

PROPOSAL NAME: Information Technology Support Services and Supplemental Staffing

PROPOSAL NO. 0464

PROPOSAL RECEIPT DATE AND TIME: August 25, 2023 at 3:30 p.m.

Cover Letter

For over a decade, In-Telecom has been dedicated to serving the businesses and people of Louisiana, offering tailored solutions across a spectrum of communication and business operational needs. These encompass consulting, managed IT services, cybersecurity, data backup, and physical security, illustrating just a portion of our comprehensive expertise.

In-Telecom seamlessly merges technical proficiency with an unwavering commitment to top-tier customer service. In an industry predominantly dominated by out-of-state entities, our local roots have allowed us to surge ahead as a dynamic success story, experiencing rapid growth and becoming a beacon of excellence.

Our accomplished team boasts a wealth of experience and knowledge, with decades of hands-on training and in-depth know-how. A fusion of insights in network infrastructure, the Microsoft ecosystem, telecommunications, cybersecurity, fiber optic infrastructure, and managed IT services underscores our unparalleled skill set. Within the realm of this project's scope, no other contender can lay claim to a superior advantage.

Throughout the contract's duration, In-Telecom pledges full-scale support for the Parish's technology requirements within the identified focus areas. Jefferson Parish can expect a responsive partnership as we aim to address any emerging needs. Our central location within the Greater Metro area ensures that our technicians can guarantee a rapid 60-minute response time from request, supplemented by access to our dedicated field service team and cutting-edge in-house service desk. As a holistic solutions provider spanning IT, Managed Services, Phone Systems, and Infrastructure, In-Telecom possesses all the essential elements to impeccably fulfill the demands outlined in RFP. 0464.

At In-Telecom, we go beyond the provider and customer relationship; we work to forge enduring partnerships with those we serve, assuming the role of trusted allies, primed to lend a hand whenever needed. We recognize that our clients' growth and triumphs are intertwined with our own, and we're committed to extending this shared journey as a dependable partner to Jefferson Parish.



Shawn Torres, member and
authorized agent for In-Telecom
Consulting, LLC

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Technical Proposal

Technical Proposal Elements

Based out of Slidell, LA, In-Telecom is a regional leader in delivering technology products and services, as illustrated by numerous long-term professional contracts and service awards. In-Telecom offers a full-service solutions approach to technology management, helping customers identify, plan, architect, and implement solutions to their technology challenges.

In-Telecom offers hardware, software, and services, including consulting solutions in the broad areas of technology, application systems, data, facilities, and personnel. In addition, the company's value-added offerings include Alignment with client business drivers, collaborations and partnerships, unmatched commitment, effective account management, team quality, and being a value-added reseller.

We have over a decade of providing technology solutions to Government entities. See below for a detailed explanation of each area of expertise In-Telecom can assist Jefferson Parish in its Technology Department.

Microsoft SQL

In-Telecom's expertise in Microsoft SQL Server is centered around optimizing it for public service use, with a keen emphasis on security, reliability, and integration.

When it comes to installation and configuration tailored for public services, In-Telecom prioritizes a secure setup. Our team ensures that all server settings rigorously adhere to government security standards and regulations. Furthermore, we configure servers to achieve a harmonious balance between data transparency and uncompromising security, recognizing the paramount importance of public trust in governmental data handling.

Acknowledging the challenges government entities face with legacy systems, our data migration service focuses on the seamless transition from outdated systems. We place a premium on ensuring the continuity of public services and the meticulous preservation of historical records.

Efficiency being core to public service operations, we engage in performance tuning, refining database queries, and structures to guarantee swift response times. Our expert guidance extends to advising on infrastructure that not only complies with governmental procurement standards but also extracts the utmost efficiency from the database.

In-Telecom understands that government operations cannot afford downtime. Hence, our approach to backup, redundancy, and disaster recovery is comprehensive. We're committed to guaranteeing the uninterrupted flow of government operations, armed with regular backups and robust disaster recovery plans that resonate with governmental continuity standards.

The secure handling of sensitive data is the bedrock of our service. In-Telecom ensures that SQL Server is equipped with the latest updates and patches, forming a strong bulwark against any security

vulnerabilities that might jeopardize citizens' data. Moreover, our implementation of encryption and access controls are meticulously aligned with top-tier government security protocols.

Recognizing the dynamic nature of public service demands, In-Telecom takes the lead in assisting government entities in predicting public service growth trajectories. This allows us to guide server expansion strategies that match evolving public needs. Furthermore, our expertise ensures that the SQL Server interfaces flawlessly with a plethora of governmental systems, from public record archives to intricate taxation databases and comprehensive social service platforms.

Transparency and accountability, being pillars of public service, are emphasized in our reporting services. We harness the capabilities of SQL Server Reporting Services (SSRS) to produce both public-facing reports and meticulous internal audits. This is augmented by our assistance in dashboard design, enabling real-time tracking of pivotal public service indicators. In-Telecom is unwavering in its commitment to align server operations with stringent governmental regulations and standards. Our suite of tools empowers regular audits, championing transparency and accountable database operations.

Lastly, given the importance of reliability in public services, we dedicate ourselves to constantly monitoring SQL Server health and performance. We aim to guarantee adherence to Service Level Agreements (SLAs) and ensure that the citizens and the Jefferson Parish Staff experience minimal service interruptions. In essence, In-Telecom is a steadfast ally to government entities, championing optimal SQL Server operations.

Network

Through its networking expertise, In-Telecom is unwavering in its commitment to mold networking solutions precisely tuned to governmental operations. Our strategic planning revolves around curating a network architecture tailored to the unique demands of governmental functions. This strategic vision encompasses the critical need for inter-agency connectivity, as we emphasize designing networks that assure uninterrupted communication between various government departments and entities.

For installation and configuration, our trusted partnerships with these industry leaders (Fortinet, Cisco, and Meraki) have kept us at the forefront of Edge Technology. We set up Fortinet's high-performance firewalls, ensuring that sensitive governmental data remains impervious to threats. The cloud-managed IT solutions from Meraki are seamlessly integrated, placing a centralized control mechanism over the entire network infrastructure. In addition, our expertise with Cisco translates into deploying robust routing and switching solutions, underscoring network performance and reliability. Today, we manage several clients throughout the United States using all three of these products to meet the network demands of organizations. Some use all three in their infrastructure. In-Telecom has a deep understanding of how to make them work seamlessly together.

Performance is at the heart of our service charter. In-Telecom consistently monitors and fine-tunes network configurations, ensuring rapid and unwavering connections, a sine qua non for all governmental operations, using very specific tools to ensure maximum uptime for network infrastructure. Recognizing the evolving threat landscape, our approach to network security is multifaceted. By leveraging Fortinet's

advanced defense mechanisms and intrusion detection systems, we establish a robust shield against cyber threats. In parallel, Meraki's cloud-based solutions fortify every connected device, while Cisco's comprehensive range of security appliances are integrated to forge a holistic defense strategy.

Training and support, as core principles, are indispensable in our offerings. We conduct detailed workshops, equipping government staff with knowledge of network security best practices. Furthermore, our technical support infrastructure is designed with a laser focus on governmental operations, ensuring service continuity and prompt issue resolution. In-Telecom can be the layer 3 support for Jefferson Parish Network needs.

Given the importance of mobility in today's world, we provide secure VPN solutions. This is vital for governmental entities with field operations, remote sites, or personnel from diverse locales. Monitoring and reporting, quintessential for any network, are driven by Fortinet, Meraki, and Cisco tools. These tools provide real-time insights and proactively alert our teams to potential network issues.

Compliance, given the sensitive nature of governmental operations, is sacrosanct. Our infrastructure is perpetually aligned with governmental standards and security protocols. Our audit-ready network solutions further complement this, emphasizing transparency and best practice adherence.

Finally, understanding the indispensable need for uninterrupted services, In-Telecom excels in crafting disaster recovery and redundancy measures. Utilizing equipment from our trusted partners ensures that governmental services remain resilient and unaffected even during unforeseen network challenges. Our networking solutions stand as a testament to our unwavering commitment to propelling government operations seamlessly and securely.

Data Center/Systems

In-Telecom's approach to governmental data center solutions merges strategic planning with practical execution. Through our expertise, we are committed to crafting a data center architecture meticulously optimized for governmental operations. This architecture emphasizes high availability, redundancy, and scalability while promoting smooth interaction and data exchange across various governmental departments and agencies.

Our specialization in VMware empowers us to deploy and manage a virtualized infrastructure that maximizes server utilization, thereby minimizing hardware costs. In tandem, we employ Veeam to ensure efficient backup and disaster recovery solutions, safeguarding crucial data and ensuring swift recovery during unforeseen interruptions. As proponents of Windows Server 2016 and its successors, we are adept at implementing and maintaining Windows-based server solutions, fortified with the latest security and performance enhancements and updates, to stay ahead of the curve.

Beyond installation, In-Telecom is deeply committed to continuous performance tuning and optimization. Our teams routinely monitor and calibrate data center systems to ensure peak performance, significantly reducing latency and ensuring prompt data access – critical for efficient governmental services. In-Telecom today manages hundreds of servers across many organizations and can use its scale of management to ensure the proper set up for Jefferson Parish. In terms of security, we harness VMware's

intrinsic security mechanisms to isolate applications, encrypt data, and shield against threats within the virtual landscape. Our proficiency with Windows Server allows us to implement superior security strategies, that are tailored to minimize potential risks. Alongside this, Veeam's capabilities are utilized to its fullest, ensuring encrypted backups and foolproof data replication.

Training remains a cornerstone of our approach. In-Telecom's specialized workshops are tailored to data center operations, focusing on empowering personnel with best practices in managing VMware, Veeam, and Windows Server systems. Moreover, our technical support ethos revolves around prioritizing governmental operations, ensuring consistent service continuity and swift issue resolution. If Jefferson Parish needs assistance In-Telecom can be that Layer 3 support to stay proactive on issues that could arise and minimize downtime.

To ensure future-proof solutions, we actively assist in forecasting future data requirements and meticulously planning system expansions or upgrades in response. We will use our tools to help manage this infrastructure from a high level with visibility on assets with lifecycle management. Integration remains a focal point, ensuring data center solutions seamlessly interface with other governmental platforms, databases, and digital tools.

At In-Telecom, monitoring isn't just reactive but proactive. Leveraging advanced tools within VMware, Veeam, and Windows Server, we provide real-time system health and performance assessments. Furthermore, our advanced monitoring solutions are strategically poised to proactively detect and address potential pitfalls.

Lastly, our deep understanding of governmental standards ensures that our data center infrastructure invariably aligns with regulations, security protocols, and standards. To champion transparency and accountability and uphold the highest professional benchmarks, we facilitate periodic system audits, reinforcing adherence to best practices and ensuring a robust, dependable data center ecosystem for government operations.

Microsoft

With deep expertise in Microsoft products, In-Telecom is uniquely positioned to craft tailored solutions essential for government operations. Through the deployment of Microsoft solutions, the government can be assured of a robust technology system fortified against cyber threats. Paired with Office 365, this provides a suite of cloud-based applications perfectly tailored for word processing, presentations, and more. Microsoft Teams, under In-Telecom's guidance, offers a seamless unified communication platform, while SharePoint establishes a shared intranet for efficient document and data dissemination within governmental structures. Microsoft's Azure, with its extensive cloud capabilities, is positioned under In-Telecom's adept management to serve a diverse range of government applications, guaranteeing data storage needs are met with resilience and scalability into the cloud.

To bolster operational efficiency, In-Telecom employs Liongard, an advanced tool explicitly designed for managing Microsoft licensing with precision. Liongard not only ensures compliance but also offers invaluable insights into license usage, promoting optimal allocation and cost-efficiency.

In-Telecom's engagement doesn't end with deployment; their focus stretches to the continuous tuning and optimization of these platforms to meet the specific demands of governmental operations. This commitment to excellence extends to security, with regular reviews and updates of user permissions, ensuring that every Microsoft product deployed is always compliant with the stringent governmental security standards. Training remains a cornerstone of In-Telecom's strategy, with workshops meticulously designed to empower government staff to fully utilize these tools while emphasizing data security.

Seamless scalability and integration stand out as core principles, with In-Telecom poised to scale these Microsoft solutions in tandem with the evolving needs of government entities. With platforms like Teams and SharePoint, inter-departmental collaboration is heightened, fostering a collaborative culture and synergized operations. Monitoring and compliance, so crucial to government operations, are adeptly managed using Azure's and Office 365's advanced toolsets, complemented by regular audits that reinforce transparency and adherence to best practices. To round off their comprehensive suite of services, In-Telecom's expertise extends to providing robust Microsoft support, ensuring seamless data storage, access, and backup processes. In essence, their holistic approach stands as a testament to their commitment to meeting and exceeding the tech needs of government operations.

Cybersecurity

In-Telecom is at the forefront of cybersecurity, with a comprehensive suite of services designed to safeguard governmental entities against a broad spectrum of digital threats. Our approach to cybersecurity is holistic, anchored in both proactive and reactive measures, ensuring Jefferson Parish and other government bodies operate in a digital environment that's not just secure but also resilient.

A core pillar of our cybersecurity strategy is 'Security Awareness Training'. We understand that the best technological defenses can be undermined by human error. Therefore, In-Telecom offers tailor-made training sessions for government staff, fostering a culture of security consciousness. These sessions are designed to keep employees abreast of the latest threat vectors, teaching them to recognize and respond to phishing attempts, suspicious links, and other common cyber-attack methodologies.

Recognizing the increasing sophistication of cyber threats, In-Telecom emphasizes the imperative of Multi-Factor Authentication (MFA). As a primary line of defense, MFA provides an additional layer of security, ensuring that access to sensitive governmental data and systems is restricted only to authorized personnel, even in the event of credential compromise.

In the ever-evolving landscape of cybersecurity, complacency is a peril. With this understanding, our 'Penetration Testing' services actively probe and challenge governmental digital infrastructures. By simulating real-world cyber-attack scenarios, our team of certified ethical hackers identify potential vulnerabilities, giving us insights to fortify systems before they can be exploited by malicious actors.

However, proactive measures, while crucial, are just one facet of a comprehensive cybersecurity approach. Our 'Incident Response' service ensures that, in the unfortunate event of a breach or cyber incident, a structured and rapid response mechanism springs into action. This not only minimizes the damage but also ensures a swift return to normal operations, preserving public trust and ensuring business continuity.

Rounding off our cybersecurity offering is our 'SOC as a Service'. In-Telecom provides a state-of-the-art Security Operations Center, staffed by cybersecurity experts who monitor, detect, and rapidly respond to any threats targeting governmental systems. This continuous surveillance ensures that any suspicious activity is promptly detected and dealt with, reinforcing the digital safety net around critical government data and operations.

In sum, In-Telecom is not just a cybersecurity service provider. We consider ourselves partners in the mission to safeguard public digital assets. Through our blend of training, technological defenses, continuous monitoring, and rapid response mechanisms, we offer Jefferson Parish and other governmental entities a fortified and resilient digital operational environment.

Telecommunications

In-Telecom recognizes the critical role that efficient and resilient telecommunications play in modern government operations, especially for entities like Jefferson Parish. In a world that's increasingly interconnected, the ability to communicate seamlessly, both internally and with the public, is paramount. Our suite of telecommunications services is not only state-of-the-art but also forward-thinking, poised to meet the future needs of the public sector. Today we manage over 110 different public entities and their communication systems.

At the heart of our telecommunications solutions, we started with Avaya over 13 years ago. Known for its robustness and scalability, this system is tailor-made for government operations that demand high uptime and reliability. With features that enhance call quality, routing, and management, the Avaya Call Manager ensures that your communications infrastructure is responsive and dependable. We have been working with Jefferson Parish for quite some time now, helping manage the Avaya infrastructure, and most recently, we were able to upgrade Jefferson Parish to the subscription-based model for licensing, saving the parish thousands of dollars moving forward.

However, a modern telecommunication system isn't just about calls; it's also about flexibility and adaptability. Our 'SIP Trunking' solution embodies this principle. By streamlining voice and data into a single line, SIP Trunking not only reduces costs but also enhances the efficiency of communications. It's especially useful for government entities with multiple departments or offices, allowing for seamless inter-departmental communication and a unified approach to external communication. We can maximize Jefferson Parish's current investment in voice technology and leverage SIP to reduce its cost and build better redundancy for failover and outage situations.

While our on-premise solutions are robust and tailored to the needs of Jefferson Parish, we also recognize the evolving trend toward cloud-based telecommunications solutions. Cloud systems promise scalability, flexibility, and, often, enhanced security. To this end, In-Telecom offers specialized services for 'Migrating On-Premise Solutions to the Cloud'. Our team of experts will guide Jefferson Parish through every step of this migration. We'll evaluate your current infrastructure, design a migration strategy that ensures minimal disruption, and oversee the transition to a cloud-based system. We aim to future-proof your telecommunications, ensuring you're poised to leverage the latest in telecommunication technologies as they emerge. We have moved thousands of organizations from on-premise to cloud-based solutions, solidifying why In-Telecom is the right partner for Jefferson Parish.

In conclusion, In-Telecom is more than just a service provider. We're partners in your mission to serve the public efficiently and effectively. Our telecommunications solutions, encompassing current technologies like Avaya Call Manager and other solutions, as well as forward-looking cloud migration services, ensure that Jefferson Parish is always at the cutting edge of communication technology.

Video & Access Control

Today, In-Telecom deeply understands the pivotal role that advanced security and surveillance systems play in safeguarding government operations and public assets. In-Telecom holds the existing security contract for Jefferson Parish to help manage and advance its security operations for the future. For a progressive entity like Jefferson Parish, ensuring the safety and security of its facilities, assets, and citizens is paramount. A comprehensive video and access control system deters potential security threats and aids in effective incident management and resolution.

Central to our video and access control solution is integrating the Avigilon product suite, a globally recognized leader in advanced surveillance technology. Avigilon's high-definition security cameras are designed to provide unparalleled clarity, ensuring that every detail is captured with precision. This enhanced visibility is especially crucial for governmental settings, where identifying and tracking individuals or assets can be paramount.

But a modern security solution is more than just high-quality video capture; it's about intelligent monitoring and quick response. Avigilon's advanced analytics capabilities, such as motion detection and automatic incident alerts, allow for proactive security management. Instead of merely recording events, the system can actively alert security personnel to potential threats, allowing swift intervention.

Access control is equally vital in ensuring the integrity of Jefferson Parish's operations. With Avigilon, we provide a seamless solution that restricts unauthorized access while allowing flexibility for legitimate operations. Features such as biometric access, keycard systems, and secure guest access ensure that only authorized personnel can access sensitive areas while maintaining a record of entries and exits.

One of the standout features of the Avigilon suite is its user-friendly interface, which allows for easy management of both video feeds and access control systems. This ensures that Jefferson Parish's security personnel can swiftly review footage, manage access permissions, or respond to alerts, all from a centralized dashboard.

Furthermore, In-Telecom recognizes that every government entity, including Jefferson Parish, has unique security needs. Our team will work closely with you to customize the Avigilon solution, ensuring optimal placement of cameras, fine-tuning access control systems, and integration with other security mechanisms you might have in place.

In conclusion, In-Telecom, powered by Avigilon, offers a holistic video and access control solution that prioritizes the security and well-being of Jefferson Parish's locations and assets. We are committed to providing the tools and expertise to build a safe, secure, and future-proof environment for Jefferson Parish operations.

SUPPLEMENTAL STAFFING POSITIONS AND REQUIREMENTS

For the Provision of Supplemental Staff in Various Technical Areas

In-Telecom is delighted to present our response to Jefferson Parish's RFP for the provision of supplemental staff for several technical positions. We recognize the importance of a seamless technological infrastructure and the indispensable role that dedicated staff plays in its maintenance and advancement. With our experience in providing top-tier talent and improving workplace conditions, we are confident in our ability to address and surpass the needs and expectations of Jefferson Parish.

Commitment to Existing Staff

1. Retention of Current Staff: We understand the immense value existing employees bring to the table, owing to their familiarity with Jefferson Parish's systems, culture, and operations. We are dedicated to retaining all existing staff. If you choose to move on, we commit to ensuring a seamless transition by hiring suitable and qualified replacements.
2. Compensation & Benefits Enhancement: Recognizing the importance of a motivated workforce, we pledge to reevaluate and, if necessary, improve upon the current pay scales and benefits offered. This will serve as an incentive for retention and demonstrate our appreciation for their hard work and commitment.
3. Professional Development & Training: We believe in empowering staff with up-to-date knowledge and skills. Our initiative includes comprehensive training programs tailored for each position, ensuring that all staff members, whether existing or newly recruited, are equipped with the most current expertise to support Jefferson Parish's technology needs.

Roles and Staffing Strategy

1. Server Technician & Network Admin: Our team will ensure that we have experienced professionals overseeing the servers and network systems, guaranteeing optimal performance and system uptime.
2. Oracle Database Admin: We'll provide qualified administrators adept in Oracle databases, ensuring data integrity, backup processes, and efficient querying.
3. Microsoft Support Tech: Professionals specializing in Microsoft technologies will be available, guaranteeing that all Microsoft-based solutions are running efficiently and that any issues are promptly addressed.
4. Programmer Analyst: Our programmer analysts are skilled in coding and system analysis, ensuring a perfect blend of technological understanding and practical application.
5. PC/Help Desk Tech: With a strong emphasis on customer service, our PC and Help Desk technicians will be the first line of defense against any technical issues, ensuring rapid resolutions and minimal downtime.

Conclusion

At In-Telecom, our mission is not only to fill the positions but to enhance the overall quality of the technical teams. By integrating current staff with our vision and ensuring their growth both in terms of career and skills, we aim to build a stronger, more technologically advanced Jefferson Parish. We look forward to partnering with you to realize this vision.

CONFIRMATION OF PROPOSER QUALIFICATIONS AND EXPERIENCE

History and Background of In-Telecom

Established in 2009, In-Telecom has a rich history of offering top-notch technology solutions to a diverse clientele. Our journey has been marked by consistent innovation, dedication, and a steadfast commitment to achieving measurable results for our clients. To date, we are working with several of the large parishes in the state, including Jefferson Parish. We have a focus on serving our state's government entities and in-depth knowledge of how to manage, maintain, and evolve government technology infrastructure. We have existing contracts statewide with multiple parishes, cities, and municipalities. We understand what it takes to work with government clients.

Engagements with Government Entities

Our engagements with government entities testify to our capability and dedication. Over the years, we've successfully collaborated with various government entities, such as:

1. **Jefferson Parish:** In-Telecom provides expertise in the Telecommunications systems Jefferson Parish uses today. We have successfully upgraded the system to subscription-based licensing, saving the parish thousands of dollars annually while providing more features. We have also successfully won the Security contract managing all of Jefferson Parish's security infrastructure and moving the parish from an antiquated access control system to a state-of-the-art access control system for seamless integration to a video system the parish continues to upgrade too. We have dedicated staff to Jefferson Parish and plan to dedicate more if we are chosen for this contract.

2. **City of Slidell:** Acting as the city's CIO, we help in setting a clear IT roadmap for the future, ensuring that technology investments align with the city's growth and strategic objectives. We assist the City of Slidell in efficient IT expenditure, ensuring maximum ROI. By identifying potential cost-saving opportunities and making data-driven decisions, we help optimize the city's tech budget. Leveraging our industry contacts and expertise, we manage vendor relations, ensuring that the city gets the best value and services from its technology partners. We guide the city in creating and maintaining IT policies that comply with regulatory standards. This ensures that the city remains ahead of any compliance requirements, avoiding potential pitfalls or penalties. In the ever-evolving world of technology, we keep the City of Slidell at the forefront of innovation, researching, and introducing new technologies that can streamline processes and offer better services to its residents.

As the City's global technology partner, In-Telecom ensures that the city's IT infrastructure—both hardware and software—is robust, updated, and consistently monitored. From server maintenance to network optimization, we ensure all components run seamlessly. With the rise of cyber threats, our team is devoted to protecting the city's digital assets. We deploy advanced security measures, from firewalls to intrusion detection systems, ensuring that sensitive data remains confidential and safe. We have implemented a foolproof data backup and recovery system. This guarantees that in any unforeseen event, the city's crucial information can be restored without any significant downtime.

Our responsive support team is available around the clock to assist with any IT-related issues. Whether it's a software glitch or a hardware malfunction, we're just a call away. We regularly update and patch the city's software applications, ensuring compatibility, performance, and security.

3. **City of Covington:** Acting as the city's CIO, we help in setting a clear IT roadmap for the future, ensuring that technology investments align with the city's growth and strategic objectives. We assist the

City of Covington in efficient IT expenditure, ensuring maximum ROI. By identifying potential cost-saving opportunities and making data-driven decisions, we help optimize the city's tech budget.

Leveraging our industry contacts and expertise, we manage vendor relations, ensuring that the city gets the best value and services from its technology partners. We guide the city in creating and maintaining IT policies that comply with regulatory standards. This ensures that the city remains ahead of any compliance requirements, avoiding potential pitfalls or penalties. In the ever-evolving world of technology, we keep the City of Covington at the forefront of innovation, researching, and introducing new technologies that can streamline processes and offer better services to its residents.

As the City's global technology partner, In-Telecom ensures that the city's IT infrastructure—both hardware and software—is robust, updated, and consistently monitored. From server maintenance to network optimization, we ensure all components run seamlessly. With the rise of cyber threats, our team is devoted to protecting the city's digital assets.

We deploy advanced security measures, from firewalls to intrusion detection systems, ensuring that sensitive data remains confidential and safe. We have implemented a foolproof data backup and recovery system. This guarantees that in any unforeseen event, the city's crucial information can be restored without any significant downtime.

Our responsive support team is available around the clock to assist with any IT-related issues. Whether it's a software glitch or a hardware malfunction, we're just a call away. We regularly update and patch the city's software applications, ensuring compatibility, performance, and security.

4. Ascension Parish: In-Telecom has been providing several different services, including but not limited to Voice, Network, Security, Cabling, and etc... for Ascension Parish. We have worked closely with Ascension Parishes IT Department in evolving the way they deploy technology to its staff. Most recently we have moved Ascension parish to our Cloud Based voice solution offering better disaster recovery and saving the parish thousands of dollars. We have consulted with Ascensions technology department in many avenues helping them not make large investments with no ROI.

5. St. Tammany Parish: In-Telecom works closely with St. Tammany Parish Govt in many areas. Most recently we have consulted with the technology department and set up a successful backup solution and business continuity plan for its data.

The parish was in desperate need of a redundancy plan, and In-Telecom's expertise was able to build and deploy a solution that fit the needs and budget of St. Tammany Parish. We also recently deployed our Cyber Tools and SOC as a service plan to them to ensure that the parish was secure with the latest technology in the ever-changing world of cyber security. We continue to work with the parish on its efforts to build a world-class technology department.

In-Telecom is enthusiastically committed to providing measurable value to customers and exceeding their expectations in the delivery of products and services. Our business approach centers on developing customer loyalty, forming strategic partnerships, creating turn-key technology solutions, and aligning technology with client business processes.

Our adherence to the world-renowned frameworks evidences our commitment to best practices. We work well with other departments and vendors to ensure a seamless experience. In-Telecom has many co-managed relationships and can adapt to any organization's need to improve their technology departments.

Core Competencies & Expertise

In-Telecom takes pride in a broad spectrum of core competencies, including but not limited to Managed Services, Help Desk, LAN/WAN Networking, Desktop Management, and Security, to name a few. However, our essence transcends these competencies. Our success emanates from our ability to integrate these competencies with effective project management, appropriate resources, and a relentless work ethic, ensuring maximum value delivery.

One shining example of our prowess is Transcendent Infrastructure Management. Our framework combines leading technologies and business methodologies to handle intricate infrastructure operations. We use many internal systems to ensure we offer the best client experience.

We've charted a holistic approach to technology management, characterized by our seasoned technology managers who bring both technical expertise and a rich history as business managers. This dual expertise ensures that we manage client technology for stability, adaptability, and growth and handle associated vendors and service-level agreements diligently.

Customer Success Metrics

Our customer satisfaction track record speaks volumes:

- CSAT Scores: 99% Satisfaction
- Average Time to Resolve Issue (45 Minutes)
- First Call Resolution % (62%)
- Escalation and Dispatch % (Under 10% in L1 Helpdesk)

Client Testimonials

“We have 200+ phones, and almost 300 PCs, and In-Telecom helps us manage all that..The reason I love working with In-Telecom is that they’re always right there when we need them and are on the cutting edge of technology... Having a partner like In-Telecom has made my job so much easier.”

– Trent Anderson, Network Administrator, Gerry Lane Enterprises

“Our previous companies did a great job, but they just weren’t forward thinking. In-Telecom has become an extension of the Great American RV family. They do all of our access control, active directory, our server and PC support, phone and network security. The communication is phenomenal, and the follow-up is the best I’ve ever dealt with at any third party provider in the technology industry.”

– Steve Defenbaugh, VP of Sales & Finance, Great American RV

“In-Telecom genuinely cares about our business. From the beginning, they gave very honest feedback about what we needed. Every solution has been very custom to our needs.”

– Adam Vicknair, IT Manager, Netchex

Awards & Recognitions

In-Telecom continues to excel as we grow, earning recognition by top organizations for our expertise and service. We're proud to have been named a part of the Channel Futures MSP 501 and CRN MSP 500 for 2023, and winning Most Innovative Company of 2023 by The St. Tammany Chamber of Commerce.

We're focused on growing quickly, adapting to new technology, and hiring and retaining the best talent. As we continue to grow, we're proud to have been included in the INC 5000 Fastest Growing Companies and recognized as a Top Place to Work by The Times-Picayune.

In summation, In-Telecom's rich pedigree, backed by tangible results and glowing feedback, positions us as an ideal partner for Jefferson Parish. We eagerly anticipate the opportunity to discuss our potential collaboration further.

INNOVATIVE CONCEPTS

It is firmly established that In-Telecom has diligently outlined its proposal in preceding sections. However, when it comes to our commitment, allow us to reiterate that we stand poised to deliver an exceptional level of service, with an impressive average response time of just 2 minutes for all service requests. The wealth of expertise we possess in network topology, server environments, and desktop applications will indisputably contribute significantly to Jefferson Parish's decision in favor of embracing our bid.

Consciously, In-Telecom has strategically divided the responsibilities of service and new projects into two distinct and specialized teams. This deliberate segregation ensures that we possess dedicated units equipped to address the diverse, yet often conflated service areas that competitors tend to blend together. Within our ranks are dedicated project managers, meticulously ensuring project efficiency and cost adherence to Jefferson Parish's guidelines. To be candid, the level of investment we have directed into our workflow, service department, call center, dedicated IT staff, and streamlined processes remains unparalleled among any local contenders within the state of Louisiana.

Our operational processes are designed with a proactive service ethos. Rather than waiting for clients to report issues, In-Telecom employs robust monitoring systems to identify and rectify potential problems before they escalate preemptively. Our cutting-edge Network Operations Center, located a mere 30 minutes away from Jefferson Parish, houses several monitoring systems and is equipped to provide onsite support as needed. This approach minimizes downtime, bolsters service reliability, and fosters a foundation of trust and loyalty with our valued clients.

Embracing a resolutely customer-centric philosophy, In-Telecom delves into the distinctive requirements of each client, delivering bespoke solutions tailored to their needs. Regular engagement with our Client Success Team involves quarterly technology strategy reviews, buttressed by data and analytics, offering insights that steer our clients toward a future of technological prowess. Additionally, we meticulously review metrics from past quarters to ensure an optimal client experience. This strategy has consistently resulted in a churn rate of less than 1%, even during periods of expansion. Our ethos remains steadfast client-first.

In-Telecom harnesses the expansive potential of the cloud to provide our clients with scalable and adaptable services. Over the past four years, we've migrated numerous clients to the cloud, reaping cost reductions and affording the reliability requisite for maximal uptime. Whether it's comprehensive cloud infrastructure or robust backup solutions, In-Telecom is your unequivocal technology ally, ready to provide unwavering support.

PROJECT SCHEDULE

In-Telecom General Project Management Methodology

1. IT Project Discovery

- a. Scope Review
 - i. Collaborate with the client to review project scope statement that outlines project objectives, deliverables, inclusions, and exclusions.
- b. Client Needs Discussion
 - i. Conduct in-depth discussions with the client to understand their specific IT requirements, pain points, and strategic objectives. Document business processes and challenges that the project aims to address.
- c. Project Point of Contact Assignment
 - i. Identify all project points of contact, including internal and client-side personnel. Establish clear roles and responsibilities for each point of contact to ensure effective communication and coordination.

2. IT Planning

- a. Project Plan
 - i. All information is compiled from the above phase of what was scoped and needs to be accomplished.
 - ii. Deliver a detailed project plan broken down with the following:
 - 1. Task for completion of SOW
 - 2. Defined milestones
 - 3. Timelines
 - 4. Resources allocation
 - 5. Communication plan for updates and collaboration
 - 6. Change management plan to address any potential changes during the project.
 - iii. Once project plan is approved In-Telecom project manager will key into In-Telecom's project management software and start the assignment of project tasks and set dates within the software application

3. Staging and Testing

- a. Pre-Configuration
 - i. Per the project plan, the assigned In-Telecom technical resource will start the pre-configuration process per specified deliverables discussed in the discovery phase
 - ii. If applicable, review the existing configuration for accuracy, potential clean-up, effectiveness, and best practices.
 - iii. Depending on the project, all hardware and software has to be preconfigured before testing and installation.
- b. Testing

- i. Engineer to conduct rigorous testing in an In-Telecom controlled staging environment to confirm proper configuration and performance.
- c. Quality Control
 - i. All engineer's work is quality-controlled before moving to the next installation phase.
 - ii. This work is checked for accuracy via the project plan, testing, and stability results.
- d. Cut Sheet
 - i. Develop a detailed cut sheet to prepare appropriate team member visibility on the steps to complete the installation phase.
 - ii. The cut sheet will be used as a checklist to ensure all tasks are completed correctly to ensure seamless installation.

4. Installation

- a. Scheduling
 - i. Project Manager to work with assigned point of contact to schedule the installation. The following will be discussed:
 - 1. Project Manager to confirm the installation.
 - 2. Review Business impact and potential downtime
 - 3. Confirm resource allotted, points of contact, and days/times for transition.
 - 4. Communicate final plans with project points of contact via email for final approval and visibility to the entire team.
- b. Cut Over
 - i. Dedicated onsite and remote engineering teams to follow agreed-upon schedule, project plan, and documented cut sheet.
 - ii. All hardware and/or software must be vigorously tested to ensure operation.
 - iii. Client engagement to test the inner workings of the system and its operations.
 - iv. All old hardware to be removed and disposed of based on an agreed-upon plan.
 - v. Any type of failover or backup verification to be conducted during this window.
 - vi. The current working area needs to be cleaned and left in neater and better condition than when the In-Telecom team arrived.
- c. First Day of Business
 - i. In-Telecom team onsite for the first day of business to work with users on any potential issues that may arise

5. Documentation

- a. Technical Documentation
 - i. Create detailed technical documentation encompassing diagrams, system configurations, usernames, and passwords.
- b. Knowledge Transfer
 - i. Organize knowledge transfer sessions to equip the client's team with the necessary skills to independently manage, maintain, and troubleshoot the solution.

6. Project Closeout

- a. Client Training
 - i. Provide training sessions to ensure the client's team is proficient in using the solution and can handle routine maintenance tasks.
- b. Final Review
 - i. Conduct a comprehensive review with the client to ensure all project objectives are met. Address any remaining concerns and gather feedback.
- c. Lessons Learned
 - i. Document a thorough post-project review to capture successes, challenges, and areas for improvement. Use these insights to refine future project management processes.
- d. Handover
 - i. Deliver all project deliverables, including documentation, and administrative credentials, to the client. Ensure a smooth transition.

7. Meeting Cadence

- a. During the project lifecycle regular calls will be conducted to keep everyone up to date on:
 - i. Progress
 - ii. Milestone Completion
 - iii. Budget
 - iv. Q&A
 - v. Transparency
 - vi. Daily / Weekly Closeout (pending project)

The general project management framework that we follow is more of a hybrid methodology where we have used multiple frameworks to create a tailored project process to accommodate the ever-changing and complex IT space.

Financial Profile

In-Telecom Consulting

Balance Sheet

As of December 31, 2022

	Jan - Dec 2020	Jan - Dec 2021	Jan - Dec 2022
ASSETS			
Current Assets			
Cash & Cash Equivalents			
Total Cash & Cash Equivalents	\$ 1,611,826.30	\$ 1,904,491.84	\$ 3,600,149.62
Accounts Receivable			
Total Accounts Receivable	\$ 848,592.67	\$ 888,765.26	\$ 2,190,797.13
Other Current Assets			
Total Other Current Assets	\$ 1,168,873.60	\$ 820,457.31	\$ 960,516.90
Total Current Assets	\$ 3,629,292.57	\$ 3,613,714.41	\$ 6,751,463.65
Fixed Assets			
Total Fixed Assets	\$ 988,892.82	\$ 1,854,991.50	\$ 1,932,188.27
Other Assets			
Total Other Assets	\$ 2,117.30	\$ 350.00	\$ 25,582.32
TOTAL ASSETS	\$ 4,620,302.69	\$ 5,469,055.91	\$ 8,709,234.24
LIABILITIES AND EQUITY			
Liabilities			
Current Liabilities			
Total Other Current Liabilities	\$ 1,152,689.22	\$ 697,690.70	\$ 765,373.43
Total Current Liabilities	\$ 1,791,501.11	\$ 1,587,251.80	\$ 2,122,301.83
Long-Term Liabilities			
Total Long-Term Liabilities	\$ 628,535.87	\$ 806,562.93	\$ 2,651,702.13
Total Liabilities	\$ 2,420,036.98	\$ 2,393,814.73	\$ 4,774,003.96
Equity			
39000 Retained Earnings	1,323,877.12	2,277,366.70	3,777,521.50
Net Income	953,489.58	1,500,154.80	2,630,064.15
Total Equity	\$ 2,200,265.71	\$ 3,075,241.18	\$ 3,935,230.28
TOTAL LIABILITIES AND EQUITY	\$ 4,620,302.69	\$ 5,469,055.91	\$ 8,709,234.24

In-Telecom Consulting

Annual Income Statements

January 2020 - December 2022

	Jan - Dec 2020	Jan - Dec 2021	Jan - Dec 2022
Income			
40000 Monthly Recurring Revenue	-14,806.82	-33,383.65	-21,746.33
4010 MRR Income	3,507,217.25	5,638,988.95	8,429,346.06
4020 Labor Income	1,551,331.57	2,027,353.48	2,970,536.56
4100 Product Sales	2,709,548.10	2,461,342.01	4,007,630.02
41000 Non Recurring Revenue	155,619.61	145,036.55	652,345.05
4110 Commissions Income	35,089.22	2,136.29	2,146.88
4130 Dispatch Fee Income	30,587.50	23,600.00	13,845.00
4135 Travel		7,740.30	53,859.11
4170 Shipping Income	10,017.64	4,479.45	13,528.45
4200 Other Income*	-11,570.73	-460.76	6,207.70
43000 Rebate/Incentive Income	28,537.08	1,398.23	5,665.70
4600 Sales of Product Income			0.00
Returned Items (deleted)	0.00		
Total Income	\$ 8,001,570.42	\$ 10,278,230.85	\$ 16,133,364.20
Cost of Goods Sold			
5000 Cost of Goods Sold	636,327.43	1,080,662.54	1,885,722.51
5020 Inventory Sold to Customer	2,196,279.28	1,811,965.66	2,695,488.57
5030 Subcontracted Services	208,198.07	173,515.90	408,466.89
5040 Inventory Adjustment	160,462.61	148,799.22	82,568.68
50500 Leased Equipment Depreciation		114,645.00	176,332.59
5060 Operations Payroll Expense			765,951.11
5070 Tech Services Payroll Expense			986,485.15
5071 Tech Services Contract Labor			3,667.20
5085 Shipping	31,494.93	68,055.98	64,099.82
51000 Non Recurring COGS	229,701.88	166,053.63	673,425.59
51500 Inventory Shrinkage		212.44	124,517.28
Total Cost of Goods Sold	\$ 3,462,464.20	\$ 3,563,910.37	\$ 7,866,725.39
Gross Profit	\$ 4,539,106.22	\$ 6,714,320.48	\$ 8,266,638.81
Expenses			
Total Expenses	\$ 3,887,877.49	\$ 5,499,134.88	\$ 6,524,508.65
Net Operating Income	\$ 651,228.73	\$ 1,215,185.60	\$ 1,742,130.16
Other Income			
Total Other Income	\$ 480,576.21	\$ 550,095.55	\$ 1,017,310.30
Other Expenses			
Total Other Expenses	\$ 178,315.36	\$ 265,126.35	\$ 129,376.31
Net Other Income	\$ 302,260.85	\$ 284,969.20	\$ 887,933.99
Net Income	\$ 953,489.58	\$ 1,500,154.80	\$ 2,630,064.15

In-Telecom Consulting
Statement of Cash Flows
January 2020 - December 2022

	Jan - Dec 2020	Jan - Dec 2021	Jan - Dec 2022
OPERATING ACTIVITIES			
Net Income	\$ 953,489.58	\$ 1,500,154.80	\$ 2,630,064.15
Adjustments to reconcile Net Income to Net Cash provided by operations:			
Total Adjustments to reconcile Net Income to Net Cash provided by operations:	\$ 92,496.36	\$ 406,692.35	\$ (528,693.47)
Net cash provided by operating activities	\$ 1,045,985.94	\$ 1,906,847.15	\$ 2,101,370.68
INVESTING ACTIVITIES			
Net cash provided by investing activities	\$ (703,372.21)	\$ (1,167,029.34)	\$ (480,777.05)
FINANCING ACTIVITIES			
Net cash provided by financing activities	\$ 519,157.62	\$ (447,152.27)	\$ 75,064.15
Net cash increase for period	\$ 861,771.35	\$ 292,665.54	\$ 1,695,657.78

Transition Plan

In our pursuit of excellence for the Jefferson Parish Technology Department, we are embarking on a journey to transition its operations in a manner that guarantees uninterrupted services. Here's how we envisage this transformation:

Our transition approach unfolds through a three-step phased method, meticulously designed to circumvent any disruptions. The journey begins with the pre-transition phase where our primary goal is to comprehend the current status quo. To achieve this, we'll collate all pertinent data, go through necessary documentation, and convene with the key players in the department. We aim to have a comprehensive understanding of the existing framework before any modifications are introduced.

Following this is the transition phase, marking the commencement of the actual transition tasks. We'll deploy a specialized team to facilitate workforce transfers, manage network accounts, and supervise equipment and knowledge transfer.

Subsequently, the post-transition phase focuses on reflecting upon the transitioned operations. This involves rigorous evaluations, refining processes based on the feedback collected, and presenting a report outlining our accomplishments and the future roadmap for the Parish.

The heart of this endeavor is our transition team, a group of seasoned professionals. This team comprises:

- A Transition Project Manager who will be the ship's captain, ensuring we navigate the transition waters timely and maintain the quality Jefferson Parish deserves.
- Technical Leads, the tech wizards, will oversee IT infrastructures, manage network accounts, and ensure that equipment transition occurs seamlessly.
- An HR Specialist will play a pivotal role in the workforce transition, ensuring that every individual is acquainted with and adjusted to the new changes.
- A Knowledge Transfer Specialist will ensure that all essential knowledge, be it intellectual or proprietary, transitions without a glitch.

Speaking of workforce transition, we recognize the importance of the existing team. Thus, meetings are slated to keep them informed and address their concerns. They will be acquainted with the ethos of the new contractor. As for our subcontractors, we plan on revisiting their contracts to determine the path forward – whether it's continuity or necessary modifications.

Our agenda also prioritizes the network user accounts and passwords. Initially, a thorough audit will be conducted, followed by a secure transition of these accounts under the new contractor's purview. Emphasizing security, all passwords will undergo a safe transition, and resetting will be executed to ensure paramount security.

Integral to the transition is the transfer of knowledge & intellectual property. All documents, from guides to intellectual properties, will be transitioned securely. Additionally, relevant training sessions are on the cards to preserve the department's efficiency.

We also have the equipment transition lined up. An exhaustive inventory and condition audit of the Parish's equipment will be done. Based on this, decisions about maintenance or replacements will be made. Should the contractor need to integrate new equipment, compatibility with the existing framework is assured.

However, for this transition to be truly successful, there are certain responsibilities we anticipate from the Parish:

- Appoint a dedicated liaison – a point of contact for our transition team.
- Assure unobstructed access to the requisite facilities, databases, and systems.
- Engage in constructive feedback loops, preferably in weekly meetings during the transition.
- Extend support in orchestrating meetings or communications with the existing team and stakeholders.
- Provide any archival documentation that could ease our transition journey.

To encapsulate, this elaborate transition plan is our blueprint to ensure that the Jefferson Parish's operations persist undisturbed. Our commitment is unwavering, and we are receptive to any suggestions or modifications from the Parish for an enhanced transition experience.

Appendix

RESUMES

- A. Christian Green
- B. Devin Harris
- C. Gabriel Cirtwell
- D. James Estopinal
- E. Jordan Fernandez
- F. Kevin Cash
- G. Kyle Vernotzy
- H. Michael Streaker
- I. Rob Estopinal
- J. Ronnie Slack
- K. Tim Arbour
- L. Trace Hester
- M. Reliable Tech Solutions, LLC (Subcontractor)



PROFILE

Responsible for the design, installation, configuration, maintenance, monitoring, and troubleshooting of our client's computer network infrastructure. Ensure that the network architecture is well-designed and implemented, including the security measures, routing, and switching protocols. Maintains network performance, troubleshooting issues that arise, and keeps detailed network documentation. Collaborates with client IT teams to ensure that the network infrastructure supports the client's needs. Plays a crucial role in maintaining a secure, efficient, and effective computer network infrastructure for an organization.

CHRISTIAN GREEN

Network Operation Engineer

EDUCATION

Delgado Community College
2004

CERTIFICATIONS

Cisco Certified Network Associate (CCNA) Cisco Professional Development, 2012, CompTIA A+, 2006

PROFESSIONAL DEVELOPMENT

Cisco CCNA Route & Switch, Cisco Professional Development, 2012
Security +, CompTIA 2021
CISM, ISACA, 2021
VMware vSphere Install, Configure, Manage version 6.7 - VMware, 2020
Windows Server 2016, Microsoft, 2018
Six Sigma – Bronze Certified, Gray Insurance, 2018
Fortinet NSE 1-4 – Fortinet - 2023

TECHNICAL PROFICIENCIES

Software

MS Office Suite, Office 365, Notepad ++, Wireshark, ZenMap, Cisco ASDM, Cisco Unified RTMT, OneDrive, Microsoft Teams, Cisco Webex, mRemoteNG, Slack, WinSCP, Nessus, Cisco Call Manager, Imagicte Fax/Call recording, Cisco Jabber, Windows File Sharing, IIS, Teams, Office 365, pingplotter, ConnectWise suite

Hardware

Cisco, Fortinet, Ariba, UnFi (Ubiquity), Dell, Apple, HP, Tegile, EMC, Motorola, IBM, Microsoft Surface

Cloud Computing

Azure AD, Amazon AWS

Databases

Microsoft SQL Server

Systems

Windows Server 2008/2012r2/2016/2019, Windows 7, 10, 11, Linux

Network and Security

IPsec VPN Tunnels, Windows Security Auditing, AlienVault SIEM, Arctic Wolf SIEM, Vulnerability Scanning, Cisco AMP, Data Encryption, Cisco Umbrella, Sentinel One, ThreatLocker



PROFILE

Responsible for overseeing the operations and performance of the help desk support team. Leading the team by managing day-to-day activities, ensuring efficient resolution, and maintaining CSAT scores. Manage resource allocation for personnel and tools to ensure optimal department operations and support coverage. Continue to coach and train Client Matter Experts so they can better assist and resolve client's issues.

DEVIN HARRIS

Help Desk Manager

EXPERIENCE

In-Telecom

2021-Present

Help Desk Manager

Lead a team of CMEs to prioritize and troubleshoot client issues regarding clients' MS Office products, Servers, Telecommunications, and Access Control as they arise.

Intellectechs

2019-2021

Site Security Manager for ID Personnel Support

Oversaw department for issuing Military IDs, maintaining security and protocol.

Science Applications International Corporation

2018-2019

Stennis Space Center - Computer Operator

Monitored systems, servers, ancillary and facility support.

ATT

2014-2015

Wire Technician

Knowledgeable in splicing, CAT 5 cable, Fiberoptic installation, maintenance, and signal flow.

United States Marine Corps Reserves

2012-2018

Aviation Logistics Information Management Systems Specialist

Account and Network Security Manager

TECHNICAL PROFICIENCIES

Software

MS Office Suite, Office 365, OneDrive, Adobe, Microsoft Teams, Slack, Windows File Sharing, IIS, Teams, pingplotter, ConnectWise suite

Cloud Computing

Azure AD, GreenCloud

Hardware

Cisco Meraki, Fortinet, Dell, Apple, HP, Motorola

Systems

Windows Server 2008/2012r2/2016/2019, Windows 7,10,11

Network and Security

Windows Security, Sentinel One



GABRIEL CIRTWELL

Project Manager

PROFILE

Dynamic Project Manager specializing in the seamless onboarding of new, MSP clients. Works with stake holders to establish realistic timelines and goals to drive project advancement. Effective at streamlining processes, optimizing resources, and ensuring the swift integration of clients into complex systems.

EDUCATION

American Public University

2022

BSM in Information Technology Management

Fulton Montgomery Community College

2014

Associate of Science – Computer Networking

Hamilton-Fulton-Montgomery County BOCES

2012

Program Diploma – Cisco CCNA

TECHNICAL PROFICIENCIES

Software

MS Office Suite, Office 365, Google Suite Enterprise management, Project Planning with Microsoft Planner and Smartsheet

Hardware

Cisco, Fortinet, Aruba, UnFi (Ubiquiti), Dell, HP, Microsoft Surface

Systems

Windows Server 2012r2/2016/2019, Windows 7,10,11,

Network and Security

Aruba, Cisco, Ubiquiti



EXPERIENCE

In-Telecom

2022-present

Project Manager

Using a hands-on approach to onboarding, ensuring direct involvement in critical aspects for a comprehensive understanding of client needs and system intricacies. Recognized for fostering productive relationships, delivering standout client experiences, and consistently surpassing project objectives. Expertise includes skillful leadership of cross-functional teams, meticulous management of project lifecycles, and the implementation of transformative solutions that elevate client satisfaction while optimizing overall operational efficacy.

Tek Solutions of LA

2022

Solutions Engineer

Installed, documented, and managed Ubiquity network equipment while providing internet services in private communities. Managed VoIP customers in FreePBX and 3CX instances. Oversaw VMware, and provided technical support to managed customers.

Northeastern Regional Information Center – Albany New York

2020 – 2022

Technical Account Manager

Responsible for creating, presenting, and managing IT projects for K12 Schools by collaborating with NERIC teams and vendors to procure, implement, and support hardware, network, and software platforms. Create, present, and manage projects for K12 schools while improving and maintaining customer-vendor relations. Provided guidance, supervision, and training to a team of 11 technicians.

Fort Plain Central School District

2018-2020

Computer Services Coordinator

Automated and streamlined tasks with PowerShell scripts. Maintained Google Admin and the School Infrastructure System. Managed Active Directory, Group Policy, and Print Management roles. Managed Lightspeed content filter and mobile device manager.

Fulton Montgomery Community College

2014-2018

Computer Services Coordinator

Created/configured VLANs and managed objects in Active Directory. Imaged, deployed, and maintained Windows clients. Managed the Cisco VOIP system with integrated analog fax lines. Managed student aides/interns' responsibilities and schedules.



JAMES ESTOPINAL

Director of Voice

PROFILE

Responsible for strategy and development of ITC Cloud and voice products. Develop a strategic vision for the company's voice communication services, aligning with market trends, customer demands, and business goals.

EXPERIENCE

In-Telecom

2013-Present

Director of Voice Services

Identify opportunities to enhance and expand voice offerings to meet changing customer needs. Define service level agreements (SLAs) and ensure compliance to deliver consistent and exceptional voice services. Ensure scalability and reliability of voice services to accommodate growing customer demand.

Voice Onsite Manager

Oversees all Project initiatives for timelines, seamless execution. Collaborates across teams to achieve objectives and deliver high quality solutions. Maintain strong client relationships, addressing concerns and providing efficient communication.

Cypress Communications

2009-2013

Managed communications for Class A office towers, planning and implementing tenant projects. Installed and maintained network cabling, utilizing testing equipment to troubleshoot and repair network problems. Maintained client relationships with effective communication and proactive service.

TECHNICAL PROFICIENCIES

Avaya Phone Systems	WAN
Nortel Phone Systems	LAN
Mitel Phone Systems	SIP trunks
Intercoms	Customer Service
Data Infrastructures	Issue Resolution



JORDAN FERNANDEZ

Field Engineer

PROFILE

Responsible for providing on-site technical support and assistance to clients. Including installing, configuring, and maintaining telecommunications equipment and systems, troubleshooting network issues, conducting site surveys, and ensuring the smooth operation of communication networks. Working directly with customers, to understand their requirements, and providing solutions accordingly. Collaborating with other teams such as network engineers, to address complex network problems or implement infrastructure changes.

EDUCATION

Northshore Technical Community College

2013

Computer Information Systems Networking Specialist

CERTIFICATIONS

Cisco Certified Network Associate (CCNA)

TECHNICAL PROFICIENCIES

- | | |
|--------------------|--------------------------|
| • VoIP | • Customer Service |
| • Cabling | • Technical support |
| • DNS | • Network administration |
| • WAN | • Firewalls |
| • LAN | • Network engineering |
| • Mac OS | • Network support |
| • Windows 365 | • Operating systems |
| • Active Directory | • Computer networking |



PROFILE

More than 20 years of sales experience. Over 15 years of management experience. Skilled in building relationships, negotiating, and communicating between parties. Experienced in making professional presentations to convey new products, improved processes, propose and introduce new concepts to help improve and streamline business practices. Able to help establish and maintain technology budgets.

KEVIN CASH

Client Success Manager

EXPERIENCE

In-Telecom

2023-Present

Responsible for fostering strategic-thinking relationships with clients, helping them identify and uncover technological needs in the present and looking forward to future needs. Help clients understand the tools they have vs what they may need to achieve their business goals short term and long term.

Republic National Distributing

2001-2023

As District Sales Manager, responsible for professional development and performance for salesmen. Created and led training programs, provided leadership and guidance for processes. Coached salesmen on day-to-day and long term goals and activity.

Coca Cola

2005-2011

Joined the Hurricane Recovery team initially, learning all logistics of the business and helping with business continuity. Later became responsible for onboarding new accounts, and monitoring relationships with both large, and local chains.

Southern Eagle Sales & Service

1994-2005

Worked in all aspects of the business, understanding processes from cradle to grave. Responsible for growing and maintaining business which relied heavily on a great customer experience. Final position was District Manager which incorporated overseeing project roll outs as well.

SKILLS

- Brand Development
- Relationship Building
- Team Building Expert
- Detail Oriented
- Goal-Oriented
- Strategic Planner



KYLE VERNOTZY

Senior Engineer

PROFILE

Detailed Security Engineer with 7+ years of Access Control and CCTV experience. Able to handle a high volume of duties in a fast paced environment, while maintaining emphasis on the highest quality of service.

SKILLS

Well-versed in IoT devices, AI-driven analytics, and cybersecurity protocols.

Significant exposure to cloud-based access control and CCTV mechanisms.

Experienced In amalgamating security frameworks within smart building landscapes.

EXPERIENCE

In-Telecom

2016-Present

Senior Engineer

Expert in evaluating, designing, and implementing tailored next generation access control and CCTV systems. Proven track record of successfully collaborating with architectural and engineering teams to ensure integrated solutions. Experience in merging access control and CCTV with other building management and security systems for holistic security coverage. Ensures that all projects adhere to industry standards, regulations, and best practices while maintain records of technical documentation for all executed projects.

Comcast

2013-2016

Communication Technician Level 4

Certified in low voltage and coax cabling. Installed A/V, Data, and Telecom products.

CERTIFICATIONS

Avigilon ACC7

Life Safety and Property Protection

TECHNICAL PROFICIENCIES

Installing and implementing Avigilon servers and camera systems

Installing and implementing AVA Security systems



MICHAEL STREAKER

Proactive Response Manager

PROFILE

Cybersecurity professional experienced in anticipating and addressing potential issues before they occur. Develop, implement, and maintain a healthy information security program. Ensure all cyber security tools align with and aid in compliance of our Cyber Security Framework. Reviewing the latest threat intel to ensure us and our clients are adequately protected. Coach and manage our Proactive Services team including the Cyber Security Analyst, Vulnerability Management Analyst, Patching and Backup Specialist, Systems Admin, and In-House IT Technician

EDUCATION

Mississippi Gulf Coast Community College
Information Technology Certification

PROFESSIONAL DEVELOPMENT

Certified in Cybersecurity, ISC2
Fortinet NSE4
Duo Administrator

TECHNICAL PROFICIENCIES

Software

Microsoft Office 365, Wireshark, Microsoft Teams, NotePad++, WinSCP, Windows File Sharing

Hardware

Cisco, Ubiquiti, Dell, HP, Fortinet, Avaya

Cloud Computing

Microsoft Azure, Microsoft Azure AD

Systems

Windows 10/11, Windows Server 2018/2012r2/2016/2019, Ubuntu

Network and Security

IPsec VPN, SSLVPN, Elastic SIEM, Vulnerability Management, DNSFilter, EDR, MDR, XDR, Next-Gen Firewalls



PROFILE

Responsible for overseeing and managing the Project Management Department. With a focus on strategic planning, maintaining standards, and ensuring the successful execution of projects across the organization.

ROB ESTOPINAL

Manager of Projects

EXPERIENCE

In-Telecom

2014-Present

Manager of Projects

Oversees all Project initiatives for timelines, seamless execution
Collaborates across teams to achieve objectives and deliver high quality solutions. Maintain strong client relationships, addressing concerns and providing efficient communication

Voice Onsite Manager

Responsible for managing projects, implementing, and maintaining Avaya telecommunication systems for organizations. Has a deep Understanding of Avaya products, deployment, troubleshoot issues, provides end-user support, and keeps up-to-date with the latest Avaya products and technologies.

Frischertz

Project Manager

Maintained relationships with vendors and clients for a book of revenue over \$10 million dollars. Oversaw entire project to install cameras at the Ernest J Memorial Convention Center in New Orleans.

TECHNICAL PROFICIENCIES

- Experienced installing, maintain, and supporting Nortel, Avaya, and Mitel phone systems.
- Proficient in PBX controllers, VoIP gateways, handsets, conference units, and seamless integration of all.
- Adept at diagnosing and resolving hardware and software issues, minimizing downtime and ensuring continuity of communication services
- Maintains an in-depth understanding of industry standards, best practices, and compliance requirements related to telecommunication systems.

Avaya Phone Systems Nortel Phone Systems Mitel Phone Systems Intercoms Data Infrastructures	WAN LAN Held Fiber Certifications Held Fiber Setup Equipment Certifications
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PROFILE

Responsible for providing technical support to end-users and clients, addressing their IT-related issues, and ensuring the smooth functioning of computer systems, software, and peripherals.

RONNIE SLACK

Help Desk Engineer

EDUCATION

University of New Orleans
2015
Bachelor of English

CERTIFICATIONS

Compia - A+

TECHNICAL PROFICIENCIES

- VoIP Support
- Configure/Troubleshoot Laptop, Desktop, and Mobile Device
- Hardware/Software
- Configure/Troubleshoot Networks
- Configure/Troubleshoot peripheral devices
- Implement physical and logical security to secure workstations and data
- Implement data backup and recovery
- Windows 365
- Customer Service
- Proficient use of Windows, Mac, iPhone, and Android operating systems



PROFILE

Strong hands-on Solutions Architect with the focus on aligning IT with business goals, controlling IT costs and increasing efficiency, ensuring data security and integrity, and implementing new enterprise technologies. Experienced in building, leading, and motivating team players to meet IT goals and reduce employee turnover. Creative solution designer.

SKILLS

- Team leadership
- Problem solving
- Project management
- Datacenter architecture
- Security and vpns
- VMware
- Weem
- HPE
- Linux
- Virtualization with vsphere and iseries servers
- Enterprise implementations
- Creative solution designs
- Voip
- Sip
- Qos

TIM ARBOUR

Solutions Architect

EXPERIENCE

In-Telecom

2017-Present

Solutions Architect

Design comprehensive technology solutions that align with client needs. This involves selecting appropriate hardware, software, and services to create a tailored solution that meets performance, scalability, security, and budgetary requirements. Solutions may comprise of MSP tools, server/data management, VoIP telecommunications, Access Control and Security, or any combination therein.

Network Operation Center Manager

Managed NOC team and offsite data center, supporting on-premise and cloud based technologies. Oversaw monitoring, managing, and troubleshooting of client's networks and IT infrastructure.

TRAININGS / EDUCATION / CERTIFICATIONS

IBM iSeries Technical Sales and Solutions Design – V5R2, V5R3, and Power6, Power7, and Power8

A+ Certification Program – Windows and MAC

Avaya Certified Solution Specialist (ACSS) and Avaya Implementation

Professional Specialist (AIPS)



PROFILE

Works directly with the leadership team to develop and maintain the tools, infrastructure, systems, and related processes used in the day-to-day business operations to maximize efficiency for a greater ROI. Through the optimization of process, technology, and people, the Director of Business Operations is responsible for the businesses growth. This individual will identify bottlenecks and issues that occur within workflows, processes, and information systems and provide longer term solutions.

TRACE HESTER

Director of Business Development

EDUCATION

Northwestern State University
2008

BGS with concentration in Humanities

CERTIFICATIONS

Microsoft Azure Certified
Rapid 7 IDR Certified
Rapid 7 VM Certified

TECHNICAL PROFICIENCIES

Azure, Microsoft 365, Encryption and key maintenance, Email security and servers, SQL infrastructure and security, SIEM tools, Vulnerability Management, Endpoint RMM software, Hybrid Network Design, Firewalls, Active Directory, VOIP architecture, Windows Server 2008 – 2019, Backups, Troubleshooting, Project management



EXPERIENCE

Manager of IT and Infrastructure, HIPAA Security Officer
[June 2015 – January 2023] Southern Scripts

- Managed all IT personnel and vendors
- Designed and implemented Azure hybrid network environment including VNETs, Site-to-site, point-to-site, SSL VPN clients, IDS, Firewall configuration and all other cloud resource architecture
- Migrated entire on-prem infrastructure into hybrid Azure AD environment, including identity management as well as integration with Office 365 E5 and Defender
- Assessed new vendor relations and onboarding, Contracting, BAA, and termination as well as annual compliance assurance
- Provided technical oversight for security tool deployment and implementation
- Wrote the detection and response playbook for internal security services
- Monitored levels of service and prioritized threats using intrusion detection systems, firewalls and other boundary protection devices, and other security incident management products
- Organized audit artifacts for future internal and external audit needs, SOC and HIPAA, PCI assessments and Pen Testing.
- Led the general policy direction for agency information and telecommunication resources in coordination with executive management along with determining the policies and standards followed for detecting and responding to cyber security threats
- Created comprehensive disaster recovery procedure for critical company systems and personnel, including off-site call center recovery.
- Oversaw agency information for IT security management and disaster recovery programs and directed the deployment of the security infrastructure.
- Deployed endpoint security software to all local machines and servers
- Utilized VM and SIEM tools to ensure network and endpoints remained HIPAA compliant
- Coordinated with vendors and internal Ops staff to streamline processes and workflows
- Managed local email server and documented storage processes throughout Azure migration
- Installed new secure local and cloud-based backup solution and documented procedures
- Built and maintained local VOIP phone server (PBX, Asterix) for 24/7 call center, developed and supervised call center technology migration to private SIP and hybrid cloud Avaya system.
- Trained incoming and current staff in proper security techniques
- Oversaw all technology purchasing and inventory tracking



Reliable Tech Solutions, LLC

New Orleans, Metairie, Slidell, North Shore

Experience: Networking Systems Admin/ Field Technician
Remote Support/ Security / AV equipment installation

Recent finished projects:

- pc rollout and data migration, 3 shifts, setup kiosks for employees to sign in, 50 employees, Microsoft server, domain, group policy implementation & configuration
- pc rollout of 60 plus workstations for designers returning to work, conference rooms, Azure admin, bitlocker, pxie image, software installation, service now

Desktop/ Network Administrator

- Network design & Installation for new facilities
- Microsoft, Wintell, Azure Level I , II & III support of Desktops, Network Devices, Servers
- Facility Management - Special Assignments
- Cable Management, Network Consolidation, Clean up, Restoration
- Project Lead Management of Renovations, Network Design, Layout, Device Placement
- Operated installed desktop, A/V equipment support as a Field Tech.

Desktop/ Network Administrator

Staff Education: Bachelor's of
Science in Computer Science;
minor in Math

**Xavier University, Howard
University, UNO**

Computer Languages: C,
C++, Visual Basic, Java, PHP

Experience: Systems
Administration, Microsoft
server 2008r2,2012, 2016,
Wintel, Azure

Operating Systems: Microsoft

Windows 7, 10, 11,Linux, Unix,
Network Security: Cisco
Software: Microsoft Office,
Microsoft Exchange, Adobe
Photoshop/Premiere,
AutoCAD, Unreal Engine

Professional Certifications:
CompTia A+, CCNA, MCSE
Certified Teacher Louisiana



Reliable Tech Solutions, LLC

New Orleans, Metairie, Slidell, North Shore

- Advisor of all technology purchases and needs
- Performed updates backups IBM AS400, SolarWinds, VSphere
- Repaired and networked desktop pc's and mobile units in a emergency environment
- Operating desktop support team providing service to the entire hospital
- Mounted and configured Cisco routers, switches and wireless access points
- Performed cabling of Main Distribution Frame (MDF) and IDF wiring closets
- Worked along side of other network engineers to create, implement and maintain group policies, active directory
- Operated on a desktop support team of Field Technicians. Providing service to a hundred and thirty sites with more than twenty thousand pcs

Web Media Development

- Phone applications
- Web Designers
- Graphics Artist
- Developed Marketing & Advertisement campaigns

Educational Instructors

- Epic Trainer
- Instructor of Training Classes for the public along with creating curriculums
- Educated students in all subjects in a self contained class
- Managed/ Instructed class room containing several exceptional students
- Educated students and teachers in technology usage
- Created, developed & implemented behavior modification plan helping students with behavior and emotional disabilities.
- Computer Lab Instruction
- Trained students and parents in Microsoft Office Package, and Internet research
- Installed software and hardware
- Regularly performed Maintenance of computer labs with hundred plus

SIGNATURE PAGE

Request for Proposals #0464

To Provide Information Technology Support Services and Supplemental Staffing for the Departments for Electronic Information Systems (EIS) and Telecommunications

SIGNATURE PAGE

The Jefferson Parish Department of Purchasing is soliciting Request for Proposals (RFP'S) from qualified proposers who are interested in providing Information Technology Support Services and Supplemental Staffing for the for the Jefferson Parish Electronic Information Systems (EIS) and Telecommunications Department.

Request for Proposals will be received until 3:30 p.m. Local Time on: August 25, 2023.

Acknowledge Receipt of Addenda: Number: 1
Number: _____
Number: _____
Number: _____
Number: _____
Number: _____

Name of Proposer: IN-TELECOM CONSULTING LLC

Address: 573 J F SMITH AVE
SLIDELL, LA 70460

Phone Number: (985) 326-0250 Fax Number (985) 326-8770

Type Name of Person Authorized to Sign: Shawn Torres

Title of Person Authorized to Sign: Chief Executive Officer

Signature of Person Authorized to Sign: 

Email Address of Person Authorized to Sign: Storres@In-Telecom.com

Date: August, 23 2025

This RFP signature page must be signed by an authorized Representative of the Company/Firm for proposal to be valid. Signing indicates you have read and comply with the Instructions and Conditions.

CORPORATE RESOLUTION

CORPORATE RESOLUTION

EXCERPT FROM MINUTES OF MEETING OF THE BOARD OF MANAGERS OF
IN-TELECOM CONSULTING LLC

AT THE MEETING OF MANAGERS OF IN-TELECOM CONSULTING LLC, DULY
NOTICED AND HELD ON AUGUST 23, 2023,
A QUORUM BEING THERE PRESENT, ON MOTION DULY MADE AND SECONDED. IT WAS:

RESOLVED THAT SHAWN TORRES, BE AND IS HEREBY
APPOINTED, CONSTITUTED AND DESIGNATED AS AGENT AND ATTORNEY-IN-FACT OF
THE CORPORATION WITH FULL POWER AND AUTHORITY TO ACT ON BEHALF OF THIS
CORPORATION IN ALL NEGOTIATIONS, BIDDING, CONCERNS AND TRANSACTIONS WITH
THE PARISH OF JEFFERSON OR ANY OF ITS AGENCIES, DEPARTMENTS, EMPLOYEES OR
AGENTS, INCLUDING BUT NOT LIMITED TO, THE EXECUTION OF ALL PROPOSALS, PAPERS,
DOCUMENTS, AFFIDAVITS, BONDS, SURETIES, CONTRACTS AND ACTS AND TO RECEIVE
ALL PURCHASE ORDERS AND NOTICES ISSUED PURSUANT TO THE PROVISIONS OF ANY
SUCH PROPOSAL OR CONTRACT, THIS CORPORATION HEREBY RATIFYING, APPROVING,
CONFIRMING, AND ACCEPTING EACH AND EVERY SUCH ACT PERFORMED BY SAID AGENT
AND ATTORNEY-IN-FACT.

I HEREBY CERTIFY THE FOREGOING TO BE A TRUE
AND CORRECT COPY OF AN EXCERPT OF THE
MINUTES OF THE ABOVE DATED MEETING OF THE
BOARD OF MANAGERS OF SAID ORGANIZATION,
AND THE SAME HAS NOT BEEN REVOKED OR
RESCINDED.



SECRETARY-TREASURER

8/25/23

DATE

AFFIDAVIT

AFFIDAVIT

STATE OF LOUISIANA

PARISH/COUNTY OF St. Tammany

BEFORE ME, the undersigned authority, personally came and appeared: Shawn Torres
_____, (Affiant) who after being by me duly sworn, deposed and said that he/she
is the fully authorized CEO and Representative of In-Telecom Consulting (Entity), the party
who submitted a proposal in response to RFP Number 0464, to the Parish of Jefferson.

Affiant further said:

Campaign Contribution Disclosures

(Choose A or B, if option A is indicated please include the required attachment):

Choice A X Attached hereto is a list of all campaign contributions, including the date and amount of each contribution, made to current or former elected officials of the Parish of Jefferson by Entity, Affiant, and/or officers, directors and owners, including employees, owning 25% or more of the Entity during the two-year period immediately preceding the date of this affidavit or the current term of the elected official, whichever is greater. Further, Entity, Affiant, and/or Entity Owners have not made any contributions to or in support of current or former members of the Jefferson Parish Council or the Jefferson Parish President through or in the name of another person or legal entity, either directly or indirectly.

Choice B _____ there are **NO** campaign contributions made which would require disclosure under Choice A of this section.

Affiant further said:

Debt Disclosures

(Choose A or B, if option A is indicated please include the required attachment):

Choice A _____ Attached hereto is a list of all debts owed by the affiant to any elected or appointed official of the Parish of Jefferson, and any and all debts owed by any elected or appointed official of the Parish to the Affiant.

Choice B X There are **NO** debts which would require disclosure under Choice A of this section.

Affiant further said:

Solicitation of Campaign Contribution Disclosures

(Choose A or B, if option A is indicated please include the required attachment):

Choice A _____ Attached hereto is a list of all elected officials of the Parish of Jefferson, whether still holding office at the time of the affidavit or not, where the elected official, individually, either by **telephone or by personal contact**, solicited a campaign contribution or other monetary consideration from the Entity, including the Entity's officers, directors and owners, and employees owning twenty-five percent (25%) or more of the Entity, during the two-year period immediately preceding the date the affidavit is signed. Further, to the extent known to the Affiant, the date of any such solicitation is included on the attached list.

Choice B X there are **NO** solicitations for campaign contributions which would require disclosure under Choice A of this section.

Affiant further said:

That Affiant has employed no person, corporation, firm, association, or other organization, either directly or indirectly, to secure the public contract under which he received payment, other than persons regularly employed by the Affiant whose services in connection with the construction, alteration or demolition of the public building or project or in securing the public contract were in the regular course of their duties for Affiant; and

That no part of the contract price received by Affiant was paid or will be paid to any person, corporation, firm, association, or other organization for soliciting the contract, other than the payment of their normal compensation to persons regularly employed by the Affiant whose services in connection with the construction, alteration or demolition of the public building or project were in the regular course of their duties for Affiant.

Affiant further said:

Subcontractor Disclosures

(Choose A or B, if option A is indicated please include the required attachment):

Choice A X Affiant further said that attached is a listing of all subcontractors, excluding full time employees, who may assist in providing professional services for the aforementioned RFP.

Choice B There are **NO** subcontractors which would require disclosure under Choice A of this section.



Signature of Affiant

Shawn Torres

Printed Name of Affiant

SWORN AND SUBSCRIBED TO BEFORE ME

ON THE 23rd DAY OF August , 20 23 .

M. Fite

Notary Public

Melody Fite

Printed Name of Notary

166311

Notary/Bar Roll Number

My commission expires at death.



Listing of Campaign Contributions

Donor	Donee	Date	Amount
BT Real Estate	Deano Bonano Campaign Fund	5/11/2022	\$ 1,000.00
BT Real Estate	Scott Walker Campaign	11/16/2022	\$ 2,500.00
BT Real Estate	Scott Walker Campaign	3/6/2023	\$ 2,500.00
In-Telecom Consulting	Scott Walker Campaign	2/2/2022	\$ 2,500.00
In-Telecom Consulting	Deano Bonano Campaign Fund	4/14/2022	\$ 1,000.00
In-Telecom Consulting	Deano Bonano Campaign Fund	5/17/2022	\$ (500.00)
In-Telecom Consulting	Sheriff Joseph Lopinto	8/5/2022	\$ 1,000.00
In-Telecom Consulting	Committee to Elect Ricky Templet	4/3/2023	\$ 2,500.00
In-Telecom Consulting	Scott Walker Campaign	5/8/2023	\$ 2,500.00
In-Telecom Consulting	Committee to Elect Joseph Lopinto Sheriff	7/25/2023	\$ 1,000.00
In-Telecom Consulting	The Campaign for Dominick Impastato	8/3/2023	\$ 5,000.00
In-Telecom Consulting	The Jack Rizzuto Campaign Fund	8/14/2023	\$ 1,000.00
In-Telecom Consulting	Committee to Elect Jennifer Van Vrancken	8/20/2023	\$ 5,000.00
Shawn Torres	Scott Walker Campaign	7/7/2023	\$ 2,500.00
South Burnside	Scott Walker Campaign	3/6/2023	\$ 2,500.00

Listing of Subcontractors

1. Reliable Tech Solutions, LLC
2. Realm Connect

CERTIFICATES OF INSURANCE



CERTIFICATE OF LIABILITY INSURANCE

DATE (MM/DD/YYYY)
08/25/2023

THIS CERTIFICATE IS ISSUED AS A MATTER OF INFORMATION ONLY AND CONFERS NO RIGHTS UPON THE CERTIFICATE HOLDER. THIS CERTIFICATE DOES NOT AFFIRMATIVELY OR NEGATIVELY AMEND, EXTEND OR ALTER THE COVERAGE AFFORDED BY THE POLICIES BELOW. THIS CERTIFICATE OF INSURANCE DOES NOT CONSTITUTE A CONTRACT BETWEEN THE ISSUING INSURER(S), AUTHORIZED REPRESENTATIVE OR PRODUCER, AND THE CERTIFICATE HOLDER.

IMPORTANT: If the certificate holder is an ADDITIONAL INSURED, the policy(ies) must have ADDITIONAL INSURED provisions or be endorsed. If SUBROGATION IS WAIVED, subject to the terms and conditions of the policy, certain policies may require an endorsement. A statement on this certificate does not confer rights to the certificate holder in lieu of such endorsement(s).

PRODUCER Oseman Insurance Agency 6060 Primacy Parkway, Ste 201 Memphis TN 38119 INSURED In-Telecom Consulting LLC 573 J F Smith Slidell LA 70461	CONTACT NAME: Cathy Tansy PHONE (A/C No. Ext.): (901) 762-8211 FAX (A/C No.): (901) 767-7796 E-MAIL ADDRESS: ctansy@osemaninsurance.com <table border="1" style="width: 100%; border-collapse: collapse;"> <tr> <th style="text-align: left;">INSURER(S) AFFORDING COVERAGE</th> <th style="text-align: left;">NAIC #</th> </tr> <tr> <td>INSURER A: Farmington Casualty Co of America</td> <td></td> </tr> <tr> <td>INSURER B: Charter Oak Fire Ins Co</td> <td>25615</td> </tr> <tr> <td>INSURER C: Travelers Property Casualty Ins Co</td> <td>36161</td> </tr> <tr> <td>INSURER D:</td> <td></td> </tr> <tr> <td>INSURER E:</td> <td></td> </tr> <tr> <td>INSURER F:</td> <td></td> </tr> </table>	INSURER(S) AFFORDING COVERAGE	NAIC #	INSURER A: Farmington Casualty Co of America		INSURER B: Charter Oak Fire Ins Co	25615	INSURER C: Travelers Property Casualty Ins Co	36161	INSURER D:		INSURER E:		INSURER F:	
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INSURER D:															
INSURER E:															
INSURER F:															

COVERAGES CERTIFICATE NUMBER: 23/24

REVISION NUMBER:

THIS IS TO CERTIFY THAT THE POLICIES OF INSURANCE LISTED BELOW HAVE BEEN ISSUED TO THE INSURED NAMED ABOVE FOR THE POLICY PERIOD INDICATED. NOTWITHSTANDING ANY REQUIREMENT, TERM OR CONDITION OF ANY CONTRACT OR OTHER DOCUMENT WITH RESPECT TO WHICH THIS CERTIFICATE MAY BE ISSUED OR MAY PERTAIN, THE INSURANCE AFFORDED BY THE POLICIES DESCRIBED HEREIN IS SUBJECT TO ALL THE TERMS, EXCLUSIONS AND CONDITIONS OF SUCH POLICIES. LIMITS SHOWN MAY HAVE BEEN REDUCED BY PAID CLAIMS.

INSR LTR	TYPE OF INSURANCE	ADDITIONAL INSURED	POLICY NUMBER	POLICY EFF (MM/DD/YYYY)	POLICY EXP (MM/DD/YYYY)	LIMITS
A	<input checked="" type="checkbox"/> COMMERCIAL GENERAL LIABILITY		ZPP-81N6222A-23	02/06/2023	02/06/2024	EACH OCCURRENCE \$ 1,000,000
	<input type="checkbox"/> CLAIMS-MADE <input checked="" type="checkbox"/> OCCUR					DAMAGE TO RENTED PREMISES (Ea occurrence) \$ 300,000
						MED EXP (Any one person) \$ 10,000
	GEN'L AGGREGATE LIMIT APPLIES PER: <input type="checkbox"/> POLICY <input checked="" type="checkbox"/> PROJECT <input type="checkbox"/> LOC OTHER:					PERSONAL & ADV INJURY \$ 1,000,000 GENERAL AGGREGATE \$ 2,000,000 PRODUCTS - COMPROP AGG \$ 2,000,000
B	<input checked="" type="checkbox"/> AUTOMOBILE LIABILITY		BA6W613090	04/05/2023	04/05/2024	COMBINED SINGLE LIMIT (Ea accident) \$ 1,000,000
	<input checked="" type="checkbox"/> ANY AUTO					BODILY INJURY (Per person) \$
	<input type="checkbox"/> OWNED AUTOS ONLY <input type="checkbox"/> SCHEDULED AUTOS					BODILY INJURY (Per accident) \$
	<input type="checkbox"/> HIRED AUTOS ONLY <input type="checkbox"/> NON-OWNED AUTOS ONLY					PROPERTY DAMAGE (Per accident) \$
C	<input checked="" type="checkbox"/> UMBRELLA LIAB		CUP-4W091251-23	02/06/2023	02/06/2024	Comp/Collision Ded \$ 1,000
	<input type="checkbox"/> EXCESS LIAB					EACH OCCURRENCE \$ 5,000,000
	<input type="checkbox"/> DED <input checked="" type="checkbox"/> RETENTION \$ 10,000					AGGREGATE \$ 5,000,000
B	WORKERS COMPENSATION AND EMPLOYERS' LIABILITY		UB-4W530123-23	02/06/2023	02/06/2024	<input checked="" type="checkbox"/> PER STATUTE <input type="checkbox"/> OTHER
	ANY PROPRIETOR/PARTNER/EXECUTIVE OFFICER/MEMBER EXCLUDED? (Mandatory in N/A)	N/A				E.L. EACH ACCIDENT \$ 1,000,000
	If yes, describe under DESCRIPTION OF OPERATIONS below					E.L. DISEASE - EA EMPLOYEE \$ 1,000,000
						E.L. DISEASE - POLICY LIMIT \$ 1,000,000
C	Cyber Liability/Privacy & Security Technology E&O		ZPL-71N5915A-23	02/06/2023	02/06/2024	Limit 2,000,000
						Retention 25,000
						Retention 2,000,000

DESCRIPTION OF OPERATIONS / LOCATIONS / VEHICLES (ACORD 101, Additional Remarks Schedule, may be attached if more space is required)

CERTIFICATE HOLDER

CANCELLATION

Jefferson Parish, Dept of Purchasing 200 Derbigny Street Ste 4400 Gretna LA 70053	SHOULD ANY OF THE ABOVE DESCRIBED POLICIES BE CANCELLED BEFORE THE EXPIRATION DATE THEREOF, NOTICE WILL BE DELIVERED IN ACCORDANCE WITH THE POLICY PROVISIONS. AUTHORIZED REPRESENTATIVE
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CERTIFICATE OF LIABILITY INSURANCE

DATE (MM/DD/YYYY)
08/25/2023

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PRODUCER STARR-MATHEWS AGENCY 108 North Court St. P. O. Box 168 Calhoun GA 30703-0168		CONTACT NAME: Lauren Williams PHONE (A/C No. Ext.): (706) 629-4441 FAX (A/C No.): (706) 629-3631 E-MAIL ADDRESS: lwilliams@starmathews.com
INSURED Realmconnect, LLC, DBA: Work Creative USA PO Box 1149 Calhoun GA 30703-1149		INSURER(S) AFFORDING COVERAGE INSURER A: Selective Ins Co of America INSURER B: Accident Fund Ins Co of America INSURER C: Beazley Insurance Company INSURER D: INSURER E: INSURER F:

COVERAGES CERTIFICATE NUMBER: 2022-23 PKG/WC REVISION NUMBER:

THIS IS TO CERTIFY THAT THE POLICIES OF INSURANCE LISTED BELOW HAVE BEEN ISSUED TO THE INSURED NAMED ABOVE FOR THE POLICY PERIOD INDICATED. NOTWITHSTANDING ANY REQUIREMENT, TERM OR CONDITION OF ANY CONTRACT OR OTHER DOCUMENT WITH RESPECT TO WHICH THIS CERTIFICATE MAY BE ISSUED OR MAY PERTAIN, THE INSURANCE AFFORDED BY THE POLICIES DESCRIBED HEREIN IS SUBJECT TO ALL THE TERMS, EXCLUSIONS AND CONDITIONS OF SUCH POLICIES. LIMITS SHOWN MAY HAVE BEEN REDUCED BY PAID CLAIMS.


INSUR LTR	TYPE OF INSURANCE	ADDITIONAL INSURED	SUBROGATION	POLICY NUMBER	POLICY EFF (MM/DD/YYYY)	POLICY EXP (MM/DD/YYYY)	LIMITS
A	<input checked="" type="checkbox"/> COMMERCIAL GENERAL LIABILITY <input type="checkbox"/> CLAIMS-MADE <input checked="" type="checkbox"/> OCCUR GEN'L AGGREGATE LIMIT APPLIES PER: <input checked="" type="checkbox"/> POLICY <input type="checkbox"/> PROJECT <input type="checkbox"/> LOC <input type="checkbox"/> OTHER:			S 2144255	11/15/2022	11/15/2023	EACH OCCURRENCE \$ 1,000,000 DAMAGE TO RENTED PREMISES (Ea occurrence) \$ 500,000 MED EXP (Any one person) \$ 15,000 PERSONAL & ADV INJURY \$ N/A GENERAL AGGREGATE \$ 2,000,000 PRODUCTS - COM/OP AGG \$ 2,000,000
	<input checked="" type="checkbox"/> AUTOMOBILE LIABILITY <input checked="" type="checkbox"/> ANY AUTO <input type="checkbox"/> OWNED AUTOS ONLY <input checked="" type="checkbox"/> SCHEDULED AUTOS <input type="checkbox"/> HIRED AUTOS ONLY <input type="checkbox"/> NON-OWNED AUTOS ONLY			S 2144255	11/15/2022	11/15/2023	COMBINED SINGLE LIMIT (Ea accident) \$ 1,000,000 BODILY INJURY (Per person) \$ BODILY INJURY (Per accident) \$ PROPERTY DAMAGE (Per accident) \$ Medical payments \$ 5,000
A	<input checked="" type="checkbox"/> UMBRELLA LIAB <input checked="" type="checkbox"/> OCCUR <input type="checkbox"/> EXCESS LIAB <input type="checkbox"/> CLAIMS-MADE <input type="checkbox"/> DED <input checked="" type="checkbox"/> RETENTION \$ 0			S 2144255	11/15/2022	11/15/2023	EACH OCCURRENCE \$ 5,000,000 AGGREGATE \$ 5,000,000
B	WORKERS COMPENSATION AND EMPLOYERS' LIABILITY ANY PROPRIETOR/PARTNER/EXECUTIVE OFFICER MEMBER EXCLUDED? (Mandatory in NJ) If yes, describe under DESCRIPTION OF OPERATIONS below	Y/N Y	N/A	100056124	10/04/2022	10/04/2023	<input checked="" type="checkbox"/> PER STATUTE <input type="checkbox"/> OTHER E.L. EACH ACCIDENT \$ 500,000 E.L. DISEASE - EA EMPLOYEE \$ 500,000 E.L. DISEASE - POLICY LIMIT \$ 500,000
C	Cyber Liability			VG00006377AA	07/01/2022	07/01/2023	Cyber Liability 3,000,000 Aggregate 3,000,000

DESCRIPTION OF OPERATIONS / LOCATIONS / VEHICLES (ACORD 101, Additional Remarks Schedule, may be attached if more space is required)

ElitePac General Liability Extension Endorsement, CG 73 00 01 19; ElitePac Commercial Automobile Extension, CA 78 16 11 17; Waiver of Our Right to Recover From Others Endorsement, WC 00 03 13

CERTIFICATE HOLDER

CANCELLATION

Jefferson Parrish, LA 910 3rd St Suite 2101 Gretna LA 70053	SHOULD ANY OF THE ABOVE DESCRIBED POLICIES BE CANCELLED BEFORE THE EXPIRATION DATE THEREOF, NOTICE WILL BE DELIVERED IN ACCORDANCE WITH THE POLICY PROVISIONS. AUTHORIZED REPRESENTATIVE 
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ACORD 25 (2016/03)

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CERTIFICATE OF LIABILITY INSURANCE

DATE (MM/DD/YYYY)

08/24/2023

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PRODUCER	Swanson & Associates Inc 5301 Elysian Fields Ave New Orleans, LA 70122	CONTACT NAME	Kristin Swanson		
		PHONE (A/C, No, Ext)	504-821-0303	FAX (A/C, No)	504-821-9474
		E-MAIL ADDRESS	kristin@theswansongroup.net		
		INSURER(S) AFFORDING COVERAGE		NAIC #	
		INSURER A:		Hiscox	
INSURED	RELIABLE TECH SOLUTION LLC RODERICK RIDEAU 6300 FRANKLIN AVE New Orleans, LA 70122	INSURER B:		Berkshire Hathaway Guard Insurance Co	
		INSURER C:			
		INSURER D:			
		INSURER E:			
		INSURER F:			

COVERAGES

CERTIFICATE NUMBER: 00007613-29284

REVISION NUMBER: 3

THIS IS TO CERTIFY THAT THE POLICIES OF INSURANCE LISTED BELOW HAVE BEEN ISSUED TO THE INSURED NAMED ABOVE FOR THE POLICY PERIOD INDICATED. NOTWITHSTANDING ANY REQUIREMENT, TERM OR CONDITION OF ANY CONTRACT OR OTHER DOCUMENT WITH RESPECT TO WHICH THIS CERTIFICATE MAY BE ISSUED OR MAY PERTAIN, THE INSURANCE AFFORDED BY THE POLICIES DESCRIBED HEREIN IS SUBJECT TO ALL THE TERMS, EXCLUSIONS AND CONDITIONS OF SUCH POLICIES. LIMITS SHOWN MAY HAVE BEEN REDUCED BY PAID CLAIMS.

INSR LTR	TYPE OF INSURANCE	ADDL INSD	SUBR WVD	POLICY NUMBER	POLICY EFF (MM/DD/YYYY)	POLICY EXP (MM/DD/YYYY)	LIMITS
A	<input checked="" type="checkbox"/> COMMERCIAL GENERAL LIABILITY <input type="checkbox"/> CLAIMS-MADE <input checked="" type="checkbox"/> OCCUR GEN'L AGGREGATE LIMIT APPLIES PER: <input checked="" type="checkbox"/> POLICY <input type="checkbox"/> PROJECT <input type="checkbox"/> LOC OTHER:			P101.489.913	02/23/2023	02/23/2024	EACH OCCURRENCE \$ 1,000,000 DAMAGE TO RENTED PREMISES (Ea occurrence) \$ 10,000 MED EXP (Any one person) \$ 5,000 PERSONAL & ADV INJURY \$ 1,000,000 GENERAL AGGREGATE \$ 2,000,000 PRODUCTS - COM/OP AGG \$ 1,000,000
	AUTOMOBILE LIABILITY <input type="checkbox"/> ANY AUTO <input type="checkbox"/> OWNED AUTOS ONLY <input type="checkbox"/> HIRER AUTOS ONLY <input type="checkbox"/> SCHEDULED AUTOS <input type="checkbox"/> NON-OWNED AUTOS ONLY						COMBINED SINGLE LIMIT (Ea accident) \$ BODILY INJURY (Per person) \$ BODILY INJURY (Per accident) \$ PROPERTY DAMAGE (Per accident) \$
	UMBRELLA LIAB EXCESS LIAB DED RETENTION \$						EACH OCCURRENCE \$ AGGREGATE \$
B	WORKERS COMPENSATION AND EMPLOYERS' LIABILITY ANY PROPRIETOR/PARTNER/EXECUTIVE OFFICER/MEMBER EXCLUDED? (Mandatory in NH) If yes, describe under DESCRIPTION OF OPERATIONS below	Y/N Y	N/A	REWC462470	08/25/2023	08/25/2024	<input checked="" type="checkbox"/> PER STATUTE <input type="checkbox"/> OTH-ER E.L. EACH ACCIDENT \$ 100,000 E.L. DISEASE - EA EMPLOYEE \$ 100,000 E.L. DISEASE - POLICY LIMIT \$ 500,000
A	ERROR & OMISSION			P101.489.914	02/23/2023	02/23/2024	1,000,000

DESCRIPTION OF OPERATIONS / LOCATIONS / VEHICLES (ACORD 101, Additional Remarks Schedule, may be attached if more space is required)

CERTIFICATE HOLDER

Jefferson Parish Government
1221 Elmwood Park Blvd
New Orleans, LA 70123

CANCELLATION

SHOULD ANY OF THE ABOVE DESCRIBED POLICIES BE CANCELLED BEFORE THE EXPIRATION DATE THEREOF, NOTICE WILL BE DELIVERED IN ACCORDANCE WITH THE POLICY PROVISIONS.

AUTHORIZED REPRESENTATIVE

(KMS)