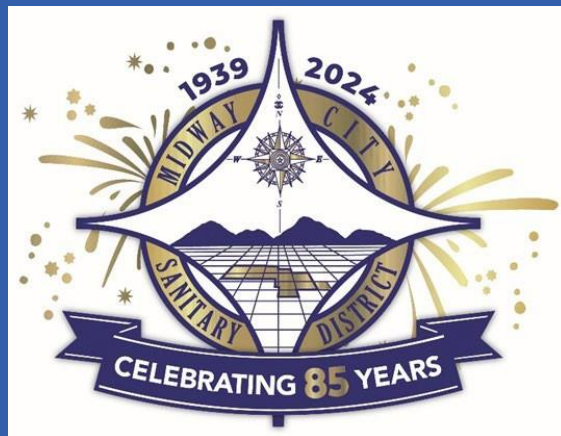


VISUAL EDGE IT™

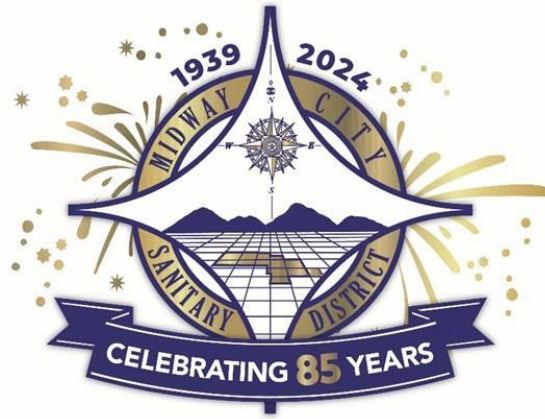
SECURE TECHNOLOGY SOLUTIONS

**Request For Proposals
For Information Technology Managed Services
Provider (MSP) And Cybersecurity Services**



Contact:

Robert Hously, General Manager
rhousley@midwaycitysanitaryca.gov
14451 Cedarwood Street
Westminster, CA 92683
(714) 893-3553



MIDWAY CITY SANITARY DISTRICT

REQUEST FOR PROPOSALS

FOR INFORMATION TECHNOLOGY MANAGED SERVICES PROVIDER (MSP) AND CYBERSECURITY SERVICES

Release Date August 26, 2024

Site Walk (Non-Mandatory): September 18, 2024, at 10:00 a.m.

Proposals Due: On or Before October 1, 2024, at 3:00 p.m.

Proposal Submissions Shall be Directed to:

Robert Housley, General Manager
Midway City Sanitary District
14451 Cedarwood Street
Westminster, CA 92683
Phone (714) 893-3553
Email rhousley@midwaycitysanitaryca.gov

September 23, 2024

Midway City Sanitary District

Attention: RFP Review Committee
14401 Beach Boulevard
Midway City, CA 92655

Subject: Response to Request for Proposals (RFP) for Information Technology Managed Services and Cybersecurity Services

Dear RFP Review Committee,

On behalf of Visual Edge IT (VEIT), I am pleased to submit our proposal in response to your Request for Proposals (RFP) for Information Technology Managed Services and Cybersecurity Services. We appreciate the opportunity to support the Midway City Sanitary District by providing comprehensive managed services that will enhance your IT infrastructure's security, reliability, and efficiency.

As the Vice President of Managed Services at Visual Edge IT, I affirm our commitment to delivering tailored IT solutions designed specifically to meet the District's needs as outlined in your RFP, dated August 26, 2024. Our approach ensures that the District will benefit from cutting-edge technology and NIST 2.0-aligned cybersecurity practices, driving operational efficiency and securing your IT environment for long-term success.

Our Commitment

We recognize the importance of partnership in achieving success, and our team is dedicated to transparent, effective communication. We will hold bi-annual in-person meetings to discuss performance, improvements, and future needs. Additionally, we will provide on-demand support, expert advice, and proactive management to address both immediate and long-term requirements.

At VEIT, we believe that technology should be an enabler of operational success, and we are confident that our expertise in managed IT services and cybersecurity will provide the District with the infrastructure it needs to meet today's challenges and tomorrow's opportunities.

I welcome the opportunity to further discuss our proposal and am available for any questions or clarifications at your convenience. Thank you for considering Visual Edge IT as your trusted partner for managed IT and cybersecurity services.

Sincerely,

Eric Stavola

MS.CIS, M.ED, MCSE, MCSA, N+
Vice President, Managed Services
Visual Edge IT

I. PROPOSAL FORMAT.

All proposals shall include the following minimum information:

A. Approach.

A short discussion of the intended approach to the Project that demonstrates the proposer's understanding of the issues and tasks and the proposer's ability to address them.

Visual Edge IT (VEIT) is committed to providing the Midway City Sanitary District ("District") with a secure, reliable, and scalable IT infrastructure through our Total IT Management service. This service encompasses remote support for on-premises and cloud solutions, on-site technical assistance, and strategic technology guidance to meet the District's long-term goals. This document outlines the key components and scope of services to be delivered.

Our goal is to become a key part of our clients' growth journeys, evolving with them in a rapidly changing technological landscape. We are committed to equipping businesses with future-proof technology solutions, ensuring their success today and well into the future.

Visual Edge IT was built by technical innovators and entrepreneurs who know first-hand how to contend with the challenges of running a connected business. We are dedicated to staying ahead of the curve and adapting our managed IT services to meet our customers' ever-changing needs. Our strategic planning has made us one of the largest providers of cutting-edge business technology solutions in the industry.

Visual Edge IT provides a safe and reliable technical infrastructure that protects data, keeps systems running and deals with threats before clients even know they exist. Visual Edge IT's partnership provides an evolving platform that helps business operations evolve quickly, manageably, and profitably. Our flexible approach enables clients to focus on their core business processes while maximizing the benefits of their technology investments.

Here we have provided quotes and solutions to address the needs laid out in the Request for Proposals. Three quotes have been provided:

1. Managed IT Services
2. Cybersecurity: Vantage Point
3. VCISO for future cybersecurity planning and guidance

** Please know there are services and utilities quoted in the security suite that were not specified directly by the RFP. This well settled, the spirit of the RFP is such we felt it vital to give our best recommendations. If we are selected for a interview we would like to discuss our rational. Cybersecurity: Vantage Point VCISO for future cybersecurity planning and guidance are the product and services of the MSSP, managed security services provider. They are as different from each other the Police Department and the Fire Department.*

B. Description of Firm, Management and Team Members.

The description of the proposer and its proposed team. The proposer's description should clearly identify who will be the project manager and the day-to-day contact person for the Project. The proposal must identify the legal name, address, telephone number, and primary contact for each business entity that will provide services for the Project. The proposal shall expressly indicate if it is a joint proposal by more than one business entity. If a proposer intends to subcontract any of the work for the Project, the proposal shall identify and describe the qualifications of each subcontractor proposed to be used. The proposer(s) shall demonstrate that each business entity proposed to provide work for the Project is authorized to do business in the State of California, the County of Orange, and the City of Westminster. For any business entity that is organized as a corporation, limited liability company, or other entity under the laws of another state, the proposal shall include evidence that such business entity is properly registered with the California Secretary of State.

At Visual Edge IT, we do more than provide services; we deliver comprehensive, edge-to-edge solutions tailored to meet the real-world challenges faced by organizations of every size. What truly differentiates Visual Edge IT is our Total IT Management approach, which integrates cybersecurity expertise, managed IT services, and strategic technology planning into one seamless offering.

We not only secure and optimize your infrastructure but also align technology investments with your long-term operational goals, ensuring your business is both efficient and resilient in a rapidly evolving digital landscape. Our bi-annual strategy reviews provide ongoing, transparent partnership, positioning us as a trusted advisor dedicated to your sustained success.

The Team:

Eric Stavola, VP Managed Services

Peter Avery, VP Security & CiSO

Kelly

Judith Jarvis, Western Region, Area VP

Kelly Lanham, Director of Client Success

William Stayart, Western Regional Services Manager

Joel Eggleton, Western Region Field Engineering Manager

Ezekial Salazar – Account Executive

Rob Santini – Business Technology Advisor

Jimmy Moreno - Project Manager

Doug Hansberger – Technical Account Manager

C. Qualifications.

Provide an outline of the proposer's qualifications and relevant background experience and

capabilities for this Project.

Visual Edge IT has an extensive footprint of over 70 locations and has executed a growth strategy that positions it as a leader across all office technologies. Our team is comprised of highly qualified professionals, including:

6 Certified Information Systems Security Professionals (CISSP)

Multiple Master's Degrees in Cybersecurity, Education, and Information Systems

Over 200 certifications representing subject matter expertise across key technology areas with this depth of experience, Visual Edge IT delivers unparalleled service and strategic support to clients, ensuring they remain secure, efficient, and competitive in the digital age.

Compliance & Regulatory Management: Our team assists in navigating complex regulatory landscapes, ensuring that your IT systems are compliant with standards such as HIPAA, CCPA, and GDPR. We conduct regular audits and assessments to ensure that your cybersecurity posture aligns with required legal frameworks.

Cybersecurity Expertise: Through our proprietary VantagePoint program, VEIT delivers advanced threat detection and remediation capabilities utilizing Splunk SIEM, SOAR, and 24/7 SOC monitoring. Our cybersecurity framework is aligned with NIST 2.0, ensuring proactive identification of vulnerabilities, real-time threat hunting, and immediate incident response to protect your critical data.

A Trusted Strategic Partner: VEIT serves as more than just an IT service provider. We are your strategic partner, guiding the District toward operational excellence by leveraging the best technology and security practices available today. Our bi-annual review meetings ensure transparency and keep your IT systems in sync with your long-term objectives.

D. Scope of Work.

VEIT will conduct a full assessment of the District's current IT infrastructure and cybersecurity posture, identifying areas for improvement in system performance, protection measures, and future scalability. Our comprehensive service offering includes:

Cybersecurity Management: Continuous monitoring and management of firewalls, antivirus software, and security protocols. We also provide advanced intrusion detection and incident response services.

Infrastructure and Network Support: 24/7 monitoring and support of the District's servers, network devices, and telecommunication systems, ensuring minimal downtime and maximum efficiency.

Disaster Recovery and Backup Management: Reliable backup solutions through Acronis and Datto, ensuring your data remains secure and recoverable in any scenario.

Endpoint and Device Management: Proactive support for all end-user devices, including PCs,

laptops, and mobile devices, as well as software licensing management for key applications like Microsoft 365.

Long-Term Strategic Planning: IT governance, capacity planning, and emerging technology research to align with the District's operational goals and budget requirements.

Key Components of Total IT Management

Network Monitoring and Management

- Continuous monitoring of the network to ensure uptime and performance.
- Proactive identification and resolution of issues with advanced notifications to District personnel in case of abnormal behavior.

System Administration

- Regular maintenance and updates for servers and workstations.
- Performance tuning, security patch management, and OS updates to ensure optimal performance and security.

Data Backup and Recovery

- Managed backup solutions using enterprise-grade software (Datto and Acronis Cloud).
- Regular backup testing and verification to guarantee data integrity and recovery availability in the event of data loss.

Cybersecurity Services

- Deployment of comprehensive cybersecurity measures such as firewall management, intrusion detection, anti-virus, web filtering, and risk management.
- 24/7 security incident monitoring, with employee training on security awareness and regular vulnerability assessments.

Help Desk Support

- 24/7 help desk support for technical issues, available through phone, email, and online portal.
- Remote troubleshooting, escalation workflows, and dispatch for on-site support when necessary.

IT Consulting and Strategy

- Regular consultations with VEIT's Account Management team to align technology with District goals.
- Long-term planning for IT infrastructure, capacity planning, and emerging technology research to optimize future investments.

Vendor Management

- Coordination with third-party vendors for procurement and management of hardware and software solutions.
- Management of vendor relationships to ensure seamless integration with existing systems.

Service Deployment

- **Project Manager Assignment:** Upon contract signing, VEIT will assign a Project Manager to coordinate deployment, updates, and assessments.
- **Kickoff Meeting:** Within 2-4 weeks of signing, a kickoff meeting will be scheduled to review the IT infrastructure and initiate services. Immediate upgrades or critical fixes will

be recommended to ensure security and functionality.

- **Customer Responsibilities:** The District is responsible for providing access to systems and physical locations, as well as collaborating on IT system updates and resolving critical issues.

Ongoing Services

Customer Care Center Support

- Business hours support for workstations and 24/7 support for critical infrastructure such as servers and shared data.
- Remote monitoring and management of network devices, servers, and workstations.

Onsite Support

- **Scheduled Onsite Visits:** VEIT provides scheduled visits for proactive maintenance and to resolve open support tickets.
- **Unscheduled Onsite Support:** Unscheduled dispatch available for high-priority issues, billed at current rates or included in Unlimited/Plus contracts.

Hardware Break/Fix Support

- VEIT administers manufacturer warranties and performs assessments for repairs or replacements of non-warranted equipment.

Cyber Program for Midway City Sanitary District

Visual Edge IT (VEIT) provides an enhanced cybersecurity program built upon the NIST Cybersecurity Framework (CSF) 2.0. It incorporates the Govern function, which adds governance practices to the existing Identify, Protect, Detect, Respond, and Recover functions. This program protects the Midway City Sanitary District's critical infrastructure and data through continuous risk management, compliance, and governance oversight.

Monthly vCISO Cybersecurity Review & Consultation Meeting

Objective: Provide consistent expert oversight of the District's cybersecurity strategy, ensuring alignment with both operational goals and compliance mandates.

- **Meeting Frequency: Monthly**
- **Key Agenda Items:**
 - **Governance Review (NIST 2.0: Govern):** Discuss governance practices, risk appetite, and cybersecurity strategy updates to ensure cybersecurity policies are effectively implemented and aligned with business objectives.
 - **Security Maturity Review (NIST 2.0): Identify/Protect):** Assess progress on the District's security maturity score and compliance posture based on the NIST framework.
 - **Incident Review (NIST 2.0: Respond/Recover):** Review incidents and responses from the previous month, analyze remediation efforts, and adjust the incident response plan as needed.
 - **Security Roadmap:** Outline security enhancements, technology adoption, and proactive risk mitigation strategies to address emerging threats.

Governance and Security Assessments

- **IT Security Governance (NIST 2.0: Govern)**

- **Objective:** Ensure that cybersecurity governance practices are well-defined and executed.
- **Process:** VEIT provides governance oversight by ensuring that the District's cybersecurity strategy, policies, and risk management processes are aligned with regulatory requirements and business goals. This includes assigning cybersecurity roles, responsibilities, and decision-making authorities.
- **IT Security Risk Assessment (NIST 2.0: Identify)**
 - **Objective:** Identify vulnerabilities, assess risks, and implement controls.
 - **Process:** Conduct thorough risk assessments focusing on data protection, critical infrastructure, and threat exposure. Risks are prioritized based on their potential impact, and mitigation strategies are developed accordingly.
- Security & Compliance Review with Security Maturity Score (NIST 2.0: Govern/Identify)**
 - **Objective:** Ensure compliance with legal, regulatory, and industry standards.
 - **Process:** Perform a compliance review, evaluating current security policies and procedures against NIST 2.0 and other applicable standards such as HIPAA, GDPR, and CCPA. The Security Maturity Score reflects ongoing improvement.
- Incident Response Planning (NIST 2.0: Respond)**
 - **Objective:** Ensure the District is prepared to handle cybersecurity incidents effectively.
 - **Process:** Develop and maintain an incident response plan that aligns with NIST's guidelines for Incident Handling. The plan includes protocols for containment, eradication, and recovery, along with predefined responsibilities for the Incident Response Team.
- Vulnerability Assessment (NIST 2.0: Protect/Identify)**
 - **Objective:** Proactively identify and mitigate security weaknesses.
 - **Process:** Utilize automated vulnerability scanners to identify internal and external vulnerabilities. Results are compared to NIST 2.0 controls to ensure that security gaps are prioritized and remediated.
- External & Internal Penetration Testing (NIST 2.0: Detect)**
 - **Objective:** Simulate real-world attacks to assess defenses.
 - **Process:** Conduct penetration tests to exploit identified vulnerabilities, providing a realistic view of security gaps and the effectiveness of existing defenses.
- Dark Web Monitoring (NIST 2.0: Detect)**
 - **Objective:** Identify compromised credentials and sensitive data on the Dark Web.
 - **Process:** Continuous monitoring for compromised District data, including leaked credentials, financial information, or confidential assets, allows for rapid response and mitigation.
- Cyber Insurance Consulting & Policy Assistance (NIST 2.0: Govern/Respond)**
 - **Objective:** Ensure the District's cyber insurance policy covers potential risks.
 - **Process:** Review the existing cyber insurance policy, identify gaps, and provide recommendations to align coverage with the District's evolving risk profile and compliance needs.
- Office 365 Audit & Hardening (NIST 2.0: Protect)**

- **Objective:** Secure the Microsoft 365 environment against common vulnerabilities.
- **Process:** Perform an audit of the District's Office 365 environment, identifying configuration weaknesses and recommending hardening measures aligned with NIST's Access Control and Data Protection controls.

Public Website Security Scan (NIST 2.0: Protect)

- **Objective:** Detect vulnerabilities in the District's public-facing web applications.
- **Process:** Regular scans detect security flaws, such as SQL injection and cross-site scripting, ensuring compliance with OWASP Top 10 and NIST's System and Communications Protection controls.

Email Domain Health Check (NIST 2.0: Protect)

- **Objective:** Ensure the security and reliability of the District's email infrastructure.
- **Process:** Check DNS configurations, blacklisting, and mail server performance. The health check identifies misconfigurations or vulnerabilities, ensuring compliance with NIST guidelines for email security.

Incident Response Team – 30-Minute Response (NIST 2.0: Respond)

- **Objective:** Provide rapid incident response to contain threats and mitigate damage.
- **Process:** The dedicated Incident Response Team is on call to respond to security incidents within 30 minutes. The team follows predefined playbooks for containment, eradication, and recovery, aligned with NIST Incident Response practices.

Advanced Security Program Components

Splunk SIEM with Custom SOAR Automation (NIST 2.0: Detect/Respond)

- **Objective:** Provide centralized security monitoring and automated incident response.
- **Process:** Splunk SIEM aggregates logs from servers, firewalls, endpoints, and cloud platforms to provide real-time security monitoring and detection.

Custom SOAR Automation allows for predefined automated responses to incidents, reducing response times and ensuring quick remediation of security threats.

24/7/365 U.S.-Based SOC Monitoring (NIST 2.0: Detect)

- **Objective:** Provide continuous monitoring and threat detection for the District's IT environment.
- **Process:** The U.S.-based SOC ensures round-the-clock surveillance, detects security anomalies, and provides real-time incident response. Compliance with NIST's Continuous Monitoring practices ensures rapid detection and mitigation of threats.

Threat Intelligence (NIST 2.0: Identify/Protect)

- **Objective:** Stay ahead of emerging cyber threats.
- **Process:** Integration of over 950 curated threat intelligence feeds and 900+ correlation rules allows VEIT to identify evolving threats and apply appropriate mitigations in line with NIST's Threat Intelligence Sharing controls.

Governance, Risk Management, and Compliance (GRC)

Cybersecurity Governance & Risk Management (NIST 2.0: Govern)

- **Objective:** Ensure the District's cybersecurity practices align with business goals and regulatory requirements.

- **Process:** VEIT helps the District define governance structures, roles, and risk management processes. The cybersecurity risk management framework is integrated into the organization's enterprise risk management process, ensuring alignment with NIST 2.0's Governance Controls.

Security Compliance Tracking (NIST 2.0: Govern)

- **Objective:** Ensure compliance with legal and regulatory requirements.
- **Process:** VEIT monitors and tracks compliance against industry standards and regulations (HIPAA, GDPR, CCPA). The compliance program is aligned with NIST 2.0 to ensure continuous compliance and reporting.

Policy and Documentation Management (NIST 2.0: Govern)

- **Objective:** Maintain up-to-date cybersecurity policies and documentation.
- **Process:** VEIT regularly reviews and updates security policies, procedures, and documentation in line with regulatory changes and internal audits, ensuring the District remains aligned with the latest NIST 2.0 standards.

Monthly Security Activities Aligned with NIST 2.0

- **Monthly vCISO Review:** Evaluate governance, risk management, and compliance posture.
- **Security Maturity Score Review:** Track improvements in security posture based on NIST 2.0 standards.
- **Vulnerability Assessment & Patch Management:** Proactively identify vulnerabilities and implement risk-based patch management.
- **Incident Response Review:** Analyze incidents and update response playbooks.
- **Governance Meetings:** Review the cybersecurity governance framework to ensure alignment with strategic business objectives.

Visual Edge IT's Cybersecurity Program for Midway City Sanitary District integrates the latest NIST 2.0 standards to ensure a comprehensive, risk-driven, and governance-focused security solution. By combining governance oversight, advanced security technologies, and continuous risk management, VEIT provides robust protection and compliance for the District's IT environment.

E. Proposed Pricing.

The proposal must include a Price Proposal that outlines the proposed pricing for each of the required work tasks. The Price Proposal shall include the following:

- Describe the pricing model(s) that you typically employ for your services.
- Indicate the charges associated with each of the items listed in Exhibit A - Scope of Work.
- A fixed “not-to-exceed” monthly price for recurring services. Overhead, mileage, and other reimbursable expenses shall be included in the fixed no-to-exceed price, except as otherwise expressly provided in the proposal. The Price Proposal shall expressly list all services, equipment, materials, and other items that are not included within the proposed fixed not-to-exceed monthly price.
- Special Projects: Provide additional hourly rates for project management and technical services to assist with projects; to be billed on an hourly basis for any additional services that may be provided (rates to be included in the proposal).

The District contemplates that the fees, rates, and/or unit prices set forth in the Price Proposal will remain fixed and unchanged for the first two (2) years of the Agreement, and that, thereafter, the Contractor may request price adjustments once per year, which will be subject to approval by the District’s General Manger and may not exceed the greater of (1) the value of the change in the Consumer Price Index for the Los Angeles/Orange County area for the preceding one year as published for the month of April of any given year, or (2) five percent (5%) per year regardless of CPI or any other cost factors.

Managed IT Services Quote- Quote # 32229

[Click here to learn more about our “Total Office Solutions”](#)

One time Investment:

Onboarding Services:	\$3,000.00
Professional Services:	\$2,370.00
Total:	\$6,370.00

Managed IT Services Recurring Summary

Visual Edge Premier 24/7 Management Services:	\$2,520.00/month
24/7 monitoring and management of desktops/VM’s/network	
MDM/M365 / Email / Cloud Service Management:	\$566.00/month
Management of mobile devices	
Management of Microsoft O365 services	
Hosted Microsoft Azure Infrastructure Services:	\$750.00/month
Microsoft 365 Licensing – Yearly Commitment:	\$248.00/month
Managed Microsoft 365 Advanced Security and Backup Services:	\$196.00/month
Includes cloud-to-cloud Microsoft backup	

Email scanning for anti-spam/anti-malware	
Acronis Cyber Protect Backup/Disaster Recovery Services: Desktop Backup	\$191.52/month
Datto Backup and Disaster Recovery Services for Servers/VMs: Business continuity solution for servers/VMs	\$1,248.33/month

Monthly Total: \$5,720.35

Cybersecurity Services – Vantage Point – Quote #32231 (additional layer of services)

Vantage Point – Enterprise Level Cybersecurity no matter your size.

Vantage Point Onboarding (one-time investment):	\$2,000.00
Monthly Recurring Services:	\$1,300.00

Cybersecurity Services – VCISO- Quote #32230 (additional layer of services)

Visual Edge IT Onboarding and Professional Services:	\$1,000.00
Monthly Recurring Services:	\$2,600.00

F. References, Related Experience and Examples of Work.

Include client references with phone numbers for relevant work. Specify the client, location, type of work, implementation results or status, examples of work, and other relevant information as needed. Proposers shall provide a minimum of three (3) references for the development of IT assessments. References should be for local governments, located in the State of California, of similar size or larger than the Midway City Sanitary District. Proposers shall provide contact names, emails, and phone numbers for each reference.

- Summit Leadership Academy
 - Desiree Gardner
 - 760-949-9202
 - Desiree.gardner@slahd.com
 - VEIT provides complete Managed IT services for the staff and students at the Academy. Services includes desktop and network management, UCaaS/VOIP services, hardware procurement and installation/configuration, site cabling, etc.
- City of La Quinta
 - Gilbert Villalpando
 - 760-777-7000
 - Gvillalpando@laquinta.gov

- VEIT provides complete Managed IT services for the City of La Quinta's staff and related services. Services include IT infrastructure management, cybersecurity services and advisory services, site cabling and on-site staff support of the City's infrastructure.
- Chino Basin
 - Casey Costa
 - 951-681-7360
 - Ccosta@chinodesalter.org
 - VEIT provides complete Managed IT services as well as a comprehensive cybersecurity suite of capabilities.

II. APPLICABLE LAWS AND PREVAILING WAGES.

A. Laws To Be Observed.

The Contractor shall keep itself fully informed of all existing and future federal, state and local laws which in any manner affect those engaged or employed in the work, or the materials used in the work, or which in any way affect the conduct of the work, and of all such orders and decrees of bodies or tribunals having any jurisdiction or authority over the Project. [Visual Edge IT complies](#)

B. Prevailing Wages.

The District has determined that this Project does not require work of labor categories which are subject to Prevailing Wage Laws identified in the State of California Labor Code. [Visual Edge IT complies](#)

C. Licensing.

The Contractor is responsible for obtaining a business license from the City of Westminster, and any professional licenses required to provide the requested services. [Visual Edge IT will comply](#)

III. SELECTION PROCESS.

A. Evaluation.

All proposals received by the due date will be evaluated by the District's General Manager and assigned staff and/or consultants. The General Manager will make a recommendation to the District's Board of Directors based on this evaluation. Only information which is received in response to the RFP or via any subsequent interview will be evaluated. The District will evaluate the responses of each proposer in several critical areas. Selected proposers may be invited to an oral interview.

B. Selection Criteria.

While price is a factor, the District will select the most qualified proposal based on the following factors. Responses to the RFP should address the qualities and indicators that are listed below:

1. Pricing and Cost.
2. Ability of the proposer to design an approach and work plan to meet the Project requirements, which will include an assessment of the overall quality of the proposal. Qualities and indicators that will receive consideration include:

- The proposer's performance in converting the Scope of Services into a work plan;
 - The detail and clarity of the discussion as to the proposer's approach to undertaking the Project;
 - The proposer's performance in identifying any special problems or concerns which may be associated with the Project and preliminary ideas about how these obstacles should be addressed;
 - The inclusion of any unique approaches which are designed to save time and money or increase the benefits or effectiveness of the proposed work; and
 - The demonstrated ability to work with governmental bodies and a full understanding of applicable laws or regulations that relate to the Project.
3. Ability of the Proposer to carry out and manage the Project, which includes an assessment of the past experience of the proposer in general.
4. Capabilities of the proposer and/or its proposed team, which includes an assessment of the capabilities of the proposer and individuals that will be engaged in the Project.
5. Proximity of the proposer to the Project site. The application of this criteria will include an assessment of the following:
- The proposer's geographic proximity to the Project site;
 - The location of the office from which the Project will be administered;
 - The perceived response time and general availability of the proposer's management to be on site;
 - The perceived effect that Project management location will have on price and the ability of the Project to be expedited on a timely basis; and
 - The availability of special travel or communication plans which would effectively mitigate difficulties associated with location.
6. Willingness to comply with the proposed Agreement terms. A sample Agreement is attached in Exhibit B. Proposals will be rated based on the exceptions taken to the proposed Agreement.

C. Proposed Selection and Project Schedule.

Site Walk (Non-Mandatory): September 18, 2024, 10:00 AM

Questions Due: September 20, 2024

Response Date: September 25, 2024

Proposal Due Date: On or before October 1, 2024, 3:00 PM

Award of Agreement: October 15, 2024 (or November 5, 2024, as backup)

Projected Start Date: Within 14 calendar days from execution of contract.

Projected Completion Date: To be determined.

D. Award of Contract.

It is anticipated that any award of an agreement for services will be made by the District Board at its October 15, 2024, regular meeting (November 5, 2024, as backup). The District Board may direct the General Manager to negotiate with one or more proposers.

IV. PROPOSAL DUE DATE AND DELIVERY

Proposals shall be prepared according to the instructions contained in this RFP, including any addenda hereto published by the District. Proposals must be delivered by e-mail with confirmation, mail, courier, express or by hand to the District at its offices at:

Midway City Sanitary District Attention:
GENERAL MANAGER 14451 Cedarwood
Street
Westminster, CA 92683
E-mail: rhousley@midwaycitysanitaryca.gov

by 3:00, p.m., prevailing time, on or before October 1, 2024.

All copies received by that time will be date and time stamped. Proposals will not be accepted after this time.

V. GENERAL CONDITIONS OF THE RFP.

A. General Conditions.

The District reserves the right to cancel or reject all or a portion or portions of the RFP without notice. Further, the District makes no representations that it will enter into an Agreement with any proposer submitting a proposal. The District reserves the right to reject any and all proposals submitted in response to this request or any addenda thereto, including without limitation the right to reject any or all nonconforming, nonresponsive, unbalanced, or conditional proposals and to reject the proposal of any proposer that the District believes would not be in the best interest to hire. The District also reserves the right to reject any subcontractor or individual working on a proposed team and to replace them with a mutually acceptable replacement.

Upon receipt by the District, proposals are considered a public record and subject to disclosure under the Public Records Act, including within such information, without limitation, personal identification information such as social security numbers, bank account numbers, and drivers' license numbers. Further, after the award of the Contract by the District, whether or not a proposer is the successful Contractor, all material in proposals received by the District shall be subject to the right of the public to inspect and to obtain copies. The District shall retain all proposals submitted in response to this RFP for as long as the District is required to do so under the law.

In submitting a proposal, each proposer agrees that the District may reveal any trade secret materials contained in such response to all District staff and District officials involved in the selection process, and to any outside consultant or other third parties who are hired or appointed by the District to assist in the evaluation process.

Each proposer may designate specified information as a trade secret and confidential and agrees to indemnify and hold harmless the District and each of its officers, employees, and agents from all liability, damages and expenses, including reasonable attorneys' fees, incurred by any of them in connection with the District's refusal to disclose any material that the proposer has so designated. Any Consultant that designates its entire proposal as a trade secret will be disqualified.

Any changes to the proposal requirements will be made by written addendum.

The District reserves the right to waive any and all defects or informalities in any proposal.

It shall be the responsibility of each proposer before submitting a proposal:

- To examine thoroughly the requirements of this RFP;
- To visit the District to become familiar with and satisfy the proposer as to the general, local, and site conditions, and has obtained any additional or supplementary examinations, investigations, explorations, tests, or other studies concerning conditions at the District;
- To study and carefully correlate proposer's knowledge with this RFP and such other related data; and
- To promptly notify the District of all conflicts, errors, ambiguities, or discrepancies that proposer has discovered in this RFP.

B. Liability of Costs and Responsibility.

The District assumes no liability for any cost incurred by proposers responding to this RFP or in responding to any further requests for interviews, or additional information, prior to the issuance of the Contract. All costs shall be borne by the person or firm responding to the request. Proposers responding to the request shall hold the District harmless from any and all liability, claim or expense whatsoever incurred by or on behalf of that person or firm. All submitted material becomes the property of the District.

The selected Contractor will be required to assume responsibility for all services offered in the proposal whether or not they possess them within their firm. The Contractor will be the sole point of contact with regard to contractual matters, including payment of any and all charges resulting from the Contract.

C. Validity.

Proposers agree to be bound by their proposals for a period of ninety (90) days commencing on October 1, 2024, during which time the District may request clarification or correction of the proposal for the purpose of evaluation. Amendments or clarifications shall not affect the remainder of the proposal, but only that portion so amended or clarified.

D. Standard Agreement Terms.

The selected Contractor will be required to enter into the District's standard Agreement, a copy of which has been provided in Exhibit B. Each proposer shall assume that the execution of this Agreement, without changes, will be a required condition unless proposed modifications are requested at the time of submittal of the proposal and then accepted by the District. If a proposer wishes to take exception to any of the terms and conditions contained in the Agreement, these should be identified specifically; otherwise it will be assumed that the proposer is willing to enter into the Agreement as it is written. Failure to identify contractual issues of dispute can later be the basis for the District disqualifying a proposer. Any exceptions to terms, conditions, or other requirements must be clearly stated. Otherwise, the District will consider that all items offered are in strict compliance with the RFP, and the successful proposer will be responsible for compliance. The District will consider such exceptions as part of the evaluation process which may constitute grounds for rejection of the proposal. The Agreement will not be executed by the District without first being signed by the proposer.

E. Permits.

The Contractor and all its subcontractors, at its and/or their sole expense, shall obtain and maintain during the term of the Agreement, all appropriate permits required in connection with the performance of the Project.

F. Licenses and Certificates.

The Contractor and all its subcontractors, at its and/or their sole expense, shall obtain and maintain during the term of the Contract, all appropriate licenses and certificates required in connection with the performance of the Project.

The required Licenses and Certificates include:

1. City of Westminster Business License [Visual Edge IT will comply](#)
2. Any professional licenses required to provide the requested services. [Visual Edge IT will comply](#)

G. Oral and Written Explanations.

The District will not be bound by oral explanations or instructions given at any time during the review process or after the award. Oral explanations given during the review process and after award become binding when confirmed in writing by an authorized District official.

Written responses to question(s) asked by one proposer will be provided to all proposers who received the Request for Proposals.

H. Proposer's Representative.

The person signing the proposal must be a legal representative of the firm authorized to bind the proposer to an agreement in the event of the award.

I. Insurance.

General Liability, Automobile, and Worker's compensation insurance are required in the amount set forth in the attached sample Agreement.

Please see on following page.



CERTIFICATE OF LIABILITY INSURANCE

DATE(MM/DD/YYYY)
09/25/2024

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 Aon Risk Services Northeast, Inc. Cleveland OH Office 950 Main Avenue Suite 1600 Cleveland OH 44113 USA	CONTACT NAME INSURER (A.C. No. Exp): (866) 283-7122 FAX (A.C. No.): (800) 363-0105														
	E-MAIL ADDRESS: <table border="1" style="width:100%"> <tr> <th>INSURER(S) AFFORDING COVERAGE</th> <th>NAIC#</th> </tr> <tr> <td>INSURER A: Valley Forge Insurance Co</td> <td>20508</td> </tr> <tr> <td>INSURER B: The Continental Insurance Company</td> <td>35289</td> </tr> <tr> <td>INSURER C: Federal Insurance Company</td> <td>20281</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: Valley Forge Insurance Co	20508	INSURER B: The Continental Insurance Company	35289	INSURER C: Federal Insurance Company	20281	INSURER D:		INSURER E:		INSURER F:
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INSURER E:															
INSURER F:															
INSURED Visual Edge Technology, Inc. 3874 Highland Park NW North Canton OH 44720 USA															

Holder Identifier :

COVERAGES CERTIFICATE NUMBER: 570108471184 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. Limits shown are as requested

INSR LTD	TYPE OF INSURANCE	ADDITIONAL INSR	SUBROG WVR	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"/> PROJ. <input type="checkbox"/> LOC OTHER:			7040309380	10/31/2023	10/31/2024	EACH OCCURRENCE	\$1,000,000
							DAMAGE TO RENTED PREMISES (Per occurrence)	\$1,000,000
							MED EXP (Any one person)	\$15,000
							PERSONAL & ADV INJURY	\$1,000,000
							GENERAL AGGREGATE	\$2,000,000
							PRODUCTS - COMP/OP AGG	\$2,000,000
A	<input checked="" type="checkbox"/> AUTOMOBILE LIABILITY <input checked="" type="checkbox"/> ANY AUTO <input type="checkbox"/> OWNED AUTOS ONLY <input type="checkbox"/> SCHEDULED AUTOS <input type="checkbox"/> HIRED AUTOS ONLY <input type="checkbox"/> NON-OWNED AUTOS ONLY			7040309394	10/31/2023	10/31/2024	COMBINED SINGLE LIMIT (Per accident)	\$1,000,000
							BODILY INJURY (Per person)	\$20,000
							BODILY INJURY (Per accident)	\$40,000
							PROPERTY DAMAGE (Per accident)	
B	<input checked="" type="checkbox"/> UMBRELLA LIAB <input checked="" type="checkbox"/> OCCUR <input type="checkbox"/> EXCESS LIAB <input type="checkbox"/> CLAIMS-MADE DED <input checked="" type="checkbox"/> RETENTION \$10,000			7040309346	10/31/2023	10/31/2024	EACH OCCURRENCE	\$15,000,000
							AGGREGATE	\$15,000,000
B	<input checked="" type="checkbox"/> WORKERS COMPENSATION AND EMPLOYERS LIABILITY ANY PROPRIETOR / PARTNER / EXECUTIVE OFFICER / MEMBER EXCLUDED? (Mandatory in MI) If yes, describe under DESCRIPTION OF OPERATIONS below			7040309363	10/31/2023	10/31/2024	<input checked="" type="checkbox"/> PER STATUTE <input type="checkbox"/> OTHER	
							E.L. EACH ACCIDENT	\$1,000,000
							E.L. DISEASE- EA EMPLOYEE	\$1,000,000
							E.L. DISEASE- POLICY LIMIT	\$1,000,000

Certificate No : 570108471184

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

RE: Bidding on an RFP for Midway City Sanitary District. Midway City Sanitary District, its officials, officers, employees, agents and volunteers are included as Additional Insured in accordance with the policy provisions of the General Liability and Automobile Liability policies. General Liability and Automobile Liability policies evidenced herein are Primary and Non-contributory to other insurance available to Additional Insured, but only in accordance with the policy's provisions. A waiver of Subrogation is granted in favor of Midway City Sanitary District, its officials, officers, employees, agents and volunteers in accordance with the policy provisions of the General Liability, Automobile Liability and Workers' Compensation policies. Should General Liability, Automobile Liability, Umbrella Liability and workers' Compensation policies be cancelled

CERTIFICATE HOLDER Midway City Sanitary District 14451 Cedarwood Street Westminster CA 92663 USA	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



ADDITIONAL REMARKS SCHEDULE

AGENCY Aon Risk Services Northeast, Inc.		NAMED INSURED Visual Edge Technology, Inc.	
POLICY NUMBER See Certificate Number: 570108471184		EFFECTIVE DATE:	
CARRIER See Certificate Number: 570108471184	NAIC CODE		

ADDITIONAL REMARKS

THIS ADDITIONAL REMARKS FORM IS A SCHEDULE TO ACORD FORM,
 FORM NUMBER: ACORD 25 FORM TITLE: Certificate of Liability Insurance

INSURER(S) AFFORDING COVERAGE	NAIC #
INSURER	
INSURER	
INSURER	
INSURER	

ADDITIONAL POLICIES If a policy below does not include limit information, refer to the corresponding policy on the ACORD certificate form for policy limits.

INSR LTR	TYPE OF INSURANCE	ADDL INSD	SUBR WVD	POLICY NUMBER	POLICY EFFECTIVE DATE (MM/DD/YYYY)	POLICY EXPIRATION DATE (MM/DD/YYYY)	LIMITS	
	EXCESS LIABILITY							
C				78195033	10/31/2023	10/31/2024	Aggregate	\$10,000,000
							Each Occurrence	\$10,000,000



AGENCY CUSTOMER ID: 570000095916

LOC#:

ADDITIONAL REMARKS SCHEDULE

Page _ of _

AGENCY Aon Risk Services Northeast, Inc.		NAMED INSURED Visual Edge Technology, Inc.	
POLICY NUMBER See Certificate Number: 570108471184			
CARRIER See Certificate Number: 570108471184	NAIC CODE	EFFECTIVE DATE:	

ADDITIONAL REMARKS

THIS ADDITIONAL REMARKS FORM IS A SCHEDULE TO ACORD FORM,

FORM NUMBER: ACORD 25 FORM TITLE: Certificate of Liability Insurance

Additional Description of Operations / Locations / Vehicles:

before the expiration date thereof, the policy provisions of each policy will govern how notice of cancellation may be delivered to certificate holders in accordance with the policy provisions of each policy.

J. Future Engagements.

The District retains the right to engage with additional partners and vendors that can provide additional value and operational services similar to the scope of work within this proposal.

VI. Exhibits.

- A. Scope of Work
- B. Sample Agreement

EXHIBIT "A" TO AGREEMENT

CONTRACTOR'S PROPOSAL

**EXHIBIT "B" TO AGREEMENT SCOPE OF
WORK**

VISUAL EDGE ITTM

SECURE TECHNOLOGY SOLUTIONS

See what your technology can do.



SOLUTIONS FOR
MANAGED IT SERVICES
AND SECURITY

PROACTIVE IT MANAGEMENT

It's no secret that Fortune 500 companies can procure cutting-edge technology tools with relative ease, but not all companies have that same access. Visual Edge IT™ provides the same cutting-edge tools and the same critical care for you, regardless of your company size, so that you can be productive, competitive and secure.

Visual Edge IT has experts in all areas of information technology allowing us to support you with a wide variety of expertise – more than 70 Tier 1 and Tier 2 engineers and more than 30

Tier 3 engineers. Plus a team of more than 250 experts and full access to industry leading partners and solutions.

Our team follows best practices to deliver, maintain and support your technology so you can focus on your business and your customers!

Visual Edge IT has been supporting customers like you for more than two decades and our 90 locations across the United States bring our customers personalized local service.

MAINTAIN

Cloud or premise, leave everything to us: Day-to-day IT management, tech support, and always ensuring you have the latest software, services, and business tools.

MONITOR

Avoid costly downtime with network monitoring and threat detection 24/7. We catch issues before they affect your business — and let you sleep at night.

PROTECT

For every device and server, establish security plans, password rules, and continuous monitoring for employee compliance to keep your business safe.





Visual Edge IT's intelligent 24/7 remote monitoring and services ensure your systems operate securely and deliver the ROI you expect.

Server Monitoring

We utilize active-yet-unobtrusive software to track and analyze your server activity around the clock.

Mobile Device Management

Our mobile device management (MDM) solution configures devices for company access and ensures your data is secure on smartphones and tablets.

Desktop Monitoring

Preventive care proactively monitors and addresses viruses, spyware issues, installing patches, and more — in the background while you remain productive.

Network and Security Assessments

We work around-the-clock to ensure your systems remain healthy, secure and optimized for best performance. And we produce regular, detailed reports on the state and security of your systems to help identify your most effective IT options.

**Get the expertise you need
whenever you need it**

Worry-free expertise to help you optimize your operations, manage risk and realize measurable value from your IT infrastructure.

**Be more efficient in
whatever you do**

Transform the way you manage your business and simplify the way work gets done with modern tools that streamline business processes.

**Protect what
matters most**

Help safeguard your employees, data, and customer information with enterprise-grade security you can trust.

Contact us today to get 24/7 remote monitoring, live U.S.-based support desk services, and security for all of your IT operations with Managed IT Services and Security!

**VISUAL
EDGE IT™**

SECURE TECHNOLOGY SOLUTIONS

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VISUAL EDGE IT™

SECURE TECHNOLOGY SOLUTIONS

Simple. Smart. Secure.



SOLUTIONS FOR
MANAGED
DESKTOPS

CURRENT AND COST EFFECTIVE

Technology changes every day. It is the basis of business, the way we communicate and collaborate and how we acquire and service our customers. Every day is a day to evaluate if your technology is delivering the tools to keep your business competitive and your data secure.

Visual Edge IT's Managed Desktop solutions deliver simple, smart and secure technology to keep your business running and your devices

protected. We provide managed desktops and end user support allowing you to focus on your business and your customers.

If you have out-of-date operating systems, hardware and security, your data, your customers' data and your business may be at risk.

Why wait? Now is the time to explore your options with Visual Edge IT™.

ONBOARD

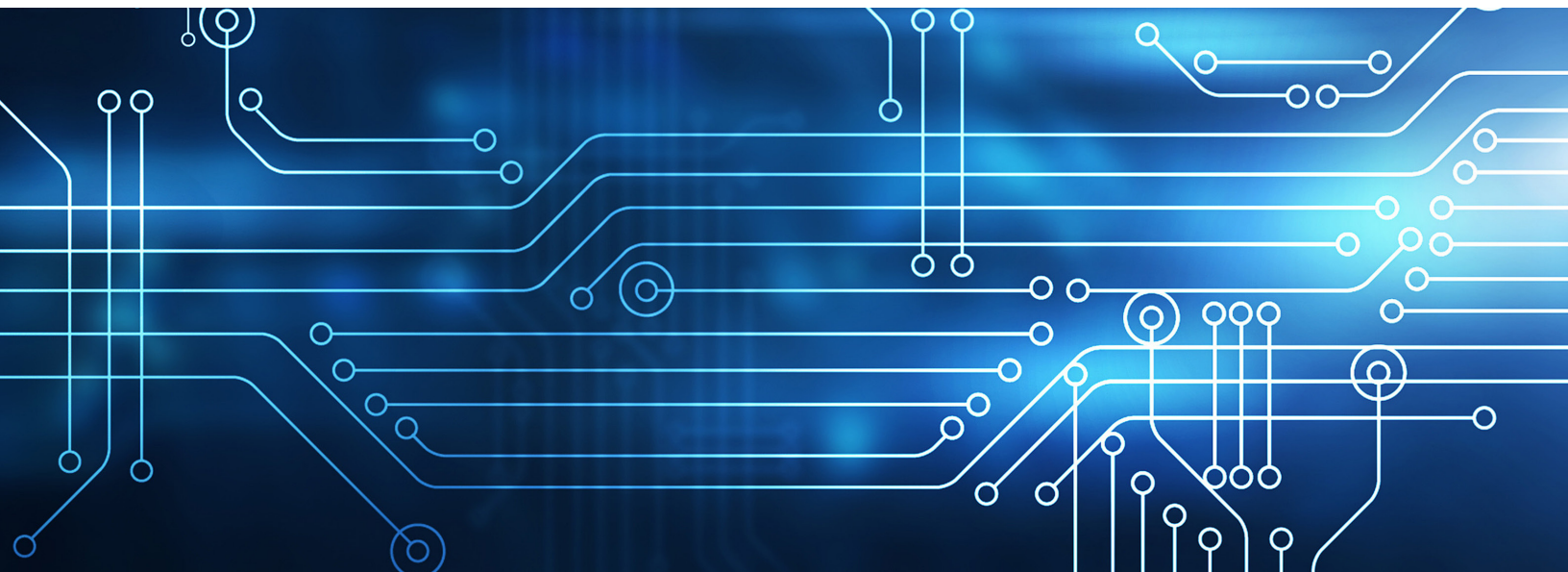
Ramp up new users quickly. We configure in-office devices to make sure users have access to all your apps and systems..

UPDATE

Get software and security updates on computers, laptops and other equipment as new releases become available. Updates are thorough, and persistent..

PREVENT

Reduce your risk of cyberattacks via outdated hardware and software. With a continuous focus on security — and prevention — “outdated” is not in our vocabulary.





For one low monthly price, you receive new devices complete with Windows 10 operating system, enhanced security, and U.S.-based service desk support. And Visual Edge IT's preventative maintenance proactively monitors and addresses common problems experienced by desktop users.

Whether detecting and protecting from viruses, defending against hacker attacks, or installing patches, Visual Edge IT handles it all -- working in the background while your staff remains productive and you run your business.

SIMPLE

- One partner
- Easy upgrade
- One monthly payment
- Remote support

SMART

- Protect your data
- Protect your customers
- Updated technology
- Managed desktops

SECURE

- Patch management
- Security Operations Center (SOC)
- Ransomware protection
- Proactive maintenance

Contact us today to get the affordable desktops, security and support you need to be always up-to-date and competitive.

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(866) 863-2266

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SECURE TECHNOLOGY SOLUTIONS



VANTAGEPOINT

The Enterprise-Grade Security Solution Tailored for Your Business

In today's world, cyberattacks threaten businesses of all sizes. Yet many small and mid-sized companies lack the expertise or budget for robust, enterprise-level security.

That's why we created VantagePoint.

VantagePoint brings Fortune-500 cybersecurity within reach for organizations everywhere. Our flexible, as-a-service solution integrates industry-leading tools into layers of defense tailored to your infrastructure and cloud services. The result is 24/7 protection better equipped to identify and respond to modern attacks targeting your networks, data, and employees.

Affordability

- Our subscription model provides cost-effective access to enterprise-grade security tools, infrastructure, and resources.

Industry Expertise

- Our certified professionals and 24/7 security operations center bring Fortune 500 experience to threat detection, compliance, auditing, and incident response.

Enhanced Intelligence

- The latest AI and machine learning make our platform smarter in identifying and stopping sophisticated, automated attacks.

Flexibility

- We integrate with your existing systems to maximize security posture without disruption. Our experts become an extension of your team.

Defense in Depth

- We layer best-of-breed detection and prevention to eliminate vulnerabilities across your infrastructure and protect against breaches.

Responsive Partnership

- Our cybersecurity experts work hand-in-hand with your IT team to tailor and refine defenses based on your operations and risk landscape.

COMPLETE PROTECTION

VantagePoint incorporates a full suite of leading security technologies to monitor endpoints, networks, clouds, and users under one advanced SIEM.

Stay Resilient Against Attacks with VantagePoint

Top-tier cyber protection tools

VantagePoint incorporates a suite of fully integrated cyber protection tools that are best in class. With the latest versions of these tools tightly working together, your organization builds a stronger wall of security against threats and attacks of every type, including emerging ones

Defense in Depth approach

Cyber criminals are experts at finding and exploiting vulnerabilities in an IT infrastructure. VantagePoint eliminates single points of failure by recognizing the Tactics, Techniques, and Procedures (TTPs) these adversaries use — and by applying layers of technologies to quickly detect and respond to threats. The result is a Defense in Depth solution that's highly effective, accessible, and technology-agnostic, allowing it to receive and analyze data from key tools in your infrastructure without interrupting existing systems.

24/7/365 cyber operations driven by AI and ML

VantagePoint's round-the-clock cybersecurity operations ensure constant vigilance against online criminal activities. Artificial intelligence and machine learning also make operations "smarter" in countering sophisticated cyberattacks, including attacks that criminals are now using AI to design and launch.

Works directly with existing resources

With its flexible CSaaS approach, VantagePoint is designed to work directly with your existing IT infrastructure and resources. Visual Edge IT security experts and operations staff also work alongside your IT team to ensure your security ecosystem is always performing as required.

COMPLETE TRUST DELIVERABLES

- Enterprise Splunk SIEM with custom SOAR automation supported by 24/7/365 U.S.-based Security Operations Center (SOC) monitoring
- Includes 950+ curated threat intel feeds
- 900+ threat correlations
- Integration and monitoring of:
 - Microsoft Azure, Google Cloud, AWS
 - All endpoints, firewalls, servers, routers, switches
 - Office365 and GSuite
 - Integration of endpoint detection and response (EDR)
- 1-year log retention
 - VantagePoint proprietary dashboard, for a single real-time view of your cybersecurity posture
- Endpoint ransomware protection, integrated with included Sentinel One advanced endpoint protection
- Custom remote monitoring and management scripts and playbooks
- Dark web monitoring and alerting
- Protective domain name server (DNS)
- Zero-Trust architecture – Ringfencing and Allowlisting
- Phishing simulation – quarterly or custom
- Security awareness training
- Quarterly Automated Penetration Testing

Resources (Green check for reporting, Red X for not collecting)

Stay Resilient Against Attacks with VantagePoint

Contact our team today for a free consultation on securing the foundations of your business.



SECURE TECHNOLOGY SOLUTIONS

3874 Highland Park
North Canton, OH 44720
800-828-4801

learnmore@visualedgeit.com
www.visualedgeit.com
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VISUAL EDGE IT™

SECURE TECHNOLOGY SOLUTIONS

Protect your operations, information, and customer data.



CISO

VIRTUAL CHIEF INFORMATION
SECURITY OFFICER SERVICES

CYBERCRIME IS INTENSIFYING

To most every business, cyberattacks and ransomware are nothing new. They're just more common, more sophisticated... and more complex to guard against.

By the numbers, 130 different ransomware strains have been detected since 2020 alone, according to VirusTotal. Worse, strains like GandCrab, Windows-based executable files, dynamic link libraries and others, says Verizon, are now behind a quarter of all data breaches worldwide. The result is that cybercrime is now a *\$10 trillion business*.

Yet while more than 40% of cybercriminal activity is currently aimed at SMBs, only 14% of the businesses in this vital sector are prepared to defend themselves.

CISO TO PROTECT YOUR BUSINESS

The Chief Information Security Officer (CISO) services from Visual Edge IT guard your small- to medium-sized business from potentially crippling cyberattacks and ransomware. CISO also enables organizations in regulated industries to stay in compliance with new and existing regulatory guidelines — continuously — and even helps your business obtain cybersecurity insurance.

As the CISO experts at Visual Edge IT (VEIT) become your own dedicated cybersecurity team, your business gets ongoing, responsive guidance from every angle.

INCIDENT RESPONSE TEAM

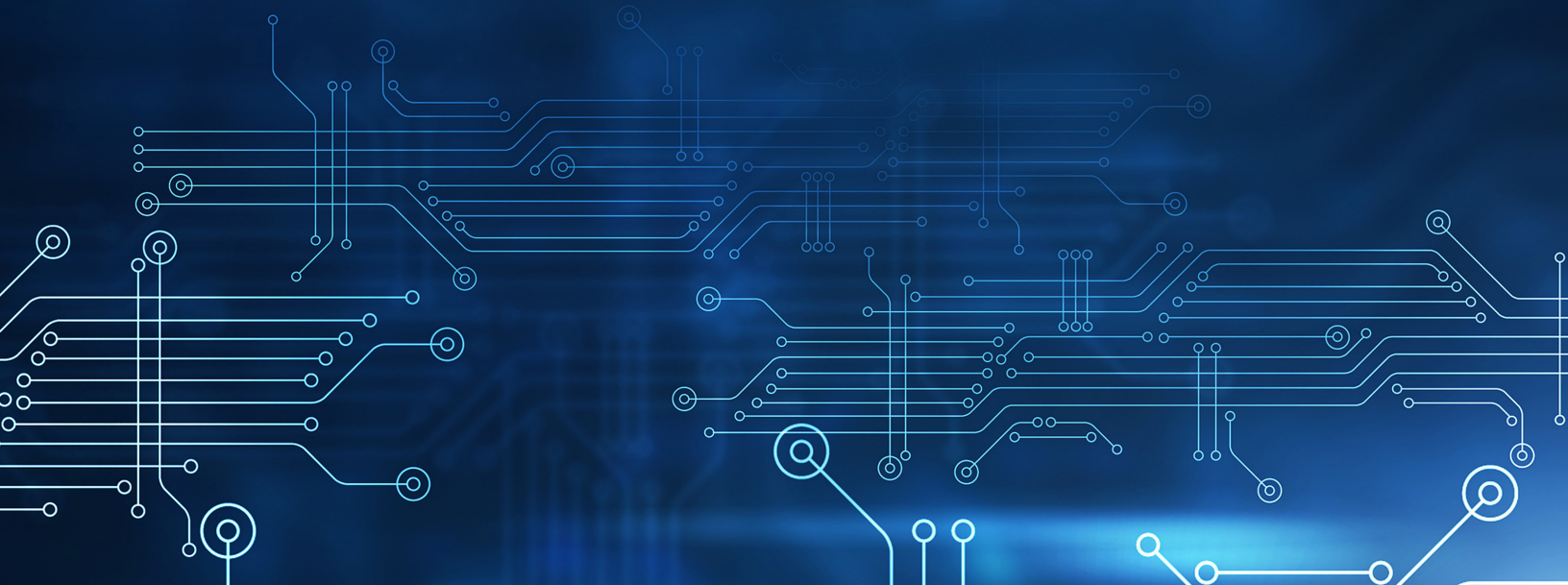
Rapidly assess, quarantine, and respond to an attack or cyber incident to stem damage to your organization and data.

VEIT PARTNER NETWORK

Get certified audits of your regulatory compliance frameworks from VEIT and its qualified security team.

BUDGET FRIENDLY

Work with our experts who hold the highest security certification - Certified Information System Security Professional (CISSP).



EASILY LAUNCH WITH VIRTUAL CISO

Implementing or enhancing a cybersecurity initiative is never easy for any business, particularly those with little or no budget for in-house security staff. Visual Edge IT eases the pain of getting started with a clear, well-defined path to launch Virtual CISO services.

1. Establish access to Virtual CISO to assist you with all aspects of data security.
2. Perform an *Infrastructure Security Review* audit to determine a baseline foundation of your organization's security maturity.
3. Create an *Incident Response Plan* as required for all compliance and cybersecurity insurance.
4. Conduct quarterly audits to track improvements in your company's security maturity score.

CISO... AN EASY CHOICE

As cyberattacks and ransomware become increasingly more frequent and harder to prevent, Visual Edge IT and its Virtual CISO services are an easy business decision.

To protect your operations, information, and customer data, CISO gives you:

- Cybersecurity expertise, via CISSP-certified security experts
- A full view of security maturity throughout your organization — and how to maximize it
- Systematic certified audits for continuous security improvements
- Rapid access to a dedicated Incident Response Team should an attack or cyber incident occur

For you as a decision-maker concerned with cyberattacks and data security, you get:

- A trusted security advisor, along with network of security experts
- A security road map for the future, both short-term and long-term
- The confidence of meeting compliance requirements, continually
- *Peace of mind*, knowing your business is always protected

Contact us to learn more about Virtual Chief Information Security Officer (CISO) services, and to get 24/7 remote monitoring, live U.S.-based support desk services, and security for all of your IT operations with Managed Security Solutions from Visual Edge IT.

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SECURE TECHNOLOGY SOLUTIONS

Peace of mind. All the time.



SOLUTIONS FOR
MANAGED
SECURITY

SECURE IT ENVIRONMENT

Modern businesses thrive on technology.

Securing, supporting and staying current with that technology is key to operational success.

Visual Edge IT™ provides proven managed security services for your entire technology infrastructure.

Businesses need to know that they are protected from the barrage of cyber threats thriving and evolving online these days. From small problems like malware to large-scale cyberattacks,

managed security services offer critical protection to companies.

Visual Edge IT has been securing businesses like yours for more than two decades. Our 90 locations across the United States bring our customers personalized local service. Our U.S.-based service desk and more than 100 local engineers have the knowledge and experience to proactively secure your entire infrastructure.

EFFICIENT

Allow all team members to safely access information through the internet - no matter their location or computer. Your remote teams and your business data are protected.

FLEXIBLE

It's easy to scale according to your current needs and ensures that you have the right amount of protection at all stages of your business' and your teams' growth.

SMART

Investing in your organization's cybersecurity before an event occurs eliminates the need for expensive recovery specialists.





Don't be caught unaware...

79% of SMB's say that they have security issues making them vulnerable to hackers and the growing cybercrime industry.

Fortify your IT infrastructure with ample cyber defenses so that you can focus on your business without worrying about cybersecurity threats.

Visual Edge IT's security services ensure your systems and data are protected at all times. And our managed security solution enables our experts to find and remove hidden network viruses without disruption to your business.

Stay protected with...

- Cloud-based or hybrid (cloud + on-premise) security solutions
- 24/7 network monitoring and threat detection
- Rapid removal of viruses and other infections within your systems

Contact us today to get 24/7 remote monitoring, live U.S.-based support desk services, and security for all of your IT operations with Managed Security Solutions from Visual Edge IT!

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VISUAL EDGE IT™

SECURE TECHNOLOGY SOLUTIONS

Protect data from cybercriminals and their buyers.



SOLUTIONS FOR
DARK WEB SCANNING
AND MONITORING

PROACTIVE DATA SECURITY

Dark web monitoring is emerging as a crucial element to a solidified and advanced cybersecurity strategy and that makes sense.

In today's world, it's safe to assume that at least some of your business data may already be on the dark web. In fact, there have been thousands of data breaches that have leaked billions of user credentials to the dark web -- up 300% since 2018 according to The Digital Shadows Photon Research team. And we already know that more than 80% of small- and mid-sized businesses

are concerned about falling victim to a cyberattack! Knowing if your business has information on the dark web is essential and we can help.

Visual Edge IT™ has been supporting customers like you for more than two decades. Our 90 locations across the United States bring our customers personalized local service. Our U.S. based service desk and more than 100 local engineers have the knowledge and experience to proactively support your technology needs.

IDENTIFY

A Dark Web Scan reveals if any of your business and/or employee credentials are compromised, bringing unnecessary risk to the organization.

UNDERSTAND

Get unique insights into your vulnerabilities on the dark web with an eight point assessment of your entire technology infrastructure.


DEFEND

Knowing vulnerabilities helps to overcome them. Work with us to secure your data away from the darkest parts of the web and the cybercriminals lurking there.




Bluth Company


SENDER EMAIL FORGERY AND SPAMMING



Forged email is when it appears to be genuine but is sent from an untrustworthy source



Unreliable sources send more than 150 million fraud emails daily



Of those emails, 16 million make it past email filters, and thousands are clicked

RISKS DETECTED ON YOUR EMAIL SERVERS OR DOMAINS

01

DOMAINS HAVE INCOMPLETE ANTI-SPAM CONFIGURATIONS

List of your email domains

	SPF*	DMARC**
@example.org	✓	✗

Complete anti-spam configurations require the configuration of DKIM. DKIM uses keys to make sure an email sender is who they say they are. Email domains can contain multiple DKIM cryptographic keys. If you are unsure that your domain has DKIM enabled contact your email administrator for assistance.

Remediation

- Configuring SPF, DKIM and DMARC for your domains makes it significantly more difficult for a malicious actor to send emails impersonating your organization.

Visual Edge IT's dark web scan and dark web monitoring can find exposures to warn you and your users before they lead to problems. Each report includes:

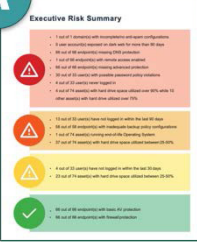
A) Risk Summary

B) Assessments

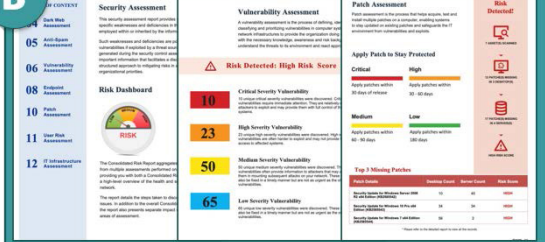
- Dark Web Assessment
- Anti-Spam Assessment
- Vulnerability Assessment
- Endpoint Assessment
- Patch Assessment
- User Risk Assessment
- IT Infrastructure Assessment
- Partner Report

C) Details

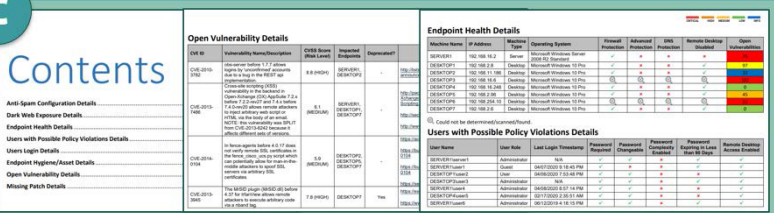
A



B



C



“...many user accounts with compromised credentials can be purchased in bulk from Dark Web marketplaces. With thousands of ‘hacked’ enterprise accounts available for malicious attackers to purchase and use, the complexity of passwords does not offer much protection...”

- ConnectWise

Contact us today to get 24/7 remote monitoring, live U.S.-based support desk services, and security for all of your IT operations with Managed IT Services and Security!

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SECURE TECHNOLOGY SOLUTIONS

Business continuity and risk management.



SOLUTIONS FOR
BACKUP AND
RECOVERY

FOCUS ON BUSINESS CONTINUITY

When you need it most, you want to be assured that you have a backup and disaster recovery solution that's nearly maintenance free and priced to fit your budget.

Visual Edge IT™ can help you avoid the potential system failures that may threaten your business creating chaos and loss of necessary data. To recreate lost information is expensive and time consuming — it could be days, weeks or even months before business operations return to normal, if at all.

The backup and recovery solutions from Visual Edge IT are designed to revive your network and restore employee productivity quickly if an event occurs. Vital data is backed up, kept safe and secure, and restored with little or no disruption to the business. Be secure! Let Visual Edge IT protect your business data.

Visual Edge IT has been supporting customers like you for more than two decades and our 90 locations across the United States bring our customers personalized local service.

PLAN

Develop a comprehensive data recovery plan to sustain operations in the event of a disaster. In knowing who's responsible for what and why, this is your guide to survival.

MINIMIZE

If disaster does strike, time is crucial. Minimize downtime with cloud-based data backups to restore your business quickly. This process is also redundant, reliable, and secure.

PRESERVE

Consider our skillful guidance and support another level of backup. Your data stays safe, your team stays productive — and your business stays open.





Discover the easiest, most affordable way to keep your business running.

Data Backups Every 15-minutes for Fast Recovery

Data is saved consistently and at all times allowing recovery from our virtual server within minutes.

Regulation Compliance

Our backup and recovery solution helps you avoid violating federal data regulations such as HIPAA or Sarbanes-Oxley.

Remote Monitoring and Management (RMM)

RMM service is included with solution as additional protection against issues.

Email Recovery

Our email recovery for Office365, Gmail or Microsoft Exchange Servers will recover critical emails lost days or even months ago.

Major Event Data Protection

Fire, flood, earthquake... our remote SAS70 Type II and HIPAA-compliant data centers will have your data and records safely housed for any major event.

COMPARE SOLUTIONS BEFORE CHOOSING... ASK THE RIGHT QUESTIONS.

Can backed up data be restored to different kinds of hardware?

Can both recent and older archived data be restored?

Are data backups monitored to diagnose and remedy failures in real time?

Is data automatically backed up both onsite and offsite?

Contact us today to get 24/7 remote monitoring, data safety and reliable business continuity with our backup and recovery solutions!

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SECURE TECHNOLOGY SOLUTIONS

Choices that work today. Work choices for tomorrow.



SOLUTIONS FOR
COMMUNICATION AND
COLLABORATION

THE NATURE OF WORK HAS CHANGED

Companies need to enable their employees and protect their business critical data. With communication and collaboration tools from Visual Edge IT™, you can employ productivity tools that allow teams and customers to connect to your business seamlessly.

Now your employees can work securely from anywhere, on any device. And when their productivity tools enhance the quality and effectiveness of their work experience, they're happier, more valuable, and more likely to stay.

Customers' expectations are increasing as well. Your customers want to reach you and your employees anywhere anytime, and quickly across different channels. That means that you need solutions to provide empowerment and accessibility, treat customer data as if it belongs to your company, and secure vital IT assets from compromise.

Visual Edge IT will assess your needs and help you enable and manage the communication and collaboration tools to meet your unique needs.

CONNECT

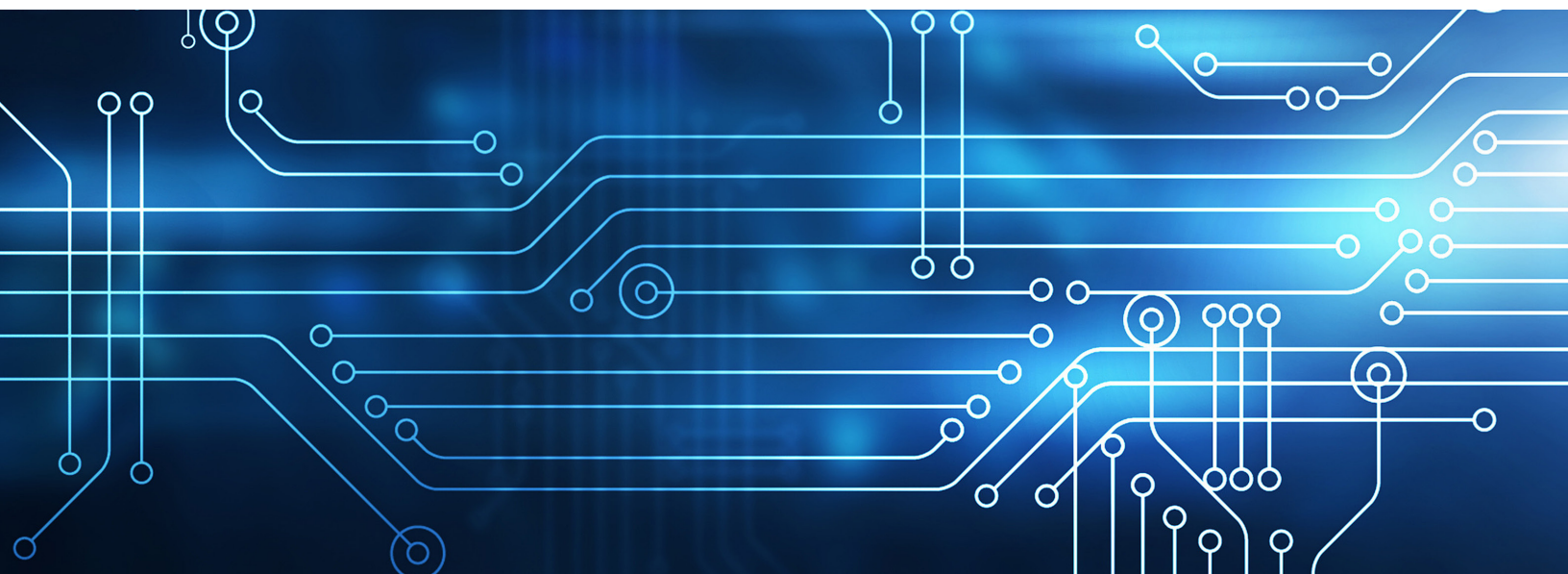
Internally, connect your teams with voice, email, messaging, and the web. Externally, extend these channels to customers to connect to your business — however they choose.

COLLABORATE

Collaboration throughout your business is critical for sales, support, billing, shipping. Everything. Make your organization a well-oiled machine, and then keep it running that way.

RESPOND

Responding to customers quickly is vital. It creates goodwill, trust, and loyalty. And when customers know your entire team is there to help, even better.





Visual Edge IT creates more seamless communication and collaboration across all your locations and platforms while maintaining the security and integrity of your systems and data.

Microsoft 365 Business Premium

- Mission-critical, enterprise-grade email and shared storage with integrated security tools
- Seamlessly integrate workplace productivity apps in the cloud

Microsoft Teams

- Video meetings and chat which allow you to collaborate from anywhere
- A company owned secure communication channel

VoIP Phone Systems

- Make and take calls from anywhere using the company number supporting a new level of mobility
- Modernize your workplace, empower employees and improve customers' experiences today

**Be more productive
wherever you are**

Connect employees to the people, information, and content they need to improve productivity and transform collaboration.

**Be more efficient in
whatever you do**

Transform the way you manage your business and simplify the way work gets done with modern tools that streamline business processes.

**Protect what
matters most**

Help safeguard your employees, data, and customer information with enterprise-grade security you can trust.

Contact us today to get email, meetings, chat and calls on all devices and allow your team members to communicate, collaborate, and support your customers with ease!

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SECURE TECHNOLOGY SOLUTIONS

Communicate reliably, in-office or on-the-go, for less.



SOLUTIONS FOR
ON-PREMISE AND
CLOUD-BASED VOIP

SEAMLESS FLEXIBLE COMMUNICATION

Most businesses today need the ability to work from anywhere and that means taking and making calls from anywhere, too.

A VoIP system allows your business to handle calls using a laptop, cell phone or other mobile device from anywhere that your teams have access to the internet. Seamless, flexible communication that's budget friendly.

Visual Edge IT's complete offerings include an enterprise system with advanced features and

functionality for any size business, and even full call center capabilities for businesses that need them. You have your choice of On-premise VoIP or Cloud-based VoIP for mobile and remote working. Virtual receptionist, voicemail to email, fax to email and call-answering mobility are just a few of the features.

Visual Edge IT™ has been supporting customers like you for more than two decades and our 90 locations across the United States bring our customers personalized local service

KEY BENEFITS

Redundancy and Reliability

- Multiple redundant servers in geographically dispersed data centers provide redundancy for all Cloud IP PBX instances
- 99.995% up-time reliability

End Point Diversity

- We currently support 30+ SIP manufacturers and over 200 IP tele phones with our End-point Manager. No need to purchase new IP phones.
- Soft phone flexibility improves productivity for mobile employees, as all features can be extended through the use of laptop-resident soft phones.

Hosted PBX Key Benefits

- Lower CAPEX and OPEX because there is no need to own, purchase, install or maintain your own PBX core. Enjoy predictable monthly communications expenses and easily scale up or down based on your needs.
- Easily add stations or provide services to geographically-dispersed locations and/or telecommuters. Phone system change order charges are eliminated.
- All users and locations are members of the same "virtual" IP-PBX and regardless of size or the number of calls received, a busy tone is never returned to prospects or customers.





FEATURE SUPPORT INCLUDED IN ALL SYSTEMS

Business Features

- Flexible time-based call routing
- Built-in conference bridge
- Fax to e-mail
- Hunt/ring groups
- Music on hold
- Voicemail blasting
- Find me/follow me calling
- Personal IVRs
- Wake-up calls
- Support for video calling
- Secure communications (SRTP/TLS)
- Announcements
- Text-to-speech
- Calling queues (ACD)
- Interactive voice response (IVR)

Calling Features

- Three-way calling support
- Voicemail
- Voicemail-to-e-mail
- Caller ID support
- Call transfer
- Call recording
- Do not disturb
- Call waiting
- Call history/detail records
- Call event logging
- Speed dials
- Caller blacklisting
- Call screening

Administration and Control

- Web-based config management
- Call history (details and recording playback/download)
- Contact management
- Presence management
- Conference room management
- Settings management
 - Find me/follow me
 - Call forwarding
 - Call waiting
 - Do not disturb
 - Call confirmation
- Voicemail
 - Visual voicemail -- playback and management
 - Notification options
 - Greetings management



Visual Edge IT is one of the most established VoIP/digital phone service companies in North America.



You get peace-of-mind with Visual Edge IT's unique redundancy, fail-over and disaster recovery solutions for networks of all sizes.

Contact us today to get expert help with all of your VoIP communication needs.

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