WEST VALLEY WATER DISTRICT
855 W. Base Line Road, Rialto, CA 92376
PH: (909) 875-1804   FAX: (909) 875-1849

SAFETY AND TECHNOLOGY COMMITTEE MEETING
AGENDA

TUESDAY, MAY 9, 2023 - 6:00 PM

NOTICE IS HEREBY GIVEN that West Valley Water District has called a meeting of the Safety and Technology Committee to meet in the Administrative Conference Room, 855 W. Base Line Road, Rialto, CA 92376.

<u>BOARD OF DIRECTORS</u>

Director Kelvin Moore, Chair
Vice President Daniel Jenkins

Members of the public may attend the meeting in person at 855 W. Base Line Road, Rialto, CA 92376, or you may join the meeting using Zoom by clicking this link: https://us02web.zoom.us/j/8402937790. Public comment may be submitted via Zoom, by telephone by calling the following number and access code: Dial: (888) 475-4499, Access Code: 840-293-7790, or via email to administration@wvwd.org.

If you require additional assistance, please contact administration@wvwd.org.

I. CALL TO ORDER

II. PUBLIC PARTICIPATION

The public may address the Board on matters within its jurisdiction. Speakers are requested to keep their comments to no more than three (3) minutes. However, the Board of Directors is prohibited by State Law to take action on items not included on the printed agenda.

III. DISCUSSION ITEMS

1. Updates to the Safety and Technology Committee

2. Spectrum Fiber Internet Service Upgrade from 200 Mbps to 1 Gbps.

3. Approval of the Purchase and Professional Installation of a New FortiGate 101F Next Generation Firewall with Endpoint Protection, Detection, and Automated Response.

IV. ADJOURN

DECLARATION OF POSTING:

I declare under penalty of perjury, that I am employed by the West Valley Water District and posted the foregoing Safety and Technology Committee Agenda at the District Offices on May 3, 2023.

Elvia Dominguez

Elvia Dominguez, Board Secretary

BOARD OF DIRECTORS
SAFETY AND TECHNOLOGY COMMITTEE
STAFF REPORT

DATE:	**May 9, 2023**
TO:	**Safety and Technology Committee**
FROM:	**Van Jew, Acting General Manager**
SUBJECT:	**SPECTRUM FIBER INTERNET SERVICE UPGRADE FROM 200 MBPS TO 1 GBPS**

BACKGROUND:

West Valley Water District, ("District"), maintains an on-premise Cisco Unified Communications system to provide the phone, voicemail, and other communications services necessary to support business operations. The system uses two Primary Rate Interface (PRI) telecommunications connections which are currently provided by Spectrum. Spectrum also provides the District's internet service, (200 Mbps bandwidth), as well as several static IP addresses.

DISCUSSION:

At the April 06, 2023 meeting, the Board approved a project to replace the on-premise Cisco Unified Communications system with a FortiVoice Cloud Unified Communications System, which is a hosted system. At the same meeting, the Board also approved a project to replace the District's back system with a Rubrik R6404S Enterprise Appliance Backup System, which includes a cloud archiving service, (off site backups).

The switch from an on-premise communications system to a hosted system will eliminate the need for the two PRI connections and will increase the bandwidth usage on the internet connection. Staff reached out to Spectrum for a quote to increase the bandwidth from 200 Mbps to 1 Gbps, (5 times more bandwidth). The increased bandwidth will support the additional needs of the new communications system and it will also enhance our ability to complete offsite backups quickly and securely.

The initial quote was $1,599 per month for the 1 Gbps service. However, after some negotiation, Spectrum agreed to decrease the monthly cost to $1,499 with a 36-month agreement. The Spectrum Service Order to replace the current 200 Mbps fiber internet service with a 1 Gbps fiber internet service for a service term of 36 months is attached as **Exhibit A**. The Service Order also reflects an extension of the service term for the static IP addresses for 36 months to match the internet service, (there is no change to the monthly cost). The table below summarizes the costs of the current services and the revised services:

	Current	Revised
2 PRI Connections	690.00	-
Telephony Taxes & Fees	244.30	-
Internet - 200 Mbps	1,099.00	-
Internet - 1 Gbps	-	1,499.00
13 Static IP addresses	50.00	50.00
Total Charges	**2,083.30**	**1,549.00**

Monthly Savings		534.30
Annual Savings		6,411.60

FISCAL IMPACT:

100-5615-550-5650 Communication Services / Telephone will decrease by approximately $934 per month, while 100-5640-550-5651 Miscellaneous / High Speed Internet Service will increase by approximately $400 per month. The net is a $534 decrease in the total monthly costs, (and $6,412 annually). Additionally, the 36-month service term will protect the District against rate increases.

Sufficient funding is already included in the FY 2023 budget, although the impact of the change will be minimal since the year is nearly over. The reduced costs will be reflected in the FY 2024 Budget requests.

STAFF RECOMMENDATION:

Forward a recommendation to the Board of Directors to authorize staff to execute a service order with Spectrum to upgrade the current 200 Mbps fiber internet service to a 1 Gbps fiber internet connection for a service term of 36 months.

Respectfully Submitted,

Van Jew
_____
Van Jew, Acting General Manager

VJ:js

ATTACHMENT(S):
   1. Exhibit A - Spectrum Service Order #13695679

EXHIBIT A

SPECTRUM SERVICE ORDER #13695679

Spectrum
ENTERPRISE

SERVICE ORDER

THIS SERVICE ORDER ("Service Order"), is executed and effective upon the date of the signature set forth in the signature block below ("Effective Date") and is by and between Charter Communications Operating, LLC on behalf of those operating subsidiaries providing the Service(s) hereunder ("Spectrum") and Customer (as shown below) and is governed by and subject to the Spectrum Enterprise Commercial Terms of Service posted to the Spectrum Enterprise website, https://enterprise.spectrum.com/ (or successor url) or, if applicable, an existing services agreement mutually executed by the parties (each, as appropriate, a "Service Agreement"). Except as specifically modified herein, all other terms and conditions of the Service Agreement shall remain unamended and in full force and effect.

Spectrum Enterprise Contact Information	
Contact: Alexandra Higgins	
Telephone: (760) 641-8599	
Email: alexandra.higgins@charter.com	

Customer Information			
Customer Name WEST VALLEY WATER DISTRICT		Order # 13695679	
Address 855 W BASE LINE RD RIALTO CA 92376			
Telephone (909) 875-1804		Email: jsteph@wvwd.org	
Contact Name Jon Stephenson	Telephone (909) 875-1804	Email: jsteph@wvwd.org	
Billing Address 855 W BASE LINE RD RIALTO CA 92376			

Spectrum
ENTERPRISE

NEW AND REVISED SERVICES AT 855 W Base Line Rd , Rialto CA 92376				
Service Description	Order Term	Quantity	Monthly Recurring Charge(s)	Total Monthly Recurring Charge(s)
Fiber Internet 1Gbps	36 Months	1	$1,499.00	$1,499.00
Static IP 13	36 Months	1	$ 50.00	$ 50.00
TOTAL*				$1,549.00

© 2016-2022 Charter Communications Operating, LLC. All Rights Reserved
Created Date: 04/25/2023

Spectrum ▶
ENTERPRISE

1. **TOTAL CHARGE(S). Total Monthly Recurring Charges and Total One-Time Charges are due in accordance with the monthly invoice.**

2. **TAXES**. Plus applicable taxes, fees, and surcharges as presented on the respective invoice(s).

3. **SPECIAL TERMS**.

Created Date: 04/25/2023

![Spectrum Enterprise logo]

By signing below, the signatory represents they are duly authorized to execute this Service Order.

CUSTOMER SIGNATURE

Signature:_____

                               Jon Stephenson

Printed Name:_____

Title:_____

Date:_____

Created Date: 04/25/2023

Spectrum
ENTERPRISE

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Created Date: 04/25/2023

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ater District
West Valley Water District

BOARD OF DIRECTORS
SAFETY AND TECHNOLOGY COMMITTEE
STAFF REPORT

DATE: **May 9, 2023**

TO: **Safety and Technology Committee**

FROM: **Van Jew, Acting General Manager**

SUBJECT: **APPROVAL OF THE PURCHASE AND PROFESSIONAL INSTALLATION OF A NEW FORTIGATE 101F NEXT GENERATION FIREWALL WITH ENDPOINT PROTECTION, DETECTION, AND AUTOMATED RESPONSE**

BACKGROUND:

In April 2016, the West Valley Water District, ("District"), implemented a Cisco ASA 5516-X firewall with FirePOWER services to provide network and endpoint security. The current unit is at the end of its anticipated useful life.

DISCUSSION:

As cyber threats continue to evolve and increase, a multi-layered approach, (also referred to as defense in depth), is critical to protecting against cyberattacks. This project focuses on two key components of the District's cybersecurity portfolio; the network firewall and the Endpoint Protection, Detection, and Automated Response, ("EDR") solution. The firewall protects the network and EDR protects the devices.

Staff evaluated solutions offered by Barracuda Networks, Cisco, FortiNet, and Palo Alto Networks. Based on those evaluations, staff identified FortiNet's solutions as the best fit for the District's needs.

Staff also reviewed and considered the Gartner Magic Quadrant Report for Network Firewalls and the Gartner Magic Quadrant Report for Endpoint Protection Platforms, ("EPP"). The Magic Quadrant reports are not exhaustive analyses of every vendor in a market, but rather focused analyses of the most relevant providers for end-user clients. The vendors are evaluated on criteria to measure their Completeness of Vision and their Ability to Execute, and then categorized into one of the four quadrants. The reports help to provide an understanding of what agencies and digital service providers and their associated technology do.

FortiNet has been recognized as leaders for firewalls for several years running. They have also been recognized as visionaries for EPP's. This is important because it indicates that they have a strong understanding of the needs of the market and are developing the solutions to meet those needs.

The proposed FortiNet solution includes the following components:

- FortiGate 101F Next Generation Firewall, ("NGFW")
  - Includes FortiCare 24/7 technical support for 5 years.
  - Includes FortiGuard Enterprise Protection, (NGFW Application Control and IPS, Web Filtering, FortiSandbox Cloud, Antivirus, Mobile Security, IP Reputation & Antibotnet, Antispam, CASB, Industrial Security, Security Rating, Virus Outbreak Protection Service, Content Disarm & Reconstruction, and core FortiCare security services), for 5 years.
  - Includes FortiAnalyzer Cloud, (cloud-Based central logging & analytics), for 5 years.
- FortiEDR Discover, Protect & Respond and Standard Managed Detection and Response, ("MDR"), Cloud Subscription and 24x7 FortiCare for 125 Endpoints for 5 years.
  - Includes FortiCare FortiEDR Best Practice Service for up to 999 Endpoints/users for 1 year.
- FortiGate configuration, setup, security migration from existing system, testing, and training for staff.

Staff prepared and released a Request for Bids, ("RFB"), with the specifications as described above. Four cost proposals were received. The table below shows the vendors and their proposed costs.

Vendor	Proposed Cost
AirGap Labs	95,043.04
Questivity	95,817.48
Vprimetech*	82,054.86
Wisecom**	66,689.58

*Did not include the required installation and configuration services.
**Did not include the required installation and configuration services. Submitted incorrect quantities for both EDR items.

Only AirGap Labs and Questivity submitted acceptable cost proposals. The lowest was AirGap Labs with a cost proposal of $95,043.04. Although the lowest pricing is important, this project also includes the professional service of installation and configuration. Therefore, an assessment of each vendor's qualifications was warranted. FortiNet's Engage Partner Program, (attached as **Exhibit A**), includes 4 distinct designations: Advocate, Select, Advanced, and Expert. There are increasingly stringent business and training requirements that must be met in order to advance through the designations.

AirGap Labs is an Expert Partner, (the highest designation), and Questivity is an Advocate Partner, (the entry level designation). Based on this differentiation, staff identified AirGap Labs as the more qualified and preferred vendor. In addition, AirGap Labs was recently awarded a contract for the purchase and professional implementation of a FortiVoice Cloud Unified Communications System. Some overlap of the two projects is anticipated and having one vendor instead of two different vendors will benefit the District. AirGap Labs' cost proposal is attached as **Exhibit B**.

FISCAL IMPACT:

Historically, the total costs associated with this project would be considered a capital expenditure. However, that has changed due to Government Accounting Standards Board, ("GASB"), Statement No. 96, which provides guidance on the accounting and financial reporting for subscription-based information technology arrangements (SBITAs) for governments.

For accounting purposes, the costs associated with hardware, technical support, and the professional services for the implementation and configuration are considered capital expenditures and amount to $17,404. Funds are included in the FY 2023 CIP Budget.

The costs associated with subscription-based licensing are considered regular operating expenses. The total for the five (5) year period is $77,640. That amount will be prepaid and expensed at a monthly rate of $1,294 per month over the next five (5) fiscal years, ($15,528 annually). Depending on when the implementation is completed, the expense for the current fiscal year is anticipated to range from $0 to $1,294. Sufficient funds are included in the FY 2023 Operating Budget. The ongoing annual costs will be reflected in the FY 2024 and subsequent fiscal year budget requests.

STAFF RECOMMENDATION:

Forward a recommendation to the Board of Directors to approve the purchase and professional installation of a new FortiGate 101F Next Generation Firewall with Endpoint Protection, Detection, and Automated Response from AirGap Labs in the amount of $95,044.

Respectfully Submitted,

Van Jew

Van Jew, Acting General Manager

VJ:js

ATTACHMENT(S):
1. Exhibit A - FortiNet Partner Designations
2. Exhibit B - AirGap Labs

EXHIBIT A

FORTINET PARTNER DESIGNATIONS

ENGAGE
FORTINET® PARTNER PROGRAM

Engage Partner Program Brochure

FORTINET® PARTNER PROGRAM

ENGAGE.
EXPAND.
SPECIALIZE.

Fortinet Engage has a singular goal for our partners:
Provide a valuable, flexible platform to build a profitable and highly-differentiated security practice that leverages the industry's best solutions to drive customer success.

Profitability Through Technology Differentiation

Fortinet's breadth of products are tightly integrated into one highly-automated, high-performing platform that spans endpoint, network, and cloud, and includes tools to easily connect with adjacent technologies.

Business Success with Proven Credibility

Fortinet's innovation superiority with hundreds of patents and industry-leading threat intelligence, alongside our customer ratings and independent analyst reports leadership validates and differentiates your offerings.

Long-Term, Sustained Growth

We're in this together! We have no direct sales team, and we offer sustained sales, marketing, and executive support so you can grow productive, predictable, and profitable relationships.

Fortinet Security Fabric

The Fortinet Security Fabric platform enables you to create new value as your customers embrace digital transformation for business agility, performance, and simplicity. The Fabric provides true integration and automation across an organization's security infrastructure, delivering unparalleled protection and visibility to every network segment, device, and appliance, whether virtual, in the cloud, or on-premises.

At the same time, it unifies security solutions behind a single pane of glass, makes the growing digital attack surface visible, integrates AI-driven breach prevention, and automates operations, orchestration, and response. The end result is you, the partner, creating a successful business outcome that puts your customers ahead of the competition, securely.

Fabric Management Center

NOC

SOC

Adaptive Cloud Security

Zero Trust Access

FORTI OS

OS

Security-Driven Networking

Open Ecosystem

FortiGuard Threat Intelligence
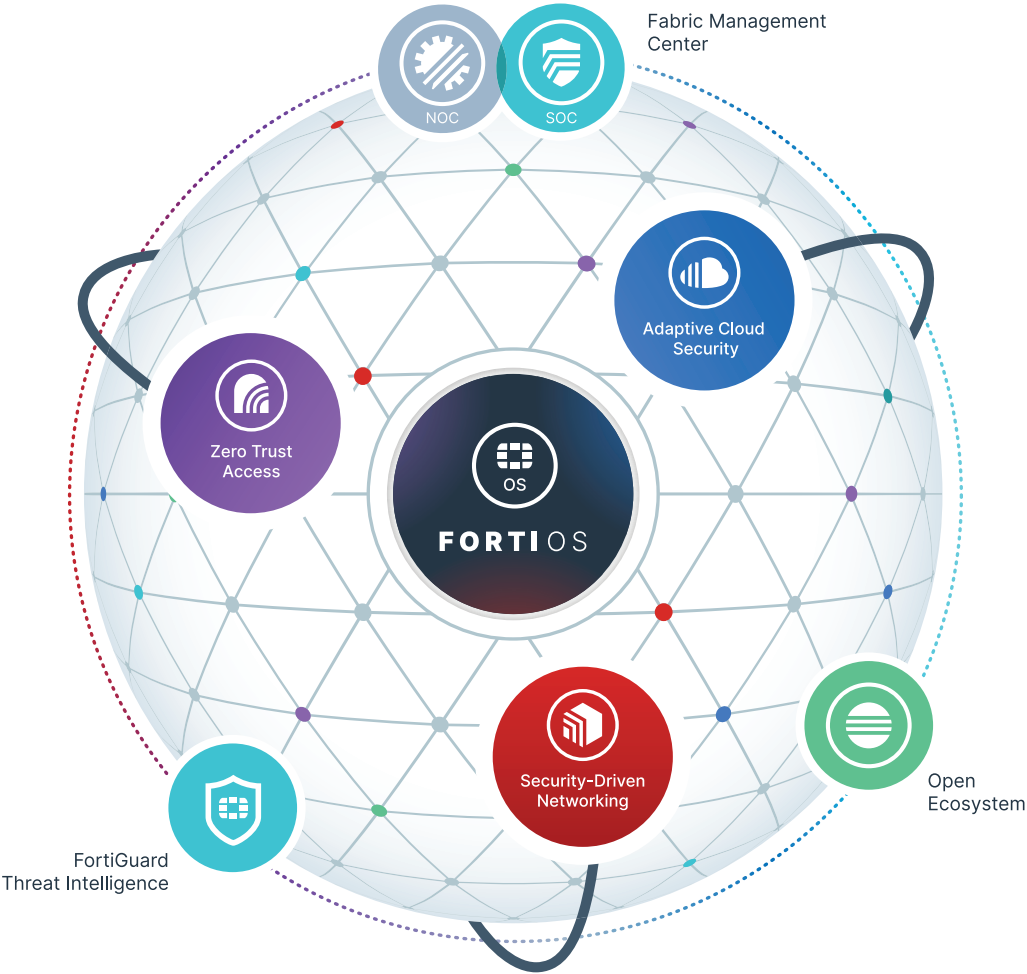
1 ENGAGE

Define your level of engagement: Align our program to your level of experience and the benefits and billings requirements that fit your business.

ADVOCATE	SELECT	ADVANCED	EXPERT
You're interested in starting a relationship with Fortinet. This level has limited requirements and benefits.	You're committed to delivering superior security solutions that best fit small-to-medium business security concerns.	You have proven success delivering the full spectrum of Fortinet's solutions with certified staff to handle various implementation requirements from your customers.	As part of this group of proven Fortinet solution experts, you have demonstrated consistently high revenue and can deliver the full range of Fortinet solutions, with experts on staff to manage complex deployments.

2 EXPAND

Select your business model: We know you transact in different ways, so we've built that flexibility into our program.

INTEGRATOR	MSSP	CLOUD
You're primarily reselling to customers on-premises, but offer some managed services.	Most, if not all, of your billings come from selling managed security services.	You were born-in-the-cloud or are a cloud-certified partner

3 SPECIALIZE

Differentiate yourself with specializations: In a fast-moving industry, our specializations help you quickly elevate yourself in a crowded field with training, enablement, and targeted solutions so you can expand your capabilities and offerings while driving growth and profitability.

SPECIALIZATION	SPECIALIZATION	SPECIALIZATION	SPECIALIZATION
SD-WAN	LAN Edge and SD-Branch	Data Center	Adaptive Cloud Security
Zero Trust Access	Operational Technology	Security Operations	

BENEFITS

Integrator

ADVOCATE

Sales Support
- Authorized to Resell Fortinet Solutions
- Access to Deal Registration Program and Additional Associated Discounts[1]
- Access to Renewal Assets
- Eligible for Not for Resale Demo (NFR)[1]
- Eligible for FortiRewards Program[1]
- Competitive Recommended Discounts[2]

Technical Support
- Fortinet Support Portal Access

Marketing and Communications
- Eligible for Joint Marketing Funds[1]
- Access to Partner Portal, Webinars, Newsletters

SELECT

All ADVOCATE Benefits Plus:

Sales Support
- Eligible for Specialization
- Featured on Partner Locator

Technical Support
- Direct Access to Fortinet Support[3]

Marketing and Communications
- Preferential Access to Joint Marketing Funds[1]

ADVANCED

All SELECT Benefits Plus:

Sales Support
- Fortinet Channel Account Manager
- Fortinet Channel Marketing Manager
- Eligible for Vendor Incentive Program[1]

Technical Support

EXPERT

All ADVANCED Benefits Plus:

Sales Support
- Access to Vendor Incentive Program[1]

- Exclusive Invitations to Fortinet Technical Events[1]
- Eligible for the Fast Track Instructor Development Program

Technical Support

1. Subject to regional availability. 2. Discount increases with partner level. 3. If compliant with NSE Certification. 4. The Fortinet Developer Network (FNDN) is a subscription-based community built developers enhance and increase the effectiveness of Fortinet products. It can help create applications to interact with Fortinet products like custom web portals, automated deployment and provisioning systems, and scripted tasks.

MSSP *all Integrator benefits plus:*

- Exclusive Access to Fortinet MSSP Portfolio

- On-Premises Hardware
- Virtual Machines
- SAAS Solution

- Eligible for Joint Marketing Funds[1]

All ADVOCATE Benefits Plus:

- "Sell-To" Specific Discounting (for Internal Needs)[1]
- Eligible for Specialization
- Featured on Partner Locator

- Direct Access to Fortinet Support[3]

All SELECT Benefits Plus:

- Free Fortinet Developer Network (FNDN) Yearly Subscription—FNDN Developer Toolkit and FNDN Deploy Toolkit[4]
- Fortinet Channel Account Manager
- Fortinet Channel Marketing Manager
- Eligible for Vendor Incentive Program[1]

All ADVANCED Benefits Plus:

- Access to Vendor Incentive Program[1]

- Free Yearly Subscription to: FortiConverter License, a multi-vendor configuration migration tool for building FortiOS configurations
- FortiDeploy License: Enable zero-touch bulk provisioning for your FortiGate, FortiWifi or FortiAP products
- FortiPortal VM License: Virtual machine which includes both wireless and security features of FortiPortal, includes management of 10 FortiGates and 100 FortiAPs. Requires FortiGate as a wireless controller, FortiAnalyzer, and FortiManager
- Eligible for the Fast Track Instructor Development Program

Cloud *all Integrator benefits plus:*

- Ability to purchase VM Solutions via Distribution which can be installed in a Public Cloud (BYOL)
- Authorized to resell Fortinet's published solutions via marketplaces Microsoft Azure, AWS, Google Cloud, Oracle Cloud, AliCloud
- Discounts available:
  - BYOL - per Fortinet Partner level
  - PAYG/SaaS/Custom Private Offer
  - Via CP Programs (such as AWS CPPO/SPPO)

All ADVOCATE Benefits Plus:

- Eligible for Specialization
- Featured on Partner Locator

All SELECT Benefits Plus:

ADVANCED/EXPERT

- Eligible for Vendor Incentive Program[1]
- Dedicated Cloud Expert
- FortiCWP license – Free Workload and Storage Guardian 1 year license. A multi-cloud platform that provides visibility into security status of workloads, users and data, compliance reporting and analytics
- Free Fortinet Developer Network (FNDN) Yearly Subscription
  - FNDN Developer Toolkit and FNDN Deploy Toolkit[4]
  - Eligible for the Fast Track Instructor Development Program

REQUIREMENTS

Integrator

ADVOCATE

Business Requirements
- Fortinet Integrator Questionaire
- Valid Partner Agreement
- Primary Business Face-to-Face Selling Model

Training Requirements
- 1 NSE 1, 1 NSE 2

SELECT

Business Requirements
- Fortinet Integrator Questionaire
- Valid Partner Agreement
- Primary Business Face-to-Face Selling Model
- Sales Volume Requirement[1]
- Provide Level 1 Support

Training Requirements
- 1 NSE 1, 1 NSE 2, 1 NSE 4

ADVANCED

Business Requirements
- Fortinet Integrator Questionaire
- Valid Partner Agreement
- Primary Business Face-to-Face Selling Model
- Sales Volume Requirement
- Sales Forecasting
- Lead Follow Up and Reporting
- Quarterly Business Plan Review
- Hold Co-Marketing End-User Events
- Provide Level 1 Support

Training Requirements
- 2 NSE 1, 2 NSE 2, 2 NSE 4, 1 NSE 5 (exam), 1 NSE 7

EXPERT

Business Requirements
- Fortinet Integrator Questionaire
- Valid Partner Agreement
- Primary Business Face-to-Face Selling Model
- Sales Volume Requirement
- Sales Forecasting
- Lead Follow Up and Reporting
- Quarterly Business Plan Review
- Hold Co-Marketing End-User Events
- Provide Level 2 Support

Training Requirements
- 2 NSE 1, 2 NSE 2, 1 NSE 3, 3 NSE 4, 2 NSE 5 (exams), 2 NSE 6 (unique exams), 1 NSE 7

1. Subject to regional availability. 2. Discount increases with partner level. 3. If compliant with NSE Certification. 4. The Fortinet Developer Network (FNDN) is a subscription-based community built to help administrators/developers enhance and increase the effectiveness of Fortinet products. It can help create applications to interact with Fortinet products like custom web portals, automated deployment and provisioning systems, and scripted tasks.

MSSP	Cloud
• Fortinet MSSP Questionaire • Valid Partner Agreement	• Fortinet Cloud Questionnaire • Valid Partner Agreement • Existing relationship with cloud service provider
• 1 NSE 1, 1 NSE 2	• 1 Adaptive Cloud Sales Training
• Fortinet MSSP Questionaire • Valid Partner Agreement • Minimum 8×5 Security Operations Center • Test Lab Environment • Annual Sell To and Sell Through Revenue[1] • 12-Month Business Plan Review • POS Reporting • Annual Support Ticket Review • Business Review, 3 Months Prior to Contract Renewal	• Fortinet Cloud Questionnaire • Valid Partner Agreement • Existing relationship with Microsoft Azure, AWS, Google Cloud, Oracle Cloud, AliCloud • Sales Volume Requirement and/or Cloud Business Plan[1]
• 1 NSE 1, 1 NSE 2, 1 NSE 3, 1 NSE 4, 1 NSE 5 (exam)	• 1 Adaptive Cloud Sales training, 1 NSE 4 certification or FortiGate Essentials training (recommended), 1 NSE 6 certification (NSE 6 AWS or NSE 6 Azure)

ADVANCED/EXPERT

MSSP	Cloud
• Fortinet MSSP Questionaire • Valid Partner Agreement • Minimum 8×5 Security Operations Center • Test Lab Environment • Annual Sell To and Sell Through Revenue[1] • 12 Month Business Plan Review • POS Reporting • Annual Support Ticket Review	**Business Requirements** • Fortinet Cloud Questionnaire • Valid Partner Agreement • Established cloud provider at AWS, Microsoft Azure, Google, OCI, and/or AliCloud with: - Managed Partner level -or- - Certified Cloud Engineer/Architect • Sales Volume Requirement and/or Cloud Business Plan[1]
• 2 NSE 1, 2 NSE 2, 1 NSE 3, 2 NSE 4, 2 NSE 5 (exams), 1 NSE 6 (exam), 1 NSE 7	**Training Requirements** • 1 Adaptive Cloud Sales training • 1 NSE 4 certification or FortiGate Essentials training (recommended)
• Fortinet MSSP Questionaire • Valid Partner Agreement • 24×7 Security Operations Center • Test Lab Environment • Annual Sell To and Sell Through Revenue[1] • Certain Percent of Revenue from Services - determined in region • 12 Month Business Plan Review • POS Reporting • Semi-Annual Support Ticket Review	• 1 NSE 5 exam (FortiSIEM, FortiManager, FortiAnalyzer, FortiEMS recommended) • 2 NSE 6 exams: - 1 NSE 6 – either NSE 6 AWS or 1 NSE 6 Azure - 1 additional NSE 6 (FortiMail/FortiWeb recommended)
• 2 NSE 1, 2 NSE 2, 1 NSE 3, 4 NSE 4, 3 NSE 5 (exams), 2 NSE 6 (unique exams), 2 NSE 7	

ENGAGE PARTNER SPECIALIZATIONS

Fortinet Partner Specializations designed to help your organization gain the knowledge and skills necessary to become a partner of distinction in one of several high-business demand areas. When individuals from your organization complete the training, your organization becomes eligible for designation. Once Specialized, you will receive a badge, official recognition on the Partner Locator, discounted not-for-resale kits designed for each Specialization, and exclusive access to events. Partners will also gain access to our communities where you can engage, learn, and network with other Fortinet enthusiasts. Each Specialization has customized Sales Training and Technical Exam requirements that must be completed before a partner organization becomes eligible for designation.

BENEFITS

SELECT

- Specialization Badge and Featured on Partner Locator
- Discounted Specialization-Specific Not for Resale (NFR) Kit
- Access to Communities

ADVANCED

- Eligible for 1 Exclusive Accelerate Pass[1]

EXPERT

- Eligible for 1 Exclusive Xperts Academy Pass[1]
- Eligible for Joint PR Activity

NOTE: Additional Discount[1] for Specialized Partners might be available in your region, please check with your CAM.

1 . Subject to regional availability.

REQUIREMENTS

Fortinet Specializations are available to Select and Above Partners who are compliant with the Engage partner program. Designations are given to partner accounts who meet the requirements listed here.

	Sales Training	Technical Exams
SPECIALIZATION **SD-WAN**	SD-WAN Sales Training (1)* SD-WAN MSSP Sales Training (1)* *Either or*	NSE 7 SD-WAN (1)
SPECIALIZATION **LAN Edge and SD-Branch**	Secure Access Sales Training (1)	NSE 7 Secure Access (1)
SPECIALIZATION **Data Center**	Data Center Sales Training (1)	Select: NSE 7 (any) (2) Advanced: NSE 7 (any) (3) Expert: NSE 8 (1)
SPECIALIZATION **Adaptive Cloud Security**	Dynamic Cloud Sales Training (1)	NSE 4 (1) NSE 7 Cloud (1)
SPECIALIZATION **Zero Trust Access**	Zero Trust Sales Training (1)	NSE 5 FortiClient EMS (1) NSE 6 FortiNAC (1) NSE 6 FortiAuthenticator (1)
SPECIALIZATION **Operational Technology**	OT Security Training (1)	NSE 7 OT Security (1)
SPECIALIZATION **Security Operations**	Security Operations Sales Training (1)	NSE 5 FortiEDR (1) NSE 7 Advanced Analytics (1) NSE 7 FortiSOAR Design and Development (1)

RESOURCES

Partner Portal
https://partnerportal.fortinet.com

Website
https://www.fortinet.com

NSE Learning Center
https://partnerportal.fortinet.com/English/?rdir=/training/overview.aspx

Support & Training Information
https://www.fortinet.com/support-and-training.html

Product Information
https://www.fortinet.com/products/index.html

APAC Channel Team
apac_partners@fortinet.com

EMEA Channel Team
emea_partners@fortinet.com

LATAM Channel Team
latam_partners@fortinet.com

North America Channel Team
partners@fortinet.com

EXHIBIT B

AIRGAP LABS

$95,043.04

AIRGAP LABS

RESPONSE TO REQUEST FOR BID

RFB provided by

West Valley Water District

855 W Baseline Rd | Rialto | CA | 92376

Proposal provided by

AirGap Labs LLC

3943 Irvine Boulevard | Suite 662 | Irvine | CA | 92602

For

New Fortinet Router FortiGate-101F & End Point Security Solution

Revision 1.1
May 3, 2023

Prepared by: Benjamin Bradley
Email: bbradley@airgaplabs.com

AIRGAP LABS

Proposal for New Fortinet Router Forti-Gate101F
& End Point Security Solution

Page 1

West Valley Water District

Packet Pg. 28

AirGap Labs LLC

Milton Yeo

Managing Partner

3943 Irvine Boulevard
Suite 662
Irvine, CA 92602
949-669-4450 ext. 800
myeo@airgaplabs.com
airgaplabs.com

Melissa Blount

855 W Baseline Rd
Rialto, CA 92376
909-875-3335
mblount@wvwd.org

May 3, 2023,

Melissa Blount,

We are writing this Proposal in response to the Request for Bid (RFB) for a New Fortinet Router FortiGate-101F & End Point Security Solution that was issued April 6, 2023.

We do understand and acknowledge the services being requested in West Valley Water District's RFB as covered in the Project Description and Scope of Work. The accompanying Proposal will outline the extent to which AirGap Labs LLC can meet these requirements to be broken down as follows:

- Executive Summary
- Vendor Profile
- References
- Scope of Services Provided
- Fees and Pricing
- Additional Provisions
- Supporting Documents

This document constitutes a proposal for a New Fortinet Router FortiGate & End Point Security Solution to be provided by AirGap Labs LLC to the West Valley Water District. This document and proposed pricing will remain valid for 60 days unless mutually agreed upon by both the West Valley Water District and AirGap Labs LLC.

Sincerely,

Milton Yeo

Table of Contents

This Proposal constitutes an offer for the following services and the terms under which AirGap Labs LLC ("AirGap Labs" or "Vendor") is willing to provide them to West Valley Water District ("Customer" or "Client").

1   Executive Summary

1.1   Organization Overview

At AirGap Labs LLC we run a client-centric organization focused on digital transformation, fostering client growth, and delivering well architected IT systems. Every decision we make is done so with the end user experience in mind. Since our founding, we believe in doing the job right the first time. When it comes to growing our client base, we rely solely on word of mouth. Because of this we strive to conduct our business with open communication, realistic expectations, and always deliver on our word.

1.2   Our Clients

The following companies are just a handful of the clients we have successfully helped along their path to digital transformation and IT success.

1.3   What Sets Us Apart

1.3.1   Core Competencies

Our first-class engineers specialize in the following areas of IT:

Windows & Linux Server
Design, Deployment, Integration, Implementation, Maintenance

Network & Voice
WAN, LAN, SD-WAN, WiFi, Wiring, UCaas, CCaaS, Telephony

Collaboration
Office365, Sharepoint, Zoom & Zoom Rooms, Ring Central

Infrastructure & Cloud
AWS, Azure, Google, Oracle, On Premise & Cloud Integration, VMWare, Nutanix, Windows Server

Security
Firewalls, Network Access Management, SIEM, EDR, RansomWare Recovery

IT Operations & Automation
Monitoring, Alerting, Incident Response, Chatbot, Automated Response

1.3.2   SecDevOps

Security is always a priority at AirGap Labs. The days of bolting on a firewall and antivirus at the end of deployment are long gone. We engineer security at the onset. Security is maintained throughout every plan developed, decision made, and process implemented. We utilize principles such as defense in depth, principle of least privilege, and fostering a culture of user awareness to ensure your IT systems are operating at peak performance while remaining secure in today's ever growing digital frontier.

1.3.3   Partners and Relationships

We work with some of the top firms in the industry to help meet your IT needs.

F⊡RTINET.
EXPERT PARTNER

In the past decade Fortinet has emerged as one of the industry's leading firms in cybersecurity solutions and services. AirGap Labs LLC is a designated Fortinet Solutions Expert. This is the highest of four levels of partnership through the Fortinet Engage program. Our team of engineers is certified to deploy and manage the most complex customer solutions by Fortinet.

CISCO

The AirGap Labs LLC team has extensive experience deploying and maintaining Cisco technologies. Milton Yeo, your team's technical lead, possesses the Cisco Certified Internetwork Expert certification. This certification is held by less than 1% of networking professionals worldwide. This experience lends itself to the deployment, management, and maintenance of a vast array of networking technologies.

Cloud

Network

Infrastructure

Security

1.3.4   Experience with Fortinet Solutions

AirGap Labs LLC has quickly become one of the top providers of Professional Services for Fortinet products in Southern California. In the last year alone we have deployed, integrated, migrated, and maintained over 100 Fortinet solutions across the United States. This includes all models of FortiGate, FortiSwitch, FortiAP, FortiWeb, FortiClient EMS, FortiConverter, FortiSandbox, FortiTransceiver, FortiRecorder, FortiCloud, FortiNAC, FortiFabric, FortiEDR, FortiMail, FortiAnalyzer, FortiDeceptor, FortiExtender, FortiMonitor, and FortiVoice.

The Fortinet solution with which we have the most experience is the FortiGate line. Our technicians have installed and integrated this with great success among many of our clients. Some of these clients include LBA Realty, Laguna Woods Village, West Coast Dental, International Transport Service, Roth Capital, and Raines Law. We hope you will take our extensive level of FortiGate experience into consideration when making your decision to choose a Professional Services Provider.

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2   Vendor Profile

AirGap Labs LLC
Registered in California
Secretary of State Entity Number: 202100510463
Federal Employer ID: 86-1304325

2.1   Professional Services Team

2.1.1   Roles

```
                        Milton Yeo
                     [ Executive Support ]
                              |
                        Russel Parry
                [ Project Manager/
                  Technical Architect ]
                              |
             -----------------------------------
             |                                 |
         Phat Lam                        Kendrick Yeo
       [ IT Technician ]               [ IT Technician ]
```

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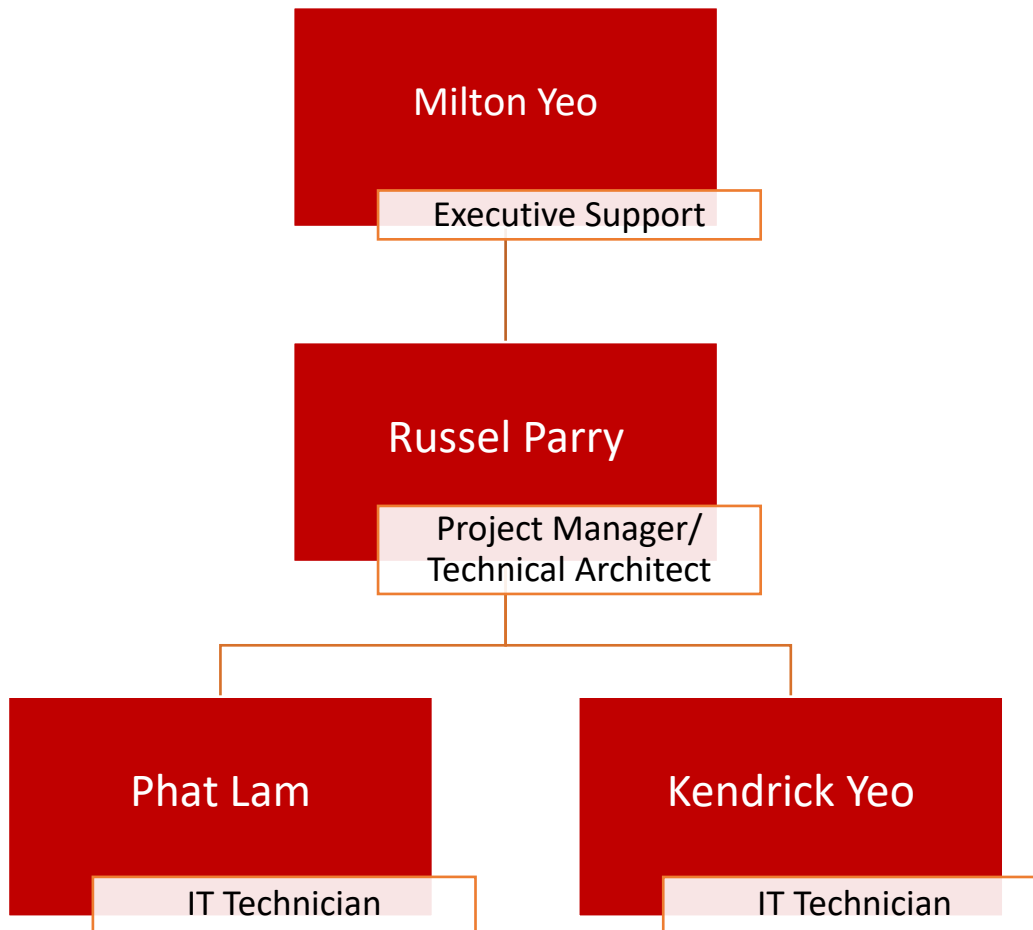
2.1.2 Qualifications and Certifications

Milton Yeo
Technical Account Manager

Background and Experience	Certifications
Milton's 37-year career in IT began as a Network Specialist and Network General Sniffer for Rockwell International's Satellite and Space Systems Division which became Boeing. Since then, he has worked in various engineering and leadership roles for Air Touch Cellular (now Verizon Wireless), Orange Coast DataComm (now AVNet), and VoIP Metrix, just to name a few. He was a founding member at RedRock Communications, a Cisco Premier VAR, which was later acquired by Dyntek. He is a founding member and managing partner at AirGap Labs LLC and has been instrumental in growing the firm from Fortinet Advocate Partner to Fortinet Expert Partner in just two years. Aside from being a verified expert in all Cisco and Fortinet technologies, Milton has extensive experience in unified communication applications, Call/Contact Center Express, VMware, Dynamic MultiPoint VPN, Nortel Contivity VPN, WAN architecture, Aruba controller based wireless, firewall deployment and maintenance, data management and redundancy, VoIP technologies, and IT staff management. For more details, please see Section 7.2	- CCIE Certified Cisco Internetwork Expert – Credential #3959 - ACS Avaya Certified Specialist - RingCentral Partner - Certified Sales Professional - NSE 5 Network Security Analyst - NSE 6 Network Security Specialist – Secure Wireless

Russell Parry

Project Manager/Technical Architect

Background and Experience	Certifications
Russell's education includes a Bachelor of Science Degree in Computer Network Management from Westwood College and a Master of Business Administration in IT Management from Western Governors University. In addition to his extensive educational background, his career in IT spans 15 years and includes time as a senior network architect, senior cloud architect, enterprise architect, enterprise management, and principal IT architect. His combined experience in management and engineering has gone hand in hand with his focus on IT vision, strategy, and design. Russel is an expert in digital transformation, IT roadmap development, enterprise architecture, solution architecture, IT infrastructure design and implementation, and cloud adoption. He has experience working with VMware, vCenter, vCloud, the entire MS 365 software suite, Palo Alto, NetApp, and Cisco. For more details, please see Section 7.2	• Government Security Clearance – Top Secret • Network Systems Specialist/UC Berkeley • Cisco Certified Network Professional (Expired) • Microsoft Certified System Engineer (Expired)

Phat Lam
IT Technician

Background and Experience	Certifications
Phat graduated from California State Polytechnic University in Pomona with a Bachelor of Applied Science degree in Computer Engineering. His employment as a Network Engineer for AirGap Labs LLC began in January 2022. Phat's work involves client network management with a focus on cyber security. He has experience working with network maintenance and deployment, endpoint security, ticket management and resolution, call center support, wireless LAN security, and threat identification. Applications and services that Phat has worked with during his education and career include Crowdstrike, Fortinet, FortiEDR, the entire MS 365 software suite, Apple iOS, Mac OS, Android, Windows, and Cisco networking appliances. For more details, please see Section 7.2	• Fortinet NSE 4 Network Security Professional • Fortinet NSE 6 Network Security Specialist

Kendrick Yeo
IT Technician

Background and Experience	Certifications
Kendrick began his career in 2016 as an IT Technician for VOIP Metrix. In 2019 he moved to Sovereign Lending Group where he worked as a Level 2 IT Help Desk Technician before joining the AirGap Labs LLC team in 2022. His extensive experience in an IT help desk role involved networking, cable and rack installation, Apple and Windows system deployment, ticket management in an environment averaging 70 tickets per day, software related issues, advanced trouble shooting, VOIP system maintenance and deployment, and call center support. This work has left Kendrick with practical knowledge in the entire MS 365 software suite, Apple iOS, Mac OS, Android, Windows, Fortinet, Active Directory, Genesys phone systems, DataVerify, Jira, Spiceworks, and Cisco networking appliances. For more details, please see Section 7.2	• Fortinet NSE 1 - 3 Network Security Associate (expired) • Fortinet NSE 6 Network Security Specialist

2.2 Contact Details

AirGap Labs LLC Contact			
AirGap Labs LLC Headquarters	3943 Irvine Boulevard | Suite 662 | Irvine | CA | 92602		
AirGap Labs LLC Professional Services Team			
AirGap Labs LLC Team Role	**Name**	**Email**	**Phone**
Executive Support	Milton Yeo	myeo@airgaplabs.com	949-669-4450 ext. 800
Project Manager/Technical Architect	Russell Parry	rparry@airgaplabs.com	657-999-8319 ext. 8319
IT Technician	Phat Lam	plam@airgaplabs.com	657-999-8180 ext. 1021
IT Technician	Kendrick Yeo	kyeo@airgaplabs.com	714-454-4200

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3   References

International Transportation Service, LLC		
ITS Location	1281 Pier G Way | Long Beach | CA | 90802-6353	
ITS Team Role	**Name**	**Phone Number**
Director of Information Systems Department	George Quintos	562-590-6894
Head of Information Systems	Sanjay Sharma	562-590-6765

ITS is a shipping/Port/Terminal firm operating out of the Port of Long Beach. AirGap Labs LLC's team, consisting of two on-site Field Engineers and multiple remote-hybrid Tier 2/3 Engineers, supports them on a variety of IT needs - e.g., VMWare, VDI, Cisco IOS switches, routers, WLC-based outdoor/indoor Aps, Meraki indoor Aps, Palo Alto firewalls, and FortiGate firewalls.

Laguna Woods Village		
Laguna Woods Village Location	24351 El Toro Rd | Laguna Woods | CA | 92637	
Laguna Woods Team Role	**Name**	**Phone Number**
Director of Information Services	Chuck Holland	949-597-4326
IT Operations Manager	John Kurzet	949-597-4361

We were first contacted by Fortinet when one of their customers was compromised by ransomware on the weekend of Oct. 18, 2020. We then had our first responder make the initial contact and assess the situation and triage with the IR (Incident Response) team. From then on, we work almost 24x7 in multiple shifts to remediate their entire server, storage, and network infrastructure to get them back up and running. After this, they have retained us to support their network, firewall, security protection, EDR and provide our SoC monitoring. We also did a campus wide project to replace and re-do their whole community LAN from Cisco to Fortinet and install HA and a more resiliency FortiGate(s) with SD-WAN. We are currently supporting them in their rollout from an on-prem IP telephony system to a UCaaS/CCaaS system

LBA Realty / LBA Logistics		
LBA Location	3347 Michelson Drive | Suite 200 | Irvine | CA | 92612	
LBA Team Role	**Name**	**Phone Number**
Chief Technology Officer	Mark Duffield	949-757-2325

LBA owns and operates close to 7 million sq feet of office space in major financial sectors across the western US. We manage and monitor their building management system and industrial networks. We also provide general IT engineering support and project assistance across LBA's entire technology stack such as infrastructure (server/storage), cloud (AWS/Azure), applications (365/Fortimail) and security (EDR/Crowdstrike). We provide cybersecurity defenses and policies to minimize risk and user visibility.

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4 Professional Services

4.1 Scope of Services

AirGap Labs LLC, a certified reseller and Expert Level Engage Partner of Fortinet, will provide the following solutions as requested by the West Valley Water District. Our team will coordinate remotely with West Valley Water District's on-site IT staff to install, configure, and integrate the following deliverables to provide for a seamless migration from your current networking solution to the new Fortinet networking solution. Our team guarantees the installation and integration of this hardware and services. We will make every effort to accomplish this remotely with the assistance of West Valley Water District on-site staff, as stated in the RFB. Upon completion of the installation and integration, our team will provide the necessary training for the West Valley Water District's IT Staff in the use and maintenance of your new Fortinet hardware.

4.2 Deliverables

4.2.1 Implementation

We will provide remote installation and integration of the following:
- FortiGate 101F Router FG-101F-BDL-811-60 – Hardware and 24/7 support and protection for 5 years
- FortiGate FC-10-F101F-585-02-12 – 5-year term of cloud based central logging and analytics
- FortiEDR FC1-10-FEDR1-349-01-60 – 5-year term of standard managed detection and response for 125 endpoints
- FortiCare-10-EDBPS-310-02-12 – 5-year Best Practice Service for up to 999 Endpoints/Users

4.2.2 Migration and Configuration

We will provide remote migration of the following
- Current Cisco ASA Firewall Solution *to*
- New Fortinet networking solution as detailed above
- Covering:
  - Address Objects
  - Policies
  - Security Profiles
  - Routing
  - NAT
  - Certificates
  - CPNs
  - LAN/WAN connectivity
  - Patch and Update Database
  - Testing
  - After hours support for any service affecting needs
  - Train Admin on FortiClient functionality
  - Knowledge transfer to Admin upon completion of Professional Services

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4.3   Continued Support

The AirGap Labs team will provide remote training to the West Valley Water District's IT Staff. This training will include access to, configuration of, and proper updating of your Fortinet solution.

Fortinet's FortiCare program offers produce replacement, web support, firmware updates, and incident response.

Any additional services you require, as they pertain to your Fortinet networking solution or any other IT needs, can be met through a separate Request with AirGap Labs LLC.

5   Assumptions

Should any of these assumptions change, the activities listed above as well as the level of effort and fees required to complete the work identified in this Statement of Work may require alteration and the issuance of a Change Order.

- Any activities and/or deliverables not specifically identified above will be considered out of scope for this Project (See Change Procedure section of this Proposal under 'Additional Provisions').
- AirGap Labs shall not be responsible for material delays caused by West Valley Water District due to the lack of access, facilities, cooperation, or information requested by AirGap Labs from Customer or material changes to the approach or Services described in this Proposal that are made by Customer (see Delays section of this Proposal under 'Additional Provisions').
- All work will be performed during normal business hours defined as Monday through Friday, 8:00AM – 5:30PM (based on the Customer's primary office time zone) and excluding "AirGap Labs" company holidays. Any work requested outside of normal business hours must be previously arranged and mutually agreed upon.

6   Customer Responsibilities

- Respond to all requests for information and/or documentation and/or furnish requested data relevant to the Project within three (3) business days.
- Provide access to necessary Customer resources, including designated decision makers, to participate in the Project.
- Provide necessary workspace for AirGap Labs resources when on-site. This includes desk, chair, phone, and internet connectivity.
- Assist with project management activities associated with this project where appropriate.
- Ensure resource availability and any documentation necessary to carry out the discovery and solution efforts.
- Provide administrator or superuser logons to host systems, or (alternatively) assign system administrator(s) to perform logon activities on behalf of consultant technical personnel.
- Verify that all servers and/or workstations included in the scope of this activity are fully functional before AirGap Labs personnel begin assessment activities. Fully functional includes operating system(s), database(s), application(s) and network(s) provided or supplied by Customer in connection with this project.

7 Additional Provisions

7.1 Change Management

Any changes and/or modification to this Proposal must be done in writing and approved by both AirGap Labs LLC and the West Valley Water District. Some changes may result in a change to the fees associated with this Proposal. Should the changes result in additional time or materials, AirGap Labs LLC will provide the West Valley Water District with an estimated cost for approval before such costs are incurred.

7.2 Delays

If Customer places a temporary freeze, hold, or pause on the services described in this Proposal for two (2) weeks or more, Customer understands AirGap Labs resources assigned to such Proposal may not be available to complete the services at such time when the freeze hold, or pause is lifted ("Delay"). In the event of a Delay, AirGap Labs will promptly notify Customer and replace such personnel with person(s) with equal qualifications and skills and training to continue such work or to complete the remainder of the applicable Proposal in accordance with any project schedule or timelines in or referenced in the Proposal at no increase in cost or additional charge to Customer.

7.3 Services Completion Acknowledgement

Upon the completion of the agreed upon services, West Valley Water District will provide written acceptance acknowledging satisfactory completion of the services described herein within five (5) business days as requested by AirGap Labs LLC. If West Valley Water District does not respond within five (5) business days, the professional services will be considered accepted.

7.4 Confidentiality

This document is confidential. It may not be copied, in whole or part, circulated or used for any other purpose than that for which it was originally created without the prior written permission of AirGap Labs LLC.

8 Fees and Pricing

8.1 Transitions and Implementation

AirGap Labs will require a minimum of two (2) weeks of lead-time for scheduling any project resources from the Effective Date of this Proposal.

8.2 Cost Matrix

Professional Services Cost Matrix

Description	Quantity	Per Unit Price	Total
FortiGate 101F Router FG-101F-BDL-811-60 – Hardware plus 24/7 FortiCare and FortiGuard Enterprise Protection	1	$14,747.42	$14,747.42
FortiCloud FC-10-F101F-585-02-12 - 1 Year Subscription to cloud-based central logging & analytics. Includes all FortiGate log types, IOC services, SOC subscription service, FortiGuard Outbreak Service	5	$915.37	$4576.85
FortiEDR FC1-10-FEDR1-349-01-60 - 1 Year Discover, Protect, & Respond Coverage. Includes standard MDR Subscription and 24/7 FortiCare for 25 end points	5	$12,363.14	$61,815.70
FortiBPS FC1-10-EDBPS-310-02-12 - 1 Year FortiEDR Best Practice Service for up to 999 Endpoints/Users	1	$5,590.14	$5,590.14
Migration from current Cisco ASA Firewall to new Fortinet Solution as outlined in Section 4.2	1	$7,020.00	$7,020.00
Sub-total			$93,750.11
Taxes			$1,142.93
Shipping			$150.00
Total			$95,043.04

8.3 Invoicing

AirGap Labs will provide Professional Services which include the deliverables described in this document for a fixed price exclusive of Taxes as indicated in the Professional Services Cost Matrix but with Net 30 days, pending proper credit approval.

8.4 Travel and Expenses

Travel is not expected for this arrangement. Travel expenses incurred by AirGap Labs for this engagement are not included in the Project Fee Schedule and will be billed as actual without mark up. All travel requirements will be pre-approved by West Valley Water District prior to AirGap Labs incurring any expense. Invoicing may be weekly, but no less than once a month for travel and expenses.

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Agreed to and accepted by:

West Valley Water District

Signature: _____

Name: _____

Title: _____

Date: _____

AirGap Labs LLC
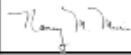
Signature: _____

Name: _____

Title: _____

Date: _____

9   Supporting Documents

9.1   Certificate of Insurance

ACORD®	CERTIFICATE OF LIABILITY INSURANCE	DATE (MM/DD/YYYY) 04/17/2023

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	CONTACT NAME: Automatic Data Processing Insurance Agency, Inc.	
Automatic Data Processing Insurance Agency, Inc.	PHONE (A/C, No, Ext): 1-800-524-7024	FAX (A/C, No):
	E-MAIL ADDRESS:	
1 Adp Boulevard	INSURER(S) AFFORDING COVERAGE	NAIC #
Roseland NJ 07068	INSURER A : Sequoia Insurance Company	22985
INSURED AIRGAP LABS LLC	INSURER B :	
	INSURER C :	
6 Encina	INSURER D :	
	INSURER E :	
Irvine CA 92620	INSURER F :	

COVERAGES   CERTIFICATE NUMBER: 2968068   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	ADDL INSD	SUBR WVD	POLICY NUMBER	POLICY EFF (MM/DD/YYYY)	POLICY EXP (MM/DD/YYYY)	LIMITS	
	COMMERCIAL GENERAL LIABILITY						EACH OCCURRENCE	$
	☐ CLAIMS-MADE ☐ OCCUR						DAMAGE TO RENTED PREMISES (Ea occurrence)	$
							MED EXP (Any one person)	$
							PERSONAL & ADV INJURY	$
	GEN'L AGGREGATE LIMIT APPLIES PER:						GENERAL AGGREGATE	$
	☐ POLICY ☐ PRO-JECT ☐ LOC						PRODUCTS - COMP/OP AGG	$
	☐ OTHER:							$
	AUTOMOBILE LIABILITY						COMBINED SINGLE LIMIT (Ea accident)	$
	☐ ANY AUTO						BODILY INJURY (Per person)	$
	☐ OWNED AUTOS ONLY ☐ SCHEDULED AUTOS						BODILY INJURY (Per accident)	$
	☐ HIRED AUTOS ONLY ☐ NON-OWNED AUTOS ONLY						PROPERTY DAMAGE (Per accident)	$
								$
	☐ UMBRELLA LIAB ☐ OCCUR						EACH OCCURRENCE	$
	☐ EXCESS LIAB ☐ CLAIMS-MADE						AGGREGATE	$
	☐ DED ☐ RETENTION $							$
A	WORKERS COMPENSATION AND EMPLOYERS' LIABILITY Y/N ANY PROPRIETOR/PARTNER/EXECUTIVE OFFICER/MEMBER EXCLUDED? ☐ Y (Mandatory in NH) If yes, describe under DESCRIPTION OF OPERATIONS below	N/A	N	QWC1216475	06/15/2022	06/15/2023	☒ PER STATUTE ☐ OTH-ER	
							E.L. EACH ACCIDENT	$ 1,000,000
							E.L. DISEASE - EA EMPLOYEE	$ 1,000,000
							E.L. DISEASE - POLICY LIMIT	$ 1,000,000

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

CERTIFICATE HOLDER	CANCELLATION
West Valley Water District, Attn: Melissa Blount 855 W Baseline Road Rialto CA 92376	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

ACORD 25 (2016/03)   The ACORD name and logo are registered marks of ACORD

9.2   Personnel Resumes

Resumes as follows:

1. Milton Yeo – Technical Account Manager

2. Russel Parry – Project Manager/Technical Architect

3. Phat Lam – IT Technician

4. Kendrick Yeo – IT Technician

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Milton Yeo
myeo@airgaplabs.com
(949) 278-2166

Employment

- January 2021 to Present: Airgap Lab LLC
  - Founding Member and Managing Partner

- April 2011 to Present: VoIP Metrix, L.P.
  - Consulting for various clients in banking, insurance and mortgage industries in Data Center technologies, and Unified Communications

- January 2010 to March 2011: HCS Technologies
  - Acting as CTO, Business partner, Lead Engineer and SE (Sales Engineer)

- September 2005 to December 2009: Far West Technologies (FWT)
  - Business partner, brought Cisco practice to Far West Industries as a Cisco Premier partner with Advanced Specialization in UC, Security and Wireless

- 2000 to September 2005: Redrock Communications (acquired by Dyntek)
  - One of founders and partners of Redrock
  - Lead a team of ten engineers between Irvine, Las Vegas, and Phoenix offices

- 1998 to 2000: Orange Coast DataComm. (Acquired by Kent Data Comm., and now AVNet)
  - One of two CCIE(s) at OCD, and lead a team of engineers and provided pre-sales support for all Account Managers

- 1995 to 1998: AirTouch Cellular (now Verizon Wireless)
  - Data Network Group team lead

- 1994 to 1995: Capital Group Companies
  - Member of the server group supporting Novell NetWare

- 1994: Unocal 76 Corporation
  - Member of server group supporting Compaq servers and Network General Sniffer specialist

- 1986 to 1994: Rockwell International (Satellite & Space Systems division, now Boeing)
  - Member of networking group and specialist in Cisco routers and Network General Sniffer troubleshooting

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Milton Yeo
myeo@airgaplabs.com
(949) 278-2166

Certifications & Specialization	• Certified Cisco Internerwork Expert – CCIE #3959
	• Specialization in UC, Contact Center, Rich Media Collaboration
	• Field Engineer role for SLB based products (like CSS, CSM, ACE), PIX and ASA firewall and VPN(s), WLC-based wireless, NAC, ACS
	• Avaya Certified Specialist (ACS) in IP Telephony

Achievements

2013:
Design and implemented Cisco UCS blade system with integration to vmWare vCenter, Nexus 1000V and NetApp for The Irvine Company at their Corporate Data Center.

Perform Unified Communication infrastructure and voice application upgrade and from physical to virtual migration for The Irvine Company's IP Telephony Call Manager, Unity Connection, Emergency Responder (CER), Contact/Call Center Express (UCCX), Presence and Instant Messaging.

Design redundant DMVPN (Dynamic MultiPoint VPN) on carrier AT&T and Cox for The Irvine Company's remote branch locations.

2012:
Design Wide Area Network and add redundancy for Kingston's global network from various locations in Taiwan, China, Ireland, UK and headquarter in Southern California.

Support and implement network redundancy and new installations for Mercury Insurance comprised of diverse manufacturer products such as: Cisco Nexus 7000/5000/2000, CheckPoint firewalls, Nortel Contivity VPN, Aruba controller-based wireless, Websense Web Security and BlueCoat Web Proxy appliance.

Installed and configured spam e-mail filtering with Cisco IronPort Email Gateway for non-profit organization Share OurSelves.

Re-design and implemented changes for SDC Technologies at their global locations in China, Japan, UK and headquarter based in Southern California.

2011:
Deployed new Cisco UCCX (Call/Contact Center Express) and Cisco Unified Call Manager at Greenlight Financial Services.

Design Cisco UCS-based server infrastructure for CashCall's IP Telephony infrastructure comprised of Call Manager and UCCX. Deployed and rolled out upgrade and added redundancy of voicemail and AutoAttendant system for Fresh&Easy Grocery Chain

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Milton Yeo
myeo@airgaplabs.com
(949) 278-2166

2010:
Rolled out Cisco NAC Clean Access 4.7 Layer 3 Out of Band solution for remote sites at a mid-size mortgage company.

Migrated regional bank organization from an HP-based network and Mitel-based phone system to a full Cisco UC voice and Borderless network. The CUCM and Unity Connection 8.0 cluster comprised of multiple server nodes at California and Arizona sites for added site redundancy.

Spearhead HCS certification of Cisco DCNI and DCSN and EMC Partner accreditation. Currently working on VMWare partner credentials and Crestron partnership

2009:
Achieved $41,000 in monthly revenue with managed service contracts from various customers. Provided 24 x 7 support with technical staff for multiple technologies including firewall, VPN, voice, video, wireless and routing/switching.

2008:
Deployed new Cisco-based LAN and MPLS-based infrastructure at a nationwide credit union. Replaced Avaya Definity PBX at their headquarters and remote branches. Implemented Cisco UC centralized call processing model. Implemented HD video conferencing with Polycom HDX end points and RMX MCU bridge. Relocated their data center and installed new Catalyst 6500(s) and ASA firewalls.

2007:
Successfully deployed DR solution for a large city landowner with the DR site at Tacoma for Call Manager and Unity UM. Required using out of box replication solution such as Double Take to synchronize message store on a partner Exchange cluster.

Migrated health care company from a NEC-based PBX and Zeacom Call Center to full Cisco UC and CCX solution.

Russell Parry

310.938.2045

rusparry@gmail.com

Linkedin.com/in/russell-parry-173b3511

Lucas, Texas

SUMMARY

Strategist and leader with a demonstrated history of working in the gaming, defense, aerospace, service provider and banking industries. Skilled in datacenter and enterprise technologies. Strong engineering and architectural background with a focus on IT vision, strategy, and management.

EDUCATION

| Master of Business Administration,
| IT Management
Western Governors University
2014 — 2015

| Bachelor of Science,
| Computer Network Management
Westwood College
2002 — 2005

SKILLS

| Professional

Digital Transformation
Vision & strategy development
IT Roadmap development
Enterprise Architecture
Solution Architecture
IT Infrastructure Design & Implementation
Business Continuity
Disaster Recovery
Leadership of technical teams
Mergers & Acquisitions
Cloud Adoption
Emerging technologies
Top Secret Clearance

WORK EXPERIENCE

Principal Architect
The Chickasaw Nation / 2019 – present
Working with leadership to provide vision and strategy to the IT organization. Providing guidance and thought leadership in navigating the technology landscape. Created reference architectures and provided direction on their execution to IT teams.

- Developed a Digital Transformation 5-year roadmap, $70M capex
- Complete re-architecture of Datacenters, campuses, Metro Fiber Ring, WAN and UC
- Developed a hybrid Cloud onramp strategy
- Member of the leadership team for cultural transformation within the IT organization
- Led the creation and development of the architecture practice

Enterprise Architect – Advisory Transformation Services
VMware / 2018 – 2019
Utilized enterprise architecture principles and practices to guide organizations through the business, information, process, and technology changes necessary to execute their strategies.

- Developed a technology vision and strategy 5-year roadmap for US Strategic Command leadership
- Defined organizational roles, responsibilities and skills required for US Strategic Command adoption of hybrid cloud technologies
- Assisted in ITIL process optimization and cloud automation
- Provided technology and strategy advisory services to US Strategic Command leadership

Global Manager – Enterprise Management
KBR, Inc. / 2012 – 2018
Full life-cycle management of IT transition projects globally, including but not limited to:

- Global Datacenter moves and consolidations - design and implementation
- Application Migrations (Active Directory, Exchange, etc.)
- Major upgrades, updates and IT integration projects
- Merger and acquisition activities
- Supervise and mentor compute, network, DBA, security, voice (UC), architecture and storage teams
- Advisor and direct report to CIO

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& End Point Security Solution

Russell Parry

SKILLS

| Technical

Cisco - ACI, UC, UCS, Route & Switch

VMware - vRealize, NSX, vSphere, vCenter, vCloud

Meraki - SD-WAN

Microsoft - O365, AD, Exchange, Azure

Palo Alto - NGFW, Prisma

Storage - Pure, EMC, NetApp

Compute - HP, Dell, Cisco

MEMBERSHIPS

| Board Member
| Inspired Learning Center
2018 - present

WORK EXPERIENCE

Senior Cloud Architect
Comcast / 2011 - 2012

Major contributor to the design and implementation of the cloud infrastructure in support of the IPTV initiative known as "Excalibur" for Comcast Cable.

- Design and buildout of infrastructure for the Content Delivery Network
- Developed a consumer delivery platform for Private Cloud - IaaS and SDN
- Design and buildout of national Datacenter
- Managed a team of direct and contract staff

Vice President – Senior Network Architect
Sunwest Bank / 2008 – 2011

Directed IT resource planning, budgeting and operational initiatives. Held decision-making authority for IT development and expansion. Focused on design, system integration, emerging technologies, enterprise architectures, strategic alliances, data security and regulatory compliance.

- Reduced IT operating cost by 35%
- Migrated all outsourced services to internal services with zero downtime
- Renegotiated all telecommunications and IT vendor contracts
- Led Datacenter consolidation and virtualization effort
- DR Site design and buildout
- Migration from traditional PBX to VoIP
- Supervision and training of less experienced staff members

CERTIFICATIONS

Network Systems Specialist / UC Berkeley

Cisco Certified Network Professional

Microsoft Certified System Engineer

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Phat T LAM

NETWORK ENGINEER

Phattlam91@yahoo.com | (626) 320-7859 | San Gabriel, CA

Objective:

Dedicated network engineer with verse knowledge of Fortinet products and software seeking for an opportunity in response to the City of Placentia for IT Managed Services position that will allow me to utilize my current knowledge while gaining valuable experience and expertise in a team-oriented environment.

Education:

California State Polytechnic University, Pomona, CA
Bachelor's Degree – Computer Engineering June 2018

Technical Skills & Software/Hardware:

Active Certifications: NSE 4 & NSE 6: Secured Wireless LAN
In Process of obtaining NSE 5: FortiEDR, NSE 5: FortiManager, & NSE 5: FortiAnalyzer
Software: MS Office, OrCAD (PSpice), Matlab, Simulink, Visual Studio, Vivado, MPLABX IDE, LabView, Windows, Linux, Ignition 8.1.9,
Hardware: DC/AC power supply, Function Generator, Oscilloscope, Digital & Analog Multimeter, Microcontroller, Microprocessor, FPGA Board, PickIt3, DC Motor with Encoder, Motor Control Driver/Chip, NI MyDAQ, Fortinet Products & Cisco Switches.
Language: English, Cantonese, Mandarin
Interest: Cybersecurity, PEN-Testing, Networking, Computers, Servers, VMware
Working on: FortiVoice Cloud (Configuring and Testing)

WORK EXPERIENCE:

AirGap Labs : Network Engineer   January 2022-Present
- Design and implement network infrastructures
- Troubleshoot and resolve network issues, ensuring optimal network performance
- Maintain network security through implementations of firewall technology (FortiGate)
- Investigate and remediate security alerts through FortiEDR & CrowdStrike
- Creating and troubleshoot VPNs
- Installing switches, firewalls, & servers in Data Centers.
- Configuring FortiSwitch ports, & VLANs
- FortiGate firewall policies and security profiles
- Configuring FortiAPs (profiles, SSIDS, & policies)
- Set up VoIP phones & softphones (Microsoft Teams + Yealink)
  - Call Queue, Auto Attendant, Voicemail, Extensions, DIDs, Licenses, Call Hold, Holiday/Non Business Hours Routing
- Support for new workstations as replacements or for new hires

Acceler8Networks   July 2019-August 2019
- Contract job with Technologent to install VMware and VxBlock with Cisco hardware at Las Vegas Switch data center for Sempra Energy. Reading port maps and installing (Fiber, Cat6) cables, Cisco Layer 2 & 3 switches.

Lead Technician | Peter Auto   Feb 2015 – January 2022 | Rosemead, CA
- Oversee day to day operations by scheduling, processing transactions, and prioritizing customers to achieve a turnover rate of 8-12 vehicles per day with an average of 1.5 hours or less per vehicle
- Conduct detailed automotive inspections, diagnostics, and repairs on Japanese imports including engines, brakes, starters, axles, cooling systems, and other mechanical and electrical systems
- Maintained repair records covering warranties for 150+ vehicles serviced monthly and developed strong relationship with 300+ loyal customers for business growth.

Kendrick Yeo

Irvine, CA 92620 | Phone: (714) 454-4200 | E-Mail:
kendrickyeo08@gmail.com

Skills & Abilities:

- Technical: Managing hardware (Windows PC's, Scanners, Printers), Office 365 applications, Troubleshooting technical issues, User Account Administration (Office 365, Active Directory, Genesys Applications, Encompass, Amazon Workspaces), FortiClient VPN, Endpoint Protection, FortiRecorder, Manage EMS (Enterprise Management Server)

- Guides and documentation on troubleshooting and resolving common issues with system applications
- Interests: Cybersecurity, Networking, Computers, Video Games, Tennis

Experience:

I.T. Help Desk Technician Level 2 at Sovereign Lending Group

May 2019 – Oct 2022

- Troubleshooted problems in Office 365 applications, Encompass, IC applications (Interaction Desktop, IC Business Manager, and SIP Soft Phone), FortiClient VPN, Remote Desktop, Windows PC, Polycom Phones
- Take care of Do Not Call (DNC) requests
- Installed programs and devices that employees needed
- Installed equipment such as monitors, chairs, Polycom phones
- Handle Adds / Moves and Changes in office, Data Center and employee moves
- Managed security surveillance and security footages for HR, and access control / key fob for employees including monitoring and alerts
- Admin level account manage of users/group in cloud-based app and on-prem business systems: Office 365, Active Directory, Genesys-based phone system and Contact Center and other lending apps such as: Encompass, CreditPlus, OptimalBlue, DataVerify, Authorize.net, SocialSurvey
- Helped maintain Data Center and Server Room clean-up, patching, connectivity issues, and other Layer 1 and 2 issues.
- Configure Fortinet-based switches, ports and VLAN(s)

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- Troubleshoot WiFi-based issue and SSID for Employees and Guest
- Set up PC workstations, configured polycom phones, set up new hires, keeping inventory
- Helped employees with technological issues that are WFH (Working From Home) and at offices
- Provided technical support for end-user computers (HP) and (Dell), and mobile devices (iPhone/iPad/Samsung Tablets)
- Assisted in the support of all IOS wireless devices

VOIP Metrix
May 2016 – May 2019

- Helped with network setup and cabling
- Assisted with racking and installation of Cisco equipment
- Assisted in telephony deployment of Cisco phones

Tech Staff Student at Northwood High School
Fall 2017 - June 2019

- Troubleshoot computers, network issues, and other technological devices
- Barcode and package books and textbooks for different schools

Education:

Northwood High School
September 2015 - June 2019

Irvine Valley College
June 2016 – December 2019

- CIM 283 – CCNA training (March 2019) *
- CIM 160 – Computer Network Fundamentals (Network+ - March 2019) *

ID Tech
July - August 2017

- Game Programming with Unity & C#, Day Camp

Certification:

Fortinet NSE 3 Network Security Associate

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