![UTSi logo]

Ultimate Technical Solutions, Inc.

Information Technology Services

Office of Inspector General
City of New Orleans

Version # 4.7 ● May 11, 2011

COPY

651 Leson Court, Harvey, LA 70058 > (504) 367-4957 Office > (504) 362-4988 Fax

The Future of IT Outsourcing.

Ultimate Technical Solutions, Inc.

NON-DISCLOSURE STATEMENT

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Ultimate Technical Solutions, Inc.

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The Future of IT Outsourcing.

Ultimate Technical Solutions, Inc.

Section 1. Company Information

1.1 Introduction

April 18, 2011

David St. Etienne
Ultimate Technical Solutions, Inc.
651 Leson Court
Harvey, LA 70058
(504) 378-4800

Subject: Office of Inspector General City of New Orleans Information Technology Services Proposal

On behalf of Ultimate Technical Solutions, Inc., I would like to thank you for giving us the opportunity to propose our solution to your company.

We constantly strive to provide our customers with the highest level of customer service; therefore, any feedback that you may provide is highly valued and always encouraged.   It is our intention to insure that this is the beginning of a long lasting relationship between our organizations.

Thank you for considering Ultimate Technical Solutions, Inc. as your preferred service provider!

"Our success is in our service"!

Thank you,

David St. Etienne
President / CEO
Ultimate Technical Solutions, Inc.
DBS

1.2   Executive Summary

Founded in 1984, Ultimate Technical Solutions, Inc. (UTSI) is a dynamic IT services company that provides professional turn-key solutions to regional and national clients in the Energy, Health Care, Finance, Education, Government and Non-Profit sectors (clients provided herein). The foundation of UTSI's business approach is a corporate commitment to outstanding customer service -- a cultural maxim that is summed up in the motto "Our Success Is In Our Service."

Based in Harvey, LA (near New Orleans), UTSI is a regional leader in the delivery of IT products and services, as illustrated by numerous long-term professional contracts and service awards. The company's goal is to become the premier IT services company in the state by offering customers complete IT solutions that integrate Best-of-Breed Products, Field Experience, Staff Knowledge and reliable Technical Support.

UTSI offers a full-service solutions approach to technology management, helping customers identify, plan, architect and implement solutions to their IT challenges. UTSI offers hardware, software and services, including consulting solutions in the broad areas of Technology, Application Systems, Data, Facilities and Personnel. In addition, the company's value-added offerings include Alignment to Client Business Drivers, Collaborations and Partnerships, Unmatched Commitment, Effective Account Management, Team Quality and being a Value-Added Reseller.

UTSI is enthusiastically committed to providing measurable value to customers and exceeding customer expectations in the delivery of products and services. Thus, UTSI focuses its business approach on Developing Customer Loyalty, Forming Strategic Partnerships, Building and Developing Turn-key IT Solutions and Aligning Technology with Client Business Processes. The company bases its IT practices on two of the world's leading best practice frameworks: the Information Technology Infrastructure Library (ITIL) and the Control Objectives for Information and related Technology (COBIT).

In addition, UTSI has developed a comprehensive, process-oriented system called the Professional Services Engagement Methodology, or PSEM, to systematize and ensure consistency in the company's delivery of professional IT services. Project Management is inherent to PSEM, and UTSI's Master Project Planning Process provides its Project Managers with the processes, tools and methodologies for successfully designing, implementing and managing client IT systems and networks. The result is that UTSI customers benefit from consistent processes and practices, improved business operations and cost-effective IT services.

UTSI's Core Competencies include LAN/WAN Networking, Desktop Management, Security, Network Management Systems, Help Desk, Wireless solutions, and Professional Managed Services. However, UTSI is not just the sum total of its core competencies – the company's success springs from its ability to coordinate core competencies with effective project

Ultimate Technical Solutions, Inc.

management, appropriate resources, specialized knowledge and a strong work ethic to provide customers with great value.

UTSI's ability to apply its core competencies in the service of client needs is perhaps best illustrated by the company's Transcendent Infrastructure Management, which employs a combination of best-of-breed technologies and best-practice business methodologies to address and control complex infrastructure operations. UTSI has created and follows its own Holistic Approach to infrastructure management within enterprise solutions. The company's IT managers are technical experts with long track records as business managers, which enables UTSI to manage client infrastructures for stability, adaptability and business growth; UTSI also manages associated vendors and service level agreements.

Among UTSI's many business relationships, one of the most important is the relationship with Entergy, which goes back to 1988 when Entergy contracted UTSI as a provider of computer products and supplies. Since then, UTSI has provided desktop and applications support, computer hardware and software systems, staff augmentation, network services and special assistance to Entergy's executive staff. Sample projects include a Microsoft Windows Desktop Migration, a Network Operating System Upgrade, Staff Augmentation Services, and Support and Product Procurement Services.

Because UTSI believes every consultant and vendor should function as an effective collaborator, the company maintains long-term partnerships and certifications with some of the world's most important IT companies, including Computer Associates, Microsoft, IBM, Dell, HP, Cisco Systems and others.

Ultimate Technical Solutions, Inc.

1.3 Primary Client List

Primary Clients (by Sector)	Years UTSI Client	Examples of Services Offered (by Sector)
Energy		IT Consulting, Infrastructure, Support, Outsourcing, Quality Control and Management, Software Development and Support
Entergy Corporation	17	
ExxonMobil	5	
DynMcDermott	8	
Banking and Financial		IT Security Consulting, Infrastructure Support, Project Management, Identity Theft/Smart Cards, Customer Relationship Management
Liberty Bank & Trust	12	
Whitney National Bank	8	
Government		Project Management, IT Consulting, Security Services, Network Solutions
USDA National Finance Center	9	
US Postal Service	12	
City of Corpus Christi, TX	1	
Port of New Orleans	7	
Port of Shreveport-Bossier	1	
Education		E-Rate Services, IT Consulting, Asset Management Solutions, Professional Development, Technology Integration, Infrastructure Support, Help Desk Services
Dillard University	20	
Southern University	2	
Delgado Community College	5	
New Orleans Public Schools	13	
Archdiocese of New Orleans	5	
Health Care		Project Management, Knowledge-

Ultimate Technical Solutions, Inc.

Touro Infirmary Hospital	5	Base Systems, Cyber Security, Decision-Support Systems, IT Consulting
Orthodontic Centers of America	4	
Non-Profit		IT Consulting, Infrastructure Support, Security
Total Community Action	10	

1.4   Example Projects

1.4.1 Port of Shreveport-Bossier

The Port of Shreveport-Bossier's Regional Commerce Center is a 34,000-square-foot-facility boasting ample meeting rooms, telecommunications and global conferencing capabilities. Port officials touted the center as a powerful tool they will be able to use to attract even more interest from businesses around the world. Before its completion, the port had to find its tenants, including Pratt Industries and Ternium, meeting and interview space at outside facilities.

"It was very inconvenient and not the message the port wanted to communicate," said Tom Murphy, secretary/treasurer of the Port Commission. "The port recognized that if this region was going to be successful in competing on a global stage for smart industry, the region needed to provide what those industries need when they make a commitment to invest and bring jobs to our region."

Rich DesCoteaux, plant manager for steel manufacturer Ternium, said the facility finally gives them a place to conduct interviews, training, meetings and teleconferences without having to travel beyond the port's borders.

"The most significant benefit has to be the credibility this gives the port," he said. "The facility is the final piece of the puzzle that will put Shreveport-Bossier City on the map for future economic development."

In order for the port to implement a state of the art technology building UTSI was contracted to design, project manage and provide on-going support to this new facilities' wiring and IT infrastructure. The UTSI design consisted of a core Cisco 6509-E switch with multiple Cisco 3750 edge switches, dual 3925 routers for voice and data, dual Cisco ASA 5520 firewalls, Cisco 5500 WLAN Controller with 25+ Cisco 3500 802.11n Access Points, Cisco Unified Communications, Cisco Access Control and Cisco Video security. Additionally, UTSI designed and implemented all servers and desktops/laptops and provides a Managed Service model to support port staff.

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1.4.2 Liberty Bank & Trust

Founded in 1972, Liberty Bank has always been based on ideals of service and integrity. With a primary focus on bringing financial services to the traditionally under-served, Liberty quickly established itself as a financial force in the New Orleans community. By combining a vision of community uplift with a commitment to fundamental banking principles, the Bank helped to grow its customer base while growing its own resources and operations.

More than three decades later, Liberty Bank is a model of corporate stability. Consistent growth in assets and profitability has created a banking powerhouse with the capacity to participate in major projects and to provide services to the largest clients. The base is strong, making the possibilities virtually limitless.

From its original office in a trailer on a corner lot in New Orleans, Liberty Bank has expanded to 19 branch offices and loan production offices in six metropolitan areas and six states, with the majority of this growth taking place in the past decade. Liberty established its Baton Rouge presence in 1994, opening its third branch there in 2004. The Bank moved into Mississippi in 2003, acquiring First American Bank in Jackson, and has since opened a second location adjacent to the Jackson Medical Mall. Starting in June 2007, Liberty decided to strategically grow beyond its Gulf Coast base and the bank acquired a mortgage operation in Houston, Texas. Since that time, Liberty has grown into the Midwest of the nation with acquisitions in metropolitan Kansas City (2008) and Detroit, Michigan (2009). Finally, Liberty grew its presence in Southern Louisiana with the acquisition of United Bank and Trust Company, also in 2009.

New technologies have revolutionized banking and Liberty Bank's embrace and application of the most powerful banking technologies are another reason for its success. From customer services like on-line banking, check imaging, direct deposit and automated bill paying, to merchant services that increase business speed and opportunity, to the most advanced corporate and governmental support applications, Liberty has harnessed the power of technology for maximum banking versatility, convenience and productivity.

In order to accomplish this growth and maintain high customer satisfaction the bank has relied on UTSI to design, implement and maintain its entire IT infrastructure. The IT infrastructure is built upon a robust Cisco data and voice solution across six states in all offices. UTSI has also designed and implemented the server and desktop solutions throughout the bank as well as worked with auditors to meet the rigorous compliance requirement of IT in a banking environment.

1.4.3 Dillard University

Since 1869, Dillard University has been committed to providing students with a quality four-year liberal arts education. Dillard is a fully accredited private, historically black university. In 2010, U.S. News & World Report ranked Dillard among the nation's Top 10 HBCUs, based on

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comprehensive undergraduate studies. Dillard also was awarded a Top 10 Ranking in 2010 for liberal arts schools in the social mobility category by Washington Monthly.

The cornerstone of New Orleans's Gentilly Community, the university sits on a beautiful and serene 55-acre campus, replete with signature live oak trees and a mixture of historic buildings and modern facilities.

Dillard students go on to some of the best graduate schools in the world. Dillard currently has alumni studying at Harvard, Yale, Princeton, Johns Hopkins and the London School of Economics, among others. Dillard University is also the only university in the United States that is a partner in the Melton Foundation. Dillard students who become Melton Fellows participate in intercultural training, leadership development, and global education through symposia, travel, online activities, project grants, and social service. Host countries include China, Chile, Germany, India and the United States.

UTSI has partnered with Dillard for over 20 years providing IT design, implementation and maintenance. The Dillard IT network comprises of over 60 switches including dual Cisco 6500 switches, dual Cisco firewalls and multiple Cisco routers and Access Points. UTSI also provides server and desktop support and has provided interim IT management during management changes.

1.4.4 City of New Orleans

The City of New Orleans Customer Support Team provides desktop, help desk, and network support for the City of New Orleans, and selected City agencies. It is responsible for distributing and maintaining desktop hardware and software. The technical expertise is enhanced through forming close relationships with key partners and vendors to provide our customers with superior service. The services focus on three main goals - increasing productivity, reducing costs through the use of standards, and improving end-user satisfaction.

The Customer Support Team goal is to provide leadership in supporting and facilitating the effective use of technology as an everyday tool.

Mainframe Operations maintains the city's mainframe computer system and provides physical security for the city's data.

The citywide call center program primarily supports the Citywide Strategic Priority area of Making Government Work. The purpose of the Citywide Call Center is to provide a "one stop" service experience for constituents, residents, and visitors in their search for The City of New Orleans government services, numbers, and information.

UTSI plays a vital role in maintaining the entire City of New Orleans LAN/WAN infrastructure encompassing over 90 locations with over 250 Cisco devices including routers, switches and firewalls with Intrusion Prevention sensors. UTSI also supports over 60 servers and maintains help desk staff.

Ultimate Technical Solutions, Inc.

1.5   Corporate Certifications

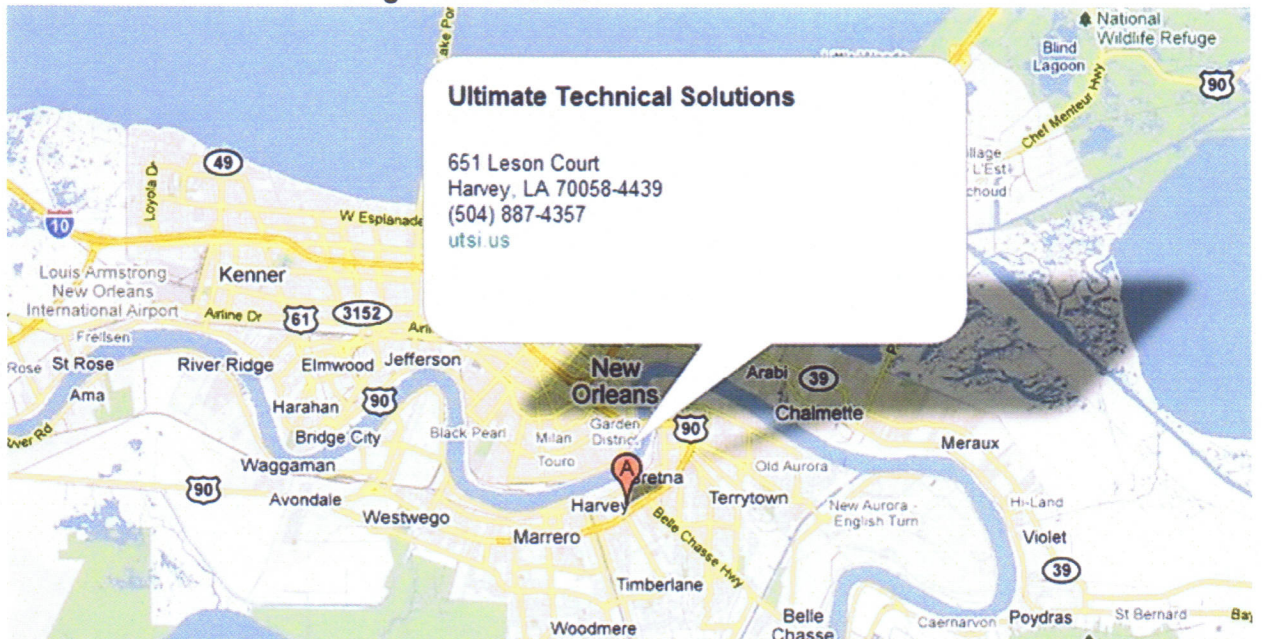### 1.5.1 Cisco Select Partner Certification

UTSI's networking staff has earned several Cisco Certifications in networking design and support, resulting in UTSI being designated as a Cisco Select Certified Partner, with Small Business specialization.   These certifications include:

- CCNA (Cisco Certified Network Associate)

- CCNP (Cisco Certified Network Professional)

- CCSP (Cisco Certified Security Professional)

- CCDA (Cisco Certified Design Associate)

- CSE (Cisco Sales Expert).

1.5.2 Microsoft Gold Partner Certification

UTSI possesses a high degree of expertise and experience with Microsoft technologies, and thus has been designated a Microsoft Certified Gold Partner with competency in Networking Infrastructures. This competency is specific to Microsoft Windows Server 2000, 2003 and 2008 operating systems technology.

1.6   Office Location for All Assigned Personnel

Ultimate Technical Solutions

651 Leson Court
Harvey, LA 70058-4439
(504) 887-4357
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Ultimate Technical Solutions, Inc.

1.7 Disadvantage Business Enterprise

Louis Armstrong
New Orleans International Airport

Mitchell J. Landrieu
Mayor
City of New Orleans

New Orleans Aviation Board:

Nolan V. Rollins
Chairman

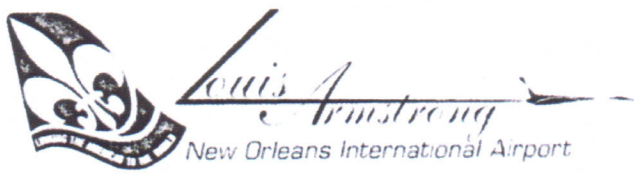J. Douglas Thornton
Vice Chairman

David B. Campbell

Douglas M. Evans

Ti Adelaide Martin

Lea Polk Montgomery

Nelita Manego-Ramey, R.N.

Daniel F. Packer, Jr.

Henry A. Smith

Iftikhar Ahmad
Director of Aviation

P.O. BOX 20007
New Orleans
Louisiana
70141

504.464.3536
Fax 504.463.1049
www.flymsy.com

October 25, 2010

Mr. David B. St. Etienne
ULTIMATE TECHNICAL SOLUTIONS, INC
651 Leson Ct.
Harvey, LA 70058

RE: **DBE CERTIFICATION**

Dear Mr. St. Etienne:

We are pleased to inform you that your firm has been certified as a Disadvantaged Business Enterprise for the following work categories or NAICS codes:

    811212 - Computer and Office Machine Repair and Maintenance
    C42 - Computer Maintenance and Repair
    423430 - Computer and Computer Peripheral Equipment and Software Merchant
    C16 - Computer Analysis
    541512 - Computer Systems Design Services
    541513 - Computer Facilities Management Services

Please note that your firm's certification will be **recognized by all participants of the Louisiana Unified Certification Program**. This includes all entities receiving federal transportation funding within the boundaries of our state.

Your certification will expire on **October 22, 2013**. You will be required to submit an annual affidavit stating that your firm continues to meet the eligibility requirements of the program. This form will be sent to you approximately four (4) weeks prior to your anniversary date of **October 22nd**. A recertification application is required once every three (3) years and will be mailed to you four (4) to six (6) weeks prior to the date of expiration. **However, should you not receive notification from this office for your annual affidavit or recertification, it is your responsibility to contact us.** Submittal of this information is necessary to ensure that there is no interruption in your certified status during the three year period. Additionally, you must notify our office immediately regarding any changes which affect the social and economical disadvantaged status, size, ownership or control of your firm.

We reserve the right to withdraw this certification, if at any time it is determined that DBE certification was knowingly obtained by the submission of false, misleading or incorrect data. We further reserve the right to request additional information and/or conduct an on-site visit at any time during your certification period.

If we can be of any further assistance, please contact us.

Yours sincerely,

Philistine Ferrand
DBE Liaison Officer
philisti@flymsy.com - 504.465.8867 - 504.463.1041 fax

PF/sa

cc: Iftikhar Ahmad, Director of Aviation
      Louisiana Unified Certification Program
      File

DBE Office • 504.465.8867 • 504.463.1041 fax • philisti@flymsy.com

July 22, 2009

David St. Etienne   **Certified Return Receipt**
Ultimate Technical Solutions, Inc
651 Leson Ct.
Harvey, LA. 70058
New Orleans, LA 70058

RE: SLDBE CERTIFICATION

Dear Mr. St. Etienne

CONGRATULATIONS! An independent panel reviewed your firm's application to Harrah's Entertainment,
Inc. for certification as a State-Local Disadvantaged Business Enterprise (SLDBE). As a result of a review
by an independent panel, the application of Ultimate Technical Solutions, Inc. was approved. This approval
represents certification with the **New Orleans Aviation Board, City of New Orleans, Sewerage and
Water Board of New Orleans, and Harrah's Entertainment, Inc.**

Ultimate Technical Solutions, Inc. will be listed in the next publication of the SLDBE Registries of the
aforementioned agencies. Your firm's specialty will be listed as:

Computer Sales and Service
Systems Integrations
Staff Augmentation

As a certified SLDBE firm, your company is eligible to fulfill goal requirements as a SLDBE contractor
This certification is valid until **July 21, 2011**. A Schedule "C" SLDBE Re-certification Application should
be completed and returned to this office no less than thirty (30) days prior to the expiration of this
certification

It is the obligation of Ultimate Technical Solutions, Inc. to notify this office in writing should there be any
change in ownership/control or other relevant matter. Any false statements on your applications will be
considered ground for de-certification and/or prosecution.

The DBE Department welcomes the opportunity to assist Ultimate Technical Solutions, Inc. as a "State &
Local Disadvantaged Business Enterprise" with Harrah's Entertainment, Inc. Please contact this office at
(504) 533-6678 or (504) 533-6159 should you have any questions or concerns.

Sincerely,

Stacey Compass
DBE Compliance Manager

One Canal Place   HARRAH'S NEW ORLEANS   8 Canal Street
365 Canal Street   504 533-6000   New Orleans, LA 70130
Suite 900   www.harrahsneworleans.com
New Orleans, LA 70130

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The Future of IT Outsourcing.

1.7 Insurance

Business Automobile Coverage

Workers Compensation and Employers Liability Policy

Precision Portfolio Policy Commercial Property

(Policies Attached at end of Document)

1.8 Certified Copy of Board Resolution

(Attached at end of Document)

Ultimate Technical Solutions, Inc.

2.0 Fee Proposal/Key Personnel

ATTCHMENT V: FEE PROPOSAL/KEY PERSONNEL

- The hourly fees in this proposal include all company overhead, profit, and costs.

- Expenses are not allowable under this contract and may not be billed to the OIG.

- Travel time to/from on-site visits or any other travel required by the contract shall not be billed to the OIG.

- All consultant time will be billed in increments of 1/10 hour.

- Electronic communications will not be billed unless the content of the consultant's single response exceeds 500 words.

- All time billed will be detailed by date and time entry on the invoice with a description of the service provided, including whether the service was via email, telephone, remote access, or on-site.

- Invoices will be sent to the OIG at least monthly or more frequently in the total amount of an invoice exceeds $1,000.

- The company may not bill for more than one consultant to attend any meeting or provide any service unless the OIG gives advance written approval.

Primary Consultant Joao Carlos Kurall   Hourly Rate $ 67.00

Other consultants who may provide services:

Name   Cory Driscoll   Hourly Rate $ 51.00

Name   Scot Guelfo   Hourly Rate $ 51.00

Name   Edward Gabriel   Hourly Rate $ 51.00

Name   Chris Gonzales   Hourly Rate $ 67.00

UTSi

Ultimate Technical Solutions, Inc.

3.0   Certification Statement

ATTACHMENT III: **CERTIFICATION STATEMENT**

The undersigned hereby acknowledges she/he has read and understands all requirements and specifications of the Request for Proposals (RFP), including attachments.

OFFICIAL CONTACT. The OIG requests that the Proposer designate one person to receive all documents and the method in which the documents are best delivered. Identify the Contact name and fill in the information below: (Print Clearly)

Date   5/11/2011   Official Contact Name: David A. Hester

A.   Email Address: dah@utsi.us
B.   Facsimile Number with area code: 504-362-4988
C.   US Mail Address: 651 Leson Court
        Harvey, LA 70058

Proposer certifies that the above information is true and grants permission to the OIG to contact the above named person or otherwise verify the information provided.

By its submission of this proposal and authorized signature below, Proposer certifies that:

1. The information contained in its response to this RFP is accurate;
2. Proposer's quote is valid for at least 120 days from the date of proposal's signature below;
3. Proposer understands that if selected as the successful Proposer, he/she will have ten (10) business days from the date of delivery of final contract in which to complete contract negotiations, if any, and execute the final contract document. Date of execution can be extended by mutual agreement of contractor and OIG.

Authorized Signature:
Typed or Printed Name: David St. Etienne
Title: President / CEO
Company Name: Ultimate Technical Solutions, Inc.
Address: 651 Leson Court
City: Harvey   State: LA   Zip: 70058

SIGNATURE of Proposer's Authorized Representative   DATE   5-10-11

Ultimate Technical Solutions, Inc.

4.0   Notarized Certification
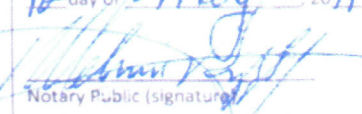
ATTACHMENT VI: CERTIFICATION

The undersigned has authority to bind the bidder or offeror to the terms of this bid or proposal and hereby certifies on behalf of the bidder or offeror that:

1. The person, entity, or corporation submitting this bid or proposal, if selected for a contract award, will execute a contract that incorporates all of the terms of the invitation for bids or request for proposals and the bid or proposal;

2. The person, entity, or corporation submitting this bid or proposal is not delinquent in the payment of any taxes owed to the City of New Orleans;

3. This bid or proposal has been submitted without collusion with any person or entity;

4. No officer or employee of the City of New Orleans, or any department, agency, commission or board thereof has a financial interest in this proposal which would violate provisions of the Code of Ethics found in La. R.S. 42:1101 et seq.;

5. The bidder or offeror has not retained or employed any person, other than a bona fide employee working solely for the bidder or offeror, to solicit or secure a contract awarded through this bid or proposal process. The bidder or offeror has not paid or agreed to pay any person, other than a bona fide employee working solely for the bidder or offeror, any fee commission, percentage, gift, or other consideration contingent upon or resulting from any contract awarded through this bid or proposal process.

6. The bidder or offeror does not have any conflicts of interest, either ethical or legal, which would adversely affect the representation of the Office of Inspector General for the City of New Orleans. Should any such conflicts arise during the representation of the OIG, I will notify the OIG immediately in writing.

Signed under pains and penalties of perjury:

_____
Signature

DAVID ST.ETIENNE
Printed Name

President
Title

S /10/11
Date

Sworn to and subscribed before me this
18th day of May 20 11

_____
Notary Public (signature)

MELVIN RIPP, JR.
Printed Name   NOTARY ID# 12729

Notary ID#/Bar Roll # _____

Ultimate Technical Solutions, Inc.

Original Notarized Certification
(Blank Page If No Original)

Ultimate Technical Solutions, Inc.

5.0   Representative Client List

Form A.
Representative Client List

Please list representative clients for whom similar services have been provided in the past five (5) years and contact information so that the OIG may obtain a reference.

Name of Client	Name of Primary Contact	Primary Contact address & phone	Date and description of services provided
Bruno & Tervalon LLP Certified Public Accountants	Alcides Tervalon III	4298 Elysian Fields Suite A, New Orleans, LA, 70122 504-284-8733	1999 - Present Desktop, Server and Network Support
Compu-Cure New Orleans	Angelina Parker	3520 General DeGaulle Drive Suite 1070, New Orleans, LA, 70114 504-486-7741	2005 - Present Desktop, Server and Network Support; Managed Services
Archdiocese of New Orleans	Nancy Baird	7887 Walmsley Ave, New Orleans, LA, 70125 504-861-6304	2006 - Present Desktop Support
Liberty Bank & Trust Bank	Joe James	6600 Plaza Drive, New Orleans, LA, 70127 504-240-5123	1999 - Present Desktop, Server and Network Support; Managed Services
The Port of Shreveport-Bossier (Hall Builders)	Michael Farley	1515 Poydras St # 1040, New Orleans, LA 70112 504-598-3322	2010 - Present Desktop, Server and Network Support; Managed Services
Dillard University	Laranza Williams	2601 Gentilly Boulevard, New Orleans, LA 504-816-4716	1991 - Present Desktop, Server and Network Support

Ultimate Technical Solutions, Inc.

Serenity Hospice	Jackie Diamond	3712 Macarthur Blvd # 204 New Orleans, LA, 70114 504-366-3996	2011 - Present Desktop, Server and Network Support; Managed Services
St. Mary's Academy	Natasha Harris	6905 Chef Menteur Highway, New Orleans, LA, 70126 504-245-0200	2009 - Present Desktop, Server and Network Support
St. Joseph the Worker Church	Dolores Modenback	455 Ames Boulevard, Marrero, LA 70072 504-347-8430	2010 - Present Desktop, Server and Network Support; Managed Services
Children's Medical Clinic	Erica Wing	829 Barataria Blvd, Marrero, LA, 70072 504-368-7337	2005 - Present Desktop, Server and Network Support; Managed Services

6.0   Resumes

Ultimate Technical Solutions, Inc.

6.1 Joao Carlos Kurall Resume

Ultimate Technical Solutions, Inc.

Ultimate Technical Solutions, Inc.
Personnel Profile

Joao Carlos Kurall
Systems Engineer
jck@utsi.us

Experience

Systems Engineer   2005 - Present
Ultimate Technical Solutions, Inc. Harvey, LA

Manage and monitor our Network Operating Center.

Effectively work help desk calls.

Install customer specific and industry standard software packages.

Design, install and maintain Cisco equipment in SMB environment networks including Cisco PIX, ASA, Catalyst 2960, Catalyst 3750, Catalyst 4500 and Wireless Access Points.

Manage and configure companywide deployment, from desktop, servers, and network equipment.

Design, install and maintain enterprise class network environments with Active Directory 2003 and 2008.

Coordinate projects and proposals.

Senior Desktop Engineer   2002 – 2005
Ultimate Technical Solutions, Inc. Harvey, LA

Coordinated projects and proposals.

Installed and configure workstations.

Prepared workstations with an imaging process using ghost.

Configuring and maintaining a small environment network.

Troubleshooting various software and hardware issues.

Deployed ITM Suite onto Desktop and Servers.

Installed customer specific and industry standard software.

Effectively worked help desk calls.

Trained new personal following company policies, procedures and system analysis.

Setup and assembled newly order computers and printers to network status

Managed network software upgrade for onsite customer

Performed on-site contract work for several clients including:

- o   UNITED STATE POSTAL SERVICE, New Orleans, LA
- o   DYNMCDERMOTT, Metairie, LA
- o   IMC AGRICO, Uncle Sam, LA
- o   EXXONMOBIL, New Orleans, LA

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o   JRL ENTERPRISES, New Orleans, LA

Education

Herzing College, 1999 – 2000   1999-2000
Area of study – Microsoft Certification

Computer Programming   1997
South East College of Technology,
1997Received certificate in Microsoft Office and Cobol

High School Graduate   1996
New Orleans, LA

Certifications

Certification : Microsoft : Microsoft Certified Systems Engineer (MCSE)

Certification : Microsoft : Microsoft Certified Systems Administrator (MCSA)

Certification : Microsoft : Microsoft Certified Professional (MCP)

Certification: Comptia : Server +

Certification: Comptia : A +

Certification: Comptia : Network +

Certification: IBM Desktops and Servers

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Ultimate Technical Solutions, Inc.

6.2 Cory Driscoll Resume

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Ultimate Technical Solutions, Inc.

Ultimate Technical Solutions, Inc.
Personnel Profile

Cory Driscoll
Desktop Engineer
ccd@utsi.us

Experience

Desktop Engineer   2007 - Present
Ultimate Technical Solutions Harvey, LA

- Managing and maintaining windows operating systems including: Windows 2000, Windows XP , Windows Vista, Windows 7, Windows Server 2003 and Windows Server 2008
- Repairing and configuring laptops and desktops.
- Troubleshooting and maintaining network environments.
- Virus and spyware control and removal.
- Application Deployment
- Microsoft Office Suite
- Microsoft Exchange
- Lenovo Warranty Claims

Desktop Engineer   2006 - 2007
New Orleans Integrated Technologies New Orleans, LA

- Troubleshooting and repairing Desktops and Servers.
- Maintain Network Environment
- Virus and Spyware removal
- Application Deployment
- Microsoft Exchange
- Microsoft Office Suite

Desktop Engineer   2005
Best Buy Geek Squad Metairie, LA

- Repairing and configuring laptops and desktops.
- Installing applications.
- Troubleshooting hardware issues.
- Virus and Spyware removal.

Ultimate Technical Solutions, Inc.

Education

Degree Computer Electronic Technology
Louisiana Technical College
Metairie, LA

2005

High School Graduate
Archbishop Rummel High School
Metairie, LA

2002

Certifications

Certification : Microsoft : Certified Professional

Certification : Microsoft Certified Technology Specialist

Certification : Microsoft Certified Technology Specialist Windows 7 Configuration

Certification : Lenovo Certification - RTD07-R1 – Lenovo Notebook Training Course

Certification: Lenovo Certification - RDD07-R1 – Lenovo Desktop Training Course

Certification : Lenovo Certification – RXWT0-R1 – Lenovo Warranty Basics for Technicians

Certification : Lenovo Certification – RXWA1-R1 – Lenovo Warranty Basics for Administrators

Certification : Lenovo Certification – RTD62 – Lenovo ThinkPad X200 Tablet Service and Support

Certification : Comptia A+ Certified

Ultimate Technical Solutions, Inc.

6.3 Scot Guelfo Resume

Ultimate Technical Solutions, Inc.
Personnel Profile

Ultimate Technical Solutions, Inc.

Scot Guelfo
Desktop Engineer
sjg@utsi.us

Experience

Desktop Engineer   2010 - Present
Ultimate Technical Solutions, Inc. Harvey, Louisiana

- Provide IT Support to all clients while working towards the best possible solution.
- Monitors the entire Network of numerous companies, attending to any issues that arise.
- Occasionally provide on-site IT support ranging from malicious infections to servers not responding.

Geek Squad Senior   2005 - 2010

- Geek Squad Metairie, Louisiana
- Manage a team of 12 PC technicians.
- Provide on-site training and consultations.
- Repair, upgrade, setup and maintain desktop and notebook computers spanning multiple operating system platforms.
- Optimize budgets, publish schedule and zone map for the department on a weekly, monthly and quarterly basis.
- Assist customers with complex situations as well as complaints, finding the best possible solution for both parties.

Help Desk Technician   2005
Barrister Global Service Network Metairie, Louisiana

- Provided IT Phone support.
- Guided co-workers with PC troubleshooting.
- Coordinated with on-site techs to enhance customer service.

Education

Associate of Science in Information Technology-Computer Networking Systems   2005
ITT Technical Institute
St. Rose, Louisiana

High School Graduate   2003
Destrehan High School
Destrehan, Louisiana

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Certifications

Certification : Microsoft Certified Technology Specialist (MCTS)

Certification : Microsoft : Microsoft Certified Professional (MCP)

Certification : Comptia : A+

Affiliations & Organizations

Servron, LLC

UTSI

Ultimate Technical Solutions, Inc.

6.4 Edward Gabriel Resume

UTSI

Ultimate Technical Solutions, Inc.

Ultimate Technical Solutions, Inc.
Personnel Profile

Edward R. Gabriel III
Desktop Engineer
egb@utsi.us

Experience

Sr. Desktop Engineer	2006 - Present
Ultimate Technical Solutions Harvey, LA	

- Network Operations Service Technician, Desktop And Server deployments, Service Calls
- Server upgrades, Help Desk Administrator, Data Migration, Computer Repair
- Warehouse Management, Shipping and Receiving. etc.

Desktop Technician	2002 - 2005
Dolphin Technologies New Orleans, LA	

- Hardware & software integration
- Network integration
- Maintenance help desk support, Emergency response

Support Technician II	2005 - 2005
Harrah's Casino & Hotel New Orleans New Orleans, LA	

- Support Technician Responsible for running hourly checks on game net unix system, moving and installing of telephone lines on avea phone and voice mail system, setup A/V Equipment for meetings and pretensions.
- Answer help desk phone and solve problems, support office computers and printers
- Troubleshoot and Maintaining P.O.S (point of sale) micros terminals, Running end of day backups and end of day Procedures.

Helpdesk Technician	2004 - 2005
U.S. Postal Service New Orleans, LA	

- Help desk Support Technician responsible for two area codes
- post-office computer systems, networks, wireless networks and network printers, telephones, BlackBerry's, Pda's, including peripherals

Computer Technician/Help Desk	2003 - 2004
Bellwether Technology. Corp New Orleans, LA	

- Help desk Technician, Working at ConocoPhillips Oil Refinery
- Assisted with computer Implantation /imaging from Windows 2000 to XP Gained excellent experience in System operations and various types of hardware and software. Gained experience dealing with the Individual concerns.

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Ultimate Technical Solutions, Inc.

Instructor   2002

Dell TechKnow New Orleans, LA

- Provided its K-12 customers a turnkey educational approach to bridging the digital divides.
- TechKnow students gain relevant and highly marketable 21st Century skills regarded across industries and professions as necessities for effective contribution to the global workforce —such as, creative and critical thinking, problem solving, effective communication and collaboration, technology operation and concepts.

Instructor   1999 - 2002

New Orleans Science & Math High School New Orleans, LA

- Gained knowledge in the setup of networking, computers, install cabling, servicing and repairing donated computers, troubleshooting problems.

Education

Computer Information Technology   2007
New Horizons
Metairie, LA
Computer Information Technology   2003
Delgado
Metairie, LA
High School Graduate   2002
New Orleans Science & Math High School
New Orleans, LA

Certifications

Certification : Microsoft Certified Technology Specialist (MCTS)

Certification : Microsoft : Microsoft Certified Professional (MCP)

Certification : Microsoft : Windows® 7, Configuration

Certification : Comptia : A+

Certification : Lenovo : Lenovo Warranty & Repair Certification

Ultimate Technical Solutions, Inc.

6.5 Christopher Gonzales Resume

Ultimate Technical Solutions, Inc.
Personnel Profile

Ultimate Technical Solutions, Inc.

Christopher Gonzales
Senior Systems Engineer
cjg@utsi.us

Experience

Senior Systems Engineer   2008 - Present
Ultimate Technical Solutions Harvey, LA

- Manage Liberty bank and trust. 50+ servers and 20 remote sites.
- Manage routers and switches for all 20 locations.
- Setup and manage windows 2000, 2003 and windows 2008 servers and Exchange 2000, 2003, 2007 and 2010
- Setup Vlan Dillard University LAN and WAN
- Install wireless and wired networks using Cisco WLC.
- Setup Cisco PIX firewalls, ASA, Cisco Switches and routers.
- Setup and maintain vpn connections using various firewall such as Cisco pix, Sonic Wall and watchgaurd.

Senior Systems Engineer   2006 - 2008
Cornerstone Integrated Technologies Metairie, LA

- Setup and manage customer routers and switches
- Setup and manage windows 2000 and windows 2003 servers and Exchange 2000 and 2003.
- Install wireless and wired networks.
- Maintain T1 ppp and frame relay connections and LAN to LAN VPN connections.
- Setup Cisco PIX firewalls and routers.
- Setup and maintain vpn connections using various firewall such as Cisco pix, Sonic Wall and watchgaurd.

Network Analyst II   2005 - 2006
Delgado Community College New Orleans, LA

- Responsible for LAN and Wan switches and routers.
- Network consists of 4000 nodes, over 100 switches and 10 routers.
- Maintained routers and switches for 6 remote campuses.
- Remote campus connections range from T1 ppp connections and LAN to LAN VPN connections.
- Maintained Cisco VPN concentrator and Cisco PIX firewall.
- Maintained Cisco 7200 edge router for 12mb DS3 connection.
- Responsible for 60 servers and 2 SAN clusters.

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- Maintained 3 Windows 2000 Active directory Servers with three sites and over 40,000 objects.
- Responsible for Exchange 2000 Front-end OWA servers and Three Backend servers with one exchange 2000 Cluster environment.
- Maintained campus Black Board servers and other critical application servers.
- Implemented and maintain Unicenter Asset Management, Remote Control, and Software Delivery applications for asset management and software deployment.

Systems Engineer   1999 - 2005
Ultimate Technical Solutions Harvey, LA

DynMcdermott

- Lead rollout team in 250 & 560 PC rollouts spanning 1 central site and 4 remote sites across Louisiana and Texas.
- Imaged PC's, Setup workstations and users' desk, migrated profile settings using Altiris pc transplant software.
- Transferred all user data to new PC and imported Profile.

Orleans Parish School board

- Assisted in the Windows 2003 active directory upgrade.
- Redesigned Windows 2003 Active Directory OU structure.
- Lead team in several PC rollouts spanning 140 schools and over 5500 PC's
- Created images for desktops.
- Deployed image using Symantec ghost enterprise program to all desktops.
- Delivered PC's to schools and setup on network.

Bruno and Tervalon

- Installed DSL router for internet connection.
- Configured DNS and DHCP server for network configuration.
- Installed network infrastructure and maintained windows 2000 Active Directory Environment.
- Maintained user accounts, print and backup server.

Liberty Bank

- Worked with migration from windows 9.x, NT 4.0 to Windows 2000 desktops.
- Reconfigured Enterprise backup solution for central office and 12 remote locations.
- Redesigned Active Directory structure and implemented security through group policy to over 150 windows 2000 desktops.
- Maintain Exchange 2000 server for 150+ users.
- Assisted in setup and maintenance of Cisco 515 failover solution.

Ultimate Technical Solutions, Inc.

- Handled migration from Netware 4.x to windows NT 4.0
- Migrated NT 4.0 domain to Windows 2000 Active Directory

- Maintain user accounts, production servers, print servers, remote access servers, Firewall, and exchange servers.

- Migrated Exchange 5.0 to 5.5.

- Migrated Exchange 5.5 to 2000.

- Migrated windows 2000 active directory to windows server 2003 active directory.

- Migrated Exchange 2000 to 2003 sp1

- Setup OWA 2003.

- Setup SSL Encryption on OWA server.

- Setup and maintained Computer Associates Software Delivery, Asset Management, and Remote Control environment.

Touro Infirmary

- Setup two windows 2000 Advanced servers for exchange 5.5

- Setup exchange 5.5 on both servers for fault tolerant solution.

- Installed Computer Associates Arcserve 11 on new servers.

- Migrated users 800+ users from their existing Exchange 5.5 servers.

- Setup Computer Associates High Availability product to create a complete fault tolerant solution for their existing Exchange 5.5 server environment.

Downtown Development District

- Setup and maintained windows NT 4.0 Domain environment.

- Setup and maintained exchange 5.5

- Setup and maintained Computer Associates Etrust anti-virus enterprise server.

- Centrally deployed Entrust Anti-virus to all Desktops.

- Maintain all software and hardware on all servers and desktops.

- Setup enterprise tape backup solution.

Delgado Community College

- Assisted in NT 4.0 to windows 2000 active directory migration.

- Setup front end windows 2000 exchange OWA

- Setup Backend Faculty Exchange 2000 server for 1500+ Faculty members

- Setup Backend student Exchange 2000 server for 17000+ students for Outlook Web Access.

- Setup Enterprise tape backup solution using Veritas Backup Exec V9.0 and Multiple DLT Autoloaders.

- Setup Attachmate web portal for the Mainframe.

- Assisted in setting up a Blackboard load balancing system for online classes using a dell UNIX load balancer and three web servers.

- Setup Cisco 2500 router with sixteen analog modem for dial-in remote access.2

- Setup windows 2000 IAS Radius Server to authenticate dial-in users with the windows 2000 active directory.

Dillard University

- Setup redundant active failover Cisco 525 PIX solution.

Ultimate Technical Solutions, Inc.

- Setup VPN groups and VPN profile CD's for distribution to IT, Faculty, and Staff.
- Reconfigured PIX failover solution for new DS3 internet connection.
- Installed seven Cisco 3500 Switches for Student Lab.

Education

Computer Engineering	1999
Elaine P. Nunez	
Chalmette, LA	
Certified Cisco Network Professional	2003
UNO	
New Orleans, LA	
High School Graduate – Pre Engineering Studies	1996
Saint Bernard High School	
Saint Bernard, LA	

Training

Cisco CCNP

Cisco
New Orleans, LA

Microsoft MCSE

Microsoft
New Orleans, LA

Certifications

Certification : Cisco : Cisco Certified Network Associate (CCNA)

Certification : Cisco : Cisco Certified Network Professional (CCNP)

Certification : Microsoft : Microsoft Certified Systems Engineer (MCSE)

Certification : Microsoft : Microsoft Certified Systems Administrator (MCSA)

Certification : Microsoft : Microsoft Certified Professional (MCP)

Certification: Comptia : Network +

Certification: Comptia : A +

Ultimate Technical Solutions, Inc.

6.6 David Hester Resume

Ultimate Technical Solutions, Inc.

Ultimate Technical Solutions, Inc.
Personnel Profile

David A. Hester
Director of Technical Services
dah@utsi.us

Experience

Director of Technical Services   2006 - Present
Ultimate Technical Solutions, Inc. Harvey, LA

- Set strategic IT direction for the company.
- Managed the design and implementation of new VOIP system for company.
- Managed the design and implementation of new Microsoft Exchange 2007 for company.
- Created implementation policies and procedures to move company to a new ERP system to streamline service, sales, billing procedures and tracking of technical utilization.
- Supervise technical staff, providing technical guidance and direction, and manage staff development, training and performance.
- Manage customer relationships and technical services in various fields including public, private and educational sectors.
- Manage in-house desktop/system engineers, outsourced technical positions and engineers on various size projects.
- Responsible for establishing, building and maintaining new relationships with customers and vendors.
- Managed a local university IT migration from temporary locations to the primary campus after reconstruction completed.
- Managed configuration, installation and delivery of 10,000+ desktop/laptop/tablet PCs in the education sector.
- Created and managed the configuration, delivery and installation of the one-to-one laptop program for local school system of 2500+ units.
- Manage a three year maintenance program designed to maintain the one-to-one laptop program for a local school system.
- Manage a local school system help desk.
- Managed the design and implementation of new WAN encompassing all aspects of IT including Cisco VOIP, Cisco security, Microsoft Active Directory, Microsoft Exchange 2003 and Mainframe systems for local bank.

Senior Systems Engineer   1999 - Present
Ultimate Technical Solutions, Inc. Harvey, LA

- Direct and/or perform systems administration tasks for daily operations of moderately complex to complex production systems. Work with vendors to develop and implement technical support standards, controls and procedures.

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- Partner with other technical staff/Vendors/Manufacturers for the effective operations of mission-critical systems, including maintenance of up-to-date system documentation.

- Supervise technical staff, providing technical guidance and direction, and manage staff development, training and performance.

- Provide senior level systems engineering and administrative support across a wide array of software and hardware systems and components used to deliver productivity tools to customers.

- Project Manager/Systems Engineer for New Orleans Public School Erate 6 Project upgrading Microsoft Active Directory 2000 to Microsoft Active Directory 2003 with a Microsoft Exchange 5.5 to Microsoft Exchange 2003. This project covered 125+ locations with a new AD and member server at each site.

- Identify new technologies related to services that comprise the Core Services architecture, including audit/security, systems management, applications support, authentication, authorization and directory services. Provide direction to integrate these layered and inter-related technologies into the environment, incorporating the impact on existing systems through multi-phased and iterative plans and implementations

- Recommend modifications, including upgrades, additions or deletions to moderately complex or complex systems or services. Provide analysis and justification for recommendation, which may include operational data, feasibility, technological motivations, customer demand or need.

- Organize and provide project management and direction over multiple projects, primarily those related to mission-critical systems or services whose failure may have a campus-wide impact. Determine and develop approaches and strategies for implementations, which may require innovative solutions to unique and complex problems. Develop written project plans

- Manage 30+ in-house production servers.

- Magic Help Desk 6.0 and 7.0 consultant and integrator for several local large businesses.

- Designed, integrated, and managed the initial New Orleans Parish School Magic Help Desk System.

- Managed several large computer roll out and inventory teams.

- Managed a 2,400 computer Token-Ring to Ethernet local University conversion project.

- Design and implement MS Access and SQL databases for various vendor products.

- Design, install and manage Windows NT 4.0, Windows 2000 and Windows 2003 networks on server and desktop levels.

- Antivirus implementation include: Antivirus implementation and design in small, medium and educational sectors, Implemented stand alone, workgroup and enterprise editions.

- Designed and implemented enterprise antivirus solution in local school system across 125+ sites.

- Secure Content Manager Implementation includes: Secure Content Manager implementation and design in small, medium and educational sectors. Implemented SMTP, HTTP, and URL Filtering techniques for Spam control, URL access control and Virus filtering.

- Designed and implemented Secure Content Manager for City of Corpus Christi to protect email from Spam/Virus and monitoring/securing internet browsing for city, police, and fire services.

- Intrusion Detection implementation includes: Intrusion Detection implementation and design in small, medium and educational sectors. • Implemented standalone editions as well as 2 tier editions.

- Designed and implemented 2 tier Intrusion Detection System for local bank and school system.

- Troubleshoot, service, and maintain various Personal Computers with hardware and software problems including Compaq, Dell, Hewlett Packard, Toshiba, IBM, and clones.

Education

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651 Leson Court, Harvey, LA 70058 > (504) 367-4957 Office > (504) 362-4988 Fax

The Future of IT Outsourcing.

Masters in Information Systems   2007
University of Phoenix
New Orleans, LA

B.S. Computer Information Systems   1999
Nicholls State University
Thibodaux, LA

High School Graduate   1994
Archbishop Shaw High School
Marrero, LA

Training

University of New Orleans – Cisco Network

New Horizons – Microsoft Windows 2000 Professional and Server

Network Associates – Magic Help Desk 6.0 and 7.0

Computer Associates – eTrust and Unicenter Products

New Horizons – Cisco Pix

Cisco – Cisco ASA

New Horizons – Microsoft Exchange Clustering

New Horizons – Project Management Certification Preparation (PMP)

Certifications

Certification : Cisco : Cisco Certified Network Associate (CCNA)

Certification : Cisco : Cisco Certified Network Professional (CCNP)

Certification : Cisco : Cisco Sales Expert (CSE)

Certification : Cisco : Cisco Sales Wireless Specialist

Certification : Microsoft : Microsoft Certified Systems Engineer (MCSE)

Certification : Microsoft : Microsoft Certified Systems Administrator (MCSA)

Certification : Microsoft : Microsoft Certified Professional (MCP)

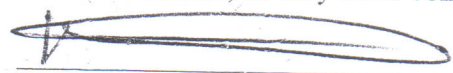Certification: Comptia : Server +

Certification: Comptia : A +

7.0 Attachments

Insurance certificates redacted.

MINUTES OF A MEETING OF THE DIRECTOR of Ultimate Technical Solutions (the "Corporation") held at 651 Leson Court Harvey, LA 70058 on this 2nd day of June, 2002.

1. The following member was present, constituting the entire board: David St.Etienne.

2. The sole director of the Corporation being present, formal notice calling the meeting was dispensed with, and the meeting declared to be regularly called.

3. The following memorandum was then read and ordered to be inserted in these minutes: "I, the sole director of the Corporation, consent to this meeting being held at the above time and place and do waive notice and publication of this meeting, and consent to the transaction of such business, as may have come before it, as testified by my signature below.

David St.Etienne (Signature)

4. **UPON A MOTION DULY MADE**, seconded and unanimously carried, David St.Etienne acted as Chairperson of the meeting and David St.Etienne as Secretary of the meeting.

5. Minutes of the last regular meeting were read and, upon motion duly made, seconded and carried, were adopted as read.

6. The Chairperson presented to the meeting and thereupon the following resolutions were offered, seconded and unanimously adopted.
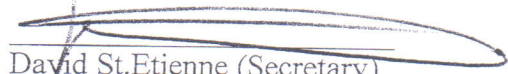
IT WAS RESOLVED THAT:

7. The following individual is appointed and confirmed as signing officer for the Corporation for a term of one year or until replaced and is authorized to manage bank accounts that have been established for the benefit of the Corporation:

   David St.Etienne.

8. There being no further business to come before the meeting, the meeting was adjourned.

9. DATED in the State of Louisiana on June 2nd, 2002.

David St.Etienne (Secretary)

Sworn to and subscribed before me this 11th day of May, 2011.

MELVIN RIPP, JR

NOTARY ID# 12729

Ultimate Technical Solutions, Inc.

END DOCUMENT