

ACHIEVEMENTS

- *Kate Matas* proctored 4 exams.
- *Katie Matas* worked with Baker & Taylor to resolve mistakes made by the vendor on the Library's orders.
- *Venessa Faber and Wendy Townsend* hosted and coordinated the final two Holiday Series performances: Valencia High School Drama Department's performance of "A Seussified Christmas Carol" on December 6th and The Placentia Community Chorus on December 13th.
- *Venessa Faber* coordinated the Staff Holiday Potluck.
- *Venessa Faber* established a literacy board near the group study room for postings and other communications for literacy students and tutors.
- *Nadia Dallstream* attended the December 12th webinar "Basic Graphic Design for Library Staff" and implemented a new Flyer Checklist for Adult Services staff to use to ensure consistency in our publicity.
- *Nadia Dallstream* completed the Summer Reading Survey from PLA.
- *Nadia Dallstream* prepared publicity materials to be distributed at the Tamale Festival.
- *Nadia Dallstream* coordinated the Artist Series Displays for 2013.
- *Nadia Dallstream* joined ALA and CLA.
- *Nadia Dallstream* found a local vendor of Chinese materials for purchase of Adult materials in Chinese.
- *Nadia Dallstream* worked with Adult Services Staff to create a more efficient way to keep track of program budgets.
- *Nadia Dallstream* updated the Substitute List.
- *Adult Services Staff* updated the Emergency Contacts list for the Department.
- *Wendy Townsend* completed weeding the 300's collection.
- *Wendy Townsend* led a Volunteer Orientation for the CSUF interns on December 16th.
- *Wendy Townsend* and *Jeannie Killianey* hosted the Freegal and Overdrive workshop on December 18th.
- *Wendy Townsend* researched and revised the information for local requests for obituaries.
- *Jeannie Killianey* added another Introduction to PowerPoint workshop due to enrollment on December 11th.
- *Jeannie Killianey* weeded the educational DVD collection.
- *Jeannie Killianey* created Technology Weblinks to be added to the Library's website.

MEETINGS

- *Nadia Dallstream, Wendy Townsend, Venessa Faber, Katie Matas and Jeannie Killianey* attended the Adult Services meeting on December 18th.
- *Nadia Dallstream, Wendy Townsend, Venessa Faber, Katie Matas and Jeannie Killianey* attended the Staff meeting on December 18th.
- *Nadia Dallstream* attended the Manager/Supervisor Meetings on December 4th, 11th and 18th.
- *Nadia Dallstream* participated in the Library Board Work Session on December 12th.
- *Katie Matas* attended the weekly huddle meeting on December 17th.
- *Venessa Faber and Brenda Ramirez* met on December 10th to discuss the SRP Kickoff.
- *Venessa Faber and Nadia Dallstream* met on December 22nd to discuss the SRP Kickoff.
- *Venessa Faber, Jeannie Killianey and Nadia Dallstream* participated in an Infopeople webinar on Basic Graphic Design for Library Staff on December 12th.
- *Nadia Dallstream and Wendy Townsend* met on December 20th and 28th.

IN PROGRESS

- *Katie Matas* is weeding the Science Fiction collection.
- *Venessa Faber* continues to work on the eXPLORE newsletter for February-August 2013.
- *Venessa Faber* is creating a presentation and planning for the Literacy Orientation for new tutors.
- *Nadia Dallstream* is working on two staff members yearly Performance Evaluations.
- *Nadia Dallstream* is working with Reference USA to update Library information.
- *Nadia Dallstream* is researching e-book platforms, researching hardware options for patron use, and a digital download station for e-books.
- *Nadia Dallstream* is preparing policies 2305 to 2327 for PLD Board Review.
- *Nadia Dallstream* is working with Patrick and AI to ensure completion of IT needs.
- *Nadia Dallstream* is working with Tom Edelblute to provide patrons with the Freegal app.
- *Adult Services Staff* is updating and revising the Spring/Summer eXPLORE newsletter.
- *Adult Services Staff* is working on the 2013 Adult Summer Reading Program.
- *Wendy Townsend* is continuing to fill volunteer positions and verify volunteer hours.
- *Wendy Townsend* is working with the History Room volunteers to scan new photos into the History Room collection and to collect Placentia related news for subject files.
- *Wendy Townsend* is organizing past volunteer records.
- *Wendy Townsend* is working on the March 2013 book discussion.
- *Jeannie Killianey* continues to make weekly book selections for Rotary members to be honored with a book plaque.
- *Jeannie Killianey* is working on two bibliographies for dissemination to specific target groups.
- *Jeannie Killianey* is working on publicity materials for the Job Skills Workshop and the July gardening program.
- *Jeannie Killianey* is coordinating the January computer workshops.

PLACENTIA LIBRARY DISTRICT BOARD OF TRUSTEES

TO: Jeanette Contreras, Library Director
FROM: Katie Matas, Librarian, Technical Services
SUBJECT: Technology & Website Report for December 2012
DATE: January 28, 2013

MONTHLY STATISTICS

On-line database usage

	December 2012	Onsite Usage 12/12	Remote Usage 12/12	December 2011	Y-T-D 2012-13	Y-T-D 2011-12	Y-T-D % change
General Reference Center	149	82	67	30	416	464	-10%
Biography In Context*	15	14	1	0	140	0	N/A
Opposing Viewpoints*	10	10	0	0	61	0	N/A
Freegal*	449	N/A	N/A	0	1,281	0	N/A
Heritage Quest	395	N/A	N/A	204	3,484	3,731	-7%
Journalist	49	N/A	N/A	20	318	212	50%
Shmoop*	34	N/A	N/A	0	96	0	N/A
Tumblebooks	548	N/A	N/A	422	2,713	2,100	29%
Reference USA	105	N/A	N/A	2	479	276	74%
TOTAL DATABASE USAGE	1,754	106	68	678	6,018	3,981	51%

* New FY 12/13

Website Traffic

	December 2012	December 2011	Y-T-D 2012-13	Y-T-D 2011-12	Y-T-D % change
Website visits	18,695	19,121	126,718	124,851	1%
Page Hits	36,061	35,058	228,507	235,062	-3%

ACHIEVEMENTS

- *Nadia Dallstream* coordinated IT Repairs and issues including pricing of needed hardware and software.
- *Nadia Dallstream and Katie Matas* coordinated Public Copier repairs and maintenance.
- *Al Shkoler* worked with OGO Sense to resolve website issues.
- *Fernando Maldonado* updated the Library's website.
- *Saul Ulloa* updated the outside digital sign.
- *Katie Matas* updated the messages on the telephone system.
- *Jeannie Killianey* updated the Library's Facebook Account.
- *Brenda Ramirez* updated the Library's Twitter Account.
- *Coleen Wakai* updated the Library's Flickr Account.

PLACENTIA LIBRARY DISTRICT BOARD OF TRUSTEES

TO: Library Board of Trustees
FROM: Jeanette Contreras, Library Director
SUBJECT: Employee of the Quarter Award
DATE: January 28, 2013

BACKGROUND

President Shkoler will present the Employee of the Quarter Award.

PLACENTIA LIBRARY DISTRICT BOARD OF TRUSTEES

TO: Library Board of Trustees

FROM: Jeanette Contreras, Library Director

SUBJECT: Presentation of Fiscal Year 2011-2012 Financial Audit from Macias Gini & O'Connell.

DATE: January 28, 2013

BACKGROUND

Macias Gini & O'Connell will present the findings for the Fiscal Year 2011-2012 Audit of Financial Transactions for the Placentia Library District.

Draft reports will be presented at the meeting.

RECOMMENDATION

Receive & File the Financial Audit for Fiscal Year 2011-2012.

PLACENTIA LIBRARY DISTRICT BOARD OF TRUSTEES

TO: Library Board of Trustees
FROM: Jeanette Contreras, Library Director
SUBJECT: Midyear Budget Review
DATE: January 28, 2013

BACKGROUND

Library Director will provide a status report of the Placentia Library District's current 2012-2013 fiscal year budget.

RECOMMENDATION

Action to be determined by the Library Board of Trustees.

PLACENTIA LIBRARY DISTRICT BOARD OF TRUSTEES

TO: Library Board of Trustees
FROM: Yesenia Baltierra, Business Manager
SUBJECT: Carpet and Furniture Cleaning Update
DATE: January 28, 2013

BACKGROUND

The existing carpet was installed over 25 years ago and its age is clearly visible. There are large patch of stains throughout the various areas in the library. The most noticeable stains are in the meeting room, behind the reference desk, the preschool area, the History Room, and the work room. These stains cannot be removed permanently even with routine deep cleaning. The carpet has exceeded its normal life span of ten years.

The majority of the upholstered chairs are over 25 years. They were reupholstered over 10 years ago.

Certain areas of the carpet, all upholstered chairs and two area rugs were deep cleaned on Friday, January 11th and 18th.

Fiscal Impact: \$1,765 from the General Fund

PLACENTIA LIBRARY DISTRICT BOARD OF TRUSTEES

TO: Library Board of Trustees

FROM: Jeanette Contreras, Library Director

SUBJECT: Updates on Joint Power Agreement (JPA) Related Issues with the City of Placentia

DATE: January 28, 2013

BACKGROUND

Library staff have met with the City of Placentia representatives to address several JPA-related concerns over a period of time. The concerns include:

- Uneven pavements
- Lighting in the parking lot
- Ramp by the loading dock
- Removal of a tree
- Trimming of hedges
- Parking stops for parking spaces
- Repainting of reserved parking spaces
- Rusted bottom of steel door (by telephone room)

Library staff continues to work with the City of Placentia to ensure the completion of the above projects.

Fiscal Impact: No additional cost is anticipated.

RECOMMENDATION

Action to be determined by the Library Board of Trustees.

PLACENTIA LIBRARY DISTRICT BOARD OF TRUSTEES

TO: Library Board of Trustees
FROM: Jeanette Contreras, Library Director
SUBJECT: Selling Pens
DATE: January 28, 2013

BACKGROUND

At the November 30, 2012 Staff Development Day, staff suggested the Library provide patrons an opportunity to buy pens. Staff observed that patrons quite frequently do not return pens they borrowed from the library. These incidents occur often at the Passport Office.

Placentia Library Friends Foundation (PLFF) offered to purchase the pen machine and sell them for .50 each. It is recommended that the machine be installed near the Passport Office. PLFF currently sell pencils for .10 each at the bookstore.

The Facility Maintenance Technician will install the pen machine.

Fiscal Impact: N/A

RECOMMENDATION

Authorize the Placentia Library Friends Foundation to sell pens inside the library for patron use.

PLACENTIA LIBRARY DISTRICT BOARD OF TRUSTEES

TO: Library Board of Trustees
FROM: Jeanette Contreras, Library Director
SUBJECT: Travel Authorization: Public Library Director Forum
DATE: January 28, 2013

BACKGROUND

The California State Library is hosting a Public Library Director Forum on March 6-7, 2013 in Sacramento. An orientation designed for new library directors and is open to all library directors is scheduled for March 6, 2013. Michael Margolis is scheduled to speak on March 7, 2013 to discuss the next steps with the Library Story Map and continue to build the vision for the State's role in supporting libraries and communities.

Accommodation, travel, and meals are provided by the California State Library. Participants will be reimbursed up to \$700 for travel expenses.

Fiscal Impact: N/A

RECOMMENDATION

Authorize the Library Director to attend the Public Library Director Forum in Sacramento on March 6-7, 2013 with expenses covered by the California State Library.

PLACENTIA LIBRARY DISTRICT BOARD OF TRUSTEES

TO: Library Board of Trustees

FROM: Jeanette Contreras, Library Director

SUBJECT: Orange County Local Area Formation Commission (LAFCO) Municipal Service Review (MSR) for Placentia Library District is scheduled for February 13, 2013 in Santa Ana.

DATE: January 28, 2013

BACKGROUND

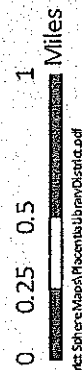
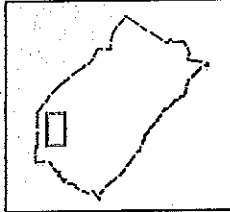
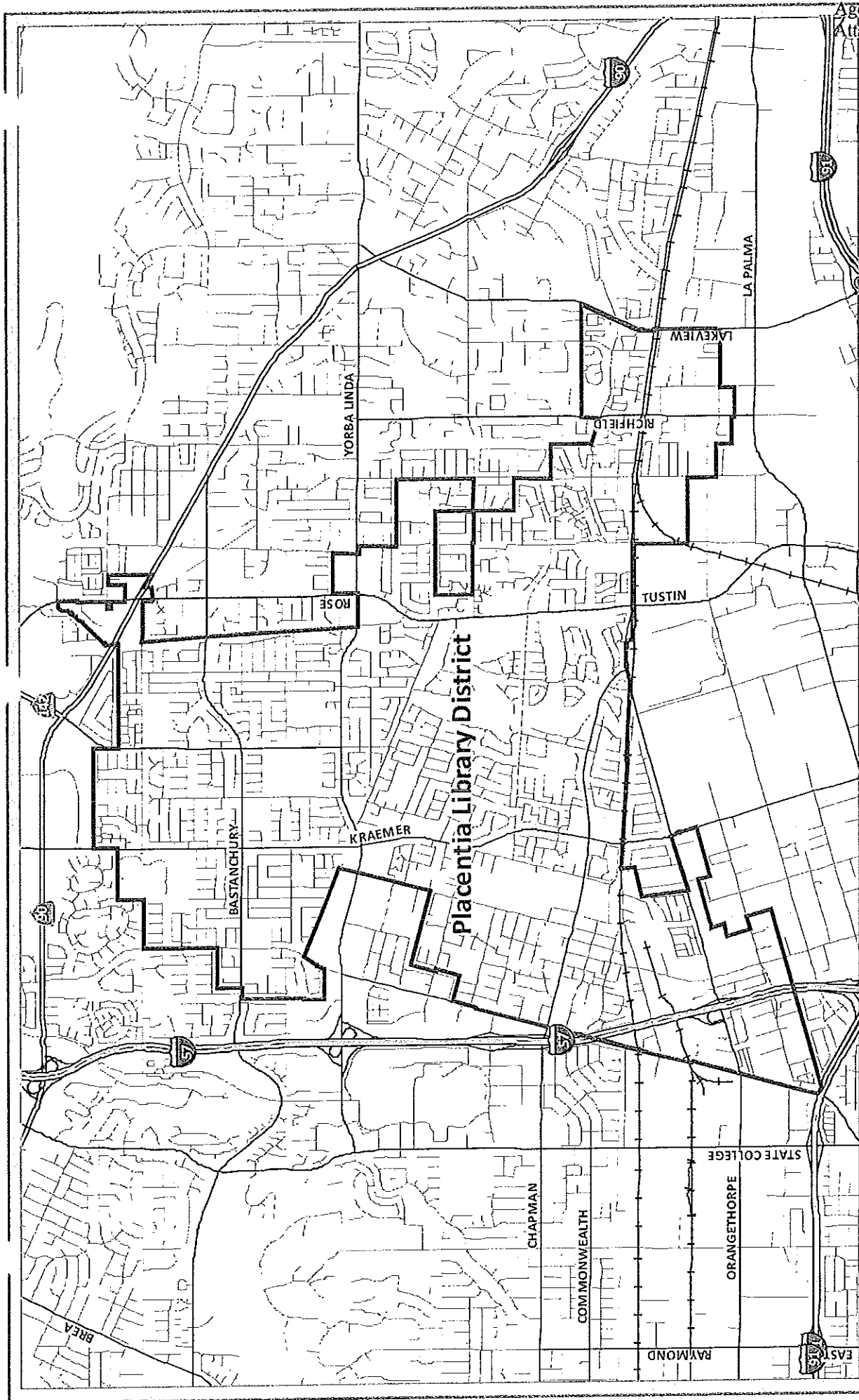
The Orange County Local Area Formation Commission (LAFCO) Municipal Service Review for Placentia Library District is scheduled for February 13, 2013 in Santa Ana. The Buena Park Library District will also be presented at the same meeting.

Attachment A is the Placentia Library District Sphere of Influence Map as published by LAFCO on December 4, 2008.

Fiscal Impact: N/A

RECOMMENDATION




Authorize the Library Director to attend the February 13, 2013 LAFCO meeting and provide an update at the February 25, 2013 Library Board of Trustees meeting.



Placentia Library District Sphere of Influence Map

SOI Originally Adopted: 11/26/75
Last Reviewed: 11/12/08

Orange County
WAFCO
December 4, 2008

-  Placentia Library District Sphere of Influence
 -  Placentia Library District Boundary
 -  Orange County Boundary
- Road files courtesy of Rand Mobility

PLACENTIA LIBRARY DISTRICT BOARD OF TRUSTEES

TO: Library Board of Trustees
FROM: Jeanette Contreras, Library Director
SUBJECT: 2006 Strategic Plan and Staff Development Day Summary
DATE: January 28, 2013

BACKGROUND

Library Director will provide a summary of input received from the Library Board of Trustees and staff at the Staff Development Day and the December 12, 2012 public meeting when the 2006 Strategic Plan was reviewed.

Attachment A the summary of both meetings.

Fiscal Impact: To be determined.

RECOMMENDATION

Discuss and determine what budget items are to be considered for Fiscal Year 2013-2015.

SUMMARY FROM STRATEGIC PLAN MEETING & STAFF DEVELOPMENT DAY

FY 2013-2014

- | | |
|---|---------------------|
| 1. Regular cleaning of carpets & upholstery | Administration |
| 2. IT staff | Adult Services |
| 3. Children's desk hours | Children's Services |
| 4. Laptop express stations | Children's Services |
| 5. Book carts | Circulation |
| 6. Additional substitution hours | Circulation |
| 7. Demolish exterior bookdrop | Circulation |

From 2006 Strategic Plan

- | | |
|--|---------------------|
| 8. Expand homework clubs for Title I middle schools in Placentia | Children's Services |
| 9. Establish a four-year replacement schedule for computers and printers | Administration |

FY 2014-2015

- | | |
|--|---------------------|
| 1. Increase broadband | Administration |
| 2. Reupholster furniture | Administration |
| 3. New children's desk | Children's Services |
| 4. New 20 hr. Library Assistant position | Children's Services |
| 5. ILL shelves | Circulation |

From 2006 Strategic Plan

- | | |
|--|----------------|
| 6. Create a business center with a self-service e-fax and copier with a self-service debit/credit point of sale system | Circulation |
| 7. Select and hire a public agency finance consultant to work with staff to develop a capital improvement budget for the next five years | Administration |
| 8. Establish a procedure for conducting an environmental audit of the Facility every five years to ensure safe public service and staff working condition | Administration |
| 9. Establish a system to work with the Library's website manager to ensure that information is current and comprehensive | Administration |
| 10. Establish an all-staff server file for District proper protocol, determine file managers and how files are to be maintained and managed | Administration |
| 11. Select a capital project finance consulting firm with independent special district experience to conduct a workshop for the Library Board to discuss capital funding options for remodeling, renovation and/or expansion | Administration |
| 12. The District will expand its library hours of service to 7 days per week | Administration |

PLACENTIA LIBRARY DISTRICT BOARD OF TRUSTEES

TO: Library Board of Trustees
FROM: Jeanette Contreras, Library Director
SUBJECT: Request for Proposals – Facility Improvement and IT Services
DATE: January 28, 2013

BACKGROUND

Library Director will provide updates on the current ongoing Request for Proposals – Facility Improvement and IT Services.

Fiscal Impact:

- Facility Improvement (meeting room and staff lounge) – Estimated \$215,000
- IT Services – Estimated \$30,000

RECOMMENDATION

Action to be determined by the Library Board of Trustees.

PLACENTIA LIBRARY DISTRICT BOARD OF TRUSTEES

TO: Library Board of Trustees
FROM: Jeanette Contreras, Library Director
SUBJECT: Request for Proposals – Facility Improvement and IT Services
DATE: January 28, 2013

BACKGROUND

At the May 24, 2012 Work Session, the Library Board of Trustees along with library staff discussed possible projects which may be funded through PLFF. A decision was made to focus on three projects which included the meeting room improvement, a backup generator, and the staff lounge improvement.

At the June 18, 2012 Library Board of Trustees meeting, staff was directed to solicit bids for the three recommended projects listed above. There RFP for the backup generator has not been completed.

In addition to discussing the facility improvement RFPs, the RFP for IT Services will also be presented for The Library of Trustees. At the Staff Development Day in November, staff identified IT Services as one of their top needs.

Attachments A – E are proposals for IT Services.

- Attachment A – Click Consulting, Inc.
- Attachment B – Knowledge Centrix
- Attachment C – PC Solution
- Attachment D – SACA Technologies
- Attachment E – Smartmuni.com

Attachments F & G are proposals for the facility improvement

- Attachment F – ARC Services and Construction
- Attachment G – Hanna Construction

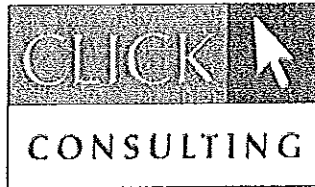
Fiscal Impact:

- Facility Improvement (meeting room and staff lounge) – Estimated \$215,000
- IT Services – Estimated \$30,000

RECOMMENDATION

Action to be determined by the Library Board of Trustees.

CLICK CONSULTING, INC.
13924 Seal Beach Blvd,
Suite C
Seal Beach, CA 90740



www.clickconsulting.com
info@clickconsulting.com
562-430-5716 office
562-596-5325 fax

Placentia Library
District

Response to Information
Technology Services RFP

Attn: Administration
411 E. Chapman
Placentia, Ca. 92870

October 18, 2012



Summary

We appreciate the invitation to participate in the IT Services RFP, and we are excited to respond. If there is any required information missing, please advise so that we may provide.

Based on our review of the RFP and subsequent discussion in our October 17th, 2012 meeting, it sounds like the Placentia Public Library District is looking for a reliable vendor that can provide outsourced IT services and continuity over time with constant big picture planning and preventative maintenance.

General Information

Company Overview

Our firm opened its doors in October 2000, and was incorporated as a California C corporation in August of 2001. Our corporate mailing address is in Seal Beach, but our staff work from our Irvine office located near the airport. We have over 250 active clients, where active is defined as those clients having made a payment during our last fiscal year.

Our firm provides services through three departments, technical support, web development, and training.

We provide services through a base of full-time W-2 employees and a network of subcontractors. The technical support department, the one that would be responsible for delivering services in accordance with this RFP, operates with 5 full-time W-2 employees.

Our area of specialty is providing outsourced tech support to the SMB market in Orange County, with our largest client having approximately 850 computers.

Client Base

Our experience for the support department is mostly with SMB clients in the Orange County area. While we don't have a specific target vertical, we do tend to have many CPA firm clients due to Jeff Lenning's CPA background.

We do work with several non-profit clients, including for example a couple of churches, the Susan G. Komen foundation, and an online school.

Project Schedule

Weekly scheduled site visit – Pick a day of the week, and we will set a recurring site visit for that day/time and be there every week at that time. We feel a regular weekly site visit is important to ensure that all issues are identified and resolved in a timely manner, and that a long-term rapport and relationship is built. Preventative maintenance is very important to us, and a physical site visit is one way we ensure that communication is open and that maintenance is performed proactively instead of reactively.

Remote and onsite support as needed -- In addition to the weekly scheduled onsite visit, we will provide ongoing remote support as well as unscheduled site visits as needed.

Monthly System Status report -- includes backup logs, update status, hard drive capacities, work log, and open project list to be submitted to administration on the first week of every month.

Quarterly Meetings -- if agreeable, we would like to schedule a quarterly technology meeting with administration, and our firm's project manager and primary tech to discuss all open issues, future projects, and otherwise help to provide leadership in the area of technology. This helps keep the lines of communication open and ensures that issues and new technologies are discussed in an organized and effective manner.

Annual System Budget Analysis -- each year, due November 1st, we will submit hardware and software recommendations, as well as potential special projects, to be considered for the following year's budget. We will also include an executive summary of all other monthly and quarterly reports.

Included IT Services

1. Weekly scheduled recurring site visit with primary tech
2. All inclusive technical support, no scope of service -- everything is included
3. Email and web form tech ticket system to submit and track support requests
4. GoToAssist instant remote access to any computer with the click of the blue button on our website
5. Weekly technology status reports
6. Server and PC Backup management
7. Network hardware installation and management
8. Firewall rules and firmware updates
9. Anti-Virus systems management (updates, centralized exceptions, and scheduled scans)
10. Familiarity with Horizon, Envisionware, Deep Freeze, Exchange, and Smart Filter software/hardware
11. User change/adds/deletes
12. Help with phone system for extension move/adds/deletes
13. Hardware replacement plan
14. Documentation Management
 - a. Server and Network
 - b. Software Licenses
 - c. MAC address list
15. Kaseya PC, Server, and Network proactive agent management: <http://www.kaseya.com>
 - a. Remote Control
 - b. Info Center
 - c. Audit and Inventory
 - d. Patch/Update Management
 - e. Agent Monitoring
 - f. Mobile Device Management
 - g. Windows and Mac compatible

Project Team

Jeff Lenning, President

Role: Jeff Lenning would facilitate all business related issues including contracts, level of service and support, scope of work, and will attend CTO meetings as needed.

Bio: Jeff Lenning CPA CITP worked at Arthur Andersen in the audit practice, at Gateway computers as a financial analyst, a public bio tech company Interpore Cross as the accounting manager, and then started Click Consulting in 2000. He is involved in the CPA community, and has held numerous leadership positions in the CalCPA Society, including as the Orange County / Long Beach Chapter President and as the State Technology Committee Chair. He is an instructor for the AICPA, the author of Excel University an Excel training resource designed for accounting professionals, and his articles have been featured in numerous publications.

Stuart Byus, Support Manager

Role: Stuart Byus would supervise resources and act as the project manager to ensure a consistent and reliable level of service. He is available to perform high-level support, including all server level configuration and implementation.

Bio: Stuart worked at D-Link Systems right after college, and was promoted internally up to Network Administrator. Stuart joined Click Consulting in 2005 where he leads the tech support department, providing onsite support and managing the firm's support employees. With over 12 years of IT experience, Stuart has been involved in several Enterprise level server and network deployments and has a wide range of knowledge on Windows desktop/servers, Linux, Mac OS, VMware, Avaya and Cisco products.

Sam Escamilla – Primary Tech

Role: Sam would be involved with all aspects of your facility.

Bio: His previous position was tech support at D-Link Systems, where he worked with Stuart for 4 years. Sam is a VMware and network hardware specialist with Cisco and Enterprise Wireless experience. Excellent customer service and troubleshooting skills. Also English/Spanish bilingual.

Todd Ryan – Backup Tech

Role: Todd would be involved with server related infrastructure, including configuration and administration.

Bio: His previous position was tech support at D-Link Systems, where he worked with Stuart. He has been friends with Stuart Byus since they were 6 years old. Todd is an Enterprise level server, VMware and network hardware specialist with a brilliant mind that we assign to our Enterprise and complex systems.

Walter Lynd – Backup Tech

Role: Walter would be involved with desktop level support, and limited server assistance.

Bio: His previous position was tech support at D-Link Systems, where he worked with Stuart for 5 years. Walter has excellent customer service and specializes in Microsoft workstations/servers, Mac OS, and any misc application we throw at him.

Experience/Qualifications

Recent Contract Example

See attached pdf in email

Recent Project Example

California Pacific Charter School is an online school with 700 students and 41 staff. We provide all inclusive support for flat rate per user pricing. This allows the school to have a set fixed cost per student, and allows us to help the user with anything they need. We are in the second school year of support, and we have received incredibly positive feedback from both students and staff. We provide instant remote support via tech ticket, email chat, email and telephone. We manage the school's email/archive system, their Newport office, and configure/ship laptops to students/faculty.

References

Grace Brethren Church of Long Beach
Ralph Hampton
rhampton@gracelb.org
562-595-6881

California Pacific Charter Schools
Jessica Anderson
janderson@calpacschools.org
209-986-6150

Carol Electric
Allen Moffitt
amoffitt@caroelectric.com
562-594-1174

Click Consulting Service Highlights

Alert-Blast: If you email us or contact us through our website, we have tied everything together technologically, so that when our support email box receives an email, all techs are instantly forwarded that message, thus ensuring fast response time.

Help Desk: Many IT firms only have "field techs," who work out at client locations. When they receive a support call from another client, obviously it is difficult if not impossible for them to assist you at that time, since they are currently located with another client. Our firm has a Help Desk technician who is physically located in our office. That way, when a phone call comes in, he is there to help now when you need it.

Remote: Our Help Desk tech uses our remote support technology to resolve issues quickly and effectively. Our technology allows any user in your organization to simply click a button on our website, and our tech is instantly connected to and remotely controlling the computer. In many cases, we can solve the issue using remote support without dispatching a field tech, which means you and your staff get help now, without waiting for the next available site visit.

Staffing Redundancy: We know that a single field tech can't be in two places at once. That is why we use a staffing redundancy model that uses multiple technicians and ensures all of the documentation and passwords are available in case your primary technician is currently assisting a client emergency.

Planning: In the frantic world in which we live, sometimes it is easy for an organization's management team to operate reactively instead of proactively. When they think about the time it would take to consider adopting new technologies and exploring related benefits, they adopt a mind set of "if it is not broken, don't fix it." Under this scenario, big but important projects and advancements keep getting put on the back burner.

We realize the importance of integrating technology to improve operational efficiency. So, we set planning meetings with our clients so that we allocate and spend the proper amount of time in a scheduled and organized manner. The scheduled planning meetings allow us to sit with our clients, take a deep breath, and plan.

We set aside the time to talk with clients about their organization, and how adopting technologies may help improve it. Some of the items we've discussed in other planning meetings are things like: going paperless, setting up secure online customer portals, setting up remote access for branch workers, and setting up video conferencing systems. You see, big picture improvements. Also, ideas like moving some workers to thin clients, or setting up virtualized servers. Then, we decide on which projects are important, assign timing, and execute them. These are decided so that these things get done, and so that technology becomes an operational advantage rather than an overhead item.

One of my favorite quotes is, "Through planning, anything is possible." We believe that. Planning allows us to implement the new technologies that are applicable to your organization.

Issue Tracking: We use an enterprise level CRM utility that includes excellent support case creation and tracking. Regardless of how you contact us, either through phone, email or online, all issues are assigned a case number in our system and stored permanently in our database attached to your client record. All emails sent to our support email address are automatically captured by our system, automatically tied to your client record (based on a reverse "from" email address lookup), and automatically broadcasted to all of our support technicians' phones 24 hours per day, 7 days per week, 365 days per year.

We have this procedure in place specifically to ensure that all client requests are handled, tracked, and resolved in a timely manner, and that no issue slips through the cracks.

Our techs: The best thing about our tech support department is our technicians! They were all hired because they communicate well, work hard, are smart, and enjoy helping people with their computers. We could go on bragging about the guys, but that would sound boastful, arrogant and self-serving...so instead we'll simply share some comments from recent client evaluations.

"Jeff, I just want to send you a quick note to tell you how much I enjoy working with Stuart. He is extremely smart and has a great attitude. He has helped me personally as well as Carol Electric - always with positive results. He is a pleasure to work with! Thanks, Allen Moffitt"

"I could not believe there was actually a company who truly did whatever it took to fix a very old system and called back, more than once, to make sure we were OK and gave suggestions for future work-arounds. Everyone was SO IMPRESSED!! Thank you!"

"Walter is a great employee for your company. He goes above and beyond the required work and I would recommend him to anyone I know."

"Stu is just unbelievable and almost worshiped at both of our offices. He is fabulous with the users and technically better than anyone I have worked with in over 20 years."

"Todd is very methodical, conscientious and just plain good at what he does."

"These two guys arrived here yesterday and worked non-stop through lunch and did in a day's work what I am sure I would have paid normal people for two or three. I have traded emails late into the night on several occasions and he is working remotely."

"I'm having you make some changes to my setup because I just don't have the time to do it and all three of the guys do such fine work that I don't have to worry about it. Do you know we worked all day Friday until probably 8:00 PM and he was working on our Exchange Server Saturday morning at about 2:00 AM I think was the last message I got from him, I thought I was the only one who kept stupid hours like that!"

"Often times we get busy and do not give credit where it is due. You are such a big help to me and it is such a pleasure to work with your company. "

"I would like to make sure that you are recognized for your promptness and willingness to help out."

"As usual I was extremely happy with the service HCI received. Thank you for your prompt attention to our Norton issue. I really appreciate the excellent customer service I always receive from Click's technicians."

Pricing Schedule

All Inclusive Fixed Rate – IT Support Services

We offer and recommend a flat rate pricing model. In addition to everything outlined above, this plan includes unlimited on site and remote tech support for every PC/Server included in the plan.

We are happy to extend a discounted rate to the library of \$1,750 per month, for an initial twelve month term. This includes unlimited support for the following 97 devices:

- 37 staff computers
- 55 public computers
- 2 printer/copiers
- 3 servers

At the end of the initial term, we will perform an analysis, and propose either a decrease or increase in fees for the renewal term, subject to approval by the library.

All Inclusive Fixed Rate – Web Services

We also offer and recommend a flat rate pricing model for website update services. This includes website hosting and unlimited content changes to the site for \$99 per-month. Website feature or enhancement changes if needed can be quoted out on a per project basis.

As-Needed

If the flat-rate monthly fee schedule below is not preferred by the library, and an as-needed plan is desired, we are willing to provide support on an as-needed basis. Click Consulting is happy to provide pricing for either IT or Web projects once the specific requirements and scope of work are determined and requested.

Conclusion

We would be honored to work with Placentia Library District, and it would be our privilege to provide outsourced IT services. I believe we have the core competencies to be a successful vendor, and wouldn't respond to this RFP otherwise. Again, thanks for the invitation to respond to this RFP and please don't hesitate to contact me if I can provide any additional information.



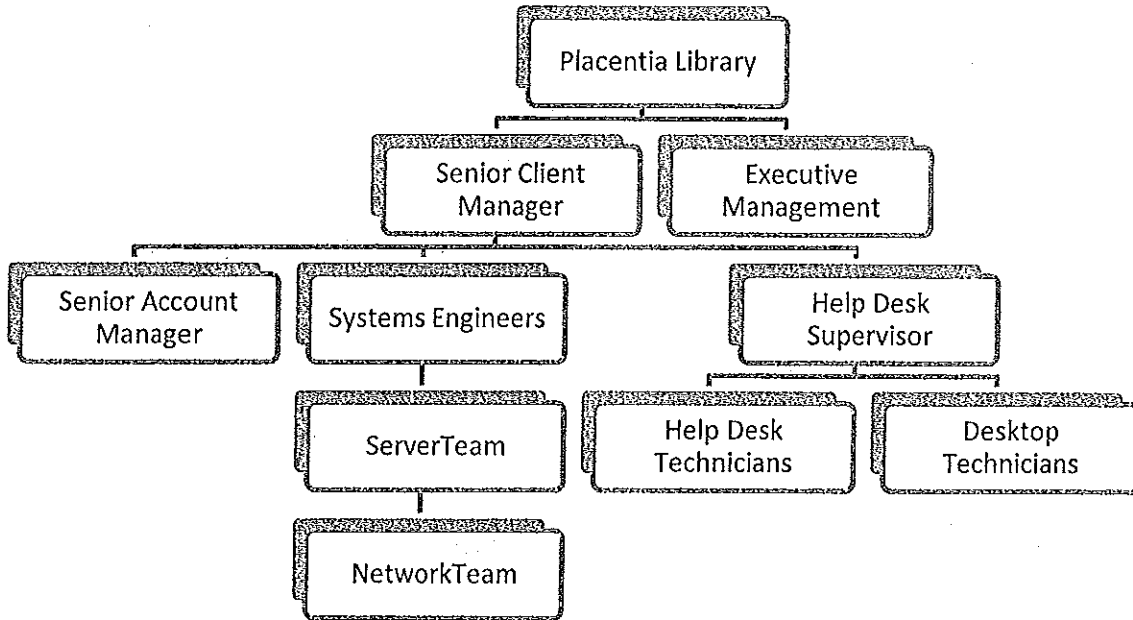
Account Management Structure

KnowledgeCentrix primary account management team will be comprised of the following. Resumes as requested are provided in the appendix of this proposal.

- **Senior Client Manager (SCM)** - provides ongoing relationship management with Clients that are under contract for all or a subset of the KnowledgeCentrix managed services offerings. The primary objective of this position is to ensure retention of clients by managing expectations and satisfaction. As necessary, this includes swift resolution to client escalated issues. In addition, this role ensures continued affirmation of the value of the services provided by KnowledgeCentrix via a regular cadence of meetings with key contacts to review completed and planned activities. The Senior Client Manager must always engage the client in accordance with KnowledgeCentrix core values.
- **Senior Account Manager** – provides ongoing relationship management with Clients with their primary responsibility is to provide the support related to product and technology inquiries, quoting of products and services through the preparation of statements of work or proposals.
- **Systems Engineer(s)** – provide Tier 2/3/4 remote and onsite support and are responsible for the network software, hardware and infrastructure such as servers, switches, backup systems and firewalls. They are responsible for all of the servers within the organization. This includes, but is not limited to, Domain Name System (DNS) Servers, Network Authentication, Network Shares, Network Resources, Email accounts, and all aspects of server software. It also includes more advanced services such as databases, Storage or Content Management Systems, specialized proprietary services, and other industry-specific server-based applications.
- **Desktop Technician(s)** – is comprised of a team of help desk and deskside support technicians. The first-level help desk provides a single point of contact for users to receive help on computer issues and is prepared to answer the most commonly asked questions, or provide resolutions that often reside in our FAQ or knowledge base. If the issue isn't resolved at the first level, it is escalated to a second level where our tier 2/3 resources will handle more difficult calls. KnowledgeCentrix also maintains a third line of support which often deals with software-specific needs, such as updates and bug fixes that affect the client directly. Onsite deskside support is handled by a dedicated team of technicians that can be regularly scheduled or dispatched to handle issues that cannot be remediated remotely.
- **Executive Management Sponsor** – is a member of KnowledgeCentrix Executive Management Team and responsible for executive level relationship management with Client's executive team. This role is fulfilled by one or more members President, CFO or Director of Services for KnowledgeCentrix.



Figure 5 –Client Management Organizational Chart





Pricing

Quantity	Description	Unit Price	Monthly Price
	Managed Services – Systems, Network, Storage		
3	Physical Servers	\$399.00	\$1,197.00
1	Core, Distribution, Access Layer Networking	\$199.00	\$199.00
1	Firewall	\$99.00	\$99.00
<i>Total Monthly Fees</i>			\$1,495.00
	Managed Services - Backup		Monthly Price
1	Cloud Backup, Data Protection, Business Continuity per GB of Compressed/De-duplicated/Encrypted Data*	\$2.79	\$2.79
<i>Total Monthly Fees</i>			\$TBD
	Managed Services - Security		Monthly Price
1	AlertLogic Threat Manager with ActiveWatch	\$1,250.00	\$1,250.00
37	McAfee MXlogic Anti-Spam/Anti-Virus for Email**	\$1.79	\$769.70
92	Trend Micro Anti-Virus**	\$2.00	\$184.00
	End User Services		Monthly Price
37	Help Desk Services w/ Remote & Deskside Support	\$49.00	\$1,813.00
55	Public Computer w/ Remote & Deskside Support	\$29.00	\$1,595.00
<i>Total Monthly Fees</i>			\$3,408.00
	One Time Implementation Charge		
1	Managed Services Set Up Fee***	\$1,800.00	\$1,800.00
1	Cloud Backup, Data Protection, Business Continuity	\$3,600.00	\$3,600.00
1	AlertLogic Threat Manager with ActiveWatch	\$1,250.00	\$1,250.00

*On average our experience is that the overall systems and raw data will compress/de-duplicate at a ratio of 50%.

**Included within the Help Desk Services Fee at no additional charge.

***No charge when combined with Cloud Backup Services.



Assumptions

Pricing is based on an initial term of thirty-six (36) months ("Term"). Effective with the commencement of the 13th month and the 25th month of the Term, the fees associated with the contract will increase by the greatest of either (a) five (5) percent, or (b) the increase of the CPI for Los Angeles-Riverside-Orange County, CA, over the preceding 12 months.

Mariners' will maintain manufacturer technical support contracts on their Line of Business (LOB) and Third Party Applications during the contract period.

Mariners' will maintain manufacturer warranty or extended warranty hardware support contracts on their servers, networking, storage, desktop, notebook and related Third Party equipment during the contract period.

Placentia Library will ensure that their resources are available during the course of the project for knowledge transfer and to respond to KnowledgeCentrix inquires about current configuration, to help assess the impact or timing of proposed changes to systems or network. Access to these resources will be coordinated by the assigned Placentia Library project managers.

Placentia Library will provide KnowledgeCentrix consultants "Administrator" access to devices and systems on the network affected during the course of the project to ensure thorough review of the environment. This may include running configurations of network equipment, review of systems and/or security logs, and ability to run discovery applications on servers to ascertain the configuration.

The Client will ensure access to their facility and work area during the duration of the project and that KnowledgeCentrix's consultant(s) will have access to ample parking, office space, and telephone when at their facilities.

Unless otherwise specified, the Client will provide all necessary software and hardware required for KnowledgeCentrix consultant(s) to perform the work specified. KnowledgeCentrix will invoice for consultant(s) time regardless of the Client's ability to provide equipment on a timely basis.

The Client will not make changes to the network or attached systems during the course of the project without first ensuring that the change is approved by KnowledgeCentrix resources assigned to the project.

As requested by KnowledgeCentrix, the Client will supply documentation relating to the systems, network, and/or applications currently deployed on the Client network that may be affected during the course of the project.

The Client will prepare and provide to KnowledgeCentrix test plans specific to each application to aid in pre- and post-migration application testing. Applications that pass these test plans will be deemed successfully installed and deployed.

State and local sales taxes are not included in the cost estimates.

PC Solution SMB Network Setup Proposal for Placentia Library District, Placentia, CA

Oct 18, 2012

Ms. Yesenia Baltierra
Placentia Library District
411 East Chapman Avenue,
Placentia, CA 92870-6198

Hello Yesenia,

Firstly, I want to thank you for your time and consideration. One of the wonderful things about working in this field is meeting interesting people and then being able to really make an impact on their lives through something as simple as their office network. I know we put you through a gauntlet, and we really appreciate it.

Who is PC Solution?

PC Solution is an IT Consultancy started 9 years ago, based in Montebello, CA. We are a Microsoft Partner (ID# 669766), and as such, we focus on Microsoft technologies. As a Microsoft Partner we have an incredible support team of Microsoft engineers available to us. Should we ever need them, they are on call to assist in any crisis or simply to consult with, should the smallest need arise.

Over the years, we've also developed partnerships with leading edge companies like Lenovo (formerly IBM), Fortinet Firewalls, Trend Micro Security, Western Digital Storage—and the list goes on and on. Our clients are located from the Wilshire District in Downtown, LA to Costa Mesa to Calexico on the Mexican border. We are a dynamic group, easily able to expand or contract depending on the workload. Currently, we are 4 technicians and administrators strong, supporting our clients with a broad wealth of experience. But we are not limited to 4 techs. PC Solution is a member of the SMBTN Technology Group, a consortium of fellows involved in the IT industry. As SMBTN members, we can quickly draw from a local pool of experts in all fields and have 2, 3, 5 or even more guys as needed for really large or time sensitive projects. Our members' fields of expertise are incredibly broad in every field we've ever needed and to date there isn't a nut we haven't been able to crack.

I am pleased to present the following proposal for your consideration. The solution addresses all items identified in your RFP and identified in our Business and Technology Assessment:

These will be our commitment to you.

1. Inventory--take stock of every single device on the network. Include make; model and serial numbers to facilitate identifying warranty coverage, obsolete equipment, equipment that can be repaired and put back into circulation on the network, re-sold for profit, donated, etc. This list will be available to staff as needed.
2. Discovery--begin a detailed assessment of all perimeter devices like modems, routers, access points and working our way inward to servers, storage devices, workstations, printers, scanners, etc. Every device will be evaluated on its own merits. We will focus on each devices security footprint (secure/not secure), value, reliability and ease of use. This will determine its obsolescence factor. Devices deemed obsolete can then be accounted for and we can begin planning upgrades or replacements.
3. Servers--Audit servers to get a baseline of their current health. Servers deemed healthy and reliable will be optimized for performance and security. Servers deemed unhealthy or unreliable will be phased out and replaced.
4. WAN Connectivity/Security--We will work with your ISP (Time Warner) and any other vendors to make sure your firewalls are properly configured for maximum internet speed. Then we will focus on locking down those firewalls with maximum security. In some cases we may have to purchase a new license to upgrade the firmware on the firewalls. Firewalls will be audited for obvious signs of tampering or hacking from both external AND internal sources. Logs will be kept as a "paper trail" of issues as they come up. Security tracking is NOT always enabled on firewalls. We will make sure logging is enabled and configured properly.
5. Connecting Infrastructure--All network hubs, switches will be configured for best data flow on the internal network. We will focus on limiting excessive hops (A hop is when a computer connects to a network switch, and then to another network switch, to a wall jack, until it finally reaches the server or firewall.) Every hop degrades the network's performance. We will limit hops as much as possible to increase performance and data transfer speed.
6. Work with admin staff to identify all materials, documents, CDs, DVDs and other items were originally shipped with the computers. From this pool, we will track valuable media and their license. For example, we will identify which licenses of Microsoft Office are still in use and of value to the company. Then we will assess if those licenses are currently in use, re-usable, obsolete, or can be transferred to another user's computer. Over the years we have found a few gold mines of software. As a result we've been able to save some clients thousands of dollars because they didn't have to buy the same software again.
7. Business Grade or Residential Grade--all devices will be assessed individually. Devices, such as access points, that are deemed residential grade will need to be retired. There is a simple reason for this: Residential Grade products are notorious for resetting themselves without warning. When this happens they instantly become a security liability and can allow anyone onto the network. Once on the network, a rogue user can cause all kinds of performance issues or even present a threat of being hacked. Business Grade products are made manufactured to much higher standards to avoid precisely these types of issues. We cannot put our trust in products that are not business grade. Over time, you will begin to see the difference in reliability and network trust we will have as a result of retiring residential products.
8. Microsoft Exchange Server--the Exchange Store (where all email is stored) will be checked for integrity. Any errors found will be corrected. Then we will defragment the Store. This will increase performance of the email system and minimize issues with email. We will document all user mailboxes and aliases to facilitate changes as needed.

9. Backups of Servers and Computers—the backup systems will be assessed for reliability and value. Is the Backup system working? Has it been failing lately? Does it even work at all? Can we improve its performance? All these items will be checked off and we will make recommendations and provide training on proper use and offsite storage of the Backup System.
10. Maintain the performance of all staff and public computers, focusing on small groups at a time until we work through all production computers.
We will focus on optimizing the PC hardware, operating system for maximum performance as to squeeze every drop of performance out of them.
11. Out of Circulation Equipment—we will focus on checking the reparability of all laptops and computers that are out of order or have been taken out of circulation from the network.
12. Active monitoring/security software—all PCs in the office will be set up with proper security/anti-virus software. PCs will also be actively monitored to ensure maximum usability, manageability, and reliability. This will go a long way in making happier users. Good, reliable computers that are actively maintained make for happier users.
13. Support Call resolution—support calls will be prioritized based on the impact on the workflow of the company. Emergency issues will be addressed as fast as possible with most resolutions in 2 to 4 hours, with less impactful issues resolved in a few hours or next business day, or per agreement with the staff. We will always provide a clear resolution path so that each issue is resolved in the swiftest manner possible. Staff can call our office or simply email support@pcsolutontech.com. If our response is ever unsatisfactory for any reason, please be frank and let us know. We will take every measure to keep our customer service standards high. But you as our client will keep us honest with feedback. We do appreciate the feedback. It is the best way to keep our high standards, as no company can maintain high standards without outside input.
14. Website maintenance—we will assist with any changes to the content of the company's public website. We will also work with the website host to establish best standards and practices per industry standards.
15. Telephony management—we will address phone/phone system issues on the Nortel network at the office. We will assess its capabilities and offer an endorsement of any issues that are available and not being used by staff.
16. Systems Integration—we will work with the different vendors: Envisionware, Deep Freeze, Horizon, etc. to quell the reliability issues the company has been experiencing. Once that is resolved we will focus on using all the features your license includes but are not being used. This is important to get the maximum value out of your maintenance contracts with every vendor.
17. Documentation—All service will be documented and a historical record will be kept. Records will be available upon request.
18. Finally, we will begin to form an upgrade path to replace any servers, staff computers, public computers, or devices in need of replacement. This upgrade path will be clearly defined so as to keep the staff updated on the progress of any upgrades.
19. Status Reports—we will provide weekly reports on the overall health of your network. We will hold the report for a day or two whenever appropriate, such as when performing an upgrade or replacing equipment. The update will then be emailed to you with an emphasis on relevance to the current upgrade project.
20. Maintaining Online Resources/Connectivity to the network—Webmail and smartphone access will be maintained and provided for approved staff. We will focus on using any features your network provides, especially those that are being underutilized.

21. Surveillance—The surveillance system appears to be underutilized. We will work with the Exacqvision vendor to ensure we start using those unused features. We love Exacqvision and are prepared to assume maintenance of the system if you are ever unsatisfied with the current vendor.
22. Web Filtering—Per your request, we will configure Website Content Filtering as needed for staff or children patrons in the library.
23. Saving money!—This is one of our favorites because we can sometimes save our clients tons of cash. We will be happy to review all your current contracts with vendors and see if we can either save you money on monthly costs or improve the value of the service by taking advantage of underutilized features. A contract should NOT be an expense. It should be an INVESTMENT.
Do you really need that T1 to Anaheim?
Do you really need that super high volume printer contract if you're not printing as much?
Every contract will be reviewed and discussed with staff so that you know what you're getting. Then, at renewal time, you will be armed with all the information you need to extend or terminate the contract.
24. Power Protection—This is one of the most important aspects of any network. Batteries last about 3 years. We will check the health of the batteries protecting your network and make arrangements to replace them as needed.
25. Working with Vendors—are you tired of picking up the phone and dealing with the guys at Horizon or Envisionware? It's not fun, is it? Well, you won't need to call them again. Just leave that to us. We will deal with all you vendors for you to resolve any and all issues that may arise. Just leave that to us.

Our proposal is meant to get your company on the most direct path to network bliss.

I, Joshua Garcia, will be your Account Manager. I will deal with every single issue you may have at any time. In my absence, James Nuñez will take care of these issues for you. Behind the scenes, we will have Eduardo Velandia and Christopher Guemez available as needed.

Your company is an absolute perfect fit for us. We are just the type of firm that can take you to the next level because we're familiar with all the technology you currently use and we will move you forward.

We are prepared to take on all items listed above for \$475 per server and \$30 per active PC, with the assumption that the Placentia Library District will plan on moving forward on upgrading the network as needed. PCs not in circulation can be repaired, but only added to the monthly cost when re-introduced to the network.

The initial network audit, before we assume the job will take approximately 1 week, with a few days added on if serious unexpected issues arise. We do not estimate by the hour on proposals like this one because they can be terribly inaccurate. Every office network is different, and for this reason we can estimate in intervals of days or half days. This is the most important step in the process to getting to know your company. We won't rush this, but of course we will try our best to keep it as brief as possible.

This discovery project will cost \$4,850. Once this is completed, we can begin discussing assuming the entire network and will give you an exact upgrade path to improve your office.



IT Service Requests and Comments:

Placentia Library District of Orange Request

SACA Technologies Request Response

Maintain Computers & Servers in effective and efficient working conditions:	Included. Reference Page 6
Install and configure hardware and operating systems:	Included. Additional costs may apply for infrastructure upgrade projects and implementations.
Update licensing activations, registrations and downloads:	Included
Install and configure network switches, routers, firewalls and wireless devices:	Included. Additional costs may apply for new installs & configurations
Configure firewall for mail flow and remote email access:	Included
Support for auditing trail of all access made to the system, e.g. tracking hacker attempts:	Included
Provide secure backup of all servers/computers on a daily basis:	We will monitor and maintain existing backup infrastructure. Additional costs may apply for deploying a new DR infrastructure.
Provide on-site testing, validating and training to employees:	More information needed. What type of training?
Provide timely response to repair request and maintenance work:	Our response time is immediate and we have a zero voicemail policy. Our guaranteed response time is 2 hours.
Provide proactive monitoring of network system:	Included
Manage and add functionality to website:	Additional costs may apply. We have flat rate changes and programming at \$85/hour.
Provide telephony management and planning:	Included at an additional costs based on requirements. More information needed.
Provide system integration:	Need more details and what integration is required.
Maintain documentation of network service conducted:	Included
Possess knowledge and experience with Horizon, Envisionware, Deep Freeze, MS Exchange and Smart filter software and equipment:	We manage and support over 1,000 Windows applications. SACA team will work with software vendor support as needed for any issues above and beyond SACA team expertise.
Create equipment replacement plan for staff and public computers:	Included
Create/manage/delete user mailboxes and email aliases:	Included
Create/manage/delete user: mailboxes and email aliases:	Included
Provide weekly status reports on technology updates:	Included
Maintain online resources connectivity to server/network system:	Included
Maintain list of all MAC Addresses, IP Addresses, ports, etc..., for all equipment attached to network:	Included

Other:

Must include any other vital information not mentioned above
Provide licenses, permits, or fees as required by the City of Placentia at bidders expense:

Managed IT Services Proposal Customized Placentia Library District (v1.0)

This Document Contains Confidential Information



Non-Contract Professional Services Rates

<u>Professional Services Rate Schedule</u>	<u>Rate</u>	<u>Itemized Managed Service Node Rates</u>	<u>Rate</u>
1. Remote & In-House Helpdesk Service (24/7/365)	\$100 / Hour	Additional Microsoft Windows Server	\$300 / Server
2. On-Site Service (Monday – Friday (8AM-6PM))	\$120 / Hour	Additional Linux Server	\$149 / Server
3. On-Site Technical Support (Afterhours & Holidays)	\$225 / Hour	Additional Virtual Hypervisor (Citrix or VMWare)	\$109 / Server
4. Network & Infrastructure Engineering Services	\$155 / Hour	Additional Network Equipment (Switch, WAP)	N/A
5. Virtualization & VDI Services	\$155 / Hour	Additional Microsoft Windows Workstation	\$50 / Workstation
6. Infrastructure Security Services / Compliance	\$175 / Hour	Additional Network Endpoint Device (Printer / Scanner)	N/A
7. Web Programming & Site Development Services(HTML, PHP, ASP.NET)	\$85 / Hour	Additional Offsite Data Backup Storage	\$1 / GB

SACA IT Services

SACA Technologies uses a variety of technologies to deliver a remarkably reliable infrastructure to its clients. The combination of these award winning technologies, allow for seamless and real-time management of your organization's network. The entire infrastructure is monitored by our trained network operations team to ensure maximum uptime and reliability 24 hours a day, 7 days a week. Our goal is to achieve excellence and raise the bar in IT support for your business.

Customer Service & Support

- ✓ Dedicated team of IT allies to support your organization's IT & its staff
- ✓ 24x7 remote support for immediate problem resolution
- ✓ Immediate response from our on-site support team
- ✓ Live chat to connect to a technician without picking up the phone
- ✓ Access to our online ticketing portal to open and monitor your support requests
- ✓ Access to our online frequently asked questions for quick answers

Network & Data Security Management

- ✓ Critical security and operating system patch management
- ✓ Network firewall, switch, & IDS management
- ✓ Web site content filtering
- ✓ Spam and virus filtering for all emails
- ✓ Network antivirus, spyware and phishing protection
- ✓ Offsite/local data backup protection and management

Network Status Data Collection & Analysis

- ✓ Analysis of network and server health including quarterly in-depth analysis
- ✓ Establishment of performance & utilization baselines
- ✓ Identification of over-utilized or sub-standard devices requiring remediation
- ✓ Trending and forecasting to identify failures before they occur
- ✓ Asset management, inventory and warranty tracking of all installed software, operating systems, and network devices
- ✓ Detection of unauthorized applications installed by employees

Monitoring & Reporting

- ✓ 24x7 real-time, non-intrusive network and security monitoring and alerting
- ✓ Monitoring of events, errors, process utilization, memory and network services
- ✓ Monitoring of network and device availability and connectivity
- ✓ Event log, SNMP alerts, security monitoring for pre-failure indicators
- ✓ Business critical function availability monitoring (Exchange, SQL, IIS, Specific process/application)
- ✓ System performance and utilization reporting (CPU, Memory, Disk)

Managed IT Services Proposal Customized Placentia Library District (v1.0)



Scope of Services: Maintenance & IT Support

Section A: All Inclusive Coverage & Support

- 1 - Remote Technical Support:
- 2 - On-Site Technical Support:
- 3 - Weekend / After Hours Support:
- 4 - New Project Engineering Hours & Upgrade Services:
- 5 - Hardware Support:
- 6 - Software Support:
- 7 - Data Backup Monitoring Service:
- 8 - Server Maintenance & Monitoring:
- 9 - Workstation Maintenance & Monitoring:
- 10 - Anti-Virus Monitoring & Definition Updates:
- 11 - Ad-ware & Spy-ware Monitoring:
- 12 - Queue Priority For Technical Support:
- 13 - Microsoft Critical Security Patch Management:
- 14 - Loaner Desktop During Repair:
- 15 - Support Queue Priority:
- 16 - Guaranteed 2 Hour Remote Support Response:
- 17 - Guaranteed 4 Hour On-Site Emergency Response:

- Unlimited
- Unlimited
- Included
- 4 Hours
- Monitoring & Maintenance
- Maintenance & Issue Resolution
- Included, 24x7x365
- Included, 24x7x365
- Included, 24x7x365
- Included, 24x7x365
- Included, 24x7x365
- Included, 24x7x365
- Included
- Included
- Included
- Included
- Included

Section C: Network Node Description

- 1 - Microsoft Windows Servers:
- 2 - Microsoft Windows Network Workstations (Staff):
- 3 - Microsoft Windows Network Workstations (Public):
- 4 - Network Printer / Copier Devices:

- Quantity
- 3
- 37
- 55
- 2

Section D: Reporting & Meetings

- 1 - Network Status Report:
- 2 - Device Availability & Uptime Report:
- 3 - Patch Status Report:
- 4 - Virus Quarantine Report:
- 5 - IT Planning & Review (Virtual CIO):

- Monthly
- Monthly
- Monthly
- Monthly
- Quarterly

Section E: Facility Locations

- 1 - Physical Office Locations:
- 2 - Data Center Locations:

- 1 Location
- N/A, SACA DC

Section B: Infrastructure Products

- 1 - Enterprise Security Anti-Virus For Workstations:
- 2 - Enterprise Security Anti-Virus For Servers:
- 3 - Managed Data Backup Protection:
- 4 - Microsoft Exchange Email Security Service:
- 5 - Web Content Filtering System:

- Included
- Included
- Included
- Not Included
- Not Included

Initial Managed IT Services Setup Fee: \$1,900.00
 Network Assessment & Evaluation Fee: \$1,100.00
 All-Inclusive Managed IT & Support: \$5,900.00 / Month
 Commitment Length: 24-Months

PROJECT COST

Proposed Total Professional Fees

1. Annual Assessment

Smartmuni.com will conduct an annual assessment as outlined in the Scope of Work section. The initial assessment shall be completed within one month of signed contract. Subsequently, annual assessment will be completed by November 1st of each year.

We estimate that it will take about 50 hours to complete this task.

A one-time fee of \$4,850 will be charged at the conclusion of the assessment and delivery of the assessment report.

2. Ongoing Preventative Maintenance

Smartmuni.com will provide Placentia Library District with ongoing preventative maintenance as outlined in the Scope of Work section. We estimate that it will take about 40 hours per month for ongoing maintenance.

The cost of this service is \$3,500 per month. In the event it takes more hours to complete the maintenance work, Placentia Library District will not be charged any additional fees.

As part of this proposal Smartmuni.com will provide a dedicated technical account manager whose responsibility will be to work with Placentia Library District management to determine an appropriate technology strategy and to meet with Placentia Library District management on service level acceptability, current issues and to plan proactive work on an agreed upon periodic basis.

Smartmuni.com will provide access to our online Case Management system, enabling Placentia Public Library to track support cases and create new cases as required. The system will be used to keep an accounting of service and provide Placentia Library District with a weekly report.

Fees do not include the cost of new or replacement hardware, software, cabling or other equipment that may be required to perform services under this agreement. Placentia Library District will be quoted a price for new or replacement equipment prior to installation.

3. Cloud Migration Service

Smartmuni.com will migrate your email to Google Apps for Nonprofits as part of your standard Ongoing Managed Services support. No additional fees will be charged for this service.

4. As-Needed IT Services

Smartmuni.com will provide ad-hoc IT Services as requested by the staff and management of Placentia Library, as outlined in Scope of Work section. The cost is \$1,750 per month which includes 20 hours of services. We will make every attempt to keep the As-Needed IT Services within 20 hours per month.



Based on our experience with other clients, this amount of time is sufficient to provide timely response to repair and service ad hoc requests for corporation with similar size.

In the rare occasion that urgent services cannot be completed within the 20 hours per month limit, additional hours can be ordered for \$100 per hour.

Summary of Costs

The following costs include a one-time charge of \$4,850 for performing the initial Annual Assessment of your environment. Subsequent Annual Assessments are included as part of the Ongoing Preventative Maintenance.

The Ongoing Preventative Maintenance is a fixed monthly charge of \$3,500. This amount covers the activities in the Ongoing Preventative Maintenance Scope of Work section.

The As-Needed IT Services is a fixed monthly charge of \$1,500. This amount covers the activities in the As-Needed IT Services section of the Scope of Work. This amount is based on current experience with other customers of similar size and the understanding of your specific needs. The activities in this portion of the scope allow you flexibility based on your discretion and additional need. If additional time is requested beyond the fixed 20 hours this time will be charged at the rate of \$100 / hour.

The following is a summary of fees:

One Time Charge		
1. Annual Assessment:	\$4,850	One Time Charge
Total:	\$4,850	Total due upon completion of assessment.

Recurring Monthly Charges		
2. Ongoing Preventative Maintenance	\$3,500	Per Month
3. Cloud Migration Service	\$0.00	Per Month
4. As-Needed IT Services	\$1,750	Per Month
Total:	\$5,250	Per Month

ARC Services and Construction

413 Stardust Drive
Placentia, CA 92870
(714) 528-0408 - Office
(714) 527-2509 - FAX

Introduction:

All Restoration and Construction Services (ARC) specializes in small to medium sized commercial tenant improvements and has been a local business in Placentia for over 30 years. ARC Services has been built on by word-of-mouth and reputation. We are a small contractor with a strong network of long-term subcontractors. ARC is licensed and fully insured (CSLB# 808162).

Background:

Most recent project is the remodel and addition of a 10,700 sq. ft. of office space, including fire sprinklers, walls, ceilings, four (4) restrooms, all plumbing, electrical, an ADA compliant kitchen, lounge and training center. Total job value \$573,744 and completed November 1, 2012.

Current Project:

Separation of a 4,000 sq. ft. commercial office into two (2) 2,000 sq. ft. areas, including the addition of an ADA compliant restroom.

References:

References are available upon request.

Estimate

A.R.C. Services
All Restoration & Construction
413 Stardust Dr.
Placentia, CA 92870
Phone: 714-528-0408
Fax: 714-572-2509

Estimate No: 1045
Date: 1/21/2013

Job Address:
Placentia library
411 Chapman ave.
Placentia ca 92870

Code	Description	Qty	Rate	Amount
	Meeting room			
	Demo existing Folding partition wall & pocket frameing. Repair & patch back ceiling & wall	1.00	\$5,200.00	\$5,200.00
	Demo doors & frames, reframe opening and ceiling area as needed for new sliding doors, hang & finish drywall & set electircal for new doors	1.00	\$4,950.00	\$4,950.00
	Set new automatic telescoping glass doors with break away	1.00	\$10,700.00	\$10,700.00
	Prep & lay new vinyl floor at entry due to demo of pocket wall, we will try to match the existing as close as possible	1.00	\$360.00	\$360.00
	Install new window & door coverings at west wall	1.00	\$3,200.00	\$3,200.00
	Remove wood paneling on north wall, stain, finish & set new	1.00	\$8,440.00	\$8,440.00
***	Option 2 -Remove wood panels & install vinyl panels,		\$5,275.00	
	Install floor to ceiling vinyl panels on south wall over exposed aggregate wall	1.00	\$4,725.00	\$4,725.00
	Install floor to ceiling vinyl panels on east wall over exposed slump stone wall	1.00	\$4,300.00	\$4,300.00
	Option 3 - Upgrade from vinyl to cloth panels for better acoustic obsorbision add \$1600.00 per wall total \$4800.00			
	Remove 998 sq-ft of carpet tile, prep & lay new carpet tile.	1.00	\$5,831.00	\$5,831.00
***	Option 2- Install vinyl plank flooring, add \$400.00 due to prep			
	Remove existing pull down screens. set new electronic smart board with built in projector	1.00	\$12,500.00	\$12,500.00
	Install 4 new speakers and integrated sound system with wireless microphones	1.00	\$7,200.00	\$7,200.00
	Build & install audio cabinet	1.00	\$750.00	\$750.00
	Install manual theater curtains and track at east wall area - 28w x 9.5 ft high	1.00	\$4,235.00	\$4,235.00
	Install new pocket door system or pull down cover at kitchenette	1.00	\$1,950.00	\$1,950.00
	Remove pavers, site prep & pour slab to enclose storeroom. Frame, insulate, stucco & finsh one exterior wall, remove glass wall to library, frame & finish one interior wall. set one prehung door. Based one city & engineering approval	1.00	\$21,000.00	\$21,000.00

Code	Description	Qty	Rate	Amount
	Texture, prime & paint all new drywall	1.00	\$2,840.00	\$2,840.00
	Replace 6in recessed light fixtures with new led retrofit	1.00	\$3,200.00	\$3,200.00
	Supply & stock 100 cushioned stack chairs, Steel frame with cloth cushion seat, Option for vinyl subtract \$180.00	1.00	\$4,820.00	\$4,820.00
	Supply & stock 15 composite tables 30 X 72in with folding leg tables	1.00	\$1,370.00	\$1,370.00
	Cartage & dump fees	1.00	\$1,470.00	\$1,470.00
	Designs & blueprints	1.00	\$5,800.00	\$5,800.00
	Supervision & managment 5 weeks	1.00	\$12,800.00	\$12,800.00
	Overhead & profit	0.20	\$127,641.00	\$25,528.20
	All construction estimates are pending city & engineering approval			
	Excludes city fees, permits, plans or unforeseen existing conditions in walls or ceilings			

Total: \$153,169.20

Estimate

A.R.C. Services
All Restoration & Construction
413 Stardust Dr.
Placentia, CA 92870
Phone: 714-528-0408
Fax: 714-572-2509

Estimate No: 1044
Date: 1/21/2013

Job Address:
Placentia Library
411 e Chapman ave.
Placentia Ca.
92870

Code	Description	Qty	Rate	Amount
	Staff lounge			
	Remove & cart cabinets & appliances	1.00	\$310.00	\$310.00
	Install new cabinets per design	1.00	\$3,500.00	\$3,500.00
	Penetrate roof & install ducting for range hood, patch back roof	1.00	\$1,125.00	\$1,125.00
	Install range hood	1.00	\$150.00	\$150.00
	Frabricate & install granite tops with 6in splash at 2 areas	1.00	\$1,675.00	\$1,675.00
	Install top mount bar sink, faucet & drain assembly with ada covers. *** at this time it is not known if a garbage disposal will be used	1.00	\$310.00	\$310.00
	Install point of use on demand water heater	1.00	\$370.00	\$370.00
	Remove carpet & prep floor	1.00	\$225.00	\$225.00
	Install 285 sq ft of wood tone vinyl plank flooring and new 4in rubber covebase	1.00	\$1,880.00	\$1,880.00
	Install new table & six chairs	1.00	\$650.00	\$650.00
	Install 30 amp 220volt circuit for new stove oven combo unit	1.00	\$970.00	\$970.00
	Set new 15-18 cu ft refridgerator with ice maker, connect to existing water line	1.00	\$840.00	\$840.00
	Set new 18-24 in wide electric stove	1.00	\$680.00	\$680.00
	Set new counter top microwave	1.00	\$135.00	\$135.00
	Cartage	1.00	\$90.00	\$90.00
	Overhead & profit	0.20	\$12,910.00	\$2,582.00
	Excludes Paint, city fees, permits, plans or unforeseen existing conditions in wall			

Total: \$15,492.00



January 24, 2013

Jeanette Contreras, Library Director
PLACENTIA LIBRARY
411 E. Chapman Ave.
Placentia, CA 92870

PH: (714) 528-1925 X 201

PROJECT: MULTI-PURPOSE ROOM (42 X 42) & NEW STORAGE ROOM

We are pleased to submit this **Budget Estimate** to furnish all necessary material, labor, tools, and equipment to complete the above referenced project.

Our proposal is based upon completing this project in accordance with the following items:

- Attached Scope of Work
- Examination of Existing Conditions
- Experience with Similar Projects

Should you have any questions regarding the contents of this proposal or should you require further information or clarifications, please contact me at your convenience.

Submitted by,
HANNA CONSTRUCTION

A handwritten signature in cursive script that reads "George Hanna".

George J. Hanna
GJH/jt

January 24, 2013

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SCOPE OF WORK

1. DIVISION 1 – GENERAL REQUIREMENTS

1.1. Project Management and Coordination	\$ 4,400.00
.1 Project meetings	
.2 Construction project schedule	
.3 Submittals	
.4 Construction progress reports	
.5 Subcontractor coordination	
.6 Safety program	
.7 Regulatory requirements	
.8 Project closeout	
1.2 Temporary Facilities and Controls	\$ 550.00
.1 Power and lighting	
.2 Telecommunications	
.3 Sanitary facilities	
.4 Security barriers	
1.3 Job Clean-up and Waste Management	\$ 1,100.00
.1 Progress cleaning	
.2 Disposal costs	
.3 Final clean-up	
1.4 Field Supervision	\$ 10,000.00
.1 Fill time on site supervision	
1.5 Liability Insurance	\$ 2,200.00
	<u>\$ 18,250.00</u>

2. DIVISION 2 – EXISTING CONDITIONS

2.1 Demolition	\$ 6,600.00
.1 Ceiling	
.2 Interior walls and doors	
.3 Kitchen	
.4 Floor covering	
.5 Concrete pavers	
2.2 Disposal and recycling cost	\$ 1,100.00
	<u>\$ 7,700.00</u>

3. DIVISION 3 – CONCRETE

3.1 Foundation	
3.2 New 6" concrete slab	
3.3 Electrical trenches	
	\$ 6,600.00

4. DIVISION 4 - MASONRY

4.1 Exterior wall	\$ 5,500.00
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8. DIVISION 8 – OPENINGS

8.1 Interior glass doors and windows (2)	\$ 8,800.00
.1 Frosted glass	
8.2 New 3° x 7° solid core wood door	\$ 1,100.00
.1 Frame	
.2 Latchset	
.3 Door closure	
.4 Door stop	
	\$ 9,900.00

9. DIVISION 9 – FINISHES

9.1 Interior walls	\$ 4,400.00
.1 Furred out walls	
.2 Patch existing	
9.2 Wall covering	\$ 3,300.00
9.3 Ceilings	\$ 14,500.00
.1 Drywall ceiling	
.2 Wood beams	
9.4 Floor covering	\$ 6,930.00
9.5 Painting	\$ 2,640.00
9.6 Millwork	\$ 4,400.00
	\$ 36,170.00

10. DIVISION 10 – SPECIALTIES

10.1 Interior signage	\$ 1,100.00
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11. DIVISION 11 – EQUIPMENT

11.1 Audio visual	\$ 35,000.00
.1 Projection screen	
.2 Projector	
.3 Sound system	
.4 Automated microphone system controls	
11.2 Kitchen equipment	\$ 1,870.00
.1 Microwave ovens (1)	
.2 Refrigerator	
	\$ 36,870.00

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12. DIVISION 12 – FURNISHINGS

12.1	Window coverings	\$	5,500.00
12.2	Curtains	\$	4,400.00
12.3	Furniture	\$	11,000.00
		\$	<u>20,900.00</u>

21. DIVISION 21 – FIRE SUPPRESSION

21.1	Fire Sprinklers		
21.2	Fire Extinguishers		
21.3	Plans and permits		
		\$	4,400.00

22. DIVISION 22 – PLUMBING

22.1	Demolition		
22.2	Two compartment sink and faucet		
22.3	Water line to refrigerator		
		\$	3,300.00

23. DIVISION 23 – H.V. AND A.C.

23.1	Modify existing unit ductwork	\$	4,850.00
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26. DIVISION 26 – ELECTRICAL

26.1	Demolition		
26.2	Interior lighting		
26.3	Lighting controls		
26.4	Light switches		
26.5	Exit signs		
26.6	Floor 110V Receptacles		
26.7	Duplex wall receptacles		
26.8	Microwave receptacle		
26.9	Hook-up audio visual equipment		
		\$	18,200.00

27. DIVISION 27 – COMMUNICATIONS

27.1	Phone and data outlets		
27.2	Data cabling		
		\$	2,200.00

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28. DIVISION 28 - ELECTRONIC SAFETY

28.1 Fire alarm system \$ 2,200.00

29. ARCHITECTURAL AND ENGINEERING

29.1 Architectural Plans \$ 9,900.00

- .1 Site plan
- .2 Floor plan
- .3 Roof plan
- .4 Wall sections
- .5 Details
- .6 Door and window finish schedule
- .7 Accessibility plans
- .8 Ceiling plan
- .9 Millwork plan
- .10 Interior design and space planning

29.2 Structural Plans and Engineering \$ 2,200.00

29.3 Mechanical Plans and Engineering \$ 3,500.00

- .1 H.V. & A.C. plans
- A.C. survey

.2 Plumbing plans

29.4 Electrical Plans and Engineering \$ 2,200.00

- .1 Site plan
- .2 Power plan
- .3 Lighting plan
- .4 Single line diagram
- .5 Panel schedules
- .6 Load calculations

29.5 Reimbursables \$ 3,500.00

- .1 Permit fees
- .2 Printing costs

\$ 21,300.00

TOTAL BUDGET ESTIMATE

\$ 199,440.00

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COST BREAKDOWN SUMMARY

1.	<u>DIVISION 1 – GENERAL REQUIREMENTS</u>	\$	18,250.00
2.	<u>DIVISION 2 – EXISTING CONDITIONS</u>	\$	7,700.00
3.	<u>DIVISION 3 – CONCRETE</u>	\$	6,600.00
4.	<u>DIVISION 4 – MASONRY</u>	\$	5,500.00
5.	<u>DIVISION 8 – OPENINGS</u>	\$	9,900.00
6.	<u>DIVISION 9 – FINISHES</u>	\$	36,170.00
7.	<u>DIVISION 10 – SPECIALTIES</u>	\$	1,100.00
8.	<u>DIVISION 11 – EQUIPMENT</u>	\$	36,870.00
9.	<u>DIVISION 12 – FURNISHINGS</u>	\$	20,900.00
10.	<u>DIVISION 21 – FIRE SUPPRESSION</u>	\$	4,400.00
11.	<u>DIVISION 22 – PLUMBING</u>	\$	3,300.00
12.	<u>DIVISION 23 – H.V. AND A.C.</u>	\$	4,850.00
13.	<u>DIVISION 26 – ELECTRICAL</u>	\$	18,200.00
14.	<u>DIVISION 27 – COMMUNICATIONS</u>	\$	2,200.00
15.	<u>DIVISION 28 – ELECTRONIC SAFETY</u>	\$	2,200.00
16.	<u>ARCHITECTURAL AND ENGINEERING</u>	\$	21,300.00
	TOTAL BUDGET ESTIMATE	\$	<u>199,440.00</u>

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ALTERNATE #1

1. <u>STRUCTURAL PLANS AND ENGINEERING</u>	
1.1 Roof plans	\$ 1,100.00
6. <u>DIVISION 6 – WOOD / PLASTICS / WOOD FRAMING</u>	
6.1 Roof platforms	
.1 AC platform	\$ 2,200.00
23. <u>DIVISION 23 – H.V. AND A.C.</u>	
23.1 5 Ton roof top AC unit	\$ 11,000.00
26. <u>DIVISION 26 – ELECTRICAL</u>	
26.1 Hook-up AC unit	\$ 2,200.00
TOTAL ADDED COST	\$ 16,500.00



January 24, 2013

Jeanette Contreras, Library Director
PLACENTIA LIBRARY
411 E. Chapman Ave.
Placentia, CA 92870

PH: (714) 528-1925 X 201

PROJECT: STAFF LOUNGE

We are pleased to submit this **Bid Proposal** to furnish all necessary material, labor, tools, and equipment to complete the above referenced project.

SCOPE OF WORK

1. DEMOLITION

1.1 Demo and remove the following:

- .1 Floor covering
- .2 Millwork
- .3 Ice machine

1.2 Disposal cost

\$ 880.00

2. ROOF SYSTEM

2.1 Roof penetration

2.2 Waterproofing

\$ 1,540.00

3. INTERIOR WALLS

3.1 Patch existing walls

3.2 Wood backing for TV mount

\$ 660.00

4. PAINTING

4.1 Existing walls

\$ 550.00

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5. FLOOR COVERING

- 5.1 Floor prep
 - 5.2 VCT
 - 5.3 Cove base
- \$ 1,300.00

6. MILLWORK

- 6.1 Granite countertop
 - 6.2 Plastic laminate
 - .1 Upper and lower cabinets
 - .2 Microwave slots
 - .3 Refrigerator cutout
- \$ 4,400.00

7. APPLIANCES

- 7.1 Refrigerator with ice machine
 - 7.2 Microwaves (2)
 - 7.3 Two burner 24" electric cooktop with exhaust hood
- \$ 3,520.00

8. FURNITURE

- 8.1 Dining table and chairs
 - 8.2 Computer work stations
- \$ 1,320.00

9. PLUMBING

- 9.1 Demolition
 - 9.2 Stainless steel double sink with garbage disposal and faucet
 - 9.3 Hook-up refrigerator to existing waterline
- \$ 1,650.00

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10.	<u>H.V. & A.C.</u>		
10.1	Exhaust ductwork for exhaust hood	\$	1,300.00
11.	<u>ELECTRICAL</u>		
11.1	Demolition		
11.2	110V Receptacles (4)		
11.3	New 2 x 4 lights (2)		
11.4	Hook-up electric cooktop		
11.5	Phone and data	\$	1,650.00
	TOTAL COST	\$	18,770.00

Submitted by,
HANNA CONSTRUCTION



George J. Hanna
GJH/jt



**Placentia Library District
Agenda for Meeting with the Board of Trustees
January 28, 2013**

I. Audit Status

- 1. Clarifying audit questions with management
- 2. Clarifying two bank confirmations

II. Required Communications

- 1. Qualitative aspects of accounting practices
 - (a) No new accounting pronouncements
 - (b) Significant estimates
 - Depreciation
 - Compensated absences
- 2. Difficulties encountered in performing the audit – Two accounting information system
- 3. Corrected audit misstatements (auditor proposed) – Refer to attached Schedule of Corrected Misstatements
- 4. Uncorrected audit misstatement – Refer to attached Schedule if Uncorrected Misstatements
- 5. Disagreements with management – None noted
- 6. Management representations – To obtain before issuance of report
- 7. Management consultations with other independent accountants – None noted
- 8. Other audit findings or issues – None noted
- 9. Other information in documents containing audited financial statements – None noted
- 10. Updates on prior year deficiencies and current year assessment

Deficiencies	PY Assessment	CY Assessment
Two accounting information systems	Significant Deficiency	Significant Deficiency

III. Other deliverables:

- 1. SAS 114 communications
- 2. GANN AUP report

**Placentia Library District
Schedule of Corrected Misstatements
Year Ended June 30, 2012**

Opinion Unit	Account Description	Debit	Credit	
1 Governmental activities/General fund	Property taxes revenues	\$ 39,169		
	Unassigned fund balance		\$ 39,169	
	Unassigned fund balance	10,141		
	Professional services expenditures		152	
	Salaries and employee benefits expenditures		93	
	Office and administration expenditures		7,001	
	Miscellaneous expenditures		274	
	Maintenance expenditures		1,595	
	Library programs expenditures		1,026	
	Office and administration expenditures	134		
	Unassigned fund balance		134	
		<i>To reverse prior year's accrual entries.</i>		
	2 Governmental activities/General fund	Property taxes receivable	43,262	
Property taxes revenues			43,262	
		<i>To accrue property taxed receivable as of June 30, 2012.</i>		
3 Governmental activities/General fund	Salaries and employee benefits expenditures	44,153		
	Accrued salaries		44,153	
		<i>To accrue salaries and benefits expenditures as of June 30, 2012.</i>		
4 Governmental activities/General fund	Professional services expenditures	291		
	Office and administration expenditures	6,073		
	Salaries and employee benefits expenditures	3,102		
	Maintenance expenditures	1,595		
	Accounts payable		11,061	
	<i>To accrue accounts payable as of June 30, 2012.</i>			
5 Governmental activities	Capital assets, net of accumulated depreciation	\$ 4,363		
	Depreciation expense		\$ 4,363	
		<i>To correct erroneous depreciation expense.</i>		
6 Governmental activities/General fund	Professional services expenditures	291		
	Accounts payable		291	
		<i>To record amount due to Best Best & Krieger as of June 30, 2012.</i>		
7 Governmental activities/General fund	Books and library materials expenditures	2,178		
	Office and administration expenditures		2,178	
		<i>To reclassify library books, disc, and media supplies expenditures to the appropriate account.</i>		
8 Governmental activities/General fund	Prepaid assets	298		
	Books and library materials expenditures		298	
		<i>To recognize prepaid asset as of June 30, 2012.</i>		
9 Governmental activities/General fund	Prepaid assets	617		
	Maintenance expenditures		617	
		<i>To recognize prepaid asset as of June 30, 2012.</i>		

Placentia Library District
Schedule of Uncorrected Misstatements
Year Ended June 30, 2012

Opinion Unit	Account Description	Debit	Credit
1	Governmental activities/General fund		
	Net assets	13,139	
	Salaries and benefits expenditures		13,139
	<i>To reduce beginning net assets as a result of prior year's unrecorded payroll accrual (net).</i>		