consistent, predictable, and responsive IT services across all City departments and facilities through a blended onsite and remote support model.

- **Onsite Coverage:** Dedicated onsite staff provide hands-on support at City facilities, including administrative, public safety, library, community, utility, and operational locations.
- **Remote Support:** A centralized 24x7x365 Help Desk and monitoring platform supplements onsite services, enabling rapid issue intake, escalation, and resolution.
- **After-Hours Coverage:** On-call support aligned with public safety and other mission-critical service needs ensures continuity beyond normal business hours.

This model ensures timely response at all City locations while prioritizing Police, Fire, and other critical facilities and providing access to senior technical expertise when needed.



VII. Governance, Project Management, and Accountability

Infinity Technologies assigns a dedicated Account Manager as the City's primary point of coordination and accountability, supported by the Director of Client Success & Service Delivery. When selected, a Project Manager provides focused coordination for City-approved initiatives. Governance includes regular operational reviews and executive check-ins, as agreed with the City.

Responsibilities include:

- Coordinating with City leadership and departments.
- Leading operational and executive service meetings.
- Overseeing service delivery and issue resolution.
- Monitoring performance against service levels.
- Managing staffing alignment and continuous improvement efforts.

This governance structure provides clear accountability, continuity of service, and effective oversight throughout the term of the contract.



VIII. End-User & Help Desk Support

Provide timely, secure, and effective technical support to City staff, including Police and Fire personnel, while minimizing disruption to daily operations.

Service Delivery

End-user and Help Desk support covers City-issued computers, mobile devices, software applications, email, printing, and secure account access. Support is delivered through a combination of onsite presence and remote resources to ensure responsiveness during business hours and continuity after hours. Key elements of the support model include:

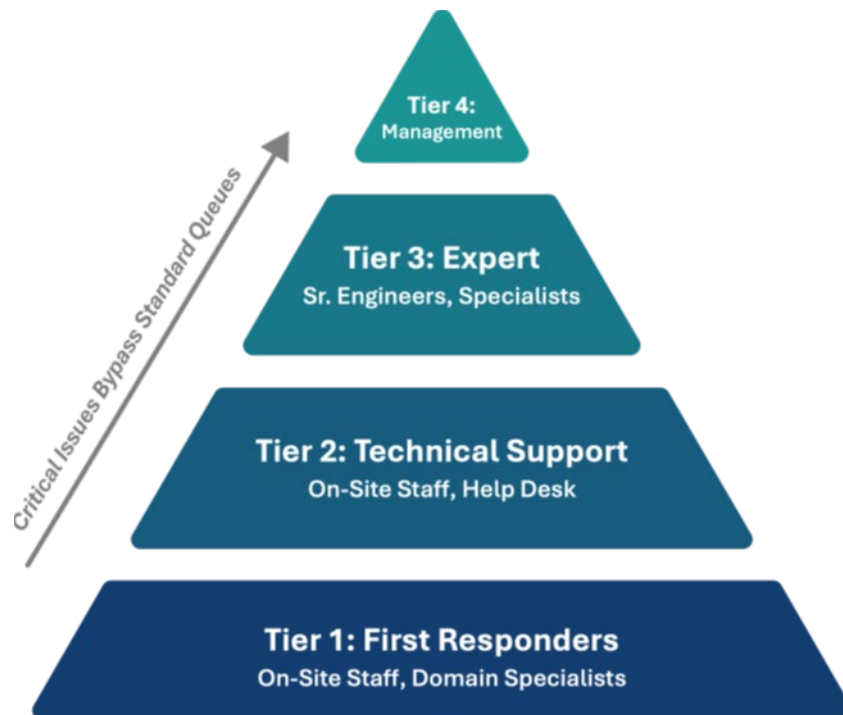
- **Centralized ticketing** to ensure accountability, tracking, and consistent communication.
- **Impact-based prioritization** to ensure public safety and mission-critical issues receive immediate attention.
- **Dedicated onsite staff** to address issues requiring hands-on support.
- **24/7 remote expert availability** for after-hours and emergency support
- **Tiered escalation** to ensure issues are quickly elevated to the appropriate technical level.

Escalation and Severity Management

To ensure critical and high-impact issues receive immediate attention and the appropriate level of technical expertise, Infinity Technologies uses a clearly defined escalation process. Issues are escalated based on impact and urgency, with senior administrators and engineers engaged as required to support Police, Fire, and other mission-critical City operations.

The escalation ladder below illustrates how issues are elevated based on severity, impact, and urgency to ensure timely response and appropriate technical expertise.

Figure 3 – Escalation Ladder and Severity Management



Issues are categorized by severity to ensure they are addressed at the appropriate technical level and within the required response timeframes.

Low Severity

Routine incidents such as password resets and basic troubleshooting. Managed by Tier 1 support and resolved within standard SLA response times.

Medium Severity

More complex incidents, including application or system-level issues requiring deeper analysis. Escalated to advanced technical support, working in coordination with Tier 1 to maintain continuity.

High Severity

Infrastructure-related issues such as network disruptions, security events, or system failures affecting multiple users or services. Escalated to senior technical staff for rapid stabilization and vendor coordination when required.

Critical Severity

Extended outages, imminent SLA risk, or high-impact, business-critical incidents. Escalated immediately to senior engineering and service leadership, with active oversight, resource prioritization, and coordinated communication with City stakeholders.

Performance and Service Levels

Service performance is measured using defined response times, resolution targets, and service trends aligned with the City's service level requirements. These metrics are monitored continuously and reported to the City to support transparency, accountability, and ongoing service improvement.

SLA PRIORITIES

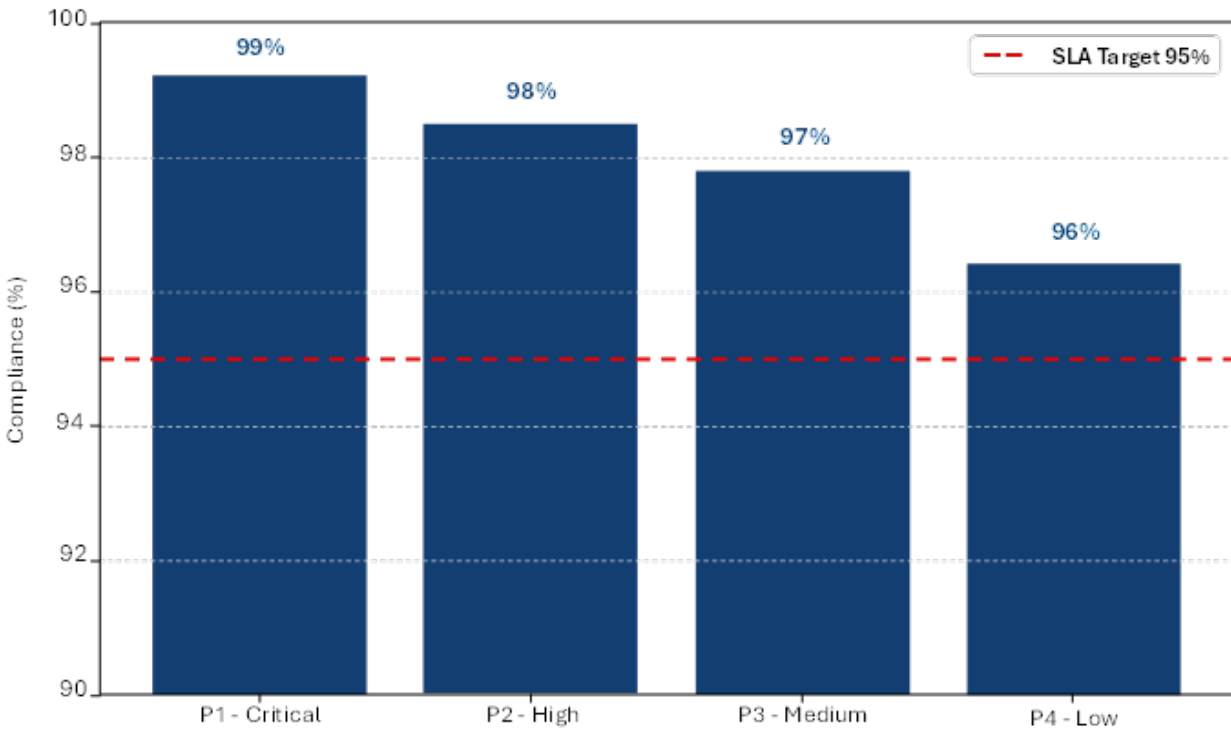
PRIORITY NORMAL	PRIORITY HIGH	PRIORITY CRITICAL
<p>Minor issue or routine request with minimal impact; single user affected</p> <p>RESPONSE TIME WITHIN 30 MINUTES</p>	<p>Significant issue with workaround; impacts some users or non-critical systems.</p> <p>RESPONSE TIME WITHIN 15 MINUTES</p>	<p>Major outage or failure affecting multiple users or core business functions.</p> <p>RESPONSE TIME WITHIN 15 MINUTES</p>

Service levels and response time commitments are defined below to establish clear, measurable expectations aligned with the City’s operational and public safety requirements.

Figure 4 – Service Levels and Response Time Commitments

Performance against the defined service levels is monitored and reported by priority, as illustrated below.

Figure 5 – SLA Compliance by Priority



The following dashboard provides an example of how Help Desk activity and service performance are monitored on a rolling basis to support operational oversight and service level compliance.

Figure 6 – Help Desk Tickets Overview (Last 30 Days)



IX. Application Support and Escalation Model

Infinity Technologies will support City applications through a tiered escalation model that ensures issues are addressed efficiently and escalated appropriately.

- **Tier 1:** Request intake, triage, and resolution of common application issues.
- **Tier 2:** Advanced troubleshooting, root cause analysis, and coordination across systems or departments.
- **Tier 3:** Escalation to vendors or specialized resources when required.

Infinity Technologies serves as the City's single point of coordination throughout the escalation process, including applications in active use that may not be formally documented. This approach provides clear accountability and minimizes disruption to City operations.

For Operational Technology (OT) and SCADA systems, Infinity Technologies can assist with intake and escalation at the City's request and does not assume direct administration or configuration responsibilities unless explicitly approved.



X. Website Support, Accessibility, and Performance

Ensure the City's websites and web-based applications are secure, accessible, reliable, and compliant with applicable legal requirements, while providing a consistent and positive user experience for staff and the public. Our approach

includes:

Website and Application Support

Infinity Technologies will provide ongoing technical support for all City websites and web applications. We will manage the technical side of the City's content management systems, troubleshoot issues as they arise, and work closely with City staff to keep websites functioning properly and available to the public.

Content Update Support

We will coordinate directly with City departments to assist with content updates and corrections. Requests will be tracked and handled in a timely manner to ensure information is accurate, consistent, and published without unnecessary disruption.

Security and Performance Monitoring

City websites will be regularly monitored to ensure they are running smoothly and securely. We will apply system updates and security patches as needed and address performance issues promptly to reduce downtime and risk.

Accessibility and ADA Compliance

Infinity Technologies will support the City's efforts to keep websites accessible and usable for all visitors. We will assist with identifying and addressing accessibility issues and work with City staff

and vendors to help ensure compliance with the Americans with Disabilities Act (ADA) and related accessibility standards, with the goal of meeting requirements by April 2026.

Measuring Success

Infinity Technologies tracks key performance indicators including uptime, response times, ticket volume, and resolution trends. Metrics are aligned with City service levels and reported through dashboards and summaries to support transparency and continuous improvement.



XI. Vendor & Contract Management

Infinity Technologies will serve as the City's primary point of coordination for IT-related vendors, streamlining communication, improving accountability, and reducing administrative burden on City staff. We will manage day-to-day vendor interactions related to in-scope systems, including issue reporting, escalation, follow-up, and status tracking, while keeping the City informed of progress and outcomes.

We will maintain working awareness of vendor service obligations to support effective coordination and identify potential service gaps or recurring issues, while contractual authority remains with the City.

Vendor performance is monitored through incident trends, responsiveness, and resolution outcomes, with findings reviewed during regular service reviews to support continuous improvement.

Vendor & Contract Management Includes:

- Centralized coordination with IT vendors for in-scope systems.
- Issue escalation and resolution tracking.
- Awareness of vendor service obligations.
- Performance monitoring and reporting.



XII. Cloud, Hosting, Backup, and Disaster Recovery

Ensure the City's systems and data are secure, reliable, and recoverable, whether they are hosted in the cloud, managed by vendors, or operated by the City.

SaaS and Vendor-Hosted Systems

For systems hosted by third-party vendors, Infinity Technologies will act as the City's technical liaison. We will work with vendors to support issue resolution, coordinate changes or upgrades, and help ensure systems remain available, secure, and aligned with City requirements.

City-Owned Cloud Environment (AWS)

Infinity Technologies supports City systems across vendor-hosted, cloud, and City-owned environments.

Services include:

- Acting as technical liaison for SaaS and vendor-hosted systems.
- Governance, access controls, monitoring, and cost oversight for City-owned AWS.
- Daily backup monitoring, periodic recovery testing, and annual disaster recovery validation.



XIII. Network, Server, and Infrastructure Management

Ensure secure, reliable, and high-performing network, server, and infrastructure services across all City facilities while supporting public safety, business operations, and long-term resiliency.

Infinity provides end-to-end management of the City’s network, server, and infrastructure environment, combining proactive monitoring, routine maintenance, and disciplined operational controls. Our approach prioritizes uptime, security, and performance while minimizing disruptions to City services.

Infinity supplements existing City monitoring with additional tools and oversight, providing a “second set of eyes” to detect issues early and respond quickly. Network and infrastructure services are delivered in coordination with application support, vendor management, and change management processes to ensure consistency and accountability.

Scope of Services

- Network monitoring and management (firewalls, switches, wireless infrastructure)
- Server administration for on-premises, virtual, and cloud-based systems
- Patch management, configuration reviews, and performance optimization.
- Backup monitoring and recovery readiness
- Documentation of network and system configurations

Measurement and Oversight

Performance is monitored and reported through:

- Network and system uptime targets ($\geq 99.9\%$)
- Incident frequency and resolution times
- Trend analysis to support continuous improvement.



XIV. Tools, Platforms, and Technology Enablement

Enable proactive service delivery, strong cybersecurity, service level compliance, and operational transparency through proven tools that integrate with the City’s existing platforms.

Infinity Technologies leverages enterprise-grade tools to support monitoring, service management, cybersecurity, change control, documentation, remote access, project coordination, and reporting. Our approach prioritizes reliability, security, and visibility while remaining flexible as the City’s technology environment evolves.

Where the City has established platforms—such as Atlassian—Infinity Technologies will integrate rather than replace when it is in the City’s best interest. This approach preserves City ownership of data, minimizes disruption, and maximizes the value of existing investments.

This section describes the tools and platforms used to support the City of Fullerton’s IT operations. Together, these tools enable proactive monitoring, timely support, strong security controls, and clear insight into system performance and service delivery.

Core Tool Capabilities

- **Monitoring and Operations Tools**
Systems used to monitor servers, workstations, network devices, and cloud environments, with real-time alerts, automated patching, and performance tracking to identify and resolve issues before they impact City operations.
- **Service Desk and Ticket Management**
A centralized ticketing system to manage service requests from intake through resolution, including prioritization, escalation, and tracking against service level expectations. The system can integrate with the City’s existing platforms where appropriate.
- **Asset, Change and Documentation Management**
Tools that support hardware and software asset tracking, change management, and maintenance of clear, up-to-date documentation to ensure continuity, consistency, and controlled system changes.
- **Cybersecurity and Access Management**
Security monitoring, backup oversight, and identity and access management tools that support multi-factor authentication, role-based access controls, and timely response to security incidents.
- **Vendor-Hosted and SaaS Application Support**
Tools and processes used to oversee vendor-hosted and cloud-based applications, including user access management, security configuration oversight, vendor coordination, and documentation. This support extends to applications currently in use by the City, including those not explicitly listed in Attachment A, as well as new applications adopted during the term of the agreement.
- **Reporting and Visibility**
Dashboards and reports that provide clear insight into system health, service performance, SLA compliance, and trends, supporting transparency and informed decision-making.

Together, these tools support reliable IT operations, protect City systems and data, and provide the visibility needed to manage performance and risk effectively.



XV. Cybersecurity Program & Controls

Protect the City's systems, data, and users by maintaining a strong, practical cybersecurity program that supports public safety operations, regulatory requirements, and day-to-day City services.

Security Program and Compliance Oversight

Infinity Technologies will support the City in maintaining a structured cybersecurity program aligned with applicable public-sector requirements, including Criminal Justice Information Services (CJIS), California Law Enforcement Telecommunications System (CLETS), and Payment Card Industry Data Security Standard (PCI), as applicable. Our focus is on maintaining secure operations, clear accountability, and documented practices that support audits, assessments, and regulatory reviews.

We will work closely with City leadership, internal IT staff, and external partners to ensure security responsibilities are clearly defined, consistently applied, and aligned with City policies and governance processes.

Cybersecurity Awareness and Staff Training (Included at No Additional Cost)

As part of its cybersecurity program, Infinity Technologies will provide two cybersecurity awareness training sessions per year to City staff at no additional cost. These sessions are designed to reinforce safe computing practices, reduce user-related security risks, and support the City's overall security posture.

Training content will be tailored to a municipal environment and may include topics such as phishing awareness, password hygiene, data protection, incident reporting procedures, and current threat trends affecting public-sector organizations.

Training sessions may be delivered remotely or onsite, coordinated with City staff to minimize disruption, and supplemented with reference materials as appropriate. This training supports ongoing risk reduction and complements the City's technical security controls and policies. These training sessions are included within the fixed monthly fee and do not represent an additional cost or expansion of scope.

Identity, Access, and Account Security

Infinity Technologies will support the City's identity and access controls to reduce risk and protect sensitive systems. This includes administration and configuration support for multi-factor authentication, identity platforms such as Okta (or equivalent), and Microsoft 365 security settings.

Key activities include:

- Managing user access based on defined job roles and responsibilities
- Supporting secure onboarding and offboarding processes
- Monitoring authentication activity and addressing unusual or high-risk behavior

This approach helps reduce unauthorized access while maintaining usability for City staff.

Microsoft 365 and Cloud Security

Infinity Technologies will support the secure administration of the City’s Microsoft 365 environment, focusing on email, collaboration tools, and cloud services. Activities include monitoring security alerts, applying recommended security settings, and assisting with configuration changes that reduce exposure to phishing, malware, and account compromise.

Security settings and changes will be coordinated with the City to ensure alignment with operational needs and user impact considerations.

Vulnerability Management and Risk Reduction

Infinity Technologies will assist the City in identifying and addressing security vulnerabilities across systems and devices. This includes supporting vulnerability scans, reviewing findings, and helping prioritize remediation efforts based on risk, system criticality, and operational impact.

Remediation activities will be coordinated with City staff and vendors to minimize disruption while reducing overall security risk.

Monitoring, Detection, and Incident Response

Infinity Technologies will support ongoing security monitoring and incident response activities in coordination with the City’s Managed Detection and Response (MDR) provider and other security vendors, as applicable. We will work with the City to develop, document, and maintain an incident response plan that defines reporting procedures, escalation paths, severity levels, and response expectations.

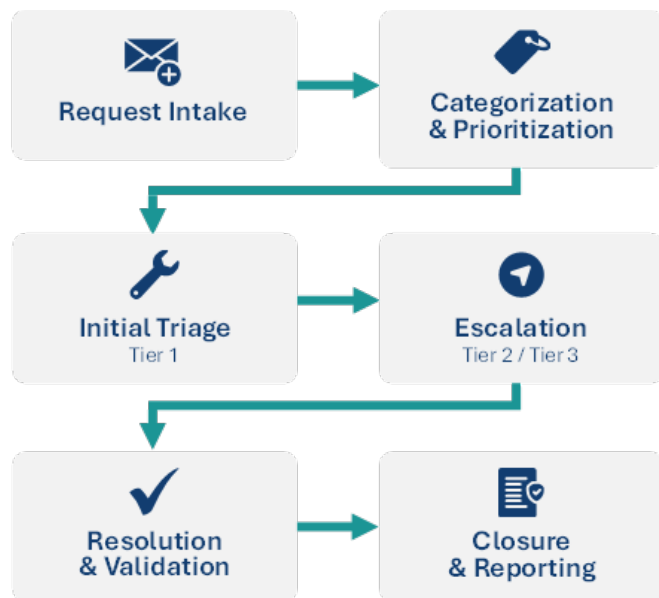
The workflow below provides an illustrative overview of how incidents are identified, prioritized, escalated, and resolved in coordination with the City and applicable security partners.

Figure 7 – Incident Response and Resolution Workflow

Incident Response and Resolution Workflow

The incident response workflow ensures that issues are captured, prioritized, escalated, and resolved efficiently, with clear accountability and alignment to service level requirements.

- 1) **Request Intake**
Incidents and service requests are received through the centralized Help Desk, originating from users,



automated alerts, or system monitoring tools.

2) **Categorization and Prioritization**

Requests are classified by type and assigned a priority based on impact and urgency (Critical, High, Medium, Low).

3) **Initial Triage**

Tier 1 support acknowledges the request, performs initial diagnostics, and resolves routine issues where possible.

4) **Escalation**

Issues requiring deeper expertise are escalated to Tier 2 or Tier 3 resources. High and Critical incidents are fast-tracked in accordance with SLA requirements.

5) **Resolution and Validation**

The issue is resolved and validated through user confirmation or system monitoring, with actions documented in the ticketing system.

6) **Closure and Reporting**

Tickets are formally closed, and performance metrics are captured for SLA tracking, trend analysis, and reporting.

In the event of a security incident, Infinity Technologies will:

- Assist with investigation, containment, and mitigation in coordination with the City and applicable vendors.
- Escalate incidents based on defined severity levels, including those affecting public safety or critical services.
- Coordinate status updates and communications with City IT staff, leadership, and designated contacts.
- Support incident documentation, post-incident review, and recommended follow-up actions.

Cybersecurity performance will be evaluated using practical, outcome-focused measures, including:

- Timely response to security alerts and incidents.
- Reduction of identified risks through remediation and improved controls.
- Successful support of audits, compliance reviews, and vendor assessments.
- Clear communication and documentation of security activities.

Regular updates will be provided to the City as requested to support transparency, accountability, and continuous improvement.

A detailed Security Controls Checklist aligned with municipal best practices and applicable regulatory requirements is provided in Appendix B for reference.



XVI. Change Management

Ensure changes are controlled, transparent, and aligned with the City's operational priorities, while minimizing risk and service disruption to City systems and services.

Approach:

Infinity Technologies follows a structured change management process to ensure system and infrastructure changes are implemented safely and predictably. All changes are reviewed in advance to assess operational and security impact, tested prior to deployment, and scheduled during approved maintenance windows whenever possible. Clear rollback procedures are established to allow rapid restoration if issues arise.

Changes will be fully documented and communicated to affected stakeholders to support transparency, operational continuity, and audit readiness.

Key elements of our approach include:

- Formal change requests with defined scope and impact.
- Risk assessment and required approvals based on change criticality.
- Pre-implementation testing and validation.
- Documented rollback procedures.
- Advance communication of planned changes.

Measurement and Oversight:

Infinity Technologies tracks change outcomes to support continuous improvement, including:

- Change success rates.
- Incidents related to implemented changes.

These metrics are reviewed regularly to refine processes and reduce risk over time.

Change Control Process

1. Submit and document change request.
2. Assess impact and risk.
3. Obtain required approvals.
4. Test changes.
5. Implement during approved windows.
6. Roll back if necessary.



XVII. Continuous Improvement and Value Assurance

Infinity Technologies is committed to delivering consistent, high-quality services throughout the contract while continuously identifying opportunities to improve efficiency and value for the City. Services are delivered by qualified personnel with

demonstrated municipal experience, ensuring an understanding of public sector operations, public safety environments, and regulatory requirements.

Although not anticipated, if sub-consultants are utilized, Infinity Technologies will remain fully accountable for their performance and ensures all work meets the City's requirements, standards, and expectations. Infinity Technologies will serve as the single point of responsibility and oversight, maintaining continuity, quality, and compliance across all services.

Quality, budget, and schedule control are maintained through a structured management approach that includes:

- **Defined service levels and clearly assigned roles**, ensuring accountability and predictable performance.
- **Regular service reviews and reporting**, providing transparency into performance, trends, and improvement opportunities.
- **Clear escalation paths and decision authority**, enabling timely resolution of issues and minimizing operational impact.

Combined with early staffing optimization and ongoing performance monitoring, this approach ensures services remain aligned with the City's needs, priorities, and objectives, while delivering measurable value and continuous improvement over the life of the contract.



XVIII. Out-of-Scope Support and Special Projects

Infinity Technologies differentiates between routine operational support, which is included in the contracted services, and work that qualifies as a special project. This distinction ensures transparency, predictable budgeting, and clear expectations.

We will remain committed to delivering maximum value to the City. When additional work arises, we will first evaluate whether it can be accommodated within the contracted fee by adjusting priorities, leveraging efficiencies, or using available capacity—particularly when the work supports operational continuity, risk reduction, or service improvement.

Definition of Special Projects

Special projects typically involve work that:

- Exceeds normal support thresholds due to duration, complexity, or effort.
- Requires significant system redesign, major upgrades, or new technology implementations.
- Involves substantial planning, coordination, or third-party procurement.

Examples include enterprise system migrations, large infrastructure replacements, or City-initiated initiatives beyond day-to-day operations.

Scope Management and Approval

When work is identified as potentially out of scope, Infinity Technologies will:

- Assess whether the work can be included within the existing fee without impacting service levels.
- Clearly document scope, assumptions, and effort.
- If classified as a special project, provide a defined scope, schedule, and cost estimate.
- Obtain City approval before initiating project work.

This approach provides the City with flexibility, cost control, and full visibility while ensuring service quality and accountability are maintained.

Summary

Infinity Technologies' work plan is tailored to the City's operational environment, public safety priorities, and fiscal responsibilities. By combining structured service delivery, early staffing optimization, robust project management, and a collaborative approach, we will deliver reliable, secure, and high-value IT services—fully aligned with the City's requirements and objectives.

SECTION 4.1.5.FEE SCHEDULE/COST PROPOSAL

Infinity Technologies proposes a fixed monthly fee to support the City of Fullerton’s existing IT infrastructure, supplemented by a separate rate schedule for City-requested services outside the defined Scope of Work, in full compliance with the RFP requirements.

This pricing model provides:

- Predictable and transparent costs.
- Clearly defined service boundaries.
- Flexibility for future needs.
- Best overall value to the City.

Fixed Monthly Fee Summary (Base Staffing & Managed Services Included)

Description	Monthly Cost	Annual Cost
<i>Base Managed IT Services (Staffing, Tools, and Operations Included)</i>	\$168,441	\$2,021,292
Optional Information Security Officer (ISO)*	\$16,000	\$192,000
Optional IT Manager/Project Manager*	\$24,960	\$299,520
Total (If All Optional Add-Ons Are Selected)	\$209,401	\$2,512,812

* *Optional services are provided only at the City’s discretion and are not included in the base monthly fee.*

The base monthly fee includes all staffing, tools, platforms, and operational resources required to deliver the services described in the Scope of Work.

The Scope of the Fixed Monthly Fee

The fixed monthly fee covers steady-state operations and ongoing support of the City’s existing IT environment, as defined in the Scope of Work and Detailed Work Plan. Services are delivered through a blended onsite and remote service model to ensure responsiveness, continuity, and accountability.

Included Services – Support of Existing Infrastructure

The fixed monthly fee includes day-to-day operation, administration, monitoring, and support of the City’s current systems, including:

- **Help Desk and End-User Support (Onsite-First)**
Onsite and remote user support, troubleshooting, device setup, and issue resolution during scheduled coverage hours.

- **Infrastructure Operations**
Routine administration and support of existing network, server, storage, and connectivity components.
- **Endpoint Administration**
Workstation support, patch coordination, antivirus/EDR administration (where deployed), and device configuration.
- **Microsoft 365 Administration**
Administration of the City's existing Microsoft 365 tenant, including security configuration and policy management.
- **Identity and Access Management**
User account administration, role-based access support, and onboarding/offboarding coordination.
- **Cybersecurity Administration and Coordination**
Day-to-day security administration, alert triage, and incident coordination with City-designated security providers. Security monitoring, alert triage, and coordinated escalation are supported through Infinity Technologies' centralized Security Operations Center (SOC), which operates in coordination with onsite staff, senior engineers, City-designated MDR providers, and executive leadership.
- **Vendor Coordination (In-Scope Systems)**
Coordination with vendors supporting existing City systems to restore service and resolve operational issues.
- **Operational Reporting**
Routine service reporting and recurring operational reviews as defined in the Work Plan.
- **Transition and Stabilization**
Onboarding, incumbent shadowing, knowledge transfer, and stabilization activities defined in the approved transition plan.

Tools and platforms—including remote monitoring and management, ticketing, monitoring, reporting, and SOC support—are provided as part of the managed service model and are included in the fixed monthly fee.

Included Services (No Additional Cost)

Staffing and Coverage

- Dedicated onsite IT staff during City business hours.
- Remote escalation and after-hours support
- Cross training, absence coverage, and backup personnel

Core IT Operations

- End-user support and service desk operations.
- Network, server, and cloud infrastructure management.
- Microsoft 365, Entra ID, Okta, and MFA administration.
- Patch management and vulnerability remediation.

- Backup monitoring and disaster recovery readiness.
- Asset management, documentation, and monitoring.
- Routine website administration and maintenance.

Governance and Planning

- Vendor coordination and contract oversight.
- Monthly reporting and KPI tracking.
- Budget planning and cost-forecasting support.
- Strategic guidance and best-practice recommendations.

Transition and Assessment

- Two-month transition and knowledge transfer period.
- Network and security assessment with written deliverables.
- Secure credential updates and documentation handoff.

Security Operations Center (SOC) services, including security monitoring, alert triage, and coordinated escalation—are included in the fixed monthly fee and do not require selection of optional ISO or Project Management services.

Tools and Platforms (Included in Fixed Monthly Fee)

All tools and platforms required to deliver the services defined in the Scope of Work are included in the fixed monthly fee. These include:

- **Service Management:** Ticketing system, service desk workflows, and SLA reporting dashboards.
- **Monitoring and Management:** Remote monitoring and management for endpoints, servers, and network infrastructure.
- **Security Operations:** Centralized SOC support, security alerting and event visibility, EDR, and firewall monitoring.
- **Infrastructure Visibility:** Network and directory ingestion to support monitoring, troubleshooting, and security oversight.
- **Security Awareness:** User security awareness training and phishing simulation.

Staffing Cost Breakdown (Supporting Detail)

The following table is provided for cost transparency and staffing adequacy. This breakdown supports the fixed monthly fee but does not alter the fixed-price structure.

Core Staffing (Included)

Personnel Classification	Delivery Model	Estimated Monthly Hours	Hourly Rate	Estimated Monthly Cost	Estimated Annual Cost
Senior Network Administrator (2 FTE)	Onsite	320	\$170	\$54,400	\$652,800
Network Administrator (2 FTE)	Onsite	320	\$150	\$48,000	\$576,000
IT Technician (2 FTE)	Onsite	320	\$125	\$40,000	\$480,000
Webmaster (1 PT)	Remote	80	\$125	\$10,000	\$120,000
Subtotal – Base Staffing:				\$152,400	\$1,828,800

The difference between the base monthly fee and the staffing subtotal reflects the inclusion of management oversight, centralized Help Desk support, Security Operations Center (SOC) services, tools and platforms, after-hours coverage, and operational overhead required to deliver the managed service model.

Optional / Conditional Staffing (If Required)

Personnel Classification	Delivery Model	Estimated Monthly Hours	Hourly Rate	Estimated Monthly Cost	Estimated Annual Cost
Information Security Officer (ISO)	Hybrid / PT	80	\$200	\$16,000	\$192,000
IT Manager / Project Manager	Hybrid / PT	128	\$195	\$24,960	\$299,520

Optional ISO services provide security governance, risk management, policy oversight, and advisory support. SOC services are operational in nature and included in the base fee.

Services Outside the Fixed Monthly Fee

(City-Requested and Pre-Approved)

Services are considered outside the fixed monthly fee when they exceed the routine operation and support of the City’s existing IT environment, as defined in the Scope of Work. These services typically involve new implementations, major upgrades, capital initiatives, or City-directed scope additions.

All such services will be performed only at the City’s request and only with prior written authorization. The City may add, modify, defer, or decline any out-of-scope services at its sole discretion.

Out-of-scope services may include, but are not limited to:

- New system implementations or major migrations.
- Capital projects or large-scale infrastructure refreshes.
- Major software upgrades requiring project planning, testing, or change management beyond routine patching.
- Optional GIS professional services, if requested.
- SCADA-related IT infrastructure support, if requested.
- Website development or enhancements beyond routine administration.
- Services requiring specialized third-party software, licensing, or hardware procurement.

Out-of-Scope Services – Hourly Rate Schedule

The following rates apply **only** to City-requested and pre-approved services that are outside the fixed monthly fee and authorized through a task order, written authorization, or approved quote.

IT SERVICES

IT Classification	Hourly Rate – Remote (\$)	Hourly Rate – Onsite (\$)
Information Security Officer (ISO)	\$200	\$200
IT Manager / Project Manager	\$195	\$195
Senior Network Administrator / Engineer	\$155	\$170
Network Administrator / Engineer	\$140	\$150
Senior Systems Engineer	\$135	\$155
Systems Engineer	\$130	\$150
Senior Systems Analyst	\$120	\$135
Systems Analyst	\$115	\$130
Webmaster / Web Governance Specialist	\$125	\$125
Senior IT Technician	\$105	\$120
IT Technician	\$100	\$115

GIS SERVICES

GIS Classification	Hourly Rate – Remote (\$)	Hourly Rate – Onsite (\$)
GIS Project Manager	\$170	\$180
Enterprise GIS Architect	\$170	\$180
Senior Business Analyst (GIS)	\$175	\$190
Business Analyst II (GIS)	\$155	\$170
Business Analyst I (GIS)	\$125	\$140
Senior GIS Analyst	\$140	\$155
GIS Analyst II	\$130	\$145
GIS Analyst I	\$120	\$130
Senior GIS Technician	\$115	\$125
GIS Technician II	\$105	\$115
GIS Technician I	\$95	\$105

Rate Stability, Transparency, and Pricing Terms

Infinity Technologies is committed to predictable, transparent pricing that supports the City’s budgeting and financial planning needs.

- The fixed monthly fee and all hourly rates will remain unchanged during the first year of the Agreement.
- Any proposed rate adjustments for subsequent years must be submitted in writing for City review and approval and shall not exceed three percent (3%) per year over the prior year’s rates.
- Monthly invoices will clearly separate the fixed monthly fee from any City-approved out-of-scope services, ensuring transparency and audit clarity.

Pricing Assumptions

- All rates are fully burdened, inclusive of labor, management oversight, tools, platforms, and standard operating expenses.
- Staffing levels and hours are based on anticipated service demand and may be adjusted only by mutual written agreement.
- Services outside the fixed monthly fee will be performed only at the City’s request and with prior written authorization.

SECTION 4.1.6.TRANSITION SERVICES

Transition Services Approach

Infinity Technologies’ transition approach is designed to be structured, low-risk, and transparent, ensuring uninterrupted City services while establishing a strong operational foundation. The transition focuses on early staffing validation, structured knowledge transfer, documentation review, and onsite engagement to quickly understand the City’s systems, users, and priorities.

Throughout the transition period, service coverage is maintained without interruption, with clearly defined roles and accountability among the City, Infinity Technologies, and the incumbent provider.

The following timeline provides a high-level overview of the transition phases and key milestones leading to full-service assumption on July 1, 2026.

Figure 8 – Onboarding and Transition Timeline

PHASES	TASKS	WEEKS																
		1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	ONGOING
1. PRE-TRANSITION READINESS	Validate staffing model, risks, access plan, and transition readiness	INTENT TO AWARD PHASE																
2. GOVERNANCE ALIGNMENT & KICKOFF	Establish governance, priorities, communications, and transition protocols																	
3. SHADOWING & NETWORK ASSESSMENT	Shadow incumbent operations and complete network/environment assessment																	
4. CONTROLLED CUTOVER & STABILIZATION	Execute access transfer, system handoff, and operational stabilization																	
5. POST-CUTOVER OPTIMIZATION	Optimize operations, implement improvements, and finalize long-term roadmap																	

Transition Timeline Overview

Pre-Transition Readiness (Intent to Award → Contract Start)

Objective: Confirm operational readiness, validate proposed staffing and coverage, and reduce transition risk prior to contract start.

Key Activities

- Validate proposed staffing, onsite coverage, and escalation capacity against actual service demand.

- Conduct high-level discovery of systems, networks, security controls, applications, and dependencies.
- Coordinate access planning and credential rotation aligned with cutover timing.

Outcome: Staffing assumptions validated and transition plan finalized prior to contract start.

Phase 1: Governance Alignment & Kickoff (Weeks 1–2 Post-Award)

Objective

Establish governance, priorities, and transition controls.

Key Activities

- Conduct formal kickoff with City leadership and key stakeholders.
- Confirm roles, responsibilities, communication cadence, and success criteria.
- Establish an initial risk register identifying critical systems and public safety dependencies.
- Finalize shadowing and knowledge transfer protocols with the incumbent provider.

Outcome: Clear governance and shared expectations.

Phase 2: Shadowing, Knowledge Transfer, and Progressive Transition (Weeks 3-10)

Objective

Gain operational familiarity while documenting the City’s environment and identifying risks and improvement opportunities.

During this period, Infinity Technologies progressively assumes operational responsibility while the incumbent provider remains engaged to support knowledge transfer and ensure continuity of service.

Key Activities

- Deploy onsite staff with management oversight.
- Observe workflows, escalation paths, and system dependencies.
- Conduct a network assessment, completed within two months of contract start.
- Capture documentation and develop operational runbooks.
- Refine risk register and mitigation strategies.

Deliverables (Within 60 days of contract start)

Written Network Assessment & Recommendations Report, including:

- Infrastructure and system inventory
- Network and architecture diagrams.
- Identified risks, vulnerabilities, and performance constraints.
- Prioritized recommendations aligned to operational risk

Outcome: Fully documented understanding of the City’s environment prior to cutover.

Phase 3: Controlled Cutover & Stabilization (Weeks 11-16)

Objective

Execute a controlled handoff and stabilize operations under Infinity Technologies’ responsibility. Effective July 1, 2026, Infinity Technologies assumes full responsibility for service delivery following the completion of the two-month shadowing period, with a focus on operational stabilization.

Key Activities

- Complete credential rotation and access transfer.
- Execute formal system handoff.
- Validate monitoring, backups, and alerting.
- Address priority issues identified during discovery and assessment.

Outcome: Infinity Technologies assumes full responsibility with stable operations.

Phase 4: Post-Cutover Optimization & Roadmap (Ongoing)

Objective

Translate assessment findings into action and establish a long-term improvement plan following a stable transition to Infinity Technologies’ service responsibility.

Key Activities

- Validate staffing levels and coverage based on live service demand and operational trends.
- Update and prioritize the risk register using post-cutover performance data.
- Implement City-approved improvements that fall within the existing Scope of Work.
- Identify future capital or project-level initiatives for City consideration.
- Finalize documentation and operational runbooks to support long-term continuity.

Deliverables

- Updated Risk Register
- IT Assessment Summary
- Multi-Year IT Roadmap

Outcome: Stable operations, early improvements delivered within scope and a clear, actionable roadmap to support future modernization and planning.

Roles and Responsibilities During Transition

To ensure continuity of service and clear accountability, roles during the transition period are defined as follows:

Activity	City	Infinity Technologies	Incumbent Provider
Staffing & Coverage Analysis	C	R	I
Environment Discovery	C	R	I
Network Assessment & Report	I	R	C
Stakeholder Onboarding	R	C	I
Shadowing Period	I	R	R
Service Delivery (Pre-Cutover)	I	I	R
Credential Rotation Planning	C	R	I
Credential Rotation Execution	A	R	I
Documentation & Runbooks	I	R	C
System Handoff & Cutover	I	R	R
Stabilization Validation	C	R	I

Legend: R = Responsible | A = Approves | C = Consulted | I = Informed

SECTION 4.1.7.TERM

Infinity Technologies acknowledges and agrees with the City's desired agreement structure consisting of an initial three-year term, with two optional one-year extension periods at the City's discretion, based on performance and satisfactory delivery of services. We further acknowledge the City's right to adjust the initial term or any extension periods if the City determines that a different term is in its best interest.

Infinity Technologies approaches this engagement as a long-term partnership, with a flexible service model designed to scale with the City's evolving needs while maintaining consistent staffing, service quality, and cost control throughout the contract term, regardless of duration.

SECTION 4.1.8.APPENDICES

The appendices included with this proposal provide supporting documentation to supplement and validate the information presented in the main response. These materials are provided for reference and are not intended to introduce additional scope or commitments beyond those described in the proposal.

Appendix A – Key Personnel Resumes

Includes resumes for key Infinity Technologies staff proposed for this engagement, detailing relevant education, certifications, professional experience, and roles aligned with the City’s Scope of Services.

Appendix B – Security Controls Checklist and Cybersecurity Reference

Provides a summary of cybersecurity controls and practices aligned with municipal best practices and applicable regulatory requirements. This appendix is intended to support the City’s review of Infinity Technologies’ security approach and governance framework.

Appendix C – Sample Remote Monitoring and Management (RMM) Dashboard

Includes an illustrative example of the monitoring tools used to maintain visibility into system health, performance, and alerts. The sample is provided for reference only and does not reflect City-specific data or configurations.

APPENDIX A

Resumes for key staff are provided in this section for the City's reference.



EDUCATION

- **MBA (Master of Business Administration)**
California State University, Sacramento
- **B.S. Business Administration (Management Information Systems)** California State University, Sacramento

CERTIFICATIONS

- Cisco Certified Network Associate (CCNA)
- Citrix Certified Administrator (CCA)
- Microsoft Certified Professional+
- Microsoft Certified System Engineer (MCSE)

CORE EXPERTISE

- Executive Contract Oversight & Governance
- Municipal IT Leadership & Strategic Planning
- Executive Escalation & Issue Resolution
- Public-Sector IT Operations
- Vendor & Partner Coordination
- Budget and Performance

OVERVIEW & PROFESSIONAL CREDENTIALS

Mohammad Ahmed is a senior technology executive with 20+ years of experience delivering IT management, governance, and modernization services for California municipalities and public agencies. As Founder, President, and CEO of Infinity Technologies, he provides executive oversight, accountability, and strategic leadership for long-term public-sector IT engagements. Mohammad is trusted by multiple cities as the primary executive contact responsible for contract performance, escalation, and alignment with City priorities.

PROFESSIONAL EXPERIENCE

Infinity Technologies – California

President and Chief Executive Officer | Founder

- Provides executive leadership and governance for IT management services supporting 100+ organizations, including numerous California cities
- Serves as executive sponsor and final escalation authority for municipal IT contracts
- Oversees contract performance, staffing strategy, service quality, and compliance
- Partners directly with City leadership on IT strategy, modernization, and risk management

City of Westminster – IT Director (2025–Present)

- Executive oversight of citywide IT operations, cybersecurity posture, and vendor-managed services
- Primary executive contact for IT strategy, budgeting, and service performance

City of Downey – IT Director (2025–Present)

- Provides executive leadership for municipal IT operations and modernization initiatives
- Serves as escalation authority and advisor to City leadership on technology risk and planning

City of La Mirada – IT Management Services (2019–Present)

- Executive oversight of day-to-day IT operations, infrastructure, and security services
- Strategic advisor to City leadership on technology planning and service delivery

City of San Juan Capistrano – IT Management Services (2017–Present)



EDUCATION

- Project Management Professional (PMP) - PMI.org
- AWS Certified Cloud Practitioner – Amazon
- AWS Certified AI Practitioner
- Project Management Certificate Program
Caltech IRC
- Bachelor of Engineering (Electronics)
University of Pune – India

SKILLS

- IT Strategy & Operational Leadership
- Communication
- Project Life Cycle Management
- Technical Project Management
- Business Process Improvement
- Problem Solving
- Data Migration
- System Integrations
- Cloud Computing
- Technology Roadmap Design
- Requirements Gathering
- PM Tools – ZOHO, JIRA
- MS Office Suite (Word, Excel, PowerPoint, Visio)
- Methodologies (Agile, Waterfall)

OVERVIEW & PROFESSIONAL CREDENTIALS

20+ years of IT experience with 14+ years in managing multi-million-dollar projects in public (Government) and private (eCommerce) sector. Achieving digital transformation successes for customers by delivering custom mobile applications, web portals, and enterprise solutions with out of the box products using SaaS model.

REPRESENTATIVE CLIENT/PROJECT EXPERIENCE

Director of Solutions (April 2011–April 2025)
3Di Systems – Brea, CA

Spearheading IT projects for government and enterprise clients, focusing on SaaS, CRM, System Integrations and data migration.

- Delivered 15+ Rent Stabilization Ordinance SaaS deployments (e.g., Cities of Pasadena, Palo Alto, Oakland), streamlining compliance for 500K+ users.
- Data migration and System Integration: Migrated legacy datasets for City of Berkeley (40+ Years of data) and City of Norfolk (~10 years), integrating GIS(ArcGIS), back-office systems (Northstar, Lucity, BasicGov, Routeware, CitiWorks, Siebel) and payment gateways (ACI, Authorize.net, FISGlobal, Paypal etc.)
- Deployed AWS-based citizen portals (e.g., City of Norfolk, City of Paramount, City of Hampton), improving service accessibility. 99% uptime for citizen facing applications.
- Managed 30+ concurrent projects (budgets up to \$6M) using ProjectManager.com, ensuring 95% stakeholder satisfaction.
- Managed 50+ IT projects (web/mobile apps, data migration, CRM) with 98% on-time, on-budget success.
- Reduced project costs by 20% by optimization.
- Secured \$1M in repeat business (contract renewals) by aligning IT solutions with client needs (e.g., MyLA311 CRM, Rent Stabilization SaaS).
- Led cross-functional teams of 30+ (onshore/offshore), improving productivity by 25% through Scrum.
- Hands-on experience as a programmer to technical lead to Management Positions.
- Managing software application projects with budgets ranging from \$100K - \$6M.

Tech Lead & Architect/Project Manager (November 2007–April 2011)
Guidance – Marina Del Rey, CA

Started at Guidance as .NET Developer then progressed to .NET Tech Lead and Architect position and later progressing to Project Manager position.



CERTIFICATIONS

- A+ Certified Service Technician
- Advanced Cisco Router Configuration Training
- Certified Ethical Hacker – Security Training
- Cisco Certified Network Associate (CCNA)
- Microsoft Certified Professional + Internet (MCP+I)
- Microsoft Certified System Engineer (MCSE)

CORE EXPERTISE

- Cyber Incident Response
- Executive Incident Response & Cybersecurity Oversight
- Municipal IT Infrastructure & Governance
- Network, Systems & Hybrid Cloud Architecture
- Backup, Disaster Recovery & Business Continuity
- Microsoft 365, Azure & Active Directory
- Accela System Support & Municipal Application

OVERVIEW & PROFESSIONAL CREDENTIALS

Senior technology leader with over 24 years of experience supporting municipal and public-sector organizations. Serves as a final escalation authority for critical incidents, cybersecurity events, and compliance matters. Extensive experience designing, securing, and modernizing hybrid IT environments, including cloud migrations, cybersecurity operations, and business continuity for regulated environments.

PROFESSIONAL EXPERIENCE

Chief Network Engineer | April 2022 - Present

Infinity Technologies – Roseville, CA

- Serves as final escalation authority for critical service outages, cybersecurity incidents, and compliance-related events across municipal and public-sector client environments.
- Provides executive-level oversight of cybersecurity posture, including firewall governance, endpoint protection (EDR/MDR), access controls, and incident remediation.
- Designs and governs secure, high-availability network and systems infrastructure supporting mission-critical public services.
- Oversees backup, disaster recovery, and business continuity strategies to ensure rapid recovery and operational resilience.
- Advises executive leadership and municipal stakeholders on infrastructure risk, system reliability, and security best practices.
- Leads infrastructure modernization initiatives, including cloud migrations, security improvements, and lifecycle upgrades.

Network Engineer | 2011 – 2022

Interwest Consulting Group – Elk Grove, CA

Provided network engineering, systems administration, and cybersecurity services for municipal clients.

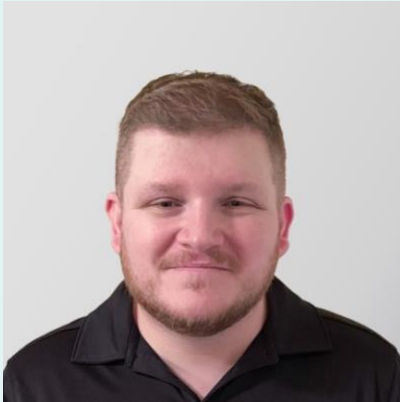
Selected Municipal Project Experience

- **City of Roseville** – Supported multiple Accela system projects, including configuration, administration, and operational support for municipal departments.
- **City of Eastvale** – Supported Accela migration project, ensuring system continuity, data integrity, and successful transition.

Network Administrator | 1999–2011

City of Lodi – CA

Researched and specified a new firewall and switch. Configured firewall and switch for new network setup. Set up WebDAV server and shares for cloud storage and file access.



EDUCATION

Associate in Science

Computer Network Systems, ITT
Technical Institute – Sacramento, CA

CORE COMPETENCIES

- IT Strategy & Operational Leadership
- IT Operations & Service Delivery Leadership
- Helpdesk & Escalation Management
- IT Governance, Policy & Process Development
- Incident, Change & Problem Management
- Disaster Recovery & Business Continuity
- Infrastructure & Systems Administration
- Cloud Services & Identity Management
- Customer Experience & SLA Alignment

OVERVIEW & PROFESSIONAL CREDENTIALS

Rob Guthertz is an IT operations leader with 15+ years of experience overseeing service delivery, internal platforms, and operational processes for public-sector and nonprofit clients. He leads Infinity Technologies' Northern California operations and helpdesk teams, serving as a senior escalation resource and driving consistent, reliable service delivery with a strong focus on governance, incident management, business continuity, and customer experience.

PROFESSIONAL EXPERIENCE

Infinity Technologies – Roseville, CA IT Systems Manager | 2024 – Present

- Leads Northern California operations and helpdesk teams supporting multiple public-sector and nonprofit clients
- Serves as a senior escalation point for complex technical issues and service-impacting incidents
- Oversees service delivery, ticket workflows, and customer experience to ensure consistent and timely resolution
- Manages and administers internal IT platforms and tools used to support both internal operations and client environments
- Develops, documents, and enforces IT policies, procedures, and operational standards to improve reliability and reduce risk
- Supports incident response coordination, change management, and continuity planning

Digital Horizons IT Solutions – Roseville, CA Senior Information Technology Manager | 2019 – 2023

- Managed IT operations, service delivery, and escalation support across client environments
- Administered Windows Server environments (Active Directory, Hyper-V, DFS) and Azure cloud services
- Oversaw ticketing, RMM platforms, and operational tooling to improve visibility and response efficiency
- Supported identity management, cloud desktops, and server infrastructure
- Supervised Linux server deployments, security, and administration

Status Pros – San Ramon, CA Systems Engineer | 2018 – 2019

- Managed helpdesk service requests and acted as senior



EDUCATION

- **A.A., Systems and Network Administration**
Cerritos Community College

CERTIFICATIONS

- CompTIA A+ Certification

TECHNICAL EXPERIENCE

- Hardware & Software Support
- Network Support
- Barracuda Firewall Web Appliance
- Barracuda Email Security Gateway
- Barracuda Cloud Connect
- Microsoft Exchange 2013
- Microsoft Office
- Microsoft Windows 7, 10
- MS Windows Server 2008 - 2019
- Symantec Antivirus
- ESET Antivirus
- VEEAM Backup and Replication
- VoIP Management
- Vsphere/VMware
- Printers Local/Networked
- Unify
- Adobe Photoshop

OVERVIEW & PROFESSIONAL CREDENTIALS

As a Network Administrator for Infinity Technologies, Daniel has more than six years of solid experience providing comprehensive technical support to public agency clients. He currently supports the City of Paramount, City of Signal Hill as well as the Signal Hill Police Department, City of Lakewood, and City of Bell. He is adept at leveraging analytical and critical thinking skills to prioritize tasks, identify technical issues and deliver complex solutions. Daniel is an excellent communicator and can convey complex technical issues to diverse audiences of varying technical expertise.

REPRESENTATIVE CLIENT/PROJECT EXPERIENCE

Systems Engineer (August 2022–Present)

Infinity Technologies – Various Municipal Clients

- Deliver consistent technical support to City of Paramount, City of Signal Hill, Signal Hill Police Department, City of Lakewood, and City of Bell.
- Design and develop complex systems architectures, integrating hardware, software, and network solutions to meet operational requirements.
- Spearheaded the migration of City intranet systems from wireless Ubiquiti radios to an EPLAN solution with SLA-backend reliability.
- Administer Active Directory, maintaining user accounts, group policies, and ensuring system security and access control standards.
- Conduct regular AV system checks and oversee audiovisual system maintenance to ensure functionality across City facilities.
- Manage workstation replacement schedules to ensure timely device refresh cycles, improving staff efficiency and system reliability.
- Serve as Webmaster for City websites, maintaining site functionality, accessibility compliance, and cybersecurity best practices.
- Troubleshoot and maintain JMG and Stanley PAC security systems, including surveillance cameras, access controls, burglar alarms, and key management systems.
- Maintain and monitor server backup schedules ensuring data protection, disaster recovery readiness, and business continuity.
- Provide system integration, troubleshooting, and optimization services across platforms such as GoTo/Jive VoIP systems, Microsoft 365, cloud backup solutions, and VMware environments.
- Execute project management duties, including planning, risk mitigation, cross-team collaboration, stakeholder reporting, and lifecycle oversight.
- Led upgrades to fiber uplink speeds between core switches, enhancing bandwidth, network stability, and overall City IT performance.



EDUCATION

- **Cisco Certified Network Professional (CCNP)**

In Progress

- **Cisco Certified Network Associate (CCNA)**

November 2022

SKILLS

- IT Support & Customer Experience
- Network Routing & Switching
- IPSec Tunnels
- IGP Routing Protocols
- Palo Alto Firewall Configuration
- Cisco Meraki Access Points
- Office 365 Administration
- Microsoft Azure
- Linux & Windows Servers
- Infrastructure Management
- Technical Project Management
- Systems & Applications Management
- Scripting: Python, Ansible, and PowerShell
- Cloud Services & Solutions
- System Integration & Optimization
- Problem Solving & Troubleshooting

OVERVIEW & PROFESSIONAL CREDENTIALS

Nicholas has a strong background in planning and executing networking projects, implementing firewall configurations, and enhancing security and performance for municipal clients such as the Town of Truckee, City of Dana Point, City of Rancho Santa Margarita, and the City of San Juan Capistrano. He is a detail-oriented problem solver with excellent analytical skills and a commitment to delivering reliable solutions.

REPRESENTATIVE CLIENT/PROJECT EXPERIENCE

IT Systems Engineer, Various Clients (September 2024–Present)

Infinity Technologies – Orange County, CA

- Architected site to site network infrastructure as well as configured and deployed new Palo Alto firewalls increasing security posture, improving network redundancy, and optimizing network performance.
- Planned and executed network switch and firewall refresh for the City of Laguna Niguel replacing end of life equipment.
- Implement 802.1X network authentication increasing security posture.
- Maintain IT infrastructure systems including backups, cyber security software, and virtual environment.

IT Systems Analyst, Various Clients (August 2023–September 2024)

Infinity Technologies – Orange, CA

- Planned and executed network switch refresh project replacing end of life equipment for branch locations allowing for optimized network performance and increased security posture.
- Implemented network monitoring software to allow greater insight into various city clients networks to provide visibility to network trends and allow for greater troubleshooting.
- Perform updates and maintenance on Active Directory Domain Services upgrading domain functionality and upgrading server operating systems.
- Triage and action help desk tickets for various hardware issues such as printer malfunctions, VoIP phone issues, PC part failures, and PC peripheral issues for various city clients.

IT Support Specialist (June 2021–November 2024)

SELACO W.D.B. – Cerritos, CA

- Implemented a cloud-based Help Desk solution on Azure and decommissioned on-premise server, allowing in office and remote staff to request IT assistance.
- Conduct research and implement security policies, such as conditional access to increase organization's security posture.
- Planned and executed Cisco network equipment upgrades.



EDUCATION

B.S. Computer Science

University of California, Riverside

CERTIFICATIONS

- Cradlepoint Certified Network Associate
- Allworx VoIP Certified Technician

CORE EXPERTISE

- Firewall and network switches Support
- MS Windows Server 2008 - 2022
- Cylance, Sophos, Xcitium EDR
- Trend Micro, ESET, Symantec AV
- Email Security Gateway
- Datto backups
- Rubrik backup solution
- VEEAM Backup and Replication
- VoIP Management
- Vsphere/VMware
- Hyper-V, VMware
- Cisco Networking
- Microsoft Office Suite, Power Automate, SharePoint online
- Active Directory, Microsoft Exchange, and Group Policy

OVERVIEW & PROFESSIONAL CREDENTIALS

Dominic Vu is a senior network administrator with over 20 years of experience helping public agencies and private organizations modernize, secure, and scale their technology environments. He brings deep hands-on expertise across Microsoft 365 cloud services, cybersecurity response, VoIP platforms, and infrastructure modernization. Known for being highly self-motivated and detail-oriented, Dominic proactively identifies risks and delivers practical, resilient solutions that improve security, reliability, and user productivity in complex environments.

REPRESENTATIVE CLIENT/PROJECT EXPERIENCE

Infinity Technologies | 2018–Present

- Led client migrations from on-premises infrastructure to Microsoft 365 cloud services
- Transitioned clients to modern VoIP communication platforms
- Performed incident response and remediation for clients impacted by cybersecurity breaches
- Implemented Microsoft security best practices, including conditional access policies, geofencing, and controls to block risky sign-ins
- Managed migrations between email security and mail protection solutions
- Deployed and configured EDR, antivirus, and RMM solutions across diverse client environments
- Provided senior-level escalation support for complex systems, network, and security issues
- Advised clients on risk mitigation, infrastructure improvements, and security posture enhancements

Blackstone Networks | 2013–2018

Integrated Technology Engineer

- Designed and implemented secure, high-availability network and systems infrastructure for office expansions and relocations
- Engineered firewalls, switches, servers, VoIP, and wireless environments
- Led technical teams and delivered infrastructure and messaging migrations, including Microsoft Exchange and email security



CERTIFICATIONS

- CCNA (Cisco Certified Network Associate)
- A+ Certification
- Microsoft Certified System Engineer (MCSE)

ADDITIONAL EXPERIENCE

- EnerGov (Permitting and Land Management)
- Class (Recreation Management)
- Documentum (Enterprise Content Management)
- SIRE (Agenda Workflow Management)
- Fund Balance (ERP)
- Eden (ERP)
- CivicPlus
- ArcGIS
- BlueBeam
- Contract Assistant
- ArborPro
- Axis Camera
- Calsense

OVERVIEW & PROFESSIONAL CREDENTIALS

Patrick is an experienced Network Administrator with more than 20 years of project and solutions experience. He brings forward-thinking and personalized technology services with a depth of knowledge and experience serving the public sector. Patrick is skilled in managing and supporting enterprise applications as well as troubleshooting and implementing efficient solutions. He works extensively with technical and non-technical staff, clients, and team members to execute our clients' technology vision and initiatives.

PROFESSIONAL EXPERIENCE

City of Eastvale (2019–Present)

Patrick is responsible for managing users, applications, network, data servers, MDM solutions, and the phone system. He manages applications such as O365, Jive phone system, Maas360, O365 Spanning backup, Adobe cloud, Bluebeam, and Barracuda backup.

Patrick also manages security applications such as ESET Antivirus, Cylance cyber security, Verkada security cameras and access control. He is instrumental in managing network firewall and wireless (Fortgate), and network switches at various City facility sites. Patrick supports City applications such as Granicus, Laserfiche cloud, Springbrook cloud and collaborates with third-party vendors.

City of Wildomar (2019–Present)

Patrick is responsible for managing users, applications, network, data servers, and the phone system. He manages applications such as O365, Ring central phone system, O365 Spanning backup, Adobe cloud, Bluebeam, Barracuda backup.

Patrick also manages security applications such as ESET Antivirus, Cylance cyber security, Verkada security cameras and access control. He manages the network firewall and wireless (Fortgate), and network switches. Patrick supports City applications such as Granicus, Laserfiche cloud, and collaborates with third-party vendors.

Public Safety Academy (2024–Present)

Patrick analyzes the school's current network infrastructure and provides solutions for upgrades and issue resolution. He also analyzes and documents the network infrastructure and provides direction for best practices. Patrick supports the in-house IT staff and assists with complex issues, project support, and meeting IT goals and objectives.



EDUCATION

- Bachelor of Science in Business Administration – Computer Information Systems
California Polytechnic University – Pomona, CA
- Associates of Arts in Computer Science Information Technology
East Los Angeles College – Monterey Park, CA

SKILLS

- Bilingual – English & Spanish
- Active Directory/ Exchange/ M365
- Systems Management and Analysis
- Mobile Device Management (AirWatch/ Maas360/ Workspace ONE)
- Ticketing Systems (Jit Bit, Mojo)
- Remote Software (LogMeln, Splashtop, TeamViewer)
- Basic Programming (Java, JavaScript, PowerShell, Python, Visual Basic)
- Imaging, Configuration, & Deployment of IT equipment (Desktop, laptop, network printers/scanners, iPhone/iPads)

OVERVIEW & PROFESSIONAL CREDENTIALS

Cesar currently provides IT support for the City of Signal Hill, bringing a customer-focused, hands-on approach to every engagement. With a strong technical background spanning corporate, retail, and municipal environments, he is known for his adaptability and effective communication across both technical teams and end users. Cesar excels in managing complex deployments with clarity and precision, and his calm, solutions-oriented demeanor makes him a trusted resource in high-pressure situations.

REPRESENTATIVE CLIENT/PROJECT EXPERIENCE

IT System Analyst (2023–Present)

Infinity Technologies – Lake Forest, CA

- Working on-site as the first point of contact to support operations at multiple organizations.
- Coordinating with staff and vendors on deployment projects: VOIP migration, access control migration, MFA deployment.
- Managing active directory and M365 to onboard/offboard staff and managing groups/permissions
- Managing VOIP, MDM, MFA systems.
- Managing network Aps and basic network troubleshooting
- Document incidents, service requests, and resolutions in the ticketing system to ensure efficient tracking and resolution.

Help Desk Specialist (2022–2023)

Brighton Collectibles – City, CA

- Supported both corporate and retail users (200+ stores and 300+ corporate users) using the Jit Bit ticketing system.
- Troubleshooting software/hardware issues on Mac/Windows computers, iPads, and POS devices.
- Updating documentation.

Technical Support Specialist (2019–2020)

PlusTek Technology Inc. – City, CA

- Supported customers with troubleshooting/fixing PlusTek Technology's products.
- Receiving and responding to customer issues with the internal ticketing system.
- Connecting and resolving software issues via remote software on both Windows and Mac operating systems.
- Processing RMA when needed to replace defective units.



EDUCATION

- **Bachelor of Arts in Psychology**
University of California – Irvine, CA
- **Management Minor**
University of California – Irvine, CA
- **Comp TIA Network**
- **Modern Hire 2020 Productivity Award**
- **Eagle Scout**

SKILLS

- Operating Systems: Windows 7, 8, 10, 11, MacOS, ChromeOS, Android, iOS
- Networking: LAN, WAN, IP, VPN, RDP, Firewall, Printers, Phones, Fax
- Software: Microsoft 365, Google Workspace, AWS, Azure, SonicWall, Meraki, Webroot, SentinelOne
- Backup & Recovery Processes
- IT Support & Customer Experience
- Systems & Applications Management
- Problem Solving & Troubleshooting

OVERVIEW & PROFESSIONAL CREDENTIALS

Nicholas is an experienced IT professional with expertise in network equipment refresh projects, firewall configuration, and optimizing security and performance for various municipal clients. Known for his problem-solving abilities and strong analytical skills, he is dedicated to delivering dependable and effective solutions.

REPRESENTATIVE CLIENT/PROJECT EXPERIENCE

Systems Analyst (September 2024–Present)

Infinity Technologies – Lake Forest, CA

- Work with the System Engineer to complete long term system and network projects.
- Resolve user's daily technical issues as the onsite IT representative.
- Maintain and troubleshoot workstations and servers.

IT Support Specialist (October 2022–September 2024)

TechHeights – Irvine, CA

- Resolve daily tickets pertaining to emails, printers, servers, DNS, VPN
- Fix issues with Active Directory, GPO, NTFS
- Install and maintain workstations, software, network equipment.

Tier II Client Support Representative (August 2018–October 2022)

Modern Hire – Delafield, WI

- Troubleshoot Modern Hire Applicant Tracking System and SSO integration error logs.
- Create SQL queries to provide internal and external Excel reports and pivot tables.
- Provide live technology support via webcam to ensure successful client video interviews.

Client Success Manager (August 2017–August 2018)

Montage – Delafield, WI

- Migrated 80+ Green Job Interview clients through an acquisition with an over 70% retention rate.
- Led and developed product implementation projects for 50+ clients.
- Business consultant to clients regarding change management.



SARA IQBAL | WEBMASTER & GOVERNANCE SPECIALIST

OVERVIEW & PROFESSIONAL CREDENTIALS

Webmaster and digital communications professional with over 10 years of experience. Proven expertise in website governance, CMS administration, front-end design coordination, and ongoing site maintenance. Experienced in serving as the primary point of coordination between city stakeholders, IT teams, developers, and designers to ensure secure, accurate, and user-friendly public-facing websites.

EDUCATION

- B.A. Communication Design: Minor in Photography
Sacramento, CA
- Web Design & Publishing
Consumnes River College – Sacramento, CA

SKILLS

- Website Content Governance & Publishing Workflows
- CMS Administration
(WordPress, SharePoint, Custom CMS)
- Front-End Design Coordination
(HTML/CSS foundational knowledge)
- Accessibility-Aware Content Practices
- Stakeholder & Departmental Coordination
- Website Maintenance & Performance Monitoring
- Vendor Management & Cross-Functional Team Leadership

MUNICIPAL WEBMASTER EXPERIENCE

City of Bakersfield – Webmaster / Website Support

- Serve as webmaster supporting the City of Bakersfield website, managing ongoing content updates, site structure changes, and front-end coordination.
- Ensure content accuracy, navigation clarity, and timely updates across city departments.
- Coordinate with IT and security teams on access, permissions, and platform standards.
- Act as primary point of contact for website-related requests and enhancements.

City of Santa Fe – Website Support & Content Coordination

- Provide ongoing website content management and front-end support for City of Santa Fe digital properties.
- Coordinate content updates with city stakeholders to ensure compliance with branding and usability standards.

City of Paramount – Website Redesign (Design & Content Support)

- Supported design and front-end content structure for the City of Paramount’s municipal website redesign.
- Collaborated with project teams to align layout, usability, and visual consistency.

PROFESSIONAL EXPERIENCE

Marketing Coordinator/Webmaster (2021–Present)

Infinity Technologies – Lake Forest, CA

- Serve as webmaster and project coordinator for municipal and enterprise clients.
- Administer and support CMS platforms including WordPress, SharePoint, and custom systems.
- Coordinate front-end updates with developers and designers to ensure



CERTIFICATIONS

- Microsoft Certified Professional (MCP)
- A+ Certified Service Technician
- Certified SCADA Security Architect (CSSA)

CORE EXPERTISE

- Municipal IT Oversight & Client Management
- IT Assessments, Roadmaps & Budget Planning
- Network & Infrastructure Architecture
- Virtualization & Storage (Hyper-V / VMware)
- Microsoft 365, Entra ID & Azure
- Windows Server, Active Directory & Exchange
- Backup, Disaster Recovery & Business Continuity
- Network & Cybersecurity

OVERVIEW & PROFESSIONAL CREDENTIALS

Senior IT professional with more than 25 years of experience delivering technology services to municipal and public-sector organizations. Extensive background in client management, IT assessments, infrastructure modernization, virtualization, and cybersecurity oversight. Proven ability to translate business and operational needs into scalable, secure, and sustainable IT solutions for city environments.

PROFESSIONAL EXPERIENCE

Infinity Technologies Clients | 2017–Present

Currently serving as Client Manager for the City of Laguna Niguel, City of Rancho Santa Margarita, City of San Juan Capistrano and City of Westminster.

- Manages client service delivery, performance, and staff supervision to ensure responsiveness to client needs and service excellence.
- Oversees service delivery, projects, staff performance, and contractual compliance.
- Leads infrastructure modernization, cybersecurity initiatives, and enterprise IT assessments.
- Develops multi-year technology roadmaps and budget recommendations aligned with municipal priorities.
- Provides senior-level escalation for complex infrastructure and security issues.

Selected Project Experience

- Designed and implemented redundant, hyperconverged Hyper-V environments, including server migrations.
- Led server builds and migrations supporting file, application, and database systems.

Synoptek, Inc., Project Engineer | 2007–2013

- Lead Engineer for the Cities of Seal Beach, San Juan Capistrano, and Lake Forest.
- Designed and supported municipal network and systems infrastructure, including servers, storage, firewalls, VPNs, and endpoints.
- Conducted 30+ IT infrastructure and workflow audits.
- Served as highest point of escalation for complex technical issues



EDUCATION

- **B.S. Computer Science**
California State University,
Fullerton
- **Network Certified**

TECHNICAL EXPERIENCE

- Hardware & Software Support
- Barracuda Spam & Virus Firewall
- Microsoft Exchange
- Microsoft Office
- Microsoft SharePoint
- Microsoft Windows
- Microsoft Windows Server
- Symantec Antivirus
- Symantec Encryption & Backup
- Salesforce CRM
- Google Apps
- JavaScript
- JQuery
- PHP
- CSS3
- MySQL

OVERVIEW & PROFESSIONAL CREDENTIALS

Hector brings more than 20 years of hands-on experience providing on-site and remote IT services. He is an experienced team leader committed to excellence in overseeing client service delivery and developing collaborative relationships. Hector provides exceptional attention to detail leading various IT projects, including police department support, for our public agency clients.

REPRESENTATIVE CLIENT/PROJECT EXPERIENCE

City of Signal Hill (2022–Present)

Hector serves as the City's Financial Software Systems Administrator, working with Tyler Technologies' Eden Financial Software, providing installations, upgrades, maintenance, and technical support, and adds users and permissions.

City of Bell (2015–Present)

Hector provides IT service support as the Police CAD Systems Administrator to the City of Bell's Police Department. His services include installations, upgrades, maintenance, and technical support for the Sun Ridge Systems RIMS.

City of Paramount (2022–Present)

Hector acts as the City's Accela Administrator, configuring and maintaining Accela permit and asset management software. He customizes objects and fields, creates custom reports, installs updates, integrates with GIS software, and provides first line technical support.

Private IT Firm (2001-2014)

As a Network Engineer for a private IT firm, Hector provided a wide range of services to varied clients. His responsibilities included configuring and supporting Windows Server/SBS, SQL Server, and all Windows platforms; installing and supporting Dell Sonic WALL firewalls, switches, routers, and servers; assisting customers with RingCentral and Star2Star VoIP design and implementation; designing and supporting VLANs, VPNs, LANs, WANs, and network security; providing technical sales support for T1, MIS, MPLS, and VoIP services. Hector was responsible for providing technical support and training employees and vendors. He managed, configured, and supported Google Apps, Office 365, and Salesforce CRM.

California State University, Fullerton (1999-2001)

As a Help Desk consultant for the International Education Department and IT Departments, Hector improved and maintained website and supported letter requests on Apache Web Server. He provided analysis and documentation related to the office's Access database. Hector assisted users, performed software updates, and maintained workstations and peripherals.

APPENDIX B

Security Controls Checklist

This appendix provides a reference summary of the cybersecurity controls supporting the City's IT environment, as described in the Detailed Work Plan. The controls outlined below are aligned with municipal best practices and applicable public-sector requirements and are implemented in coordination with City policies, existing tools, and governance processes.

These controls are designed to protect the confidentiality, integrity, and availability of City systems and data while supporting public safety operations and day-to-day City services.

Security Controls Checklist

(Aligned to Municipal and Public-Sector Best Practices)

Governance & Compliance

- Alignment with City cybersecurity policies and governance requirements
- Clearly defined roles, responsibilities, and escalation paths
- Support for CJIS, CLETS, PCI, and audit readiness, as applicable

Identity & Access Management

- Multi-factor authentication for privileged and remote access
- Role-based access controls aligned to job functions.
- Secure user onboarding and timely offboarding procedures

Endpoint & Device Security

- Endpoint protection (anti-malware / EDR) support
- Patch and update coordination for workstations and servers.
- Secure baseline configurations and device encryption, where applicable

Network & Infrastructure Security

- Firewall management and network segmentation support.
- Secure remote access (VPN or conditional access)
- Infrastructure hardening and configuration review support.

Vulnerability & Risk Management

- Vulnerability scanning support and findings review.
- Risk-based prioritization of remediation activities.
- Coordination with City staff and vendors on mitigation efforts

Email & Collaboration Security

- Anti-phishing and spam filtering support
- Protection against malicious links and attachments
- Email authentication and configuration support (SPF, DKIM, DMARC)

Monitoring & Incident Response

- Centralized logging support for key systems

- Incident detection and escalation coordination
- Documented incident response procedures and post-incident review.

Data Protection & Resilience

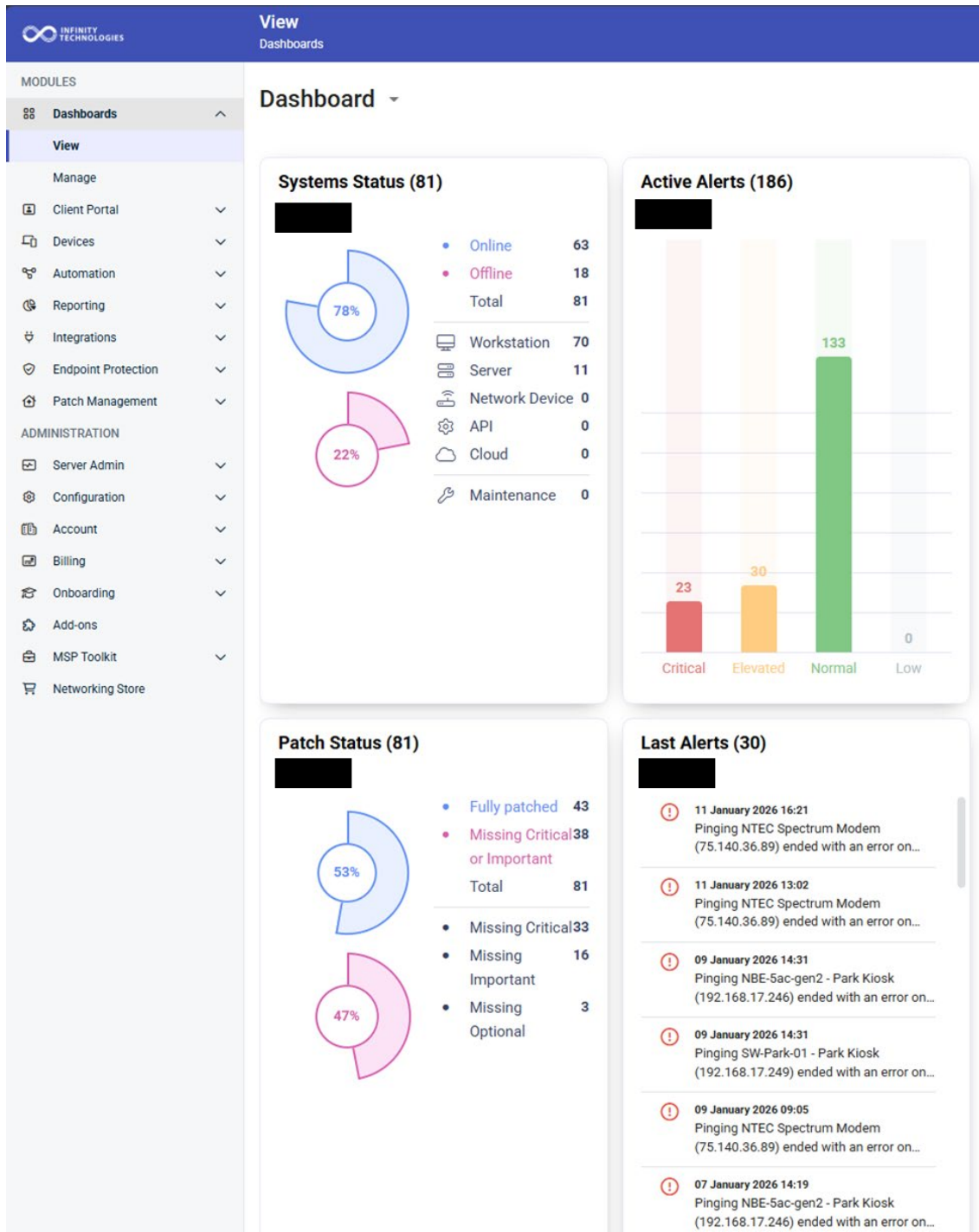
- Backup coordination and verification support
- Disaster recovery readiness assistance (non-ownership)
- Secure handling of sensitive and regulated data

Security controls are implemented in coordination with City policies and existing tools. Infinity Technologies supports administration and coordination and does not replace City governance, current SOC providers, or operational technology responsibilities.

APPENDIX C

The following dashboard is provided as an example of the monitoring tools used to maintain visibility into system health and performance.

Figure A-1 – Sample Remote Monitoring and Management (RMM) Dashboard



**THANK YOU
FOR YOUR TIME AND CONSIDERATION**



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