

Request for Proposal

Request for Proposal #19-07PV

Internal Connections (E-Rate Category 2 Eligible)

May 7, 2019

Prepared By:

Advanced Network Management, Inc





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1. Advanced Network Management – Experience and Reliability

A. ANM Overview

A.1 Signed Letter of Interest

May 7, 2019

Paradise Valley Unified School District
15002 N 32nd Street
Phoenix, AZ 85032
Attn: Claudia Leon
Director of Purchasing

Re: Request for Proposal #19-07PV

To Whom It May Concern:

Advanced Network Management, Inc (ANM) appreciates the opportunity to submit our RFP response for your consideration. This response is for RFP 19-07PV and includes all hardware and installation for Network Services as laid out in the Scope of Work and Cost Form provided. I will be the principal contact for this response and am supported directly by:

- Raminder Mann - CEO
- Lee Loen – General Manager, Arizona
- Vance Krier – CTO
- Dylan Marlow – Account Manager, Arizona
- Troy Baietto – Solutions Architect, Arizona
- Ken Reeves – Solution Architect, Arizona

With experienced technical leadership, solid financial management, and ongoing community involvement, ANM has become a recognized leader in the information technology industry in Arizona, New Mexico, Colorado, Wyoming, Idaho, and Texas. Today, more than 60% of ANM's total business is conducted with state, city, county, K-12 and other public-sector entities. This experience provides us with the understanding of the unique requirements within State, Local Government and Education customers (SLED). Our sales and engineering teams help public sector customers align technology solutions with the end goal in mind of improving citizen services, or the delivery of education. ANM is committed to helping public sector entities deliver an accelerated roadmap to digital transformation for citizen services by leveraging next generation IT solutions.



ANM holds multiple government and large consortium contracts similar to the master agreements sought through this RFP. We have a highly skilled sales administration and accounting team that ensures that all contracts requirements are met and reported on. ANM has done over \$32M revenue against its top five contracts in the last two years.

Please feel free to contact me directly at 602.312.5308 / joel.taylor@anm.com with any questions that will assist with the evaluation of our response.

Thank you for the opportunity!

A handwritten signature in black ink, appearing to read "Joel Taylor", with a large, stylized flourish extending to the right.

Joel Taylor
Account Manager

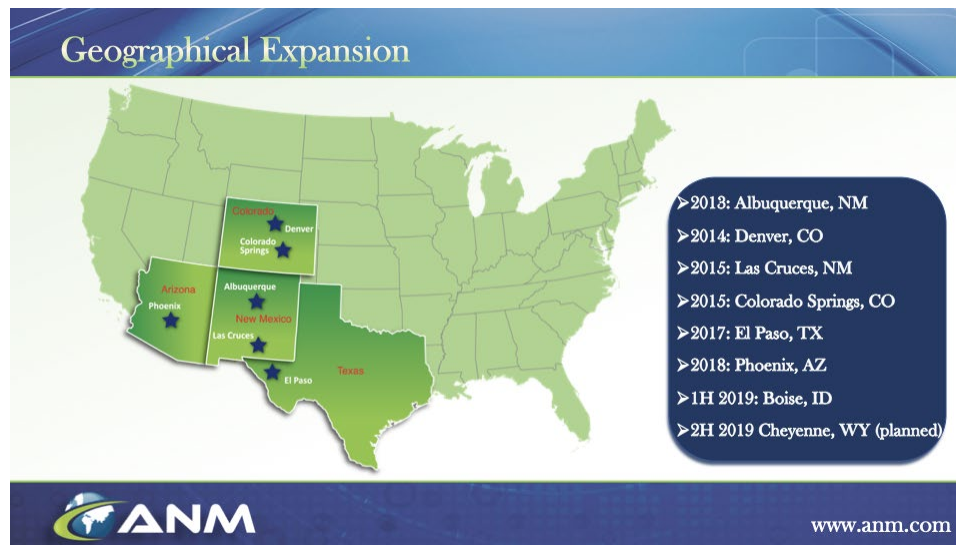
A.2 History & Leadership

Advanced Network Management, Inc. (ANM) is a unique IT consulting organization built on an extraordinary ability to execute on three core pillars – engineering excellence, customer service and organizational culture. We are truly an organization built by engineers. More than 50% of our employees have engineering backgrounds, and more than 25% of our design and implementation engineers have CCIEs (Cisco’s highest technical certification).

We have successfully executed on our engineering capabilities, and grown by almost 1200% in the last five years to be the 9th fastest growing reseller in North America. We have achieved this growth with a strong focus on public sector, accounting for more than 60% of ANM’s business today. We attribute our strong results and brand to our deep-rooted commitment to customer service, and our culture of going above and beyond. Every employee at ANM regards customer success over everything else. We work as a team, as a family, support each other, and help our customers achieve business objectives. We are a true consulting organization that takes the time in every interaction to understand the objectives and goals of our clients. We strive to provide innovative solutions that meet or exceed the needs of our clients, and execute on delivery of these projects to ensure successful business outcomes.

ANM was founded in Albuquerque, New Mexico in 1994 and has been a premier technology provider in New Mexico for the last 25 years. In 2014, under new leadership, ANM laid a very aggressive growth plan for the next five years to become a \$100M company. We achieved it in four years, and are now focused on our plan is to get to \$1B company by 2028. Based on this plan, we have made significant investments in service delivery, project management, engineering expertise, and expansion into new markets. ANM started building our presence in Colorado in 2014 by hiring a senior account manager and a senior engineer. In the last four years, we have grown our Colorado business to be \$60M+ in annual run-rate, and we currently have over 70 employees in Colorado. One of the pivotal moments for us in CO was ANM’s selection on the Cisco State Contract in 2016. Since then, ANM has increased our CO State, Local & Education (SLED) business run-rate by more than 300%. We have the highest density of CCIEs in the Colorado market, with 17 full-time CCIEs working for ANM in Colorado.

Based on the success in Colorado, ANM invested in the State of Arizona in 2018 with our first employee Lee Loen, our local General Manager, joining in August. In nine short months, we have opened a new office in Scottsdale, and presently have nine full time employees in that office. We currently have several open positions in Arizona and plan to get to 20+ employees by end of 2019. The Arizona team is built with over 75% engineers to provide local technical expertise to our Arizona customer base. Based on our proven success in Colorado, we would like to leverage the 1GPA contract to build a strong consulting practice for Arizona’s State, Local & Education customers. Please find a visual representation of our geographic expansion below.

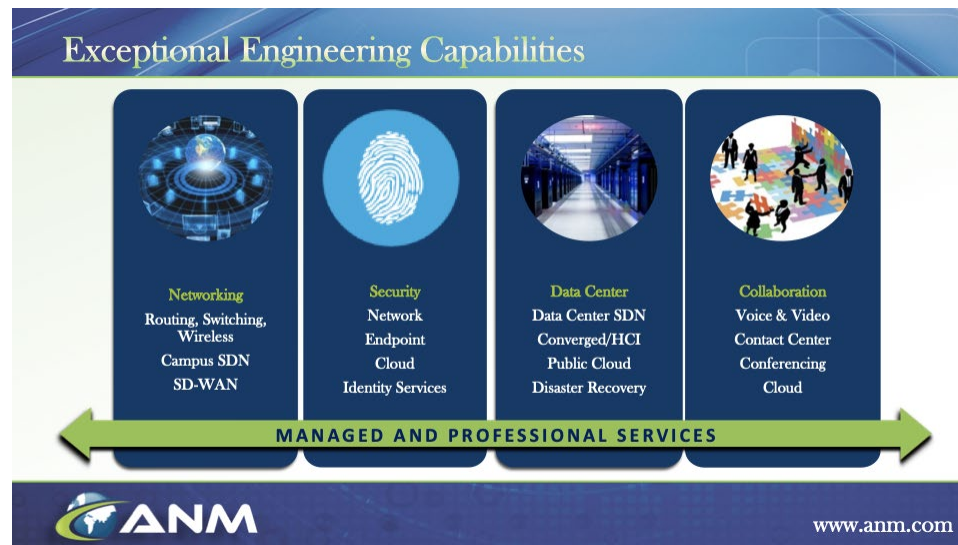


ANM’s Key Certifications: ANM holds and maintains a number of major Cisco and other manufacturer certifications. Due to the depth of ANM’s engineering expertise, please find a partial list of ANM’s certifications below:

- **Cisco Gold Partner**
- **Cisco Master’s Security Architecture**
- **Cisco Master’s Collaboration Architecture**
- **Cisco Advanced Data Center Architecture**
- **Cisco Advanced Enterprise Networks Architecture**
- **Cisco Advanced Wireless LAN**
- **VMware Premier Partner**
- **VMware Server Virtualization Competency**
- **VMware Hybrid Cloud Competency**
- **DELL / EMC Gold Partner**

ANM Core Competencies: ANM’s focus is in alignment with industry trends and strategic with the following core competencies. Our team believes in building relationships and partnerships with our customers that are based on mutual trust and confidence. The best partnerships are built with a common goal in mind. ANM is uniquely structured to identify IT needs, to design and implement solutions, and to support our clients at every step, building a stronger future. With an ANM team on the job, you can be assured that the IT infrastructure that is critical to success now and in the future operates at peak performance. ANM’s sales and engineering teams are highly qualified and trained to offer expertise in Enterprise Networking, Security, Data Center and Collaboration.

ANM offers our customers expertise in key practice areas. More than 60% of ANM’s business is conducted with state and public sector entities. This experience provides us understanding of unique requirements within State, Local Government and Education customers. Our sales and engineering teams help public sector customers align technology solutions with the end goal in mind of offering better citizen services. Here is a brief overview of our key practice areas:



Enterprise Networking: Our Enterprise Networking Practice consists of highly trained and certified engineers who specialize in implementation of routing, switching, and wireless projects. The goal of this key practice area is to help customers improve their core infrastructure and enhance performance of business applications. We have made significant investments in next generation software defined networking (SDN) solutions like software defined access (SDA) and Cisco DNA, as well as software defined WAN with Viptela and Meraki.

Security: Our security practice is built around providing customers with a holistic view of the secure infrastructure framework. We have the ability to provide complete security assessments including review of infrastructure and applications. Our engineering team is certified to implement complex security technologies to address potential vulnerabilities. ANM’s Cisco Identity Services Engine (ISE) methodology is a true differentiator for us. We are presently working on several large implementations for wired ISE, and our experienced team members have performed over 30 successful implementations of this key technology. In 2018, we also achieved the Cisco Master Security designation.

Data Center: At the heart of every thriving business is an infrastructure that includes a powerful data center that effectively manages information and streamlines business processes. At ANM, we help our clients navigate next-generation trends like software defined networking (SDN), converged infrastructure (CI), hyper-converged infrastructure (HCI), and multi-cloud. We have extensive experience designing and deploying next-generation architectures as evidenced by our more than 30 implementations of Cisco Application Centric Infrastructure (ACI).

Collaboration: At ANM, we know the importance and value of connecting employees and customers wherever they are and on whatever devices necessary. Recently, we were added to the Cisco Cloud Collaboration program, and are one of the few local providers of Hosted Collaboration on the Cisco Broadsoft Platform. We have robust capabilities for designing, deploying, and managing collaboration and contact center solutions.

Innovation Practices: At ANM, we believe in re-investing our success back into the business and focusing on looking at the future to ensure we are providing relevant services and products to our customers. In recent years, we have invested in building delivery practices around advanced technologies, such as:

- **Cloud** – Public, private, and hybrid cloud services with additional focus on end user computing (virtual desktop infrastructure) and data center automation.

- **Security Consulting** – In addition to our core security area which is heavily focused on deployment of complex security products, ANM has invested heavily in the delivery of the most advanced technologies, including Identity Services, automated threat containment, vulnerability assessments, penetration testing, risk assessments, vCISO services, managed security services, and SOC services.
- **Audio-Visual & Integrated Services** – Delivery of services related to building systems; Audio/Visual, structured cabling, access control, video surveillance, and the internet of things (IoT).
- **DevOps** – We have been building out a sizable team to perform DevOps services with a variety of focus areas. The primary focus is on Force.com/Salesforce.com development. This DevOps practice also has significant relevance to customers moving their application to cloud services and implementing various types of network automation.

ANM's Service Delivery Methodology:

ANM has earned its reputation as a recognized leader in the Information Technology industry because of excellent services delivery. Our comprehensive engineering expertise enables our team to design, implement, and support customized solutions, in order to address the unique IT challenges of every organization.

The most critical part of ANM's services delivery is the engineering team that supports our implementation and managed services practices. ANM's Cisco practice has multiple teams that offer expertise in virtually all Cisco technologies and are backed by 50+ Cisco certified individuals.

ANM understands that accomplishing your business goals requires a qualified sales and engineering team, equipped with the latest technologies and able to provide a broad range of services. With the client's business requirements driving the process, ANM collaborates with our clients and top technology partners to deliver outcomes. The result is technology solutions that are cost-effective, proactive, and growth-focused.

Clients count on ANM for:

- Aggressive service level agreements
- High-level IT resources and unmatched responsiveness
- Consistent service relationships
- Successful projects delivered on time

As part of ANM's services practice, we provide full support throughout the lifecycle of a solution, as following:

- **Discovery:** ANM provides a full assessment of the existing environment. Depending on the requirements, ANM provides discovery for wireless, wired access, distribution, core, WAN, data center, collaboration, data center, and other functional areas.
- **Plan and Design:** ANM architects are great at taking the requirements and providing architecture workshops to arrive to the most optimal solution.
- **Implementation:** ANM provides full implementation services. Depending on the solution and its complexity, ANM will build the solution, prove that it meets every requirement (PoV or proof of value), and implement the validated solution.
- **Optimization and Management:** ANM managed services are capable of managing and supporting every aspect of the implemented solution

- **Project Management Office (PMO):** ANM provides a strong PMO office based on well recognized industry standards for all projects that we deploy. Additionally, PMO can be provided to client IT organizations as a service on its own if needed.
- **Operational Support (ANM Managed Services):** ANM managed services provide 24 x 7 live answer support for any of the Cisco technology areas. Our managed services team can be trusted to be extension of our customers' IT staff to provide around the clock support and insure availability and stability of their infrastructure and applications.

ANM's Mission, Vision & Leadership Team:

Our Mission – To provide collaborative industry-leading technology solutions and services to our clients, enabling them to perform effectively and efficiently.

Our Vision - To maintain an accelerated focus on engineering excellence, nurturing strong and long-term client relationships, and diligently pursuing holistic professional growth and development to ensure successful outcomes to our customers.

Leadership

From the beginning, ANM's experienced and committed leadership has insisted on integrity and professionalism in every area and at every level of the workplace. ANM is a self-certified (SBA) women owned business.

Meet the Leadership Team members who are moving ANM forward in the industry, even as they work to foster a sense of "family" among employees and ensure a safe, positive environment for success.

Maninder Mann, President



Maninder has over 25 years of combined experience in the fields of education, healthcare and technology. With a master's degree in literature, Maninder has first-hand experience working with education professionals. In addition, she is a licensed nurse, aware of the technology needs of healthcare institutions. Maninder's diverse business background is the cornerstone of ANM's ability to align technology solutions to key verticals, including K-12 schools, universities, healthcare, and government. From the founding of ANM, Maninder has maintained that the two key fundamentals of the company's success are engineering excellence and customer service.

Raminder Mann, CEO CCIE# 17940 - Emeritus



ANM's CEO, Raminder Mann, is passionate about aligning technology solutions to business needs, making IT more relevant to business. Raminder has over 20 years of business and technology experience along with a master's degree in electrical engineering. Over the course of his career, Raminder has worked for multiple organizations, including Fortune 100 companies, like Cisco. Raminder believes in building a culture of success and helping employees deliver great results while maintaining a strong work-life balance. A significant amount of Raminder's time is spent in recruitment and hiring to ensure every new employee upholds ANM's core values and culture.

Vance Krier, CTO
CCIE# 14212 - Emeritus



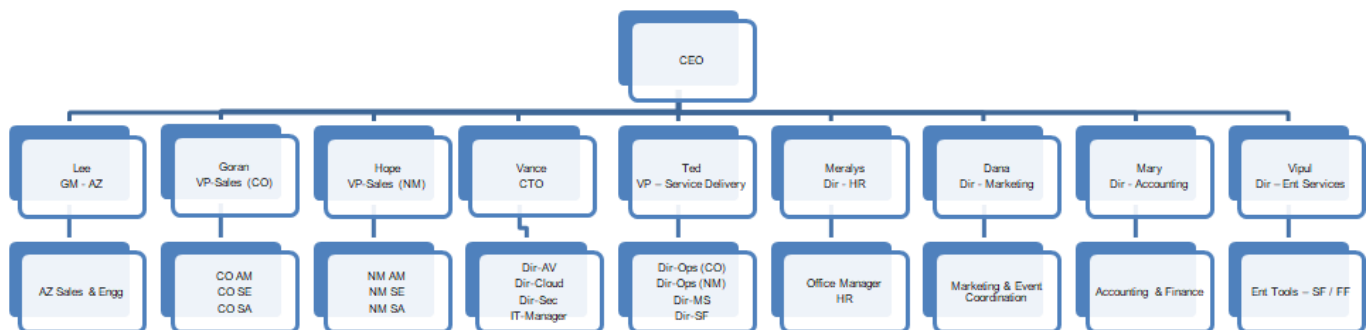
Chief Technical Officer Vance Krier brings over 21 years of diverse technology experience to ANM. A team member since 1998, Vance has been instrumental in developing the core of ANM’s Enterprise IT Solutions business. He is a Subject Matter Expert (SME) on Cisco products and solutions. In addition, he has attained the highest levels of industry certification and recognition from multiple manufacturers, including Cisco, Microsoft, VMWare, and more. Vance is a technologist with an excellent sense for developing technology solutions that align with and solve our customers’ business and technology challenges. Given his long tenure with ANM and extensive industry and business experience, Vance is a key escalation resource for all business units. His role as CTO includes work with ANM teams—both internal and client-specific—to guide the technology direction for vendor relationships.

Lee Loen, General Manager - Arizona



Lee Loen joined ANM in 2018 and brings 10+ years of IT sales, consulting, and leadership experience to ANM. Lee is passionate about enabling client success through building great teams. At ANM, Lee is responsible for building ANM’s Arizona team spanning sales, engineering, project management, and engineering delivery. Before ANM, Lee held various roles at Cisco such as Account Manager, Regional Manager, and Client Executive. Raised in Oregon, Lee grew up working in his family’s agricultural business where he learned that working hard, having fun, and always doing the right thing are paramount to business success.

ANM’s High-Level Organization Chart:



B. Proposal and Contract Acceptance

ANM has reviewed and understands all requirements as detailed in the Scope of Work for RFP 19-07PV and will fully comply with all terms, requirements, and conditions should we be awarded any contract. ANM is submitting pricing and proposals for the following sections:

- Networking
- Managed Internal Broadband Services
- Basic Maintenance of Internal Connections

A handwritten signature in black ink, appearing to read "Lee Loen".

Lee Loen, General Manager

C. Advanced Network Management - Resources

C.1 Advanced Network Management – Partner Certifications Held

Partner Certifications

- Amazon
 - Advanced Consulting Partner
 - Amazon Web Services (AWS) Partner Transformation Program
- Cisco
 - Cisco Gold Certified Partner
 - Cisco Master Security Specialization
 - Cisco Master Collaboration Specialization
 - Cisco Advanced Data Center Architecture Specialization
 - Cisco Advanced Security Architecture Specialization
 - Cisco Advanced Enterprise Networks Architecture Specialization
 - Cisco Advanced Collaboration Architecture Specialization
- Citrix
 - Citrix Silver Certified Partner
- Dell / EMC
 - Dell EMC Gold Partner
 - Dell Server Solution Competency



- Dell Storage Solution Competency
- Dell Certified Networking & Security Specialists
-
- Microsoft
 - Microsoft Gold Midmarket Solution Provider
 - Microsoft Small Business Specialist Community
- VMware
 - VMware Premier Partner
 - VMware Cloud Provider Competency
 - VMware Desktop-as-a-service (DaaS) Competency
 - VMware Desktop Virtualization Competency
 - VMware Hyper-Converged Infrastructure Competency
 - VMware Server Virtualization Competency
 - VMware Hybrid Cloud Competency
 - VMware PKS Competency
 - VMware Cloud on AWS Competency



Authorizations

- Cisco Approved Partner for Tetration Orders
- Cisco Adoption Services Support
- Cisco EA Collab-Flex Plan
- Cisco EA Security Choice
- Cisco EA Data Center Choice-Intersight TAAS CC
- Cisco EA Collab-Flex Plan On-Prem Calling
- Cisco EA Collab-Flex Plan On-Prem Meetings
- Cisco EA Collab - UC TP PC
- Cisco SaaS Simple Resale
- Cisco Meraki Confirmed Partner

Partner Designations

- Cisco Lifecycle Advisor
- Cisco Lifecycle Advisor for Webex and Teams
- Cisco Lifecycle Advisor for Enterprise Agreements
- Cisco Lifecycle Advisor for Collaboration

Other

- Cisco Partner Ecosystem
- Cisco Security Enterprise Licensing Agreement
- Cisco Certified Refurbished Equipment



C.2 Advanced Network Management – Individual Certifications Held

Infrastructure		
Certification	Description	Number of Certifications
AWS Architect Pro	Amazon Web Services – Architect Professional Certified	2
AWS Architect Assoc	Amazon Web Services – Architect Associate Certified	3
AWS Cloud Practioner	Amazon Web Services – Cloud Practioner Certified	4
AWS DevOps Pro	Amazon Web Services – DevOps Professional Certified	1
AWS DevOps Assoc	Amazon Web Services – DevOps Associate Certified	2
AWS Network Spec	Amazon Web Services – Network Specialist Certified	1
AWS SysOps Assoc	Amazon Web Services – SysOps Associate Certified	3
CCIE Route/Switch	Cisco Certified Internetwork Expert - Routing/Switching	5
CCIE Collaboration	Cisco Certified Internetwork Expert - Collaboration	8
CCIE Security	Cisco Certified Internetwork Expert - Security	2
CCIE Data Center	Cisco Certified Internetwork Expert - Data Center	2
CCDP	Cisco Certified Design Professional	3
CCDA	Cisco Certified Design Associate	5
CCNP	Cisco Certified Network Professional	21
CCNA	Cisco Certified Network Associate	54
CEH	Certified Ethical Hacker	1
CISA	Certified Information Systems Auditor	1
CISSP	Certified Information Systems Security Professional	3
MCP	Microsoft Certified Professional	10
MCSA	Microsoft Certified System Administrator	8
MCSE	Microsoft Certified System Engineer	6
OSCP	Offensive Security Certified Professional	1
PSE	Palo Alto PSE Platform Associate	1
Splunk	Splunk Certified Architect	1
VCP	VMware Certified Professional	11
VSP	VMware Sales Professional	6
VTSP	VMware Technical Sales Professional	6
Audio/Visual & Structured Cabling		
BICSI	BICSI	4



Belden	Belden Certified	2
Commscope	Commscope Certified	6
Crestron Master	Crestron Master	1
Extron GCP Pro	Extron GCP Pro	2
AMX	AMX	1
Biamp Level 2	Biamp Level 2	5
QSC Level 2	QSC Level 2	4

D. Advanced Network Management – Similar Projects and Services

Central New Mexico Community College (CNM)

ANM has been a strong partner to CNM for the past five years. The partnership is bilateral, in that we also hire interns and technical staff from the CNM Cisco Academy. ANM has provided solutions to CNM that include not only hardware and software, but also professional services (design and deployment) and managed services (networking and collaboration). A few projects that we have worked on with CNM include:

- VMware Enterprise License Agreements for both vSphere and Horizon, as we are getting ready to migrate CNM to VMware Cloud Foundations / and software defined data center (SDDC).
- Cisco technologies including Networking (Core / Data Center, LAN/WAN), Identity Services Engine (ISE), Cisco Unified Computing Servers (UCS), Cisco Communication Manager / Unity Voicemail (CUCM), Webex/TEAMS (Collaboration), Contact Center Express (CCX) and 3rd Party application to meet specific needs.
- The most recent project was the \$1.8M Cisco voice/collaboration project, in which we migrated from their previous Avaya platform to the latest Cisco offering to support approximately 2500 clients with handsets as well as soft phones. ANM worked with CNM on the foundational design & configuration, as well as initial deployments and training, while CNM's Department of Innovation is deploying the additional departments and campus locations.
- The next phase in the ANM-CNМ partnership will focus the migration from a Converged Computing Platform to Hyperconverged utilizing VMware's vSAN technology on Cisco UCS. This initial deployment will consist of support for 2000 Virtual Desktops and migration of their existing 700 server environment – the final design will provide support for support of 26,000 virtual desktops at 60% concurrency.

Contact Name: Ken Cole, Networking Director

Phone: 505-224-3029

Email: KCole5@cnm.edu

City of Albuquerque

ANM has worked with CABQ on a number of projects over the years. One key project involved the deployment of an active/passive data center strategy along with full DR capabilities. Some of the key components of the solution included:

- Cisco Active/Passive network solution based on Cisco Nexus 9K
- Compute solution based on Cisco UCS and VMware
- Primary storage based on VMware vSAN
- Disaster Recovery and backup solution based on EMC Data Domain and Veeam

Contact Name: Andre Obrien, Infrastructure and Operations Manager

Phone: (505) 768-2955

Email: andreobrien@cabq.gov

Boulder Valley School District

The size and capacity of the project at BVSD is relevant to our ability to manage large and complex projects within the K-12 environment. ANM is near completion of this project which has included a

complete overhaul of the IP infrastructure throughout 55 total schools. The project includes a rebuild of the data center core, distribution, access, and wireless network infrastructure. ANM's solution for BVSD was built with the following components:

- Cisco Nexus 9K Core
- Cisco Meraki MS425, MS 350, MS 320 & MS 220 Switches
- Cisco Meraki MR42 & MR52 Access Points

Contact Name: Bill Hoferer

Phone: 720-561-5196

Email: bill.hoferer@bvsd.org

Jefferson County School District

ANM delivered a comprehensive upgrade and modernization of the Cisco Unified Communications Manager platform for call processing and voicemail. The District's system was lacking maintenance and attention and therefore was not a stable platform when ANM engaged. ANM's professional services team performed a complete upgrade, rebuild and optimization of all configurations. Since then ANM has continually updated the system. Jefferson County's CUCM solution has more than 11,000 phones registered to the system. In addition, to the communications manager upgrade, ANM has also worked on various other IT projects for Jeffco schools:

- E-Rate LAN Upgrade for Cisco Switching
- Cisco UCS Server Upgrade

Contact Name: Hilary Young

Phone: 303-982-2522

Email: hyoung@jeffco.k12.co.us

City and County of Denver, Colorado

ANM is the primary Cisco Partner and value-added reseller that supports CCoD in many areas within their network, voice, data center, and security environments.

Network – ANM had provided over 50 site refresh Cisco hardware and professional services. ANM team designs, quotes, procures, stores, stages and delivers each site to the client as a fixed fee engagement. This includes all six police districts offices and over 30 firehouses over the last two years. This year includes the county jails and court house.

Data Center – ANM designed a full data center migration moving both on premise data centers into a single colocation data center utilizing Cisco's remote leaf technology with ACI. This project was fully designed, scoped and implemented by ANM. ANM also supports the city with their compute (UCS) environment and storage (EMC) environments.

Security – In 2017, ANM designed and developed a highly available Active/Active Cisco FTD cluster over OTV for CCoD. This project was extremely successful in allowing CCoD to have fully active/active environments in their fusion/internal firewalling space. These firewalls monitor all internal traffic traversing the city network. ANM has done extensive work to maintain a fully secure environment powered by Cisco and supporting over 30 other FTD/ASA's in the environment.

Voice – ANM has segmented off 4 auxiliary environments from the city voice environment allowing for those entities to utilize CCoD Voice infrastructure but also be stand alone for changes. ANM supported



a 311 upgrade to allow constituents to ask for trash pickup schedule via voice commands. Currently ANM is providing services for a full Cisco CUCM upgrade for over 12000 phones to CUCM 12.5.

Contact Name: Todd Matthews

Phone: 720-913-4818

Email: todd.matthews@denvergov.org

State of Colorado – Judicial

The State of Colorado's Judicial Department includes 100 locations throughout Colorado. We are helping the client migrate from aging Avaya/Mitel infrastructure to a new modern Cisco collaboration solution including call processing, voicemail, contact center and cisco WebEx for conferencing. In addition to collaboration migration, ANM is also helping with a network and wireless refresh for all 100 locations to include new DNA platform for automation. State of Colorado Judicial has engaged ANM's managed services for day-to-day support on their newly implemented collaboration solution.

Contact Name: Piotr Nowakowski


Email: piotr.nowakowski@judicial.state.co.us



E. Advanced Network Management – Service Provider Information Number

Advanced Network Management – Service Provider Information Number - 143028101

F. Advanced Network Management – Contact Information

	<p>Joel Taylor ANM Account Manager</p> <p>(480) 385-0603 Work (602) 312-5308 Mobile Joel.Taylor@anm.com 1365 N. Scottsdale Rd. Suite 350 Scottsdale, AZ 85257</p>
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G. Financial Disclosure Questionnaire

FINANCIAL DISCLOSURE QUESTIONNAIRE – TAB 1

Offeror shall complete each item using attachments if necessary. Attachments shall indicate the item number and heading being referenced as it appears below. Please respond "Not Applicable", "N/A", or "none" as needed instead of leaving items blank. Failure to complete may result in the rejection of proposal as unresponsive:

1. Have any licenses / certifications ever been denied, revoked or suspended or provisionally issued within the past five years? If yes, please provide explanation.

No

2. List all judgments, arbitration awards and settlements against your firm within the last three (3) years arising from a lawsuit or claim of any nature.

N/A

3. Describe all unresolved claims, arbitration claims, lawsuits or bond claims brought by or against your firm. Include the name of all parties and a brief description of the nature of the dispute.

N/A

4. Has your firm made any filing under the United States Bankruptcy Code, assignment for the benefit of creditors or other measures taken for the protection against creditors during the last three (3) years?

No

5. If the Offeror's firm is a division or subsidiary of another firm, indicate below the name and address of the parent firm. Also include a description of the working relationship between the Offeror's firm and the parent firm. Specify what impact, if any, this relationship would have on the Offeror's firm's ability to meet the requirements for services described in this solicitation.

N/A

6. Has your company ever had a name change in the past? Yes No
If yes, provide all prior name(s) your company has used and year(s) of operation.

7. Length of time your Company has been doing business in Arizona.

9 Years and 5 Months

9. Does your firm have at least 5 years' experience working with public sector agencies (schools, cities, municipalities, etc.)?

Yes

10. What are the annual sales for the past 3 years for your firm?

2018: \$109,774,974 2017: \$92,357,719 2016: \$49,185,465

Note: 1GPA reserves the right to request a copy of audited financial statements for the immediate past two fiscal years.

2. Advanced Network Management – Experience of Key Personnel

A. Contract Key Personnel

ANM has a robust staff across the Southwest encompassing executive leadership, functional leadership, sales leadership, account management, pre-sales engineering, service delivery leadership, project management, delivery engineering, and 24/7 managed services leadership and engineering. Although it is possible that anyone at ANM could interface with a potential client being served via 1GPA, we have summarized the key personnel below in table format for ease of consuming the information. A resume for anyone at ANM will be provided on demand to 1GPA at any time.

Name	Role	Geo	Degrees and/or Certifications	Training and/or Qualifications	Years in IT
Raminder Mann	CEO	All	B.E. Electrical Engineering; M.S. Electrical Engineering	CCIE (emeritus)	19+
Vance Krier	CTO	All	A.A.S Electronics Technology	CCIE (emeritus) CCDP, CCNP MCSE, VCP	21+
Lee Loen	General Manager, Arizona	AZ	B.A. Business; B.A Spanish; M.S. Info Engineering	Cisco Sales Associate Program, ongoing leadership training	10+
Joel Taylor	Account Manager	AZ		CWNA	20+
Dylan Marlow	Account Manager	AZ	B.A. Audio Engineering	CCIE	6+
Troy Baietto	Pre-Sales Engineer	AZ			20+
Cynthia Lukman	Sales Administrator	AZ	B.B.A. Arts Management		2+
Jonathan Woods	Pre/Post Security Engineer	AZ	A.A.S. Network Engineering		17+
Ken Reeves	Pre/Post Collaboration Engineer	AZ	B.S. Business Management	CCNP – Voice & R/S CCDA	20+
Adil Can	Pre/Post AWS Engineer	AZ	M.B.A. Management/Marketing; B.S. Computer Engineering	AWS – SysOps VMTSP VMSP	20+
Dana Connor	Director, Marketing	All	M.Sc. Integrated Marketing Communications;		

			M.A. Communication Science		
Mary Calderwood	Director, Accounting	All			
Hope McIntosh	VP, Sales	NM/TX	Masters Project Management; B.B.A. Managed Information Systems		20+
Goran Velickovski	VP, Sales	CO/ID	Masters Electrical and Computer Engineering; Bachelors Electrical and Computer Engineering	CCDP CCNP	15+
Ramneet Mann	Director, Sales	CO/ID	Masters Electrical Engineereing		12+
Jeff Gray	Director, Operations	CO/ID/AZ	Bachelors Computer Science	CCDP CCNP Data Center	17+
Patricia Barton	Director, Operations	NM/TX	M.S. Computer and IS; M.B.A. Finance	PMP ITIL Expert COBIT	10+
Matt Good	Cloud Engineer	All	B.S. Business Administration		20+
Chris Perkins	Security Engineer	All		CCSP CCNA VCP	13+
Dan Cumberland	Senior Project Manager	CO/AZ		PMP	20+
Joelle Scott	Project Manager	CO/AZ	B.A. Communications		12+
Ryan Barnett	End User Adoption Specialist	CO/AZ			17+
Cooper Heflick	Senior Project Manager	NM/AZ	B.A. Political Science and History	PMP ITIL Foundation Certificate	16+
Laura Garcia	Senior Project Manager	NM/AZ			22+
Andrew Bormann	Senior Consulting Engineer	CO/AZ		CCIE - Route/Switch CCIE – Security CCIE – Data Center	15+



Hitesh Chhabra	Senior Security Consulting Engineer	CO/AZ		CCIE - Security	9+
Scott Beauton	Senior Collaboration Consulting Engineer	CO/AZ		CCIE - Collaboration	17+



B. Employee Certifications

ANM will be happy to provide any certificates as requested. We have added a list of all individuals with current certifications.

First Name	Int	Title	Department	Location	Category	Certification	Description
Adam	O	Director Cloud Practice	Data Center	Denver	Certification	CCIE - DC	Data Center
Adam	O	Director Cloud Practice	Data Center	Denver	Certification	VTSP DV	Desktop Virtualization 6
Adam	O	Director Cloud Practice	Data Center	Denver	Certification	VTSP-SV	Server Vitalization 5
Adam	O	Director Cloud Practice	Data Center	Denver	Certification	VSPHERE	with Operations Management for VTSP
Adam	O	Director Cloud Practice	Data Center	Denver	Certification	VTSP	Software-Defined Storage
Adam	O	Director Cloud Practice	Data Center	Denver	Certification	VSP	Hybrid
Adam	M	Senior Consulting Engineer	Engineering - Core	Albuquerque	Certification	CCNA - RS	Routing & Switching
Adam	M	Senior Consulting Engineer	Engineering - Core	Albuquerque	Certification	ALLWORX	Technical training
Adam	M	Senior Consulting Engineer	Engineering - Core	Albuquerque	Certification	JNCIA-ER	Juniper Networks
Adam	M	Senior Consulting Engineer	Engineering - Core	Albuquerque	Certification	MCTS	Microsoft Cert Technology Specialist
Adam	M	Senior Consulting Engineer	Engineering - Core	Albuquerque	Certification	VCP6-DCV	Data Center Virtualization
Adam	M	Senior Consulting Engineer	Engineering - Core	Albuquerque	Certification	CEFFE	Field Engineers
Adil	C	Senior Consulting Engineer	Data Center	Phoenix	Certification	AWSSAA	AWS Cert Solutions Arch - Associate
Alan	S	Manager	Corporate Management	Albuquerque	Certification	CCNA	Cisco Certified Network Associate
Amandeep	A	Senior Account Manager	CO Account Managers	Denver	Certification	CCIE	Voice



Andrew	B	Consulting Architect	Engineering - Core	Denver	Certification	CCNA	Cisco Certified Network Associate
Andrew	B	Consulting Architect	Engineering - Core	Denver	Certification	CCNP	Cisco Certified Network Professional
Andrew	B	Consulting Architect	Engineering - Core	Denver	Certification	CCDA	Cisco Certified Design Associate
Andrew	B	Consulting Architect	Engineering - Core	Denver	Certification	CCIE - RS	Route & Switch
Andrew	B	Consulting Architect	Engineering - Core	Denver	Certification	CCNP - SEC	Cisco Cert Network Prof - Sec
Andrew	B	Consulting Architect	Engineering - Core	Denver	Certification	CCIE - SEC	Cisco Cert Internetworking Expert - Sec
Andrew	B	Consulting Architect	Engineering - Core	Denver	Certification	CCIE - DC	Data Center
Andrew	G	Consulting Engineer	Engineering - Collaboration	Albuquerque	Certification	CCNA - RS	Routing & Switching
Brian	P	Solutions Architect	Solutions Engineering	Denver	Certification	CCDA	Cisco Certified Design Associate
Brian	P	Solutions Architect	Solutions Engineering	Denver	Certification	CCDP	Cisco Certified Design Professional
Brian	P	Solutions Architect	Solutions Engineering	Denver	Certification	CCNA	Cisco Certified Network Associate
Brian	P	Solutions Architect	Solutions Engineering	Denver	Certification	CCNP	Cisco Certified Network Professional
Brian	P	Solutions Architect	Solutions Engineering	Denver	Certification	MCSA	Microsoft Cert Solutions Assoc
Brian	P	Solutions Architect	Solutions Engineering	Denver	Certification	MCSE	Microsoft Cert System Eng



Brittany	W	Sales Administrator	Sales Administration	Albuquerque	Certification	ASAAM	Advanced Security Arch for AMs
Brittany	W	Sales Administrator	Sales Administration	Albuquerque	Certification	ICS	Introduction to Cisco Sales
Christopher	H	Director - Information Security	Information Security	Albuquerque	Certification	CCNA	Cisco Certified Network Associate
Christopher	H	Director - Information Security	Information Security	Albuquerque	Certification	CCNA - S	Security
Christopher	H	Director - Information Security	Information Security	Albuquerque	Certification	COMPTIA-	Security
Christopher	H	Director - Information Security	Information Security	Albuquerque	Certification	CISSP	Cert Info Sys Sec Prof
Cooper	H	Project Manager	Project Management	Albuquerque	Certification	CCNA - RS	Routing & Switching
Cooper	H	Project Manager	Project Management	Albuquerque	Certification	ITIL	IT Service Mgmt
Cooper	H	Project Manager	Project Management	Albuquerque	Certification	PMP	Project Management Professional
Derek	W	Consulting Engineer	Information Security	Denver	Certification	CCNA - RS	Routing & Switching
Derrick	R	Consulting Engineer	Engineering - Core	Denver	Certification	CCNA	Cisco Certified Network Associate
Derrick	R	Consulting Engineer	Engineering - Core	Denver	Certification	CCNA - WIR	Cisco Cert Network Assoc - Wireless
Derrick	R	Consulting Engineer	Engineering - Core	Denver	Certification	CCNP	Cisco Certified Network Professional
Dylan	M	Account Manager	AZ Account Managers	Phoenix	Certification	CCNA	Cisco Certified Network Associate
Dylan	M	Account Manager	AZ Account Managers	Phoenix	Certification	CCIE - RS	Route & Switch
Dylan	M	Account Manager	AZ Account Managers	Phoenix	Certification	CCDP	Cisco Certified



							Design Professional
Dylan	M	Account Manager	AZ Account Managers	Phoenix	Certification	CCENT	Cert Entry Networking Tech
Dylan	M	Account Manager	AZ Account Managers	Phoenix	Certification	CCNA - RS	Routing & Switching
Dylan	M	Account Manager	AZ Account Managers	Phoenix	Certification	CCNA - S	Security
Dylan	M	Account Manager	AZ Account Managers	Phoenix	Certification	CCNP- RS	Routing and switching
Dylan	B	Consulting Engineer	Data Center	Denver	Certification	CCNA - RS	Routing & Switching
Dylan	B	Consulting Engineer	Data Center	Denver	Certification	VCP6-DCV	Data Center Virtualization
Dylan	B	Consulting Engineer	Data Center	Denver	Certification	AWSSAA	AWS Cert Solutions Arch - Associate
Edward	N	Senior Consulting Engineer	Engineering - Collaboration	Denver	Certification	MCTS	Microsoft Cert Technology Specialist
Edward	N	Senior Consulting Engineer	Engineering - Collaboration	Denver	Certification	MCIP	Microsoft Cert IT Prof
Edward	N	Senior Consulting Engineer	Engineering - Collaboration	Denver	Certification	MCTS	Microsoft Cert Technology Specialist
Elizabeth	S	Senior Consulting Engineer	Engineering - Collaboration	Albuquerque	Certification	CCNP V	Cisco Cert Network Prof - Voice
Eric	D	Senior Consulting Engineer	Engineering - Core	Albuquerque	Certification	CCIE - RS	Route & Switch
Eric	G	Senior Consulting Engineer	Managed Services	Albuquerque	Certification	CCNA	Cisco Certified Network Associate
Eric	G	Senior Consulting Engineer	Managed Services	Albuquerque	Certification	CCNA - RS	Routing & Switching
Frank	M	Solutions Architect	Solutions Engineering	Colorado Springs	Certification	CCIE - RS	Route & Switch
Frank	M	Solutions Architect	Solutions Engineering	Colorado Springs	Certification	VTSP-SV	Server Vitalization 5



Garrick	B	Senior Systems Engineer	Solutions Engineering	Denver	Certification	CVNS	Cisco Video Network Specialist
Garrick	B	Senior Systems Engineer	Solutions Engineering	Denver	Certification	ECSER	Ex Colab Sys Eng Rep
Garrick	B	Senior Systems Engineer	Solutions Engineering	Denver	Certification	ECSErv2	Exp Colab Sys Eng Rep v2
Garrick	B	Senior Systems Engineer	Solutions Engineering	Denver	Certification	CCNA	Cisco Certified Network Associate
Giovanni	R	Consulting Engineer	Managed Services	Albuquerque	Certification	CCNA - RS	Routing & Switching
Giovanni	R	Consulting Engineer	Managed Services	Albuquerque	Certification	CCNP	Cisco Certified Network Professional
Giovanni	R	Consulting Engineer	Managed Services	Albuquerque	Certification	CCNA - S	Security
Gregory	M	Infrastructure Technician	Integrated Services	Albuquerque	Certification	CCENT	Cert Entry Networking Tech
Hitesh	C	Senior Consulting Engineer	Information Security	Denver	Certification	CCNA - RS	Routing & Switching
Hitesh	C	Senior Consulting Engineer	Information Security	Denver	Certification	CCIE - S	Security
Hitesh	C	Senior Consulting Engineer	Information Security	Denver	Certification	CCNA - S	Security
Ian	L	Systems Engineer	Solutions Engineering	El Paso	Certification	CCNA - RS	Routing & Switching
Ian	L	Systems Engineer	Solutions Engineering	El Paso	Certification	VCP6-DCV	Data Center Virtualization
Ian	L	Systems Engineer	Solutions Engineering	El Paso	Certification	VCP6-NV	Network Professional 6
Ian	L	Systems Engineer	Solutions Engineering	El Paso	Certification	VCP7-CMA	VMware Cloud Mgmt & Auto
James	A	Solutions Architect	Solutions Engineering	Denver	Certification	CCIE VOICE	Voice
Jared	S	Sales Administrator	Sales Administration	Albuquerque	Certification	ASAAM	Advanced Security Arch for AMs
Jared	S	Sales Administrator	Sales Administration	Albuquerque	Certification	ICS	Introduction to Cisco Sales



Javier	G	Consulting Engineer	Managed Services	Albuquerque	Certification	CCNA - RS	Routing & Switching
Jeffrey	G	Director of Engineering	Engineering - Core	Denver	Certification	CCDP	Cisco Certified Design Professional
Jeffrey	G	Director of Engineering	Engineering - Core	Denver	Certification	CCNP	Cisco Certified Network Professional
Joel	T	Account Manager	AZ Account Managers	Phoenix	Certification	CWNA	Wireless
John	G	Senior Consulting Engineer	Engineering - Core	Albuquerque	Certification	CCNA - RS	Routing & Switching
John	G	Senior Consulting Engineer	Engineering - Core	Albuquerque	Certification	CCNA - WIR	Cisco Cert Network Assoc - Wireless
John	G	Senior Consulting Engineer	Engineering - Core	Albuquerque	Certification	CMNA	Cisco Cert Meraki Assoc
Jose	A	Consulting Engineer	Managed Services	Albuquerque	Certification	CCNP- RS	Routing and switching
Kyle	A	Consulting Engineer	Managed Services	Albuquerque	Certification	V Sphere	VMware
Kyle	P	Solutions Architect	Solutions Engineering	Albuquerque	Certification	CCNA - RS	Routing & Switching
Kyle	P	Solutions Architect	Solutions Engineering	Albuquerque	Certification	CEFFE	Field Engineers
Kyle	P	Solutions Architect	Solutions Engineering	Albuquerque	Certification	HP-AFT	
Kyle	P	Solutions Architect	Solutions Engineering	Albuquerque	Certification	MCD-ICP	Mitel
Kyle	P	Solutions Architect	Solutions Engineering	Albuquerque	Certification	MCD-ICP4.0	Mitel
Kyle	P	Solutions Architect	Solutions Engineering	Albuquerque	Certification	CAWFE	Advanced Wireless Field Engineer
Kyle	P	Solutions Architect	Solutions Engineering	Albuquerque	Certification	CCUWSS	Cisco Conducting Unified Wireless
Kyle	P	Solutions Architect	Solutions Engineering	Albuquerque	Certification	CDCUSS	Data Center Unified Supp Spec



Kyle	P	Solutions Architect	Solutions Engineering	Albuquerque	Certification	CEFFS	Express Foundations Field Spec
Kyle	P	Solutions Architect	Solutions Engineering	Albuquerque	Certification	CCNA - WIR	Cisco Cert Network Assoc - Wireless
Kyle	P	Solutions Architect	Solutions Engineering	Albuquerque	Certification	ALLWORX	Technical training
Kyle	P	Solutions Architect	Solutions Engineering	Albuquerque	Certification	UCTAMR	Uni Comp Tech Acct Mgr Rep
Kyle	P	Solutions Architect	Solutions Engineering	Albuquerque	Certification	ECSER	Ex Colab Sys Eng Rep
Kyle	P	Solutions Architect	Solutions Engineering	Albuquerque	Certification	ECSERv2	Exp Colab Sys Eng Rep v2
Linh	N	Salesforce Consultant	Salesforce	El Paso	Certification	SAA	Salesforce Advanced Admin
Lititia	P	Senior Marketing Specialist	Marketing	Albuquerque	Certification	ITIL	IT Service Mgmt
Manuel	P	Client Services Manager	Managed Services	Albuquerque	Certification	DPES0909	Dell Pwr Edge Servers Tech
Manuel	P	Client Services Manager	Managed Services	Albuquerque	Certification	MTSW7	Micro TS Window 7 Office 2010
Manuel	P	Client Services Manager	Managed Services	Albuquerque	Certification	MAO365	Micro Admin Office 365
Manuel	P	Client Services Manager	Managed Services	Albuquerque	Certification	MICWS 2012	Installing and config window
Manuel	P	Client Services Manager	Managed Services	Albuquerque	Certification	MTSW 2008	Active Directory Config
Manuel	P	Client Services Manager	Managed Services	Albuquerque	Certification	MTSWS2008	Micro TS Windows Server 2008
Mark	P	Senior Consulting Engineer	Information Security	Albuquerque	Certification	SASE	Splunk Accredited Sales Engineer II
Mark	P	Senior Consulting Engineer	Information Security	Albuquerque	Certification	SECA	Splunk Enterprise Certified Architect



Matthew	G	Solutions Architect	Data Center	Denver	Certification	VCP6-DCV	Data Center Virtualization
Matthew	G	Solutions Architect	Data Center	Denver	Certification	VCP6-NV	Network Professional 6
Matthew	M	Consulting Architect	Managed Services	Albuquerque	Certification	CCNA	Cisco Certified Network Associate
Matthew	M	Consulting Architect	Managed Services	Albuquerque	Certification	CCNP	Cisco Certified Network Professional
Matthew	M	Consulting Architect	Managed Services	Albuquerque	Certification	CCIE - RS	Route & Switch
Michael	N	Consulting Engineer	Engineering - Core	Denver	Certification	CCNP- RS	Routing and switching
Monty	M	Senior Consulting Architect	Engineering - Collaboration	Denver	Certification	CCIE - RS	Route & Switch
Monty	M	Senior Consulting Architect	Engineering - Collaboration	Denver	Certification	CCIE VOICE	Voice
Nathaniel	D	Senior Consulting Engineer	Data Center	Denver	Certification	CCNP- RS	Routing and switching
Nathaniel	D	Senior Consulting Engineer	Data Center	Denver	Certification	VCP6-DCV	Data Center Virtualization
Nick	M	Senior Consulting Engineer	Data Center	Denver	Certification	AWSSAA	AWS Cert Solutions Arch - Associate
Nick	M	Senior Consulting Engineer	Data Center	Denver	Certification	AWSSAP	AWS Cert Sol Arch Prof
Oscar	N	Consulting Engineer	Managed Services	Las Cruces	Certification	CCNA	Cisco Certified Network Associate
Oscar	N	Consulting Engineer	Managed Services	Las Cruces	Certification	COMPTIA-	Security
Oscar	N	Consulting Engineer	Managed Services	Las Cruces	Certification	MCSA	Microsoft Cert Solutions Assoc
Oscar	N	Consulting Engineer	Managed Services	Las Cruces	Certification	MCSE	Microsoft Cert System Eng



Patricia	B	Director - Engineering	Project Management	Albuquerque	Certification	PMP	Project Management Professional
Paul	D	Senior Consulting Engineer	Managed Services	Albuquerque	Certification	MCSA	Microsoft Cert Solutions Assoc
Paul	D	Senior Consulting Engineer	Managed Services	Albuquerque	Certification	ITIL	IT Service Mgmt
Paul	D	Senior Consulting Engineer	Managed Services	Albuquerque	Certification	CEH	Cert Ethic Hacker
Paul	D	Senior Consulting Engineer	Managed Services	Albuquerque	Certification	CNDA	Cert Net Def Arch
Paul	D	Senior Consulting Engineer	Managed Services	Albuquerque	Certification	CISSP	Cert Info Sys Sec Prof
Paul	D	Senior Consulting Engineer	Managed Services	Albuquerque	Certification	MCSE	Microsoft Cert System Eng
Paul	D	Senior Consulting Engineer	Managed Services	Albuquerque	Certification	VM CP	VMware Certified Prof
Paul	D	Senior Consulting Engineer	Managed Services	Albuquerque	Certification	COMPTIA	Linux
Paul	D	Senior Consulting Engineer	Managed Services	Albuquerque	Certification	CASP	CompTIA Adv Sec Practitioner
Paul	D	Senior Consulting Engineer	Managed Services	Albuquerque	Certification	AVSE	AlienVault Cert Sec Eng
Paul	D	Senior Consulting Engineer	Managed Services	Albuquerque	Certification	CISM	Cert Information Security Mgr
Paul	D	Senior Consulting Engineer	Managed Services	Albuquerque	Certification	ECIH	EC - Council Cert Incident Handler
Paul	D	Senior Consulting Engineer	Managed Services	Albuquerque	Certification	PCCSA	Palo Alto Net Cert Cybersec Assoc
Paul	D	Senior Consulting Engineer	Managed Services	Albuquerque	Certification	COMPTIA-	Security
Paul	D	Senior Consulting Engineer	Managed Services	Albuquerque	Certification	LPIC-1	Linux Admin
Paul	D	Senior Consulting Engineer	Managed Services	Albuquerque	Certification	CCNA-CO	CCNA Cyber Ops
Prashant	S	Consulting Engineer	Engineering - Core	Denver	Certification	CCNA	Cisco Certified



							Network Associate
Prashant	S	Consulting Engineer	Engineering - Core	Denver	Certification	UCCXD	Cisco
Rebecca	B	Senior Systems Engineer	Solutions Engineering	Albuquerque	Certification	CCNA	Cisco Certified Network Associate
Rebecca	B	Senior Systems Engineer	Solutions Engineering	Albuquerque	Certification	CCNP	Cisco Certified Network Professional
Raminder	M	CEO	Owners	Denver	Certification	CCIE - V	Voice
Robert	P	Security Analyst	Managed Services	Albuquerque	Certification	650251ENU	
Robert	P	Security Analyst	Managed Services	Albuquerque	Certification	CISSP	Cert Info Sys Sec Prof
Ryan	W	Consulting Architect	Information Security	Albuquerque	Certification	CISSP	Cert Info Sys Sec Prof
Scott	B	Senior Consulting Engineer	Engineering - Collaboration	Denver	Certification	CCIE VOICE	Voice
Thaddeus	A	Senior Consulting Engineer	Data Center	Denver	Certification	AWSSAA	AWS Cert Solutions Arch - Associate
Thaddeus	A	Senior Consulting Engineer	Data Center	Denver	Certification	AWSDA	AWS Cert Dev Assoc
Thaddeus	A	Senior Consulting Engineer	Data Center	Denver	Certification	AWSDOEP	AWS Cert DevOps Eng Prof
Thaddeus	A	Senior Consulting Engineer	Data Center	Denver	Certification	AWSSAP	AWS Cert Sol Arch Prof
Thaddeus	A	Senior Consulting Engineer	Data Center	Denver	Certification	AWSSOAA	AWS Cert SysOps Admin Assoc
Timothy	H	Senior Consulting Engineer	Engineering - Collaboration	Albuquerque	Certification	CCDA	Cisco Certified Design Associate
Timothy	H	Senior Consulting Engineer	Engineering - Collaboration	Albuquerque	Certification	CCNA	Cisco Certified Network Associate



Timothy	H	Senior Consulting Engineer	Engineering - Collaboration	Albuquerque	Certification	CIPTDS	Cisco IP Telephony Design Spec
Timothy	H	Senior Consulting Engineer	Engineering - Collaboration	Albuquerque	Certification	CIPTOS	Cisco IP Telephony Ops Spec
Timothy	H	Senior Consulting Engineer	Engineering - Collaboration	Albuquerque	Certification	CUWSS	Cisco Unified Wireless Site Survey
Torin	K	Senior Consulting Engineer	Engineering - Core	Albuquerque	Certification	MCIP	Microsoft Cert IT Prof
Torin	K	Senior Consulting Engineer	Engineering - Core	Albuquerque	Certification	VCP6-DCV	Data Center Virtualization
Torin	K	Senior Consulting Engineer	Engineering - Core	Albuquerque	Certification	VCP6-NV	Network Professional 6
Torin	K	Senior Consulting Engineer	Engineering - Core	Albuquerque	Certification	VTSP-SV	Server Vitalization 5
Ulysses	A	Consulting Engineer	Information Security	El Paso	Certification	OSCP	Offen Sec Cert Prof
Ulysses	A	Consulting Engineer	Information Security	El Paso	Certification	CCNP	Cisco Certified Network Professional
Vance	K	Chief Technical Officer	Owners	Albuquerque	Certification	ALLWORX	Technical training
Vance	K	Chief Technical Officer	Owners	Albuquerque	Certification	CWSDI	Cisco Webex Design and Implement
Vance	K	Chief Technical Officer	Owners	Albuquerque	Certification	DICUCUCS	
Vance	K	Chief Technical Officer	Owners	Albuquerque	Certification	ICVND	Implement Cisco Video Network Dev
Vance	K	Chief Technical Officer	Owners	Albuquerque	Certification	UCSEN	Cisco Unified Computing System
Vance	K	Chief Technical Officer	Owners	Albuquerque	Certification	650292ENU	TelePresence Video Sales
Vance	K	Chief Technical Officer	Owners	Albuquerque	Certification	ICCPs	Implement Cicso Connect Physical Sec
Vance	K	Chief Technical Officer	Owners	Albuquerque	Certification	650293ENU	Telepresence Video Sales Engineer



Vance	K	Chief Technical Officer	Owners	Albuquerque	Certification	ICCPS2	Implement Cisco Connect Phy Sec 2
Vance	K	Chief Technical Officer	Owners	Albuquerque	Certification	CCIE - V	Voice
Victor	G	Infrastructure Technician	Integrated Services	Albuquerque	Certification	SP3000	
Victor	G	Infrastructure Technician	Integrated Services	Albuquerque	Certification	SP3801	
Victor	G	Infrastructure Technician	Integrated Services	Albuquerque	Certification	SP3802	
Victor	G	Infrastructure Technician	Integrated Services	Albuquerque	Certification	CC101	
Wisam	I	Senior Consulting Engineer	Information Security	Albuquerque	Certification	CCIE VOICE	Voice
Wisam	I	Senior Consulting Engineer	Information Security	Albuquerque	Certification	CCDA	Cisco Certified Design Associate
Wisam	I	Senior Consulting Engineer	Information Security	Albuquerque	Certification	CCNA	Cisco Certified Network Associate
Wisam	I	Senior Consulting Engineer	Information Security	Albuquerque	Certification	CCNP	Cisco Certified Network Professional
Wisam	I	Senior Consulting Engineer	Information Security	Albuquerque	Certification	IPTX	Cisco IP Telephony Express
Wisam	I	Senior Consulting Engineer	Information Security	Albuquerque	Certification	UCSE	Unified System Engineer



C. ANM Account Representatives

Yes, ANM will provide a dedicated account representative for 1GPA members. In order to provide the best coverage to 1GPA members, members will be assigned to one of our local account representatives to provide optimal customer service. Currently, ANM has three account representatives in Arizona who will provide this support: Joel Taylor, Dylan Marlow, and Lee Loen.

We plan to continue to invest in our Arizona expansion, including incremental account management headcount. Given our public sector focus, we expect each incremental account manager to interface with 1GPA members.

3. Products, Services, and Overall Strategy Offered

A. Services Provided

ANM understands that accomplishing your business goals requires a qualified sales and engineering team, equipped with the latest technologies and able to provide a broad range of services. With your business requirements driving the process, ANM collaborates with you and our top technology partners. The result is technology solutions that are cost-effective, proactive, and growth-focused.

As part of ANM's services practice, we provide full support throughout the lifecycle of a solution, as following:

Discovery

ANM provides a full assessment of the existing environment. Depending on the requirements, ANM provides discovery for wireless, wired access, distribution, core, WAN, data center, Collaboration, and other functional areas. No discovery tools would be needed for the sample solution, however ANM does utilize RV Tools, RISC, Ekahau and network assessment tools as required.

Plan and Design

ANM will conduct architecture workshops with key staff member to build solutions tailored to the business needs of the client.

Implementation

Project Management can often be one of the most critical components of a project, helping to ensure that ANM's engagement with our customer is on task, on time and within the specified budget. Upon the receipt of a Purchase Order (PO) for an ANM professional services engagement with our customers, the ANM Project Management Office (PMO) is promptly engaged to assign a dedicated Project Manager (PM). With our customer's business and technical initiatives in mind, the PM will execute on a standardized task-list. The PM will make the ANM team ready, keep everyone from ANM and our clients involved and on-task, and ensure a project begins and ends successfully.

ANM has a distinguished Project Management Office with processes and procedures in place to help ANM and our customers have a positive experience and excellent working relationships in each and every endeavor. We appreciate our customers to the fullest extend and our desire is to have long lasting and mutually beneficial relationships.

Once assigned, the ANM Project Manager begins a process to start and end a project, always with our customer's best interest in mind and working to meet every expectation of the project from start to finish.

- The PM collects all documentation related to the project, such as SOWs, the equipment purchased, the calculated hours for the project and works through internal ANM communications to develop a foundational understanding of the project.
- The PM coordinates an ANM Internal Kick-Off (IKO) meeting to ensure that all ANM stakeholders for the project meet, discuss and prepare for the upcoming project and to ensure all expectations of the project are fulfilled. The internal meeting includes everyone who has been involved through the sales, discovery and design processes, with an objective to hand-off accurate information to the AMM deployment team, making them well informed and ready for the project.
- The PM coordinates an External Kick-Off (EKO) with all stakeholders from ANM and our customer. Everyone from the IKO will be included in the EKO call to transition the engagement from the pre-sales and consulting team to the assigned deployment team and the customer. Specifics of the project will be discussed to include introductions, SOW review, review of the assumptions, AMM's and customer related expectations, and the timelines of the project. Network downtime and change control processes will be thoroughly reviewed. In large projects, short-term priority tasks, goals and objectives and timelines will be identified while keeping visibility to longer term goals and future tasks that must be accomplished too.
- The PM will monitor and manage every aspect of the project, keeping all teams on task, on time and within budget. Newly identified tasks that are out of the scope of the project will be discussed and change-order documents or new proposals will be developed as needed, working through your AMM Account Manager.
- The PM will monitor and ensure customer satisfaction at all times. Any challenges identified in the project will effectively be communicated to your ANM Account Manager and escalated as needed through ANM leadership to effectively address and resolve problems within the shortest amount of time possible.
- The PM will monitor billing milestones within the project to ensure the milestones are completed, signed-off by the customer as may be needed, and invoicing the milestones as they are documented and agreed upon in the contract.
- The PM monitor and ensure that all project documentation such as engineering reports and as-built documentation are delivered as defined within the SOW of the agreement.
- When all tasks of the project are completed, and our customer is in agreement, the PM will present an ANM Customer Satisfaction survey to our customer along with a Project Sign-Off form.
- The PM will internally close-out processes at ANM and be sure that invoicing processes are in place for any unpaid balances.

A.1 Network Equipment

ANM has proposed a solution based upon traditional Cisco architecture and includes Cisco Catalyst 9K series switching with a Cisco Wireless Lan Controller (WLC) and Cisco Aironet 802.11ac access points.

Not knowing enough about the sample client's existing network, we positioned Cisco's traditional infrastructure product line, which is tried and true. Another option that we would work with the client to consider would be Cisco Meraki which could have cost benefits, management benefits, or other benefits that would be flushed out during a typical pre-sale engagement.

Please reference section 7B for the full proposed SoW to fulfil the sample Scope of Work.

A.2 Managed Internal Broadband Services

Please see section 7A for details on ANM's Managed Services offering.

A.3 Basic Maintenance of Internal Connections

Basic maintenance (Cisco CON-SW SKUs) is 100% E-rate eligible. However, services eligibility is dependent on the product eligibility for which the service covers. For example, a CON-SW SKU for a 90% E-rate eligible product would be 90% eligible.

Applicants who wish to purchase SMARTnet (CON-SNT) service for eligible products should be able to do so using a cost-allocation approach. SMARTnet (SNT) contains E-rate eligible and ineligible service parts. When preparing applications for E-rate funding, applicants should only request E-rate discounts on the eligible portion of SMARTnet services. A cost allocation worksheet, which provides the cost delta between Cisco basic maintenance service (CON-SW) and the various service levels of SMARTnet, may be found here: [Hardware Replacement Allocations](#)

ANM also has a renewal specialist team who will assist in keeping up to date with your licensing renewal as well help you pick the right level of support (smartnet) for your Cisco devices. Our specialists will proactively notify clients of upcoming expiration dates and assist with planning in licensing renewals and/or upgrades.



B. E-Rate Compliance

Advanced Network Management will comply with any and all E-Rate rules and updates as specified by the Federal Communication Commission (FCC) and Universal Services Administration Company (USAC) throughout the term of the contract.



4. Cost

A. Cost Worksheet

SERVICE RATES

RFP 19-07PV Internal Connections (E-Rate Category 2 Eligible)

Instructions:

Provide all pricing for the various operations allowed under the Contract. List pricing for all Value Added Services proposed in the Contract.

Company Name:

Advanced Network Management

SERVICE RATES

Line	Service Description	UOM	COST	PER UOM	Notes/Comments
1	CAD Designer	HR	\$110.00		
2	CAD Operator	HR	\$85.00		
3	Certified Fiber Tech	HR	\$80.00		
4	Lead Technician	HR	\$80.00		
5	MW, Security or AV Engineer	HR	\$165.00		
6	MW, Security or AV Tech I	HR	\$65.00		
7	MW, Security or AV Tech II	HR	\$85.00		
8	MW, Security or AV Tech III	HR	\$110.00		
9	MW, Security or AV Engineer- SENIOR	HR	\$225.00		
10	Network Consultant	HR	\$225.00		
11	Network Engineer	HR	\$110.00		
12	Network Engineer- JUNIOR	HR	\$85.00		
13	Network Engineer- SENIOR	HR	\$165.00		
14	Network Technician	HR	\$65.00		
15	Project Engineer/Asst PM	HR	\$100.00		
16	Project Manager	HR	\$85.00		
17	Registered Communications Distribution Designer (RCDD)	HR	\$135.00		
18	Senior Project Manager	HR	\$150.00		



19	Supervisor/Foreman	HR	\$85.00	
20	Technician I	HR	\$45.00	
21	Technician II	HR	\$65.00	
22	Technician III	HR	\$75.00	
23	Technician IV	HR	\$95.00	
24				
25				

Line	Manufacturer	% Discount- E-Rate Eligible Items:	% Discount- NON-E-Rate Eligible Items:
0	1GPA- SAMPLE	10%	10%
1	3M		
2	ADTRAN NETWORKS		
3	AFL TELECOMMUNICATIONS		
4	ALLENTELL		
5	AMP		
6	APC	31.00%	30.00%
7	APC MAINTENANCE	18.00%	18.00%
8	ARNCO		
9	ARUBA NETWORKS		
10	AVOCENT		
11	AXIOM		
12	BELDEN		
13	BELKIN		
14	BERK-TEK		
15	BOGENTELCO		
16	CABLOFIL		
17	CAPTARIS		
18	CARLON		
19	CHATSWORTH (CPI)		
20	CIRCA TELECOM		
21	CISCO CISCOBASE	55.00%	42.00%
22	CISCO NETWORK	59.00%	42.00%
23	CISCO SMARTNET	34.00%	14.00%
24	CISCO UCS	58.00%	58.00%
25	COMMSCOPE		
70	MERAKI	52.00%	42.00%
71	MERAKI LICENSE	52.00%	42.00%
72	MERAKI MAINT	52.00%	42.00%



Line	Manufacturer	% Discount- E-	% Discount- NONE-
		Rate Eligible Items:	Rate Eligible Items:
1	Crestron	40.00%	40.00%
2	Cohesity	50.00%	50.00%
3	Pure Storage Hardware	43.00%	43.00%
4	Pure Storage Maintenance	15.00%	15.00%
5	F5 Hardware	13.00%	13.00%
6	F5 Support	12.00%	12.00%
7	Kamanario	30.00%	30.00%

Network Equipment Sample Project								
Eligible Network Equipment from listed manufacturer								
#	Item	Quantity	UOM	Manufacturer:	Product Number:	Discount Percentage:	Unit Discounted Price:	Extended Cost
1	Chassis Core Layer 3 (At least 8 Slot Industry Standard) with power supply(s)	1	EA	Cisco	C9410R-96U-BDL-EDL	59.00%	\$40,073.40	\$40,073.40
2	Management Module (Layer 3 capable) if necessary	2	EA	Cisco	In Bundle	N/A	\$0.00	\$0.00
3	24 port10/100/1000 Ethernet modules (with IEEE 802.3af Power-over-Ethernet [PoE])	4	EA	Cisco	In Bundle	N/A	\$0.00	\$0.00
4	Fiber module Loaded with 8 10 Gig BICs	1	EA	Cisco	SFP-10G-SR-S=	59.00%	\$4,592.00	\$4,592.00
5	Internet router to interface with 1Gig Fiber uplink	1	EA	Cisco	ISR4431/K9	59.00%	\$6,379.60	\$6,379.60
6	24 port10/100/1000 [Poe] L3 Switch w/10 Gig BIC	8	EA	Cisco	C9300-24P-E	59.00%	\$3,802.75	\$30,422.00
7	Wireless Lan Controller (up to 500 Access points)	1	EA	Cisco	EDU-C9800-40-K9	59.00%	\$15,580.00	\$15,580.00
8	WAP (802.11ac to support 30 concurrent connections with reliability)	8	EA	Cisco	AIR-AP3802I-A-K9	59.00%	\$1,031.15	\$8,249.20
9	Project Management per hour	1	HR				\$150.00	#REF!
10	Installation per hour	1	HR				\$225.00	\$150.00
11	Engineering per hour	1	HR				\$225.00	\$225.00
12	Configuration per hour	1	HR				\$225.00	\$225.00
Eligible Power equipment from listed manufacturer								
13	10,000VA / 10kVA online 6U rack / tower UPS with necessary modules	1	EA	APC	SRT10KRMXLT	31.00%	\$7,151.36	\$7,151.36
14	1000VA line interactive 1U rack/tower UPS with sine wave output in AC and battery mode	8	EA	APC	SUA1000RM1U	31.00%	\$710.29	\$5,682.32
15	Project Management per hour	1	HR				\$150.00	\$150.00
16	Installation per hour (Cable Install)	1	HR				\$95.00	\$95.00
17	Engineering per hour	1	HR				\$95.00	\$95.00
18	Installation per hour (Cable termination)	1	HR				\$95.00	\$95.00
							Network Equipment Project Subtotal	#REF!
Additional Taxes and/or Fees (Describe):								
Additional Taxes and/or Fees (Describe):								
Additional Taxes and/or Fees (Describe):								
							Total Project Price	#REF!

B. Price Lists

Price lists for APC, Cisco, Cisco Meraki, Crestron, Pure Storage, Kamanario, F5, and Cohesity are included on flash drives.

C. Price Lists Exceptions

No price list exceptions.

D. Quote



Advanced Network Management, Inc
 1365 North Scottsdale Road Suite 350
 Scottsdale, AZ 85257

Lee Loen
 (408) 981-5625
 lee.loen@anm.com

Quote #: QT-00010326
Revision #:

PVSD 19-07PV-1GPA

Paradise Valley Unified School District
 15002 North 32nd Street
 Phoenix, AZ 85032

Claudia Leon
 602-449-2084
 ccleon@pvschools.net

May 07, 2019

Part Number	Description	Qty	List Price	Discount Percentage	Price	Extended Price
Network Equipment						
C9410R-96U-BDL-EDU	Catalyst 9400 Series 10 slot,Sup, 2xC9400-LC-48U, EDU LIC	1	\$ 29,400.00	59%	\$ 12,054.00	\$ 12,054.00
C9400-NW-A	Cisco Catalyst 9400 Network Advantage License	1	\$ -	-	\$ -	\$ -
C9400-NW-A-EDU	Cisco Catalyst 9400 EDU Network Advantage License	1	\$ 9,180.00	59%	\$ 3,763.80	\$ 3,763.80
C9400-S-BLANK	Cisco Catalyst 9400 Series Slot Blank Cover	5	\$ -	-	\$ -	\$ -
C9400-PWR-BLANK	Cisco Catalyst 9400 Series Power Supply Blank Cover	5	\$ -	-	\$ -	\$ -
S9400UK9-169	UNIVERSAL	1	\$ -	-	\$ -	\$ -
C9400-PWR-3200AC	Cisco Catalyst 9400 Series 3200W AC Power Supply	3	\$ 2,040.00	59%	\$ 836.40	\$ 2,509.20
CAB-U5520-C19-US	NEMA 5-20 to IEC-C19 14ft US	3	\$ -	-	\$ -	\$ -
C9400-SUP-1XL-B	Cisco Catalyst 9400 Series Sup-1XL Bundle Select Option	1	\$ 5,100.00	59%	\$ 2,091.00	\$ 2,091.00
C9400-SUP-1XL	Cisco Catalyst 9400 Series Supervisor 1XL Module	1	\$ -	-	\$ -	\$ -
C9400-SSD-240GB	Cisco Catalyst 9400 Series 240GB M2 SATA memory (Supervisor)	1	\$ 2,040.00	59%	\$ 836.40	\$ 836.40
C9400-SUP-1XL/2	Cisco Catalyst 9400 Series Redundant Supervisor 1XL Module	1	\$ 19,380.00	59%	\$ 7,945.80	\$ 7,945.80
C9400-SSD-240GB	Cisco Catalyst 9400 Series 2x240GB M2 SATA memory (Supervisor)	1	\$ 2,040.00	59%	\$ 836.40	\$ 836.40
C9400-LC-48P-B	Cisco Catalyst 9400 Series 2x2400-LC-48P for Bundle Select	1	\$ -	-	\$ -	\$ -
C9400-LC-48P	Cisco Catalyst 9400 Series 48-Port PoE+ 10/100/1000 (RJ-45)	1	\$ -	-	\$ -	\$ -
C9400-LC-48P	Cisco Catalyst 9400 Series 48-Port PoE+ 10/100/1000 (RJ-45)	1	\$ -	-	\$ -	\$ -
C9400-LC-24XS	Cisco Catalyst 9400 Series 24-Port 10 Gigabit Ethernet(SFP+)	1	\$ 24,480.00	59%	\$ 10,036.80	\$ 10,036.80
ISR4431/K9	Cisco ISR 4431 (4GE, 3NIM, 8G FLASH, 4G DRAM, IPB)	1	\$ 11,460.00	59%	\$ 4,698.60	\$ 4,698.60
SL-44-IPB-K9	IP Base License for Cisco ISR 4400 Series	1	\$ -	-	\$ -	\$ -
FL-44-PERF-K9	Performance on Demand License for 4400 Series	1	\$ 3,600.00	59%	\$ 1,476.00	\$ 1,476.00
GLC-SX-MMD	1000BASE-SX SFP transceiver module, MMF, 850nm, DOM	1	\$ 500.00	59%	\$ 205.00	\$ 205.00
PWR-4430-AC	AC Power Supply for Cisco ISR 4430	1	\$ -	-	\$ -	\$ -
CAB-AC	AC Power Cord (North America), C13, NEMA 5-15P, 2.1m	1	\$ -	-	\$ -	\$ -
MEM-FLSH-8G	8G eUSB Flash Memory for Cisco ISR 4430	1	\$ -	-	\$ -	\$ -
PWR-COVER-4430	Cover for empty 2nd Power Supply slot on Cisco ISR 4430	1	\$ -	-	\$ -	\$ -
MEM-4400-DP-2G	2G DRAM (1 DIMM) for Cisco ISR 4400 Data Plane	1	\$ -	-	\$ -	\$ -
NIM-BLANK	Blank faceplate for NIM slot on Cisco ISR 4400	3	\$ -	-	\$ -	\$ -
MEM-44-4G	4G DRAM (1 x 4G) for Cisco ISR 4400	1	\$ -	-	\$ -	\$ -
SISR4400UK9-166	Cisco ISR 4400 Series IOS XE Universal	1	\$ -	-	\$ -	\$ -
C9300-24P-E	Catalyst 9300 24-port PoE+, Network Essentials	8	\$ 5,920.00	59%	\$ 2,427.20	\$ 19,417.60
C9300-NW-E-24	C9300 Network Essentials, 24-port license	8	\$ -	-	\$ -	\$ -
S9300UK9-166	CAT9300 Universal image	8	\$ -	-	\$ -	\$ -
PWR-C1-715WAC-P	715W AC 80+ platinum Config 1 Power Supply	8	\$ -	-	\$ -	\$ -
C9300-SP5-NONE	No Secondary Power Supply Selected	8	\$ -	-	\$ -	\$ -
CAB-TA-CN	China AC Type A Power Cable	8	\$ -	-	\$ -	\$ -
STACK-T1-50CM	50CM Type 1 Stacking Cable	8	\$ 100.00	59%	\$ 41.00	\$ 328.00
CAB-SPWR-30CM	Catalyst Stack Power Cable 30 CM	8	\$ 95.00	59%	\$ 38.95	\$ 311.60
PWR-C1-BLANK	Config 1 Power Supply Blank	8	\$ -	-	\$ -	\$ -
NAL-C9300-24P-E	NAL PID for C9300-24P-E Switch	8	\$ -	-	\$ -	\$ -
C9300-DNA-E-24	C9300 DNA Essentials, 24-Port Term Licenses	8	\$ -	-	\$ -	\$ -
C9300-DNA-E-24-3Y	C9300 DNA Essentials, 24-Port, 3 Year Term License	8	\$ 610.00	59%	\$ 250.10	\$ 2,000.80
C9300-NM-8X	Catalyst 9300 8 x 10GE Network Module	8	\$ 2,550.00	59%	\$ 1,045.50	\$ 8,364.00
AIR-AP3802I-A-K9	802.11ac W2 AP w/CA; 4x4; 3 Mod; Int Ant; mGig A Domain	8	\$ 1,795.00	59%	\$ 735.95	\$ 5,887.60
AIR-DNA-A	Aironet Cisco DNA Advantage Term Licenses	8	\$ -	-	\$ -	\$ -
AIR-DNA-A-5Y	Aironet Cisco DNA Advantage Term Licenses	8	\$ 720.00	59%	\$ 295.20	\$ 2,361.60
WLC-AP-T	Aironet AP License 5 Year Term License	8	\$ -	-	\$ -	\$ -
WLC-AP-T-5Y	Aironet AP License 5 Year Term License	8	\$ -	-	\$ -	\$ -
PI-LFAS-AP-T	Prime AP Term Licenses	8	\$ -	-	\$ -	\$ -
PI-LFAS-AP-T-5Y	PI Dev Lic for Lifecycle & Assurance Term 5Y	8	\$ -	-	\$ -	\$ -
AIR-DNA-A-T	Aironet AP License Term Licenses	8	\$ -	-	\$ -	\$ -
AIR-DNA-A-T-5Y	Aironet Cisco DNA Advantage 5 Year Term License	8	\$ -	-	\$ -	\$ -
AIR-DNA-NWSTACK-A	AIR Cisco DNA Perpetual Network Stack	8	\$ -	-	\$ -	\$ -
D-CISCODNAS-SEE-T	Cisco DNA Spaces See Term License for Cisco DNA	8	\$ -	-	\$ -	\$ -
D-CISCODNAS-SEE-5Y	Cisco DNA Spaces See Term 5Y	8	\$ -	-	\$ -	\$ -
AIR-AP-T-RAIL-R	Ceiling Grid Clip for Aironet APs - Recessed Mount (Default)	8	\$ -	-	\$ -	\$ -
AIR-AP-BRACKET-1	802.11 AP Low Profile Mounting Bracket (Default)	8	\$ -	-	\$ -	\$ -
SW3802-CAPWAP-K9	Cisco Aironet 3800 Series CAPWAP Software Image	8	\$ -	-	\$ -	\$ -
EDU-C9800-40-K9	EDU SKU - Cisco Catalyst 9800-40 Wireless Controller	1	\$ 38,000.00	59%	\$ 15,580.00	\$ 15,580.00
LIC-C9800-DTLS-K9	Cisco Catalyst 9800 Series Wireless Controller DTLS License	1	\$ -	-	\$ -	\$ -
SC980040K9-1610	Cisco Catalyst 9800-40 Wireless Controller	1	\$ -	-	\$ -	\$ -
C9800-PWR-BLANK	Cisco 9800 Wireless Controller PS Blank	1	\$ -	-	\$ -	\$ -
C9800-AC-750W-R	Cisco Catalyst 9800-40 750W AC Power Supply, Reverse Air	1	\$ -	-	\$ -	\$ -
CAB-AC	AC Power Cord (North America), C13, NEMA 5-15P, 2.1m	1	\$ -	-	\$ -	\$ -
SFP-10G-SR-S=	10GBASE-SR SFP Module, Enterprise-Class	16	\$ 700.00	59%	\$ 287.00	\$ 4,592.00
Power Equipment						
SUA1000RM1U	SMART-UPS 1000VA RM 1U 120V PERP LINE-INT 4OUT	1	\$ 1,030.00	31%	\$ 710.29	\$ 710.29
SRT10KRMXL	SMART UPS SRT 10000VA RM 208V PERP	1	\$ 10,450.00	31%	\$ 7,151.36	\$ 7,151.36

ANM professional services

Part Number	Description	Price	Extended Price
PS	Professional Services	\$ 10,000.00	\$ 10,000.00



	Sub-Total	\$	123,157.85
	Estimated Taxes	\$	-
	Shipping Costs	\$	-
	Grand Total	\$	123,157.85

Terms and conditions
 Quote valid for 30 days.
 Taxes and Shipping Charges are estimated and will be invoiced based on actuals.
 I agree to the above pricing and all Terms and Conditions as stated on the accompanying document. I hereby authorize ANM to order products and or perform services as stated.
 Additional handling and other fees may apply. We reserve the right to cancel orders arising from pricing or other errors.
 Prices subject to change. NTTC required for non-taxable sales.

Customer Signature _____ Date _____

Effective Oct. 1 2018, the U.S. government imposed tariffs on technology-related goods, which the OEMs are evaluating the impact on their cost and are providing us with frequent cost updates, in some instances multiple times per day. For this reason, this quote is subject to a cost change.

E. Left Blank Intentionally to match 1GPA format

1GPA’s RFP did not include letter ‘E’ under tab 4.

F. Labor

All associated costs are included in the quote above.

G. 1GPA Administrative Fee

The price above does not include the 1GPA administrative fee.

5. Added Value/Marketing Plan

A. Regional Coverage

ANM is willing and excited to serve the entire state of Arizona from our office in Scottsdale, Arizona. ANM has been selling into Arizona for over 9 years from our Albuquerque, NM location. However, over the last 1 year, ANM has invested in a physical office as well as several headcounts to provide much better coverage in Arizona. ANM currently has customers in the Phoenix metro area, Tucson, and the North-East Arizona / four corners area.

B. Extended Coverage

ANM has been rated as one of top 10 fastest growing consulting companies for last few years due to ANM's investment in engineering & customer service. This has enabled ANM to expand to new markets every year. Currently ANM operates in Arizona, New Mexico, Colorado, Wyoming, Texas, and Idaho. Since over 60% of ANM's business comes from State, Local & Education (SLED) customer, ANM is very interested in using 1GPA across all of our markets.

ANM's Marketing Plan to educate customers in other states about 1GPA:

- Conference Attendance: ANM sponsors and participates in many public sector conferences like New Mexico Technology in Education (NM TIE), Colorado Government Association of Information Technology (C-GAIT), etc. ANM will use our presence in these conference as a medium to educate the customers about 1GPA and help them understand the benefits of using the co-operative contracts like 1GPA.
- Email blasts for customers
- Education for ANM sales team
- Workshop with manufacturer teams like Cisco in other states.

C. Marketing Plan

At the company level, ANM recently hired a new Director of Marketing, Dana Connor, who is leading our brand strategy which includes communications, events, and customized marketing plans for each of our geographies. Given our strong focus in public sector, our Director of Marketing is working with each market leader to implement strategies and tactics to retain current clients and acquire new clients. If awarded the 1GPA contract, ANM will advertise the availability of products and services to 1GPA members through integrated marketing strategies which includes tactics such as social media platforms like LinkedIn, local events, and advertisements on our company website and print marketing materials. We will seek compliance before using the 1GPA logo as detailed in the terms and conditions.

At the region level, ANM is aggressively marketing in Arizona to make prospective clients and manufacturer partners aware of our market entrance. We attended the Arizona IT Symposium on April 2nd, and we will be at the Arizona Digital Government Summit on May 9th and 10th. Both of these events have a heavy attendance from local public sector IT thought leaders. We have also been working closely with strategic manufacturers like Cisco, Pure Storage, VMware, F5, Amazon Web Services, Cohesity, and others in Arizona to identify underserved public sector clients who could benefit from working with ANM.

Internally, we keep a running list of public sector contract vehicles that can be cooperatively utilized in our geographies. If we are able to secure 1GPA as a new vehicle, we will host an internal training to make all Engineers and Account Managers aware of the award to get a fast start to usage.

As it relates to reporting, our Director of Accounting, Mary Calderwood, will be responsible for ensuring that volume is accurately tracked and reported to 1GPA. We have deployed Salesforce.com as our internal customer relationship management (CRM) platform as well as Financial Force for our internal financial platform. These platforms allow us to customize reporting so that we can provide a high level of customer service to contract administrators like 1GPA, our partners, and our clients. We will provide all required reporting information based on a mutually agreed upon schedule.

Added Value for Arizona Customers:

ANM is a unique IT consulting organization that is truly an organization built by engineers with over 50% of our employees having engineering backgrounds. That coupled with ANM's history of success with State, Local & Education (SLED) customers puts us in a unique position to be a trusted advisor for SLED customers. ANM has a strong consulting methodology that enables us to provide a significantly higher degree of pre-sales design and engineering support as compared to our competitors. ANM currently has three engineers for every account manager in Arizona with the sole goal of providing education & consulting to our customers in the region.

ANM's culture of consulting & building long-term relationships enables us to invest heavily in education for our customers. ANM invests significantly more in education workshop than our competitors as we truly believe that if we educate our customers, they will be able to build better IT environments enabling us to consult on next generation technologies like security, cloud & automation. ANM has a detailed education plan built for the SLED customers in Arizona upon receipt of the 1GPA award.

ANM's Complimentary Services for Arizona Customers:

- No-cost network assessments
 - ANM provides no-cost network discovery and documentation assessments to our customers to help them get a better understanding of their network environment. ANM's local engineering team runs these assessments with the primary goal of helping customers update their current network documentation as well as educate them on the new trends such as automation and software-defined infrastructure
- No-cost security assessments
 - ANM provides no-cost security assessments to help clients better understand where they have configuration issues, security vulnerabilities, and opportunities to optimize their current environments to enable compliance.
- No-cost data center assessments
 - ANM provides no-cost data center assessments to help clients better understand how to best serve their end-users their most strategic applications. At ANM, we help clients develop data center strategies that leverage private cloud, public cloud, and hybrid cloud strategies. Whether it is consulting on an application in the private cloud, public cloud, or simply evaluating an existing infrastructure, ANM can assist with recommendations.
- No-cost collaboration assessments
 - ANM provides no-cost collaboration assessments to help clients better understand how they can build more resiliency into their communications systems, better leverage new

licensing models such as Enterprise Agreements, or drive better consumption of previous technology investments

ANM's Education Plan for Arizona Customers:

Over the last 12 months, ANM has identified several key areas where SLED customers are lacking education. We believe that the future of IT environments is secure, automated, software-defined infrastructures, and this portion of the market is evolving very rapidly. ANM's education plan focuses on helping clients design, deploy, and operate these next-generation infrastructures which all starts with education. Here are a few examples of the Education events that ANM is planning to host in the next 12 months:

- No-cost education workshops for networking, security, data center, and collaboration
 - As part of pre-sales, ANM is committed to providing no-cost consulting across networking, security, data center, and collaboration to help clients understand how they can take advantage of cutting-edge trends like software-defined infrastructure, automated infrastructure, security, and new consumption models.
- Threat Hunting Workshops
 - In this hands-on threat hunting workshop, customers will learn from ANM's security experts how to incorporate security hunting into daily workflows and execute real time lab scenarios using Cisco Advanced Malware Protection, Threat Grid, Umbrella, and threat response. Customers will need to bring their own laptops for this workshop.
- Fundamentals of network automation workshop
 - In this hands-on network automation workshop, customers will work with automation experts to understand the application of automation technologies like Ansible and Cisco DNA-Center to automate the network functions that need to scale across multiple network layers & locations. Customers will complete multiple labs in ANM's simulated network environment to get hands-on experience with these automation technologies.
- Identity Services Engine workshops
 - In this hands-on lab, clients will learn about the latest trends around deploying zero-trust architectures by leveraging Cisco's ISE platform to deploy segmentation across wired and wireless infrastructures. For existing clients, they will be able to assess the health of their current environments. For new clients, they will learn the power of deploying ISE as a next-generation segmentation platform.
- Multi-factor authentication workshop
 - In this hands-on multi-factor authentication workshop, customers will work with security experts to understand the design, architecture and implementation of multi-factor authentication technologies. ANM will demonstrate ANM's implementation of multi-factor authentication to help customers design their own environments around industry best practices.



D. Other Cooperative Contracts

Within the State of Arizona, 1GPA will serve as our primary public sector contract vehicle. We will be actively working to influence net-new clients to leverage this vehicle if awarded. Since entering the Arizona market, we’ve had multiple meetings with 10+ public sector clients, and we are excited to work with 1GPA as our primary contract vehicle to help the end clients procure our recommended solutions. If ANM is awarded the 1GPA contract, we will make the contract available to 1GPA members without restriction.

As it relates to states outside of Arizona, we anticipate using 1GPA as a primary vehicle in new markets as well. ANM has recently expanded into Idaho and Wyoming and is currently working with multiple SLED customers with no contract. ANM will position 1GPA as a primary vehicle in these states as well and help on-board new customers

As it relates to our two current primary markets (New Mexico and Colorado), we would use 1GPA as a secondary vehicle for some of our key partners like Cisco, but as a primary vehicle for some of our emerging partners (like Amazon Web Services, Netapp or Kaminario) assuming they are awarded under this contract.

Advanced Network Management currently holds the following cooperative contracts:

Contract Name	Contract #
State of Colorado Price Agreement	2015-0000000206/NASPO/ WSCA 20516YYY70P/AR626
OIT Enterprise Agreement – Colorado State	49904
State of Colorado Price Agreement	2016-0000-0000-0000-0113/NASPO
State of New Mexico Statewide Price Agreement	SPA 60-000-15-00022AC
New Mexico General Servies Department – IT Agreement	40-000-14-00106AF
New Mexico General Services Department - WAN/LAN	80-000-17-00012AD
NM Dept of IT Price Agreement - Telephony/Software - DoIT	70-361-17-02013AB
NM Dept of IT Price Agreement - Dell NASPO MSA	MNWNC-108, 109
NM Dept of IT Price Agreement - EMC NASPO Master Agreement	MNWNC-109
State of NM Carahsoft Contract	80-000-18-00002
Bernalillo County Services	RFP 05-16-NL
University of New Mexico	RFP #291-14
Cooperative Education Services	2015-22
Texas Allied States Coop 15 - El Paso RFP/ESC Region 19	#15-7190
TX DIR – Cisco Branded Products & Related	#DIR-TSO-4167



6. Responsiveness

A. Proposal and Acceptance Form, Page 5

OFFEROR'S PROPOSAL AND CONTRACT ACCEPTANCE	
<p>The Undersigned hereby certifies understanding and compliance with the requirements in the General Terms and Conditions. Offeror further agrees to furnish the material and/or service in compliance with all terms, conditions, specifications, and amendments in the solicitation and any written exceptions in the Proposal.</p>	
<p><u>85-0427142</u> Federal Employer Identification Number</p>	<p><u>1365 N Scottsdale Rd. Ste 350</u> Address</p>
<p><u>Advanced Network Management, Inc</u> Company Name</p>	<p><u>Scottsdale AZ 85257</u> City, State Zip</p>
<p><u>Lee Loen</u> Printed Name</p>	<p><u>480-385-0600</u> Company Telephone Number</p>
<p><u>General Manager</u> Title</p>	<p><u>Mary Calderwood</u> Accounting / AP Contact Name</p>
<p><u>lee.loen@anm.com</u> Primary Email (for Contract Inquiries)</p>	<p><u>accounting@anm.com</u> Accounting / AP Email</p>
<p><u></u> Authorized Signature</p>	
<p>The Contractor shall not commence any billable work or provide any material or service under this contract until Contractor receives a purchase order/contract from a 1GPA member. The Contractor agrees to comply with the requirements of submitting Usage Reports and Purchase Orders and/or Contracts to 1GPA. The contractor shall provide monthly or quarterly (arrangements to be made with 1GPA) reconciliation reports based on all contract activity to 1GPA. Contractor will be invoiced from these reports. Invoices are due upon receipt.</p>	
1GPA'S PROPOSAL AND CONTRACT ACCEPTANCE	
<p>The Proposal is hereby accepted:</p>	
<p>The Contractor is now bound to sell the materials and/or services offered to and accepted by 1GPA in accordance with the solicitation, including all terms, conditions, specifications, amendments, etc.</p>	
<p>This contract shall henceforth be referred to as 19-07PV- , Internal Connections</p>	
<p>Awarded this _____ day of _____ 20__</p>	
<p>This contract shall be effective this _____ day of _____ 20__</p>	
<p>1GPA</p>	
<p>Signature: _____ Date: _____</p>	
<p>Printed Name: _____ Title: _____</p>	
<p>Approved By: Paradise Valley Unified School District</p>	
<p>Signature: _____ Date: _____</p>	
<p>Printed Name: _____ Title: _____</p>	
<p>1GPA</p>	<p>19-07PV Internal Connections (E-Rate Category 2 Eligible)</p>
<p>Page 5 of 50</p>	

B. Non-Collusion Affidavit, Page 39

NON-COLLUSION AFFIDAVIT

State of Arizona County of Maricopa
Lee Loer General Manager
Name Title
Advanced Network Management, Inc.
Company Name

As an authorized representative of the persons, corporation, or company who makes the accompanying Proposal, and having first been duly sworn, I hereby depose and state as follows:

The accompanying Proposal is genuine, and such Offer is neither a sham nor collusive, nor is such Offer made in the interest or on behalf of any person or corporation not named herein.

The Offeror has not directly or indirectly induced or solicited any other Offeror to put in a sham or collusive bid, or induced or solicited any other Offeror to refrain from submitting an Offer.

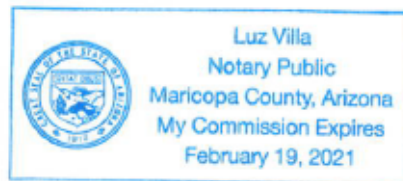
The Offeror has not in any manner sought by collusion or anti-competitive means or practices to secure for itself advantage over any other Bidder.

Signed: [Signature]
Title: General Manager

Subscribed and sworn to before me
This 3rd day of May, 2019

[Signature]
Signature of Notary Public in and for the

State of Arizona
County of Maricopa
My Commission Expires on 2/19/2021



C. Edgar Certifications, Pages 40-44

EDGAR CERTIFICATIONS

The following certifications and provisions are required and apply when a 1GPA Member expends federal funds for any contract resulting from this procurement process. Accordingly, the parties agree that the following terms and conditions apply to the Contract between 1GPA, Member and awarded Vendor ("Vendor") in all situations where Vendor has been paid or will be paid with federal funds:

(A) Contractor Violation or Breach of Contract Terms

Contracts for more than the simplified acquisition threshold currently set at \$150,000, which is the inflation adjusted amount determined by the Civilian Agency Acquisition Council and the Defense Acquisition Regulations Council (Councils) as authorized by 41 U.S.C. 1908, must address administrative, contractual, or legal remedies in instances where contractors violate or breach contract terms, and provide for such sanctions and penalties as appropriate.

Pursuant to Federal Rule (A) above, when 1GPA Member expends federal funds, 1GPA reserves all rights and privileges under the applicable laws and regulations with respect to this procurement in the event of breach of contract by either party.

Does Vendor agree? YES *JW* Initials of Authorized Representative of Vendor

(B). Termination for Cause or Convenience

Termination for cause and for convenience by the grantee or subgrantee including the manner by which it will be effected and the basis for settlement. (All contracts in excess of \$10,000)

Pursuant to Federal Rule (B) above, when 1GPA Member expends federal funds, 1GPA or its Member reserves the right to immediately terminate any agreement in excess of \$10,000 resulting from this procurement process in the event of a breach or default of the agreement by Vendor in the event Vendor fails to: (1) meet schedules, deadlines, and/or delivery dates within the time specified in the procurement solicitation, contract, and/or a purchase order; (2) make any payments owed; or (3) otherwise perform in accordance with the contract and/or the procurement solicitation. 1GPA also reserves the right to terminate the contract immediately, with written notice to vendor, for convenience, if 1GPA believes, in its sole discretion that it is in the best interest of 1GPA to do so. Vendor will be compensated for work performed and accepted and goods accepted by 1GPA as of the termination date if the contract is terminated for convenience of 1GPA. Any award under this procurement process is not exclusive and 1GPA reserves the right to purchase goods and services from other vendors when it is in 1GPA's best interest.

Does Vendor agree? YES *JW* Initials of Authorized Representative of Vendor

(C). Equal Employment Opportunity

Except as otherwise provided under 41 CFR Part 60, all contracts that meet the definition of "federally assisted construction contract" in 41 CFR Part 60-1.3 must include the equal opportunity clause provided under 41 CFR 60-1.4(b), in accordance with Executive Order 11246, "Equal Employment Opportunity" (30 FR 12319, 12935, 3 CFR Part, 1964-1965 Comp., p. 339), as amended by Executive Order 11375, "Amending Executive Order 11246 Relating to Equal Employment Opportunity," and implementing regulations at 41 CFR part 60, "Office of Federal Contract Compliance Programs, Equal Employment Opportunity, Department of Labor."

Pursuant to Federal Rule (C) above, when 1GPA Member expends federal funds on any federally assisted construction contract, the equal opportunity clause is incorporated by reference herein.

Does Vendor agree to abide by the above? YES *JW* Initials of Authorized Representative of Vendor

(D). Davis-Bacon Act

When required by Federal program legislation, contractor agrees that, for all prime construction contracts in excess of \$2,000, contractor shall comply with the Davis-Bacon Act (40 U.S.C. 3141-3144, and 3146-3148) as supplemented by Department of Labor regulations (29 CFR Part 5, "Labor Standards Provisions Applicable to Contracts Covering Federally Financed and Assisted Construction"). In accordance with the statute, contractors must be required to pay wages to laborers and mechanics at a rate not less than the prevailing wages specified in a wage determination made by the Secretary of Labor. In addition, contractors must be required to pay wages not less than once a week. Current prevailing wage determination issued by the Department of Labor are available at www.wdol.gov. The decision to award a contract or subcontract must be conditioned upon the acceptance of the wage determination. Contractor further agrees that it shall also comply with the Copeland "Anti-Kickback" Act (40 U.S.C. 3145), as supplemented by Department of Labor regulations (29 CFR Part 3, "Contractors and Subcontractors on Public Building or Public Work Financed in Whole or in Part by Loans or Grants from the

EDGAR CERTIFICATIONS

United States"). The Act provides that each contractor or subrecipient must be prohibited from inducing, by any means, any person employed in the construction, completion, or repair of public work, to give up any part of the compensation to which he or she is otherwise entitled. The 1GPA Member must report all suspected or reported violations to the Federal awarding agency.

Pursuant to Federal Rule (D) above, when 1GPA Member expends federal funds during the term of an award for all contracts and subgrants for construction or repair, Vendor will be in compliance with all applicable Davis-Bacon Act provisions.

Does Vendor agree? YES JK Initials of Authorized Representative of Vendor

(E). Contract Work Hours and Safety Standards Act (40 U.S.C. 3701-3708)

Where applicable, all contracts awarded in excess of \$100,000 that involve the employment of mechanics or laborers, Contractor agrees to comply with 40 U.S.C. 3702 and 3704, as supplemented by Department of Labor regulations (29 CFR Part 5). Under 40 U.S.C. 3702 of the Act, each contractor is required to compute the wages of every mechanic and laborer on the basis of a standard work week of 40 hours. Work in excess of the standard work week is permissible provided that the worker is compensated at a rate of not less than one and a half times the basic rate of pay for all hours worked in excess of 40 hours in the work week. The requirements of 40 U.S.C. 3704 are applicable to construction work and provide that no laborer or mechanic must be required to work in surroundings or under working conditions which are unsanitary, hazardous or dangerous. These requirements do not apply to the purchases of supplies or materials or articles ordinarily available on the open market, or contracts for transportation or transmission of intelligence.

Pursuant to Federal Rule (E) above, when 1GPA Members expends federal funds, Vendor certifies that Vendor will be in compliance with all applicable provisions of the Contract Work Hours and Safety Standards Act during the term of an award for all contracts by 1GPA resulting from this procurement process.

Does Vendor agree? YES JK Initials of Authorized Representative of Vendor

(F). Rights to Inventions Made Under a Contract or Agreement

If the Federal award meets the definition of "funding agreement" under 37 CFR §401.2 (a) and the recipient or subrecipient wishes to enter into a contract with a small business firm or nonprofit organization regarding the substitution of parties, assignment or performance of experimental, developmental, or research work under that "funding agreement," the recipient or subrecipient must comply with the requirements of 37 CFR Part 401, "Rights to Inventions Made by Nonprofit Organizations and Small Business Firms Under Government Grants, Contracts and Cooperative Agreements," and any implementing regulations issued by the awarding agency.

Pursuant to Federal Rule (F) above, when federal funds are expended by 1GPA Member, Vendor certifies that during the term of an award for all contracts by 1GPA resulting from this procurement process, Vendor agrees to comply with all applicable requirements as referenced in Federal Rule (6) above.

Does Vendor agree? YES JK Initials of Authorized Representative of Vendor

(G) Clean Air Act and Federal Water Pollution Act

Clean Air Act (42 U.S.C. 7401-7671q) and the Federal Water Pollution Control Act (33 U.S.C. 1251-1387), as amended—Contracts and subgrants of amounts in excess of \$150,000 must contain a provision that requires the non-Federal award to agree to comply with all applicable standards, orders or regulations issued pursuant to the Clean Air Act (42 U.S.C. 7401-7671q) and the Federal Water Pollution Control Act as amended (33 U.S.C. 1251- 1387). Violations must be reported to the Federal awarding agency and the Regional Office of the Environmental Protection Agency (EPA).

Pursuant to Federal Rule (G) above, when federal funds are expended by 1GPA Member, Vendor certifies that during the term of an award for all contracts by 1GPA resulting from this procurement process, Vendor agrees to comply with all applicable requirements as referenced in Federal Rule (G) above.

Does Vendor agree? YES JK Initials of Authorized Representative of Vendor

(H) Debarment and Suspension

Debarment and Suspension (Executive Orders 12549 and 12689)—A contract award (see 2 CFR 180.220) must not be made to parties listed on the government wide exclusions in the System for Award Management (SAM), in accordance with the OMB guidelines at 2 CFR 180 that implement Executive Orders 12549 (3 CFR part 1986 Comp., p. 189) and 12689 (3 CFR part 1989 Comp., p. 235), "Debarment and Suspension." SAM Exclusions contains the

EDGAR CERTIFICATIONS

names of parties debarred, suspended, or otherwise excluded by agencies, as well as parties declared ineligible under statutory or regulatory authority other than Executive Order 12549.

Pursuant to Federal Rule (H) above, when federal funds are expended by 1GPA Member, Vendor certifies that during the term of an award for all contracts by 1GPA resulting from this procurement process, Vendor certifies that neither it nor its principals is presently debarred, suspended, proposed for debarment, declared ineligible, or voluntarily excluded from participation by any federal department or agency.

Does Vendor agree? YES *JW* Initials of Authorized Representative of Vendor

(I) Byrd Anti-Lobbying Amendment

Byrd Anti-Lobbying Amendment (31 U.S.C. 1352)—Contractors that apply or bid for an award exceeding \$100,000 must file the required certification. Each tier certifies to the tier above that it will not and has not used Federal appropriated funds to pay any person or organization for influencing or attempting to influence an officer or employee of any agency, a member of Congress, officer or employee of Congress, or an employee of a member of Congress in connection with obtaining any Federal contract, grant or any other award covered by 31 U.S.C. 1352. Each tier must also disclose any lobbying with non-Federal funds that takes place in connection with obtaining any Federal award. Such disclosures are forwarded from tier to tier up to the non-Federal award.

Pursuant to Federal Rule (I) above, when federal funds are expended by 1GPA Member, Vendor certifies that during the term and after the awarded term of an award for all contracts by 1GPA resulting from this procurement process, the vendor certifies that it is in compliance with all applicable provisions of the Byrd Anti-Lobbying Amendment (31 U.S.C. 1352). The undersigned further certifies that:

- (1) No Federal appropriated funds have been paid or will be paid for on behalf of the undersigned, to any person for influencing or attempting to influence an officer or employee of any agency, a Member of Congress, an officer or employee of congress, or an employee of a Member of Congress in connection with the awarding of a Federal contract, the making of a Federal grant, the making of a Federal loan, the entering into a cooperative agreement, and the extension, continuation, renewal, amendment, or modification of a Federal contract, grant, loan, or cooperative agreement.
- (2) If any funds other than Federal appropriated funds have been paid or will be paid to any person for influencing or attempting to influence an officer or employee of any agency, a Member of Congress, an officer or employee of congress, or an employee of a Member of Congress in connection with this Federal grant or cooperative agreement, the undersigned shall complete and submit Standard Form-LLL, "Disclosure Form to Report Lobbying", in accordance with its instructions.
- (3) The undersigned shall require that the language of this certification be included in the award documents for all covered sub-awards exceeding \$100,000 in Federal funds at all appropriate tiers and that all subrecipients shall certify and disclose accordingly.

Does Vendor agree? YES *JW* Initials of Authorized Representative of Vendor

(J) Procurement of Recovered Materials

When federal funds are expended, Member and its contractors must comply with section 6002 of the Solid Waste Disposal Act, as amended by the Resource Conservation and Recovery Act. The requirements of Section 6002 include: (1) procuring only items designated in guidelines of the Environmental Protection Agency (EPA) at 40 CFR part 247 that contain the highest percentage of recovered materials practicable, consistent with maintaining a satisfactory level of competition, where the purchase price of the item exceeds \$10,000 or the value of the quantity acquired during the preceding fiscal year exceeded \$10,000; (2) procuring solid waste management services in a manner that maximizes energy and resource recovery; and (3) establishing an affirmative procurement program for procurement of recovered materials identified in the EPA guidelines.

Pursuant to Federal Rule (J) above, when federal funds are expended by the Member, as required by the Resource Conservation and Recovery Act of 1976 (42 U.S.C. § 6962(c)(3)(A)(i)), the vendor certifies, by signing this document, that the percentage of recovered materials content for EPA-designated items to be delivered or used in the performance of the contract will be at least the amount required by the applicable contract specifications or other contractual requirements.

Does Vendor agree? YES *JW* Initials of Authorized Representative of Vendor



EDGAR CERTIFICATIONS

RECORD RETENTION REQUIREMENTS FOR CONTRACTS INVOLVING FEDERAL FUNDS

When federal funds are expended by 1GPA Member for any contract resulting from this procurement process, Vendor certifies that it will comply with the record retention requirements detailed in 2 CFR § 200.333. Vendor further certifies that it will retain all records as required by 2 CFR § 200.333 for a period of three years after grantees or subgrantees submit final expenditure reports or quarterly or annual financial reports, as applicable, and all other pending matters are closed.

Does Vendor agree? YES JK Initials of Authorized Representative of Vendor

CERTIFICATION OF COMPLIANCE WITH THE ENERGY POLICY AND CONSERVATION ACT

When 1GPA Member expends federal funds for any contract resulting from this procurement process, Vendor certifies that it will comply with the mandatory standards and policies relating to energy efficiency which are contained in the state energy conservation plan issued in compliance with the Energy Policy and Conservation Act (42 U.S.C. 6321 et seq.; 49 C.F.R. Part 18).

Does Vendor agree? YES JK Initials of Authorized Representative of Vendor

CERTIFICATION OF EQUAL EMPLOYMENT STATEMENT

It is the policy of 1GPA not to discriminate on the basis of race, color, national origin, gender, limited English proficiency or handicapping conditions in its programs. Vendor agrees not to discriminate against any employee or applicant for employment to be employed in the performance of this Contract, with respect to hire, tenure, terms, conditions and privileges of employment, or a matter directly or indirectly related to employment, because of age (except where based on a bona fide occupational qualification), sex (except where based on a bona fide occupational qualification) or race, color, religion, national origin, or ancestry. Vendor further agrees that every subcontract entered into for the performance of this Contract shall contain a provision requiring non-discrimination in employment herein specified, binding upon each subcontractor. Breach of this covenant may be regarded as a material breach of the Contract.

Does Vendor agree? YES JK Initials of Authorized Representative of Vendor

CERTIFICATION OF COMPLIANCE WITH BUY AMERICA PROVISIONS

1GPA has a preference for domestic end products for supplies acquired for use in the United States when spending federal funds (purchases that are made with non-federal funds or grants are excluded from the Buy America Act). Vendor certifies that it is in compliance with all applicable provisions of the Buy America Act.

Does Vendor agree? YES JK Initials of Authorized Representative of Vendor

CERTIFICATION OF ACCESS TO RECORDS – 2 C.F.R. § 200.336

Vendor agrees that the District's Inspector General or any of their duly authorized representatives shall have access to any books, documents, papers and records of Vendor that are directly pertinent to Vendor's discharge of its obligations under the Contract for the purpose of making audits, examinations, excerpts, and transcriptions. The right also includes timely and reasonable access to Vendor's personnel for the purpose of interview and discussion relating to such documents.

Does Vendor agree? YES JK Initials of Authorized Representative of Vendor



EDGAR CERTIFICATIONS

CERTIFICATION OF APPLICABILITY TO SUBCONTRACTS

Vendor agrees that all contracts it awards pursuant to the Contract shall be bound by the foregoing terms and conditions.

Does Vendor agree? YES LL Initials of Authorized Representative of Vendor

VENDOR AGREES TO COMPLY WITH ALL APPLICABLE FEDERAL, STATE, AND LOCAL LAWS, RULES, REGULATIONS, AND ORDINANCES. IT IS FURTHER ACKNOWLEDGED THAT VENDOR CERTIFIES COMPLIANCE WITH ALL PROVISIONS, LAWS, ACTS, REGULATIONS, ETC. AS SPECIFICALLY NOTED ABOVE.

Vendor's Name: Advanced Network Management, Inc
Address, City, State, and Zip Code: 1365 N Scottsdale Rd. Ste 350, Scottsdale, AZ 85257
Phone Number: 480-385-0600 Fax Number: 505-888-9452
Printed Name and Title of Authorized Representative: Lee Loen
Email Address: lee.loen@anm.com
Signature of Authorized Representative: [Signature]
Date: May 7, 2019



D. Debarment Certification, Page 45

DEBARMENT CERTIFICATION

Neither my company nor an owner or principal of my company has been debarred, suspended or otherwise made ineligible for participation in Federal Assistance programs under Executive Order 12549, "Debarment and Suspension," as described in the Federal Register and Rules and Regulations.

By signature below, I certify that the above is true, complete and accurate and that I am authorized by my company to make this certification.

Advanced Network Management, Inc

Company Name

Signature of Authorized Company Official

Lee Loen

Printed Name

May 7, 2019

Date



E. Texas Government Code (if applicable), Page 46

ANTITRUST CERTIFICATION STATEMENT

Texas Government Code
§2155.005

I affirm under penalty of perjury of the laws of the State of Texas that:

1. I am duly authorized to execute this contract on my own behalf or on behalf of the company, corporation, firm, partnership or individual (Company) listed below.
2. In connection with this bid, neither I nor any representative of the Company has violated any provision of the Texas Free Enterprise and Antitrust Act, Tex. Bus. & Comm. Code Chapter 15.
3. In connection with this bid, neither I nor any representative of the Company has violated any federal antitrust law; and
4. Neither I nor any representative of the company has directly or indirectly communicated any of the contents of this bid to a competitor of the company or any other company, corporation, firm, partnership, or individual engaged in the same line of business as the company listed.

Vendor Name Advanced Network Management, Inc
(Please Type or Print)

Address 1365 N Scottsdale Rd. Ste 350
Scottsdale, AZ 85257

Phone 480-385-0600 Fax 505-888-9452

Email lee.loen@anm.com Website https://anm.com

Name of Person Submitting Bid Lee Loen

Signature  Date May 7, 2019

Position with Company General Manager



F. HUB/ MWBE Certification, Page 47

**MINORITY/WOMEN BUSINESS ENTERPRISE (MWBE) AND
HISTORICALLY UNDERUTILIZED BUSINESSES (HUB)**

Bidding companies that have been certified as Historically Underutilized Business (HUB) or Minority/Women Business Enterprise (MWBE) entities are encouraged to indicate their HUB and MWBE status when responding to this Bid Invitation.

Vendor certifies that this firm is a MWBE (Required by some participating agencies) Yes No
Vendor certifies that this firm is a HUB (Required by some participating agencies) Yes No

Please scan a copy of MWBE and/or HUB certification letter and the percentage of your business with MWBE and/or HUB suppliers, if applicable, in your bid response in the Response Attachments section.

I, the authorized representative for the company named below, certify that the information concerning residency certification, and MWBE and HUB certifications have been reviewed by me and the information furnished is true to the best of my knowledge.


Contractor's Name/Company Name: Advanced Network Management, Inc

Address, City, State, and Zip Code: 1365 N Scottsdale Rd. Ste 350 Scottsdale, AZ 85257

Phone Number: 480-385-0600 Fax Number: 505-888-9452

Printed Name and Title of Authorized Representative: Lee Loen

Email Address: lee.loen@anm.com

Signature of Authorized Representative:  Date: May 7, 2019



G. Certificate of Insurance form similar to the sample, Page 48



ADVANET-04

MKCOCHENSFARGER

CERTIFICATE OF LIABILITY INSURANCE

DATE (MM/DD/YYYY)
5/3/2019

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

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

PRODUCER License # 0757776 HUB International Insurance Services (NMX) 7770 Jefferson Street NE, Suite 101 Albuquerque, NM 87109	CONTACT NAME: PHONE (A/C, No, Ext): (505) 828-4000 FAX (A/C, No): (866) 487-3972 E-MAIL ADDRESS: _____ _____														
INSURED Advanced Network Management, Inc. P.O Box 94840 Albuquerque, NM 87199	<table border="1"> <tr> <th>INSURER(S) AFFORDING COVERAGE</th> <th>NAIC #</th> </tr> <tr> <td>INSURER A: The Travelers Indemnity Company of America</td> <td>25666</td> </tr> <tr> <td>INSURER B: Charter Oak Fire Insurance Company</td> <td>25615</td> </tr> <tr> <td>INSURER C: Travelers Property Casualty Company of America</td> <td>25674</td> </tr> <tr> <td>INSURER D: Travelers Casualty Insurance Company of America</td> <td>19046</td> </tr> <tr> <td>INSURER E:</td> <td></td> </tr> <tr> <td>INSURER F:</td> <td></td> </tr> </table>	INSURER(S) AFFORDING COVERAGE	NAIC #	INSURER A: The Travelers Indemnity Company of America	25666	INSURER B: Charter Oak Fire Insurance Company	25615	INSURER C: Travelers Property Casualty Company of America	25674	INSURER D: Travelers Casualty Insurance Company of America	19046	INSURER E:		INSURER F:	
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INSURER E:															
INSURER F:															

COVERAGES CERTIFICATE NUMBER: REVISION NUMBER:

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

INSR LTR	TYPE OF INSURANCE	ADDL INSD	SUBR WVD	POLICY NUMBER	POLICY EFF (MM/DD/YYYY)	POLICY EXP (MM/DD/YYYY)	LIMITS
A	<input checked="" type="checkbox"/> COMMERCIAL GENERAL LIABILITY <input type="checkbox"/> CLAIMS-MADE <input checked="" type="checkbox"/> OCCUR GEN'L AGGREGATE LIMIT APPLIES PER: <input type="checkbox"/> POLICY <input checked="" type="checkbox"/> SUBJ <input checked="" type="checkbox"/> LOC OTHER: _____	X		630-2N875650	3/1/2019	3/1/2020	EACH OCCURRENCE \$ 1,000,000 DAMAGE TO RENTED PREMISES (Ea occurrence) \$ 300,000 MED EXP (Any one person) \$ 10,000 PERSONAL & ADV INJURY \$ 1,000,000 GENERAL AGGREGATE \$ 2,000,000 PRODUCTS - COM/PROP AGG \$ 2,000,000
B	<input checked="" type="checkbox"/> AUTOMOBILE LIABILITY <input checked="" type="checkbox"/> ANY AUTO <input type="checkbox"/> OWNED AUTOS ONLY <input type="checkbox"/> SCHEDULED AUTOS <input type="checkbox"/> HIRED AUTOS ONLY <input type="checkbox"/> NON-OWNED AUTOS ONLY	X		BA-2N875373	3/1/2019	3/1/2020	COMBINED SINGLE LIMIT (Ea accident) \$ 1,000,000 BODILY INJURY (Per person) \$ _____ BODILY INJURY (Per accident) \$ _____ PROPERTY DAMAGE (Per accident) \$ _____
C	<input checked="" type="checkbox"/> UMBRELLA LIAB <input checked="" type="checkbox"/> OCCUR <input type="checkbox"/> EXCESS LIAB <input type="checkbox"/> CLAIMS-MADE <input type="checkbox"/> DED <input checked="" type="checkbox"/> RETENTION \$ 10,000			CUP-2N902804	3/1/2019	3/1/2020	EACH OCCURRENCE \$ 10,000,000 AGGREGATE \$ 10,000,000
D	WORKERS COMPENSATION AND EMPLOYERS' LIABILITY ANY PROPRIETOR/PARTNER/EXECUTIVE OFFICER/MEMBER EXCLUDED? (Mandatory in NH) Y/N <input type="checkbox"/> If yes, describe under DESCRIPTION OF OPERATIONS below	N/A		UB-2N878928	3/1/2019	3/1/2020	<input checked="" type="checkbox"/> PER STATUTE <input type="checkbox"/> OTH-ER E.L. EACH ACCIDENT \$ 1,000,000 E.L. DISEASE - EA EMPLOYEE \$ 1,000,000 E.L. DISEASE - POLICY LIMIT \$ 1,000,000
C	Tech E&O/Cyber Liab.			ZPL-71N10224	3/1/2019	3/1/2020	Per Occurrence 2,000,000
C	Tech E&O/Cyber Liab.			ZPL-71N10224	3/1/2019	3/1/2020	Aggregate 2,000,000

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

SEE ATTACHED ACORD 101

CERTIFICATE HOLDER 1GPA 1910 W Washington Street Phoenix, AZ 85009	CANCELLATION SHOULD ANY OF THE ABOVE DESCRIBED POLICIES BE CANCELLED BEFORE THE EXPIRATION DATE THEREOF, NOTICE WILL BE DELIVERED IN ACCORDANCE WITH THE POLICY PROVISIONS. AUTHORIZED REPRESENTATIVE
--	--



H. IRS W-9 Form, Page 49

Form W-9 Request for Taxpayer Identification Number and Certification
Give Form to the requester. Do not send to the IRS.
Go to www.irs.gov/FormW9 for instructions and the latest information.

1 Name (as shown on your income tax return). Name is required on this line; do not leave this line blank.
Advanced Network Management, Inc.
2 Business name/disregarded entity name, if different from above
3 Check appropriate box for federal tax classification of the person whose name is entered on line 1. Check only one of the following seven boxes.
4 Exemptions (codes apply only to certain entities, not individuals; see instructions on page 3):
5 Address (number, street, and apt. or suite no.) See instructions.
4601 Colombine Ave NE
6 City, state, and ZIP code
Albuquerque, NM 87113
7 List account number(s) here (optional)

Part I Taxpayer Identification Number (TIN)
Enter your TIN in the appropriate box. The TIN provided must match the name given on line 1 to avoid backup withholding. For individuals, this is generally your social security number (SSN). However, for a resident alien, sole proprietor, or disregarded entity, see the instructions for Part I, later. For other entities, it is your employer identification number (EIN). If you do not have a number, see How to get a TIN, later.
Note: If the account is in more than one name, see the instructions for line 1. Also see What Name and Number To Give the Requester for guidelines on whose number to enter.
Social security number
Employer identification number
8 5 - 0 4 2 7 1 4 2

Part II Certification
Under penalties of perjury, I certify that:
1. The number shown on this form is my correct taxpayer identification number (or I am waiting for a number to be issued to me); and
2. I am not subject to backup withholding because: (a) I am exempt from backup withholding, or (b) I have not been notified by the Internal Revenue Service (IRS) that I am subject to backup withholding as a result of a failure to report all interest or dividends, or (c) the IRS has notified me that I am no longer subject to backup withholding; and
3. I am a U.S. citizen or other U.S. person (defined below); and
4. The FATCA code(s) entered on this form (if any) indicating that I am exempt from FATCA reporting is correct.
Certification instructions. You must cross out item 2 above if you have been notified by the IRS that you are currently subject to backup withholding because you have failed to report all interest and dividends on your tax return. For real estate transactions, item 2 does not apply. For mortgage interest paid, acquisition or abandonment of secured property, cancellation of debt, contributions to an individual retirement arrangement (IRA), and generally, payments other than interest and dividends, you are not required to sign the certification, but you must provide your correct TIN. See the instructions for Part II, later.

Sign Here
Signature of U.S. person
Date 1/16/2018

General Instructions
Section references are to the Internal Revenue Code unless otherwise noted.
Future developments. For the latest information about developments related to Form W-9 and its instructions, such as legislation enacted after they were published, go to www.irs.gov/FormW9.
Purpose of Form
An individual or entity (Form W-9 requester) who is required to file an information return with the IRS must obtain your correct taxpayer identification number (TIN) which may be your social security number (SSN), individual taxpayer identification number (ITIN), adoption taxpayer identification number (ATIN), or employer identification number (EIN), to report on an information return the amount paid to you, or other amount reportable on an information return. Examples of information returns include, but are not limited to, the following.
• Form 1099-INT (interest earned or paid)
• Form 1099-DIV (dividends, including those from stocks or mutual funds)
• Form 1099-MISC (various types of income, prizes, awards, or gross proceeds)
• Form 1099-B (stock or mutual fund sales and certain other transactions by brokers)
• Form 1099-S (proceeds from real estate transactions)
• Form 1099-K (merchant card and third party network transactions)
• Form 1098 (home mortgage interest), 1098-E (student loan interest), 1098-T (tuition)
• Form 1099-C (canceled debt)
• Form 1099-A (acquisition or abandonment of secured property)
Use Form W-9 only if you are a U.S. person (including a resident alien), to provide your correct TIN.
If you do not return Form W-9 to the requester with a TIN, you might be subject to backup withholding. See What is backup withholding, later.



I. Bonfire Electronic Submission

ANM will submit the response electronically in the Bonfire system.

J. Addendum acknowledgement

No addendums or clarifications were issued for this RFP.

7. Miscellaneous

A. ANM Managed Services

A.1 Overview

1.1 A.1.1 ANM Managed Services Overview & Service Catalog:

ANM's Managed Services team provides world class support to our customers. Our NOC has 30+ full-time employees supporting ~50 clients with nearly all of our business focused on supporting Cisco Network and Unified Communications environments. The NOC is fully staffed 24x7x365 for all of our customers and the NOC engineers are Cisco certified; many possessing high certification levels in the Professional (e.g. CCNP) or Expert level (e.g. CCIE).

Our highly skilled team along with a strong focus on quality delivery and good customer relationships yields high scores on customer satisfaction surveys – presently 95.29%. Nearly all customers experience true value in ANM's Managed Services and 95%+ renew their contracts year over year.

ANM's Managed Service provides complete and proactive management for the Covered Equipment and Systems (CES) using ITIL based best practices. Utilizing best in class set of tools, processes and procedures ANM provides world class Information Technology support. Under this offering day to day (Tier 1) operations of the CES are taken care of by the Client staff, with escalations as needed to the ANM Client Service Center.

1.2 Remote Monitoring

ANM maintains a robust set of Remote Monitoring and Management tools. This toolset utilizes a Microsoft Windows based probe installed at the customer location which has access to all the managed systems. The probe collects information about the managed systems and sends that information back to the Client Service Center via a secure communications link. The tools then use the Event Management process to properly categorize and prioritize the events. The probe also serves as a remote access jump point to allow ANM Engineers to access the Client's CES.

1.3 Service Desk

The Service Desk is the central point-of-contact to ANM Managed Services for daily support activity. It is also a main point for reporting incidents and for clients making service requests. ANM's CSC team is available 24 hours a day, 7 days a week for Priority 1 or Priority 2 incidents. The client may communicate incidents to the CSC via the following methods (in addition to auto-generated incidents):

- Opening a ticket on the Client Portal
- Telephone (P1 Incidents must be opened via telephone into CSC)
- Email

Client-personnel contacting the ANM CSC must be authorized to do so as defined in the turn up process. The CSC does not respond to support requests from non-authorized personnel and does not engage with client through indirect methods for incident notification. Client

personnel authorized to contact the CSC must be qualified to interact on a technical basis at a level required to support efforts by the Managed Service.

ANM staffs the CSC with three tiers of technical and engineering support.

1.3.1 Engineering Levels

1.3.2 Level 1

Level 1 engineering is responsible for effective client service using workflow tools and technology provided.

- Follows specific client process as defined by Engineering Management.
- Uses Incident-Tracking System to manage incident queue for resolution or follow up, interfaces with Level 2 engineering for advanced engineering support, and maintains client communication during escalations.
- Provides initial support for basic client issues.

1.3.3 Level 2

Level 2 engineering is responsible for effective client service using advanced engineering skill.

- Uses defined ITIL process for effective Incident, Problem and Change Management as defined by Engineering Management.
- Suggests improvements for client stabilization and potential upgrades.
- Interfaces with vendor support engineering or Professional Services Engineering to provide timely resolution.

1.3.4 Level 3

This is the highest level of support in a three-tiered technical support model responsible for handling the most difficult or advanced incidents and overseeing problem management for clients.

1.4 Event Management

ANM Managed Services performs the following during Event Management, identified through environment monitoring:

- Performs event identification, logging and management.
- Reviews each alert to assess if it is an actual alert or system anomaly.
- Clears systems anomalies and closes incidents.
- For true alerts or incidents, groups related events into a single incident to reduce noise.
- Prioritizes Incidents based on impact and urgency.

1.5 Incident Management

Events that require further actions or reported by direct client notification via email, phone or portal are categorized as an Incident. ANM's Incident Management:

- Notifies client of Incident, according to the notification matrix, and within the notification service level.
- Restores service:
 - Takes complete ownership of service restoration or remotely assists onsite personnel, as needed, to facilitate service restoration.
 - Remotely facilitates hardware replacement and software updates determined to be required by ANM.
 - If required, remotely applies patches to remediate an Incident or problem identified by ANM.
 - Interacts with third-party support providers (e.g., Cisco TAC).

1.5.1 Incident Prioritization Classification and Prioritization

Incidents require proper classification and prioritization. Classification and prioritization descriptions follow:

- Classification - Determined by choosing the correct service type, sub-type, and item as it pertains to the incident.
- Prioritization - Adjusting impact and urgency calculates the appropriate priority.

1.5.2 Determining Classification and Prioritization

The correct classification, urgency and impact is selected based on the information placed in the Incident during creation. Priority is based on the combined Impact and Urgency assignments reflecting the level of adverse impact to client systems.

1.5.3 Impact Definition

Impact refers to the business impact of the system impacted. The initial impact is predefined from the alerting tool based on the type of alarm received or client request.

There are three categories of impact:

1. High: Incident affecting an entire site or multiple sites.
2. Medium: Incident affecting multiple users.
3. Low: Incident affecting one or few users.

1.5.4 Urgency Definition

Urgency is the extent to which the Incident’s resolution can bear delay. The initial urgency is predefined from the alerting tool based on the type of alarm received or client request.

ANM Incident and Problem urgency and corresponding priority levels are defined as follows:

1. **High:** Full service outage of a critical system or VIP is affected. Urgent response.
2. **Medium:** Client’s ability to function is partially impacted. Respond as soon as possible.
3. **Low:** No impact on client’s ability to function. Response is not critical.

The case may be left open for a prescribed period while operational stability is being assessed.

The Incident Ticket is closed by ANM or client upon validation of issue remediation and the systems return to operational stability.

Complete detail for open and closed tickets resides on the client Portal and is used to support Incident Management and Problem Management processes.

1.5.5 Priorities for Incidents

ANM applies the following priorities for incidents, generally indicating the condition shown (the actual condition is determined by a number of factors as defined in the thresholds).

		Impact		
		High	Medium	Low
Urgency	High	P1	P2	P3
	Medium	P2	P3	P4
	Low	P3	P4	P4

1.5.6 Incident Escalation

Incidents are escalated according to a defined process. At any point in the Incident Management process, the Client may request escalation via the ANM Client Services Manager to address concerns about the handling of the Incident. If service restoration requires activities by a third-party provider, ANM initiates and manages the process.

For a High Severity (P1 or P2), Clients are asked to call ANM Managed Services and ask that a Critical or High Service Request be opened. The CSC initiates a live handoff to an Engineer. If further escalation of an existing ticket is required, the Client speaks to the Client Services Manager.

Upon resolution, the Client is notified the Incident is resolved and provided with the opportunity to verify services have been restored satisfactorily. Following Incident resolution and client notification, the Incident is closed by ANM. Reports regarding incident management are available on the Client Portal.

1.5.7 Client Portal

ANM Managed Services includes a Web-based Management Portal. The Client Portal is remotely accessible by Clients and provides access to key information and services with respect to their Managed Services. The capability includes:

- Facilitating communication with the CSC.
- Viewing progress of service activities and the level of service being delivered.
- Viewing, creating, and updating Incident Tickets and Change Requests.
- Viewing status of managed and monitored CES under contract.
- Generating reports for managed and monitored-only CES under contract.

Instructions to access and navigate the portal are provided during service kickoff meeting.

1.5.8 Service Level Objectives

Service Level Objectives (SLOs) are specifically aligned to Incident priorities and response times for service requests. ANM categorizes each issue by Priority reflecting the level of adverse impact to Client systems. Priority provides a reasonable and accurate reflection of the number, complexity and business impact of systems affected. Clients have the ability to set or change the priority level of an Incident at any time based on the impact to their specific business.

Priority 1 and Priority 2 Events and Incidents are managed on a 24x7x365 clock. Priority 3 and Priority 4 Events and Incidents are managed on a 9x5xBusiness Day clock.

The following priority levels are assigned:

Severity Level	Description
P1 Critical (24x7)	Systems at one or many client sites are completely unavailable. Affected systems cause significant business impact.
P2 High (24x7)	Systems at one or many client sites are partially unavailable. Affected systems cause some business impact.
P3 Medium (9x5)	Operational performance of client sites is impaired while most business operations remain functional.
P4 Low (9x5)	Client is requesting information or a logical change that is covered under their service agreement.

Acknowledge Time is the amount of time elapsed between Client initiations of an issue, or the time ANM Managed Services detects a fault, and the time ANM Managed Services creates an Incident Report and alerts Client an Incident has been created.

Response Time is the amount of time elapsed between Client initiations of an issue, or the time ANM Managed Services proactively detects a fault, and the time an assigned ANM Managed Services Engineer connects to the system, or otherwise contacts client, and begins remote diagnosis and troubleshooting.

Resolution Time is the amount of time elapsed between Client initiations of an issue, or the time ANM Managed Services proactively detects a fault, and the time the issue is resolved.

Business Days are Monday through Friday 8am to 5pm. ANM also maintains 9 annual holidays that are not considered Business Days.

Service Level Parameter	Agreement	Service Level
P1 Acknowledge Time	15 minutes	95%
P1 Response Time	1 Hour	95%
P1 Resolution Time	4 Hours	95%
P2 Acknowledge Time	1 Hour	95%
P2 Response Time	1 Hour	95%
P2 Resolution Time	8 Hours	95%
P3 Acknowledge Time	24 Hours (1 Day)	95%
P3 Response Time	24 Hours (1 Day)	95%
P3 Resolution Time	72 Hours (3 Days)	95%
P4 Acknowledge Time	48 Hours (2 Days)	95%
P4 Response Time	48 Hours (2 Days)	95%
P4 Resolution Time	120 Hours (5 Days)	95%

1.5.9 Escalation Process

The ANM escalation process is provided during the service kick-off meeting.

1.6 Change Management

ANM works alongside the client change process, client change process is documented during the client service kick-off meeting.

1.7 Patch Management

Patch application to remediate incidents and reduce known vulnerabilities is at the discretion of ANM. Patches are evaluated to ensure the current environment stability is maintained.

Vulnerabilities are defined as a defect reported by a manufacturer that has a potential to affect the overall security of the device, and typically resolved with software workaround or a patch issued by the manufacturer. Client-requested patches for obtaining additional features or functions are out of scope and must be handled as a separate agreement. (NOT PROACTIVE AT THIS POINT)

As part of the Patch process, ANM:

- Reviews manufacturer field notices to determine impact and urgency to the Client system and existing software levels.
- Remotely applies updates to affected Cls.

- Uses client Change Management Process as applicable

If the Patch application requires an upgrade in revision level or impacts dependent technologies, the effort is evaluated and may be subject to a separate agreement. Covered equipment with software where the software maintenance has reached end of support is not covered by the Patch Management element.

1.8 Problem Management

Problem Management works together with Incident Management and Change Management to ensure that IT service availability and quality are increased. Problem Management includes the activities required to diagnose the root cause of incidents identified through the Incident Management process, and to determine the resolution to those problems. It is also responsible for ensuring that the resolution is implemented through the appropriate control procedures.

1.8.1 Problem Detection

The CSC detects problems via:

- Suspicion or detection of a cause of one or more incidents by the Service Desk, resulting in a Problem Record being raised – CSC may have resolved the incident but has not determined a definitive cause and suspects that it is likely to recur.
- Analysis of an incident by a technical support group, which reveals that an underlying problem exists, or is likely to exist.
- Automated detection of an infrastructure or application fault, using event/alert tools automatically to raise an incident, which may reveal the need for a Problem Record.
- A notification from a supplier or contractor that a problem exists that has to be resolved.
- Analysis of incidents as part of proactive Problem Management: watch-bulletins, releases, relevant papers

1.9 Quarterly Business Review

ANM is in partnership with Managed Service Clients and to that end regular in depth communication between ANM and our Clients is key to success of our Managed Service Agreement. ANM and Clients key stakeholders and management for CES will meet on a quarterly basis to accomplish the following:

Review past quarter performance

- SLA Adherence
- Event / Incident / Problem Review
- Change Management Review
- System Performance Review
- Systems Planning

- State of the Systems
- Current Challenges
- Vendor Support Contract Review (ie: Smartnet)
- Client business initiatives
- Planning for Lifecycle Management (6 Month / 1 Year / 2 Year / 5 year)

1.10 Pre-Managed Service Assessment

A Pre-Managed Service Assessment provides a process for clients who need assistance with understanding the whole of their IT systems before a Managed Service agreement can be implemented. ANM will use this assessment to identify system details as well as Smartnet and End of Life (EoL) status (for Cisco devices). The output of this process provides a detailed inventory of components, detailed diagrams of environment and RISC report that is delivered to the client.

1.11 Service Activation (onboarding)

ANM charges a one-time fee to activate managed services and is based on the services selected. For CSC only services ANM will work with the client to obtain documentation needed for proper service delivery (device details, device access, network access, etc.), obtain list of authorized client users, obtain client change control process and create additional documentation as needed. Monitoring services require additional information such as client escalation procedures and device contacts, additional device specific configuration may be required.

1.11.1 Onboarding Procedure

The following on-boarding tasks are performed at contract inception and typically take 30 days to complete depending on the size of the managed environment.

1.11.1.1 Customer Tasks

- Provide emergency contact escalation procedure.
- Provide unique (ANM Use only) full administrative (root/enable) credentials for managed equipment
- Provide space/resources for deployment of ANM management systems
- If required, provide SMTP relay capabilities for e-mail only notifications
- Permit needed network communications for ANM management systems to communicate back to the ANM NOC.
- Permit needed network communications between ANM management systems and the managed client systems
- Provide Change Management Procedures

- Provide mutually agreed upon remote access from the ANM NOC to the managed environment

1.11.1.2 ANM Tasks

- Configure ANM ticketing, tools and systems to support client
- Deploy ANM management systems at client location
- Build ANM documentation
- Define and document maintenance procedures.
- Configure monitoring
 - Configure Urgency/Impact threshold on all sensors
- Integrate client Change Management Procedures into ANM's client specific procedures.

1.11.1.3 Assumptions

- Lack of completion of any Customer Tasks can seriously impact ANM's ability to deliver the service and/or delay onboarding.

1.11.1.4 Typical Timeline

The following is a typical timeline of tasks that occur during onboarding. Actual timeline for Freeport Minerals will be developed on award of RFP.

Week 1	Onboarding Kick-Off Meeting Customer Tasks completed.
Week 2	ANM Management tools deployed Begin ANM Documentation
Week 3	Configure Monitoring Complete ANM Documentation
Week 4	Test and Validate Deployment Onboarding Closure / Go-Live

1.12 MACD (Move, Add, Change, Delete)

ANM reviews the contract for each request and determines if it falls outside of the scope of this agreement. For changes not covered by this agreement, ANM provides a separate contract from Professional Services. Major device upgrades are defined as an upgrade between major releases (eg: ASA 7.x to 8.x, CUCM 10.x to 11.x) and are not covered by this agreement.

MACD support is only provided to equipment specified in the CES. A single MACD is defined as one change per device; multiple changes to a single device are considered multiple MACDs regardless if it is made on the same service request.

1.13 Service Desk Integration

This option is for customers who would like to integrate their existing helpdesk software with ANM’s helpdesk software for ticket submission, update and status automation. ANM utilizes ServiceNow and can flexibly integrate with various ITSM toolsets.

A.2 ANM Managed Services Pricing

ANM has two methodologies to provide pricing for Managed Services (MS):

- **Option 1: MS Pricing based on device type & count**
- **Option 2: Network & Wireless MS pricing for Schools based on student count**

The above pricing methodologies are explained below, and the pricing provided Is Not to Exceed (NTE) pricing. ANM engineering team typically works with the customers to understand their network, wireless or voice environments. Based on the complexity of the deployment and current state of Implementation, the engineering team can further discount the provided rates.

Option #1: MS Pricing based on device type & count

ANM's traditional managed services pricing methodology leverages a device count based approach to estimate the complexity to monitor & support the environment. The pricing table below provides monthly re-occurring pricing for ANM managed services.

These services are relevant to this RFP as they are designed to provide operation and optimization support of IT solutions (Network, Voice & Data Center). A model ANM Managed Services Contract is also provided. The terms of this contract are negotiable and should 1GPA choose to include ANM managed services on our contract, we can negotiate the final terms.

ANM Managed Services Pricing	Monthly Cost Not to Exceed (Per Device)
Collaboration	
Voice Gateways (PRI/T1/SRST/SIP)	\$62.50
Analog Voice Gateways (24 Port or above)	\$25.00
IP Phone	\$7.00
Telepresence Endpoints	\$12.50
Voicemail Box	\$1.50
Jabber Client	\$1.50



Stand-alone VG2XX, ATA (2 or 4 Port)	\$5.00
Contact Center Express Agents	\$31.25
Network Infrastructure	
Firewall	\$250.00
Remote Location Firewall for Site to Site VPN	\$150.00
Core Switches / Routers (Layer 3)	\$187.50
Access Switches (Layer 2)	\$31.25
Wireless LAN Controllers	\$81.25
Wireless Access Points (Meraki or Controller managed Cisco)	\$6.25
Autonomous Wireless Access Points (including Flex Connect)	\$25.00
F5 BIG-IP Load Balancers	\$187.50
GTM	\$187.50
LTM	\$187.50
Video Surveillance	
Surveillance Servers / Appliances (Physical Servers)	\$125.00
Surveillance Server Applications (VSOM)	\$187.50
Surveillance Server Applications (VSM, Maps, etc)	\$93.75
IP Cameras	\$10.00
Analog Encoders	\$25.00
Server / Data Center Infrastructure	
vCenter (Per instance)	\$312.50
Virtual Servers – Host	\$93.75
Virtual Servers - Guest	\$187.50
Physical Windows Server	\$187.50
Physical Windows Server	\$250.00
Storage/Hyperflex (per Host)	\$187.50
Fiber Channel Switch / MDS	\$125.00
Data Center ACI 2 Spines and 3 APIC Controllers	\$250.00
Data Center ACI Leaf	\$50.00

Option #2: Network & Wireless MS pricing for Schools based on student count

ANM works very closely with several school districts and has a very strong understanding of the E-Rate program. Since E-Rate funds are provided based on the number of students in each school, ANM has developed a Not to Exceed Managed Services (MS) Pricing based on the student count. The per student pricing methodology is only valid for Internal connections managed services pricing, specifically, network & wireless. ANM support both Cisco & Meraki deployments in schools and has a different pricing model for each type. Here are our pricing categories:

- **Meraki Network & Meraki Wireless Deployment:** ANM provides a fixed managed services fee of **\$16 / student / year** to provide monitoring, support and management of an all Meraki deployment in the schools.
- **Cisco Network & Cisco Wireless Deployment:** ANM provides a fixed managed services fee of **\$22 / student / year** to provide monitoring, support and management of an all Cisco deployment in the schools
- **Cisco Network & Meraki Wireless Deployment:** ANM provides a fixed managed services fee of **\$18 / student / year** to provide monitoring, support and management of a mixed deployment with Meraki Wireless on Cisco network.

Student Based Pricing Assumptions & Requirements:

- This pricing model requires a minimum 3-year contract
- The contracts to leverage this pricing model must be district-wide. ANM doesn't price out Individual schools under this pricing model.
- The managed services & support provided under this pricing model is 100% remote support. Onsite support will be charged as a T&M based on the contract published rates.

A.3 ANM Managed Services Sample Contract



ADVANCED NETWORK MANAGEMENT INC.

MANAGED SERVICES PROFESSIONAL AGREEMENT

<NOC / SOC Contract>

<Client Name>



May 7, 2019

Prepared by
<name>



Account Management Team

Name	Company/Function	Phone	Email
<AM Name>	ANM Account Executive	<AM Phone>	<AM email>
<SE Name>	ANM Solutions Engineer	<SE Phone>	<SE email>

About ANM

Ranked among the top 10 fastest growing IT Service Providers in North America, ANM has earned its reputation as a recognized leader. Don't take our word for it. ANM carries the highest levels of engineering certifications and recognitions from industry-leading manufacturers, including Cisco, VMware and Microsoft.

Here's how ANM is able to consistently exceed customer expectations.

Service Excellence – our 94% Customer Retention Rate attests to ANM's commitment to service excellence.

Growth-Focused History – founded in Albuquerque, NM in 1994, ANM has grown to be a top-tier solution provider in every market it supports including Colorado, New Mexico, Arizona, and Texas.

Results-Driven Team – ANM continues to build a staff of experts with ever increasing breadth and depth in technology solutions. ANM's engineering team works closely with our customers to design and install innovative requirement-driven solutions and provides day-to-day support to ensure the investment is sustained.

Notices:

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Other product and company names mentioned herein may be the trademarks of their respective owners.



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CONTRACT TERMS AND CONDITIONS

Overview

This agreement defines the Managed Services provided by Advanced Network Management ('ANM') to <customer> ('<abbreviation>' aka 'Customer' aka 'Client).

Term of Service

This agreement is effective ___<DATE>_____ and is effective for a period of (12) months referred to as "Initial Term". This agreement will automatically renew annually on the effective date unless terminated in writing at least 60 days prior to the renewal date.

All of the auto-renewal terms of this contract will be referred to as "Renewal Term". If there are changes in the environment and/or there is additional equipment implemented, Addendum B will be updated to reflect the new hardware and the new pricing. During the term of the contract, ANM & Client have the option to true up the equipment quantities on Addendum B every three (3) months from the effective date to ensure contract accuracy. The client will be notified of any changes in contract cost if the true-up is performed and the new cost will be applicable at the billing cycle following the notification date.

In case of an early termination of this agreement by the Client during the initial term, the price of the remainder of the Initial term will be immediately due and owing to ANM. Early termination of this agreement by the client during the Renewal term will result in a cancellation fee in the amount equal to four (4) months of service.

Either party may terminate this Agreement if the other party fails to cure any material breach of this Agreement within thirty (30) days after receiving written notice of the occurrence of such breach (or immediately in the case of a breach of the terms). Client's failure to pay all fees payable to ANM here under as and when required under this Agreement shall constitute a material breach of this Agreement notwithstanding anything to the contrary in this Agreement.

Should ANM terminate this Agreement for Client's failure to cure any material breach of this Agreement, the Fees for the remainder of the then current term (Initial Term or Renewal Term as applicable) will accelerate and become immediately due and owing to ANM.



Notice

Any notice required or otherwise given pursuant to this Agreement shall be in writing and mailed certified return receipt requested, postage prepaid, or delivered by overnight delivery service, addressed as follows:

Client	Advanced Network Management, Inc
<Client Legal Name and Address>	Advanced Network Management, Inc 4601 Columbine Avenue NE Albuquerque, NM 87113

Invoicing

This service agreement is billed monthly, in advance, on the first day of each contracted month. Payment terms for all invoices are NET 30 from invoice date. Balances unpaid after the due date are subject to a 1.5% per month finance charge (18% annually). Gross Receipts and/or Sales Tax will be added to all fees and charges. Client agrees to pay all applicable gross receipts or sales taxes.

WARRANTY

ANM DOES NOT WARRANTY ANY OF THE HARDWARE OR SOFTWARE PROVIDED TO CLIENT. CLIENT AGREES SPECIFICALLY TO RELY ONLY UPON THE MANUFACTURER’S WARRANTY AS TO THE HARDWARE AND SOFTWARE INSTALLED. THIS WARRANTY IS IN LIEU OF ALL OTHER WARRANTIES, EXPRESSED OR IMPLIED, INCLUDING, BUT NOT LIMITED TO ANY IMPLIED WARRANTIES OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE. IN THE EVENT OF ANY CLAIMED DEFECT IN MATERIALS OR WORKMANSHIP PROVIDED BY ANM, OTHER THAN HARDWARE AND SOFTWARE EXCLUDED ABOVE, CLIENT SHALL PROVIDE ANM WITH NOTICE OF THE ALLEGED DEFECT NOT LATER THAN TEN DAYS FROM THE DATE OF DISCOVERY OF THE ALLEGED DEFECT. CLIENT SHALL PROVIDE ANM A REASONABLE OPPORTUNITY TO CURE ANY ALLEGED DEFECT BY REPAIR OR REPLACEMENT. IN NO EVENT SHALL ANM BE LIABLE FOR ANY CLAIMS ARISING FROM OR ASSOCIATED WITH THIS CONTRACT IN AN AMOUNT IN EXCESS OF THE CONTRACT PRICE. ANM SHALL NOT BE LIABLE FOR ANY CONSEQUENTIAL OR INCIDENTAL DAMAGES INCLUDING LOSS OF BUSINESS. ANY CLAIMS ARISING FROM OR ASSOCIATED WITH THIS CONTRACT SHALL BE BARRED IF THEY ARE NOT ASSERTED WITHIN ONE YEAR OF THE END OF THE TERM IN, WHICH THE CLAIM ARISES.

Non-Solicitation of Employees

Neither ANM nor Client will directly solicit for employment any employee of the other party during the term of this Agreement and for a period of twelve (12) months thereafter. It is understood that this employee non-solicitation provision shall not prohibit: (i) solicitation of any person who contacts a soliciting party on his or her own without any solicitation by or encouragement from the soliciting party; (ii) generalized solicitations by advertising and the like which are not directed to specific employees of the protected party; (iii) solicitations of persons whose employment was terminated by the protected party; or (iv) solicitations of persons who have terminated their employment with the protected party without any prior solicitation by the soliciting party.

WAIVER

The failure of either party to enforce any provisions of this Agreement shall not be deemed a waiver or limitation of that party's right to subsequently enforce and compel strict compliance with every provision of this Agreement.

SEVERABILITY

If any provision of this agreement shall be held invalid or unenforceable for any reason by a court of competent jurisdiction; the remaining provisions shall continue to be valid and enforceable. If a court finds that any provision of this agreement is invalid or unenforceable but that by limiting such provision will it become valid and enforceable then such provision shall be deemed to be written, construed and enforced as so limited. Interpretation of this agreement shall be governed by the laws of the State of New Mexico.

DISPUTE RESOLUTION

Each party agrees that they have a common interest in preventing and resolving misunderstandings and differences of interpretation that may arise out of or related to this Agreement. In the event of any controversy or claim arising out of this agreement, such controversy or claim shall be settled in Albuquerque, New Mexico, in accordance with the commercial rules of the American Arbitration Association then in effect, and judgment of the award may be entered in any court having jurisdiction thereof.

CONSULTATION

You are encouraged to ask questions or to consult with counsel of your choosing before you sign this contract. Your signature below indicates your understanding and acceptance of the



terms and conditions of this agreement. If the terms of the contract are acceptable, please initial each page and sign where indicated below. Return the original to the ANM office. Retain the copy for your file.

Pricing

ANM will invoice Client as indicated:

Monthly Recurring Charge:	\$XX,XXX
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Signatures

By signing below, Client indicates full agreement with the terms set out in this agreement.

Authorized Customer Signature:	
Printed Name:	Date:
Authorized ANM Signature:	
Printed Name:	Date:

ADDENDUM A – Onboarding

The following on-boarding tasks are performed at contract inception and typically take 30 days to complete depending on the size of the managed environment.

Customer Tasks

- Provide emergency contact escalation procedure.
- Provide unique (ANM Use only) full administrative (root/enable) credentials for managed equipment
- Provide space/resources for deployment of ANM management systems
- If required, provide SMTP relay capabilities for e-mail only notifications
- Permit needed network communications for ANM management systems to communicate back to the ANM NOC.

- Permit needed network communications between ANM management systems and the managed client systems
- Provide Change Management Procedures
- Provide mutually agreed upon remote access from the ANM NOC to the managed environment

ANM Tasks

- Configure ANM ticketing, tools and systems to support client
- Deploy ANM management systems at client location
- Build ANM documentation
- Define and document maintenance procedures.
- Configure monitoring
 - Configure Urgency/Impact threshold on all sensors
- Integrate client Change Management Procedures into ANM's client specific procedures.

Assumptions

- Lack of completion of any Customer Tasks can seriously impact ANM's ability to deliver the service and/or delay onboarding.

Typical Timeline

The following is a typical timeline of tasks that occur during onboarding:

Week 1	Onboarding Kick-Off Meeting Customer Tasks completed.
Week 2	ANM Management tools deployed Begin ANM Documentation
Week 3	Configure Monitoring Complete ANM Documentation

Week 4	Test and Validate Deployment Onboarding Closure / Go-Live
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ADDENDUM B – Managed Services Provided

This section defines the Managed Service being provided by ANM to Client.

Client Devices Covered

<insert table of devices covered>

Service Catalog

<insert verbiage that describes the service offering>

Service Level Agreement (SLAs)

<insert table and language that describes the SLA being provided>

Service Delivery Manager (SDM)

Contract Initiation Tasks

- Send Welcome email to customer (MS Introduction / Acknowledgement of contract and coordinate External Kick-off meeting)
- Conduct Kick-off meeting with MS team leads and Client
- Begin Onboarding Process
 - Track progress throughout onboarding with MS team & communicate with customer

Service Role – Throughout the Contract

- Manage True-ups (as requested/needed)
- Review findings of True-up and action items
- Weekly / Bi-Weekly / Monthly Touchpoints (as requested)
 - Ticket review, escalations, questions, concerns & overall MS interaction

- Escalation point as needed
- Monitor renewal dates – Notify account manager 90 days prior to end date

Quarterly Business Updates

- Performed quarterly from contract start date
- In-person or Webex meeting
- Review P1/P2 tickets
- Review contract specific managed devices
 - Reports on health of environment / monitoring events
- Discuss any issues with contract performance by ANM and/or Client
- Provide recommendations for enhancement or improvement

ADDENDUM C – Work Considered ‘Out of Scope’

The intent of this Managed Service Agreement is to perform all day-to-day operations to support and provide proper operations of the covered systems. It is not intended to be utilized for architectural or other major changes to the systems involved. From time to time, the Client may require services that are not covered under this Managed Services agreement. The following are some examples of the types of services that are not covered. This list is not intended to be all inclusive but instead to clarify the types of services that are not covered. These services shall be separately scoped and delivered to the Client under a separate engagement.

1. Hardware replacement – upgrades of any equipment as part of lifecycle management are not included.
2. Major software version upgrades – upgrades of major system version such as:
 - a. Windows Server 2012 to Windows Server 2016
 - b. Cisco IOS 12 to Cisco IOS 15
 - c. CUCM 11 to CUCM 12
3. New Location turn up, turn down



4. Script and report customization – Enhancement to the existing scripts, creation of new scripts, customization of existing reports, or creation of new reports.
5. Custom software development such as enhancement to the existing custom applications or creation of new custom applications shall not be included.
6. Server Migrations – Migrations as part of lifecycle management are not included.
7. New Feature Implimentations



B. Full Networking SOW



Statement of Work

RFP 19-07PV

Paradise Valley Unified School District

May 7, 2019

Prepared by
Vance Krier

Account Management Team

Name	Company/Function	Phone	Email
Joel Taylor	ANM Account Executive	602-312-5308	joel.taylor@anm.com
Ken Reeves	ANM Solutions Engineer	480-655-5500	ken.reeves@anm.com

About ANM

Ranked among the top 10 fastest growing IT Service Providers in North America, ANM has earned its reputation as a recognized leader. Don't take our word for it. ANM carries the highest levels of engineering certifications and recognitions from industry-leading manufacturers, including Cisco, VMware and Microsoft.

Here's how ANM is able to consistently exceed customer expectations.

- **Service Excellence** – our 94% Customer Retention Rate attests to ANM's commitment to service excellence.
- **Growth-Focused History** – founded in Albuquerque, NM in 1994, ANM has grown to be a top-tier solution provider in every market it supports including Colorado, New Mexico, Arizona, and Texas.
- **Results-Driven Team** – ANM continues to build a staff of experts with ever increasing breadth and depth in technology solutions. ANM's engineering team works closely with our customers to design and install innovative requirement-driven solutions and provides day-to-day support to ensure the investment is sustained.

Omissions

ANM reserves the right to correct any error or omission in this Statement of Work and will do so by utilizing a Change Request process. The initial project kick-off meeting and design workshop(s) might uncover unforeseen items that impact this Statement of Work and will be addressed (if necessary) by the Change Request process.

Notices:

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Project Overview

Solution Overview

The goal of this Statement of Work is to define tasks, deliverables, timeline, responsibilities, and additional terms to deliver RFP 19-07PV for Paradise Valley Unified School District (aka 'Customer') provided by ANM.

We chose to combine Cisco's industry proven Catalyst switch and Integrated Services Router (ISR) product lines to meet PVUSD's design requirements.

On the internet edge, we positioned the ISR4431 with the performance boost license to meet the 1gbps throughput requirement. This platform has the ability to support dual power-supplies for added redundancy if desired and can also run Cisco's SD-WAN software. We would want to educate the client on SD-WAN to determine if there is a business value to be had.

In the core of the network will be the Catalyst 9410R chassis switch. The catalyst 9000 series switches are Cisco's next-generation of switches, and the core of Cisco's Software-Defined Access (SD-Access) solution. While the SD-Access architecture isn't proposed here, the client could leverage it in the future with this platform. This chassis will have two management supervisor line cards, operating in full redundancy, two 48-port 10/100/1000 line cards, and one 10GB SFP+ line card. We chose (2) 48-port 10/100/1000 line cards to fulfil the 96 port requirement, as Cisco doesn't make 24-port 10/100/1000 line cards. This chassis will have 5 additional blank slots for future growth.

For the access layer we chose the Catalyst 9300 line of switches, the Catalyst 9800 Wireless LAN Controller (WLC), and the 3802 series of APs. As with the Catalyst 9410, the Catalyst 9300 switches and the Catalyst 9800 WLC are a part of the SD-Access architecture. This gives PVUSD all the functionality needed today with a roadmap for the future.

All devices have 3-year advanced licensing and perpetual base licensing.

Project Success Criteria

ANM and Client agree that the following objectives are key to success of this initiative.

- All PVUSD sites have full connectivity between all other sites
- All PVUSD sites have connectivity to the internet

Project Tasks

Phase 1 – Project Kickoff

The project kickoff meeting will include key stakeholders and project team members to initiate the project and to define the project timelines and flow.

The kickoff agenda includes:

- Team Introductions.
- Review of solution and scope of work.

- Project Timelines.
- High-level Technical Review.
- Open Forum / Q&A.

Phase 2 - Plan and Design

The ANM and customer project teams will hold a design workshop to validate technical and other project requirements and details.

The design workshop agenda includes:

- Validation of physical and logical design.
- Validation of current environment and readiness.
- Confirmation of bill of materials.
- Plan for integration into existing environment.
- Plan for testing and validation.
- Customer review and acceptance of design and implementation plan.

Phase 3 – Implementation

The following applications and infrastructure components will be deployed, configured, and tested per the agreed upon design between ANM and Customer:

Device Administration

- Configure basic device/network administration protocols necessary on all devices, including but not limited to:
 - DHCP/DNS
 - AAA/TACACS/RADIUS
 - Syslog/SNMP/NTP

Internet Edge

- Configure and install ISR4431 to connect to the Internet uplink.
- Upgrade ISR4431 to the Cisco recommended version of software.
- Configure routing on the LAN side to connect to the core switch.
- Configure DMVPN connectivity between sites for full connectivity (if using a public internet WAN connection).

Switching

- Upgrade all devices to the Cisco recommended version of software.
- Configure and install Catalyst 9410R switch to act as core switch.
- Configure all routed interfaces and VLANs in accordance to the plan created in the design phase.
- Configure interfaces to connect to all Catalyst 9300 switches.
- Configure and install 8 Catalyst 9300 switches to act as additional access layer switches.
- Configure Catalyst 9300 10GB interfaces to uplink to the Catalyst 9410 switch.
- Configure any switches located together as a switch stack.
- Configure routing between the Catalyst 9300s and Catalyst 9410.

Wireless

- Perform wireless site-survey before cutover to ensure proper AP placement and coverage.
- Configure and install Catalyst 9800 Wireless LAN Controller (WLC)
- Configure and hang 8 Aironet 3802 access points.
- Configure SSIDs as identified in the design phase, including the following:
 - SSID name
 - SSID availability
 - SSID authentication methods
 - Guest Wi-Fi connectivity

Cutover

- ANM deployment engineer will be on-site for every cutover window.
- Rack and configure new APC UPS' and connect to network for management.
- Rack all new networking devices and hang all access points.
- Move all existing client connections from old network infrastructure to new network infrastructure.
- Test client connections, including the following:
 - Wired client access
 - Static client access (printers, phones, etc.)
 - Wireless client authentication/access

- Guest wireless access
- Perform wireless site-survey after cutover to ensure proper AP placement and coverage.
- Remediate any coverage issues identified in the post-cut wireless site-survey.
- On-site next day support after every cutover.

Phase 4 – Project Closeout

- Complete and deliver a high-level design (Visio) for how all site connect together.
- Complete and deliver a low-level design (Visio) for every site included in the scope.
- Review the final deliverables with Customer.
- Review Customer satisfaction and obtain feedback.
- Obtain Customer signoff on project completion.
- If applicable, transition of ongoing support to Customer and ANM Managed Services.

Assumptions

The overall scope and related work estimates for this engagement were developed based on the assumptions listed below. Material changes to these assumptions and exclusions may impact the estimated effort and cost associated with completing the work and therefore would require a Project Change Request.

Customer Responsibilities

The following are responsibilities that will need to be performed/provided by Customer.

- ANM is responsible for all low-voltage work included in this scope of work. All high-voltage cabling will be provided by the customer.
- ANM expects appropriate customer staff to participate in requirements gathering, scheduling, project status and materials review.
- Customer will provide single point of contact for communications and is responsible for project management of customer resources and scheduling.
- Provide onsite physical access to required systems and space to work.
- Provide remote access (VPN) or other agreed upon remote access solution.
- Provide any required hardware and/or software that was not procured through ANM (for example, existing Microsoft and VMware software/licensing).
- Provide diagrams and configurations of existing environment if required.
- Make all changes to existing enviroing (e.g. firewall, Active Directory, DNS, DHCP, etc...) unless otherwise specifically called out in this Statement of Work.

- Deploy any required end user applications not specifically covered by this Statement of Work.
- Maintain valid support contracts with all product manufacturers involved in the solution.
- Every effort has been made to scope proper power cables, optics, and other solution-related accessories in the original bill-of-materials (quote). Customer is responsible for acquiring additional components identified during planning and design phase.

General Assumptions

- ANM will not be responsible for any project delays or costs caused by failure to deliver or by delayed provision of information, systems, or feedback from Customer or third-party vendors.
- Tasks will be completed during normal business hours between 8:00 a.m. and 5:00 p.m. local time, Monday through Friday, excluding ANM-observed holidays, unless otherwise negotiated and noted in this services proposal.
- Customer will have five (5) business days to provide written feedback on all project artifacts, documents, or presentations developed or updated by ANM. If no feedback is provided, the item will be considered accepted by Customer.
- Changes to this scope of work identified during this project will require a Project Change Request Form.
- Services may be provided by ANM or individuals or organizations employed by or under contract with ANM, at the discretion of ANM.
- Unless otherwise specified, the following services are not included:
 - Environmental requirements: racks/cabinets, electrical/power & cooling/air conditioning services
 - Network cabling services
- Any services provided in the reconfiguration or troubleshooting as a result of existing faulty equipment, software compatibility or systems interoperability will be considered out of scope and will require an appropriate Change Request Form.
- Customer will manage all oversight and communication with third party vendors not directly contracted by ANM (for example, service providers, other equipment manufacturers, etc.).
- Customer is responsible for any software updates or equipment replacement not covered by support contracts.

- ANM will not be responsible for wireless coverage as no wireless site survey will be performed as part of this statement of work.

Change Control

If Customer requests a change in the project schedule after the schedule has been mutually agreed upon between Customer and ANM, a change order will be required to proceed as follows:

Change of Scope

Should changes to the scope or solution be necessary or requested by Customer, ANM will investigate the effect of such changes and determine an impact on price, schedule, and other terms and conditions.

- A project Change Request Form (CRF) will be used to document and communicate any changes to this Statement of Work. The CRF will describe the change, the reason for the change, and the impact that the change will have on the project. The CRF will also specify any additional charges (if necessary).
- A completed CRF will be the output and Customer and ANM must both sign it to authorize the changes. A change control log will be maintained throughout the project to track all approved changes and record them (if applicable) in the successive approved versions of the Project Plan. All versions will be tracked using a strict document version control mechanism maintained by the Project Managers.

Change of Scheduling

- If a project schedule change is within one week of the initial project hardware installation date, then Customer will be subject to a change order equal to the approximate run rate cost** of the project team for two weeks.
- If a project schedule delay is requested during the course of the project, then Customer will be subject to a change order equal to the approximate run rate** cost of the project team over the entire delay.
- If there is a delay in the project schedule of a project task that is part of the overall project, then Customer will be subject to a change order equal to the approximate run rate** cost of the delay.
- If the project is suspended or delayed for more than two weeks during the course of the project, then Customer will be subject to a change order equal to the run rate** cost of the project team for four weeks before ANM will resume the work. Project resumption will occur in a date mutually agreed upon between ANM and Customer.

- If any subset of a project is not started within three months of the main project completion due date to Customer enforced delays, that portion of the work will be automatically cancelled, a credit will be issued to Customer for the work not completed and the overall project will be closed out. Any cancelled work may be re-scoped as a new project at Customer request.

*** Run Rate Cost For Project Team = Billable Rate * Number of Hours + Any Travel Cost*

** Discounted Reschedule Rate: \$120 per hour*

** Travel Cost = Mileage + Lodging + Air Travel + Any other Travel Expenses*

Billing Milestones

Services for this project will be billed at a fixed fee. Below are the billing milestones for this project.

Table 4: Billing Milestones

Milestones	Description	Payment Percent
#1	Completion of Planning and Design	40%
#2	Project Completion and Acceptance	Remaining 60%

Project Authorization

We believe the SOW outlined in this document will meet the requirements of the work to be performed. Any modifications to this document will be made in writing and agreed to by both parties subject to additional charges.

Authorized Customer Signature:	
Printed Name:	Date:
Authorized ANM Signature:	
Printed Name:	Date:

This agreement shall be in effect until either party provides written notice of cancellation. This statement of work is valid for one year (365 days) after the signature date. After this period all services delivered will be invoiced at time and materials rates and the remaining project will be cancelled.

C. Team Resumes - Arizona

Lee Loen

408-981-5625 ~ lee.loen@anm.com

OBJECTIVE: Lead ANM's market expansion into Arizona by recruiting and retaining top sales and engineering talent; provide best-in-class service to public sector and commercial clients

SUMMARY: Top 10% high-tech sales leader with ten years of professional experience resulting in \$250+ in sales; proven history of consistent performance and leadership; master's degree

LEADERSHIP:

- Helped Operations Director hire and onboard two Regional Managers; helped peer RMs hire and onboard five Account Managers; prepared two AMs on team for RM role; mentor to over a dozen individuals outside of region
- Completed two leadership development programs from Cisco (CSAP) and AT&T (Business Sales Leadership Program); completed two graduate level leadership courses at SMU
- Created and delivered operation level security training to 50+ Account Managers, facilitating security growth of 38% YoY in FY16 and 42% YoY in FY17
- Readings: *The Effective Manager*, *The Speed of Trust*, *Words That Work*, *Essentialism*, *Manage More By Doing Less*, *Superior Supervision*
- Developed leadership materials to assist other leaders in area while at Cisco: AM expectations, "What's a commit?" forecasting framework, hiring best practices, partner fast start deck

POSITIONS/SALES ACCOMPLISHMENTS:

2018-current General Manager, ANM, Phoenix, AZ

- Recruited our initial team of employees, including one account manager, five systems engineers, and one sales administrator
- Secured new 3,200 office space at Skysong 3; including negotiation of real estate terms and conditions, as well as procurement of initial office furniture and assets
- Evangelized the ANM story with public sector and commercial clients, as well as manufacturers since opening the office resulting in brand awareness
- Worked with the team to secure our initial client base, including reaching \$1M+ in revenues, and 10+ service engagements within first six months

2015-2018 Regional Manager, Cisco, Phoenix, AZ

- Achieved 102% of plan in FY17 with \$93M in sales; 11% YoY growth; only region in operation with four consecutive years over plan; one AM to Chairman's club
- Key wins in FY17: \$4M at Massage Envy (Digital transformation/Meraki), \$3M at Extra Space Storage (Meraki), \$2.3M at PNM (HP take-out, EN, IoT), \$2.1M at Credit One (Digital transformation/DC), \$1.6M at Swire (Avaya, HP, and Juniper take-out), \$1M at Yuma Regional (Dell take-out), and \$1M at Axway (Webex and ACI)
- Achieved 105% of plan in FY16 with \$95M in sales; 15% YoY growth
- Key wins in FY16: \$2.7M at Select Portfolio Services (first ELA in US Commercial), \$1.8M at Young Living (InContact take-out), \$1.6M at Cyracom (ELA), \$1.3M at Desert Radiology (Avaya, HP, and PAN take-out), \$1.1M at PNM (IoT)



- Facilitated balanced performance across sales team; 6/7 account managers at plan in FY16 and 6/7 account managers at plan in FY17

2014-2015 Data Center Product Specialist, Cisco, Phoenix, AZ

- Achieved 104% of plan in FY15 with \$12.4M in sales
- Performed dual roles for six months of the fiscal year (DC PSS and former AM role) and achieved plan in both positions
- Key wins: \$1.5M at Desert Diamond Casino (Business continuity), \$700K at Logisticare (Dell take-out), \$400K at Ernest Health (HP take-out), \$300K at Sprouts (HP take-out), 25 logos between \$100-300K

2012-2014 Territory Account Manager, Cisco, Phoenix, AZ

- Achieved 135% of plan in FY14 with \$14.5M in sales, Champion award
- Achieved 109% of plan in FY13 with \$9.7M in sales
- Built territory from scratch when Select/Territory segments split; grew territory 170% over two years facilitating headcount growth
- Key wins: \$1.2M at Cyracon (EN/UC/DC), \$1M at Infusionsoft (EN/UC/DC), \$750K at Sunstate (EN/DC), \$650K at Jim Click Auto (EN/UC), \$500K at Origami Owl (PCCE), \$500K at Hospice of the Valley (DC)

2010-2012 Associate Sales Representative, Cisco, Raleigh, NC

- Achieved 171% of plan in FY12 with \$11.7M in sales as a Virtual Account Manager, Champion award
- Achieved 136% of plan in FY11 with \$6.8M in sales as an Associate Sales Rep
- Accepted as one of 15 people into CSAP program among thousands of applicants; completed one year training encompassing leadership skills, technology training, and sales acumen

2009-2010 Business Account Manager, AT&T San Jose, CA

- Achieved 186% of plan in field sales with \$3.5M in sales; top 5% nationally
- Completed AT&T Business Sales Leadership Development Program and promoted to field sales

EDUCATION: M.S., Information Engineering and Management, SMU, Dallas, TX
B.A., Business Administration, University of Oregon, Eugene, OR
B.A., Spanish, University of Oregon, Eugene, OR

PHILANTHROPY: Human Services Campus for the Homeless, Habitat for Humanity, St. Mary's Foodbank

PERSONAL: Married six years to Rozalina with a son Jake (5) and daughter Jessica (3); enjoy running, cycling, reading, and traveling

Joel Taylor



Objective

To secure a challenging position as part of a dynamic and motivated team in a growth-oriented technical sales arena. I am an energetic, self-motivated individual with excellent communications and relationship building skills. I have been in a technical sales position for more than a decade with excellent sales and client satisfaction results year after year.

Certifications

- Cisco Certified Network Engineer (CCNA) - expired
- Cisco Certified Network Engineer - Voice (CCNA Voice) - expired
- Cisco Certified Design Associate (CCDA) - expired
- Certified Wireless Network Administrator (CWNA)
- Cisco Certified Unified Data Center Design Specialist- expired
- Cisco Webex Solution Design and Implementation Representative- expired
- Cisco Webex Design and Implementation Specialist- expired
- Cisco Advanced Wireless LAN Sales Specialist- expired
- Cisco Sales Expert- expired
- Microsoft Certified Systems Administrator (MCSA)
- Other certifications include nurse call, video distribution, and telecommunications.

Joel J Taylor

Experience

10/2018 – Present **Advanced Network Management** **Phoenix, AZ**
Senior Account Manager – AZ

- Develop net new accounts in an emerging market space
- Assist clients in developing technical business plans to achieve their overall business goals
- Provide clients with technical information on numerous technology platforms including:
 - Networking
 - Security
 - Data Center
 - Collaboration (Voice)

Projects Included: Blue Cross Blue Shield, Mountain Park Health Center

10/2016 – 10/2018 **Extreme Networks** **Phoenix, AZ**
Senior Systems Engineer – AZ/NM

- Provide solution demonstrations for hardware and software solutions to potential partners and end users
- Assess customer needs and design network and software solutions to meet their unique scenarios

Projects Included: Glendale Elementary School District, L&F Distributing, and Arizona DPS

12/2014 – 10/2016 **CDK Global – Dealer Services** **Phoenix, AZ**
Director of Sales – Technology Solutions

- Manage sales team in the Western United States and Canada for Cisco Collaboration, SIP, network, wireless, and security solutions
- Continually train and develop sales staff to earn the right to become “trusted advisors” to internal and external clients
- Grew YTD sales and achieved President’s Club as a rookie Director

10/2006 – 12/2014 **CDK Global – Dealer Services** **Phoenix, AZ**
National Enterprise Systems Engineer

- Focused on the top 100 Automotive Dealership groups in the United States
- Solutions design, consulting, presentations, and sales for Cisco LAN, WAN, WLAN, WaaS, and VoIP as well as SIP trunking and hosted voice solutions
- Completed technical proposals, quotations, RFP\RFQ, Visio drawings, and other documentation as required

2/2005 – 9/2006 **Visual Defence** **Toronto, Canada**
National Sales Engineer

- Primarily responsible for C-Level sales proposals and technical demonstrations to potential clients
- Engineered solutions for multi-faceted integrated security system including Access Control, CCTV (IP and Analog), DVR\NVR, FIDS, and other security products

Projects Included: Army National Guard, Department of Homeland Security, others...



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 joeltaylor77@gmail.com

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 Surprise, AZ 85379

Dylan Marlow

Contact

720-453-6799 (Mobile)
dylan.marlow@anm.com

www.linkedin.com/in/dylanmarlow
(LinkedIn)

Top Skills

Networking
Network Administration
Network Security

Languages

English

Certifications

CCIE Routing and Switching

Dylan Marlow

Senior Systems Engineer | CCIE#57873
Phoenix, Arizona Area

Experience

Advanced Network Management (ANM)

3 years

Senior System Engineer

January 2019 - Present

Phoenix, Arizona

Senior Consulting Engineer

January 2018 - December 2018 (1 year)

Greater Denver Area

Consulting Engineer

June 2016 - December 2017 (1 year 7 months)

Albuquerque, New Mexico/Denver, Colorado

Santa Fe University of Art and Design

Network Engineer Intern

August 2013 - May 2016 (2 years 10 months)

Santa Fe, New Mexico

Education

Santa Fe University of Art and Design

Bachelor of Arts in Audio Engineering, Production, and Design - (2013 - 2016)

Ken Reeves

Mr. Reeves has more than 20+ years of combined voice and data networking and information technology experience. Prior to joining ANM, Mr. Reeves held Director and Architecture positions with leading consulting companies. In these positions, he was a lead consultant responsibility for the design and implementation of complex WAN, LAN and Voice Over IP networks. He has experience in resolving difficult Technical implementation and Design issues, leading large complex Designs and deployments, providing detailed documentation, and providing support to large clients. He is especially skilled in the Cisco solutions, LAN and WAN technologies, Voice and Video networks, large-scale TCP-IP networking, and leading network management tools. He is also experienced in network/security assessments and compliance-related regulations.

Mr. Reeves is also experienced in pre-sales and post-sales support for customers. He has worked with clients to develop strategies and solutions to enhance their business operations through network and converged technologies. In his various roles, Mr. Reeves has been a project manager, managing a team of consultants and a lead engineer, responsible for the overall design/implementation of network infrastructures.

Selected Projects

Travel Agency - Global Unified Collaboration Design

Design and Migration of 30,000+ phone 7,000+ Agent deployment on decentralized Avaya solution to Cisco HCS Communications Manager, Contact Center Enterprise, Unity Connections and IM&P environment for global travel organization

Retail Corporation - NA Unified Collaboration Deployment

Architecture, Design and Migration of distributed 1500+ site CME implementation into Centralized Cisco Communications Manager and Unity Connections clusters for North American based Retail Corporation.

Healthcare Organization - Regional Unified Collaboration Deployment

Architecture and Design of multiplatform distributed voice implementation into centralized Cisco Communications Manager, Contact Center Enterprise, Unity Connections and IM&P environment for regional healthcare organization

Mining Company- Global Unified Collaboration Deployment

Lead Design Architect and Implementation Engineer for emerging Cisco Collaboration based technologies that include but not limited to: Communications Manager, Unity, Unified Contact Center Express, TelePresence, WebEx, Meeting Place and Jabber.

Expertise and Experience

- **Cisco Collaboration** – Expert level experience with most Cisco Collaboration products: CUCM, Unity Connections, UCCX, Webex Meetings, Webex Teams, Telepresence, Jabber, CUSP, CUBE, CVP, Expressway, etc.
- **Cisco Routing** – Expert level experience with cisco routing and switching architecture, all major routing protocols, and WAN technologies including DMVPN, MPLS VPN, and Metro Ethernet.
- **SD-WAN** – Professional level experience with Cisco IWAN and Meraki SD-WAN.
- **Security** – Professional level experience with Cisco ASAs and Cisco Identity Services Engine (ISE). Experience with implementing various Single Sign On platforms utilizing SAML, multi-

factor authentication, and Associate level experience deploying a PKI environment using Windows CA and Cisco IOS CA.

Education and Certification

- **Dual Cisco Certified Internetwork Expert Candidate – Voice, Routing & Switching**
- **Dual Cisco Certified Network Professional – Voice, Routing & Switching**
- **Cisco Certified Design Associate – CCDA**
- **Microsoft Certified Systems Engineer - MCSE 2000 & NT 4.0**
- **Microsoft Certified Systems Administrator Exchange – MCSA**

Troy Baietto

hireme@troybob.com

623-252-9596

Objective

To obtain a position that will allow me to utilize my enterprise level networking skills in the technology field, as my primary goals will be to provide value to customers while meeting the goals of the business.

Experience

ANM Scottsdale, AZ

Solutions Architect

January 2019 to Present

Experience

Cisco Systems Phoenix, AZ

Systems Engineer

May 2011 to January 2019

- As the Systems Engineer for healthcare select in Arizona, I guided Cisco customers towards infrastructure and business solutions.

Experience

Cancer Treatment Centers of America Goodyear, AZ

Senior Network Engineer

May 2008 to November 2009

Senior Technologist for Technology Innovation

November 2009 to May 2011

- As senior technologist in Technology Innovation, responsible for a portfolio of activities including developing a pipeline of solutions, launching new business initiatives, and executing exploration, and proof of concept projects that expand the market presence, improve the operational capability of the organization and the quality of care our patients receive.
- Lead design initiatives for new services including instant abnormal lab reporting to physician wireless IP phones, enhanced mobility including enterprise-wide centralized Cisco Unified Communications Manager 7.13, and home-health device initiative.
- Lead design and infrastructure implementation of a pair of redundant Medical Grade data centers. This design included the Cisco Nexus platform with services including VPC, OTV, and BGP.
- As senior network engineer, lead the design and implementation of the worlds first completely digital cancer hospital network including IP phone systems, security infrastructure, high speed wireless data services, datacenter and IT closet construction, and system deployment management.
- Worked closely with Corporate I.T. management staff to implement strict security standards using various Cisco security products.
- Designed and implemented fully digital, IP-based interactive speaker paging system over Cisco IP Phones. Therefore, our hospital had no overhead paging to disturb patients.
- Deployed complete Voice over WLAN solution using Cisco 1252 access points and 7921G Wireless IP Phones. Developed location and access point management systems to prevent coverage holes.
- Integrated VoIP phone system into digital Nurse Call, Patient monitoring, and Code Call functionality.
- Redesigned WAN architecture and BGP policies based on dual data center to

campus design.

- Lead network administrators in infrastructure improvement projects such as enhanced network traffic monitoring, high availability and security audits, complete wireless upgrade, intrusion protection system installation, and centralized voice traffic reporting.
- Provided on-call support for all network systems throughout the enterprise.
- Acted as primary contact for all WAN, Internet, and phone circuits and worked closely with vendors to ensure stability.
- Primary backup for IT Site Director. If the Site Director was unavailable, I was responsible for decision-making with a focus on patient care.

Experience

Cisco Systems / Cisco Learning Institute Phoenix, AZ

Senior Network Engineer

Network Operations Center

September 2002 to May 2008

- Senior engineer for Cisco Networking Academy education system infrastructure and DataCenter.
- Led network team to design, implement, and maintain an enterprise level network including fully redundant and multi-homed WAN and LAN, VoIP, conferencing, wireless, Intrusion prevention systems, and remote offices for the new CLI location.
- Engineered enterprise level network services for latency and delay sensitive voice and video data using MPLS and QoS technologies.
- Provided Security analysis and threat mitigation of various threats and attacks to Cisco Academy site and CLI. Security products included Cisco ASA/PIX firewall, Intrusion Protection Systems, and wireless intrusion protection.
- Designed and implemented central user authentication for remote office WLAN and VPN services using a Cisco Access Control server linked to an Active Directory architecture at the CLI HQ site.
- Implemented integrated multi-campus wireless using Cisco 1230 series access points, 871w routers, and a 2100 series Wireless LAN controller. Also designed guest network access via web authentication.
- Installed and assisted with multi-site installation of the voice-over-IP services implementation which utilized Cisco CallManager, Cisco Unity voicemail, Cisco 7900 series IP Phones and Meeting Place including audio and video conferencing capabilities.
- The Cisco Networking Academy site engaged the services of Sungard in a typical ASP model. As primary network engineer to the ISP, ensured all of Sungard ISP network activities are properly planned, documented and executed.
- Scheduled on call rotation 24/7, network support lead for Cisco Networking Academies and the Production CLI services.
- Managed and monitored production environment with over 50 mixed environment servers, receiving over 1 million visitors per month.
- Implemented multiple site-to-site VPNs including a remote office for each CLI remote user. Developed the CLI “home bundle” package, which utilized a Cisco 871 router to provide VPN, encrypted data, and IP phone services to remote sites/workers nationwide.
- Setup exhaustive network, server, and application monitoring using CiscoWorks, Cisco Network Analysis Module product and additional open source applications.

Customized alerting mechanisms were engineered including instant alerts to Cisco IP Phones.

- Implemented multiple software and hardware VPNs on various WAN circuits using Cisco routers, hardware VPN and Cisco PIX firewall appliances

- Provide technical input for procurement of all hardware and load testing software Consultant

May 2000 – September 2002

- Subject Matter Expert with many Mercury Interactive software products; Loadrunner, Test Director, Real User Monitor, and Business Process Testing

- At the Phoenix Cisco sales and academy office site, was part of the team that designed, implemented and supported a 50+ server network environment. Became the senior NOC triage for infrastructure.

- Assisted in all DMZ and VPN installation, support, and administration.

- Maintained BGP implementation at Cisco Networking Academies Software Development site in Phoenix. Coordinated configuration efforts with MCI and XO communications.

- Installed ISDN and the Video conferencing equipment for the Assessment and Curriculum development groups.

Experience

Cisco Systems, Inc.,

May 2000 to November 2001, Phoenix, AZ

Intern

- Member of the Network Response Team

- Provided office network desktop support as requested

- Installed central VPN for Mohammed Ali Parkinson research center and also set up client sites at hospital and university locations.

Technical

Skills

- Routers – Cisco 800 thru 12000 series routers, Cisco ASR 1000 series

- Switches – Cisco Catalyst 1900 thru 6500 series switches, Nexus

- VPN – Cisco VPN 3000 series, ASA firewalls, EzVPN, L2L, WebVPN

- Firewall & Security – PIX ASA 500/5000 series, FWSM, Cisco IPS 4200, ACS

- Content Delivery – CDM4650, CE500 series, CE7302

- Wireless – Cisco Wireless LAN Controllers, 1200 & 1300 series Access points, 802.11n, LWAPP

- Load Balancing – Cisco Content Services Switch (CSS), LocalDirector, CSSM, Global Site Selector (GSS)

- VoIP & Video – CUCM, Unity voicemail, MeetingPlace, 7900/9900 series IP phones, PSTN gateway, analog gateway, gatekeeper, IP/VC 3540

- Routing & Switching Protocols – BGP, RIP, EIGRP, OSPF, STP, HSRP, 802.1q, ISL, Etherchannel, VTP, GLBP, L2 Tunnels, VSS

- Networking Technologies – VPN, WCCP, CDP, RADIUS, LEAP, WPA, WDS, NTP, DNS, DHCP, SMB, RADIUS, TACACS, NTP, QoS,

- Network Monitoring Technologies – CiscoWorks, Cisco NAM, Hobbit, MRTG, NAGIOS, SNMP, Syslog, HP OpenView

- Network OS – Cisco IOS, PIX OS, CATOS, LWAPP



- Mercury Loadrunner and Winrunner training
- Intermediate Unix/Linux administrator

Education

Devry University, BS, Network and Communications Management, 2004
CCNA (Expired 2002)

Jonathan Woods



JONATHAN WOODS

540-336-0510 Jonethan.m.woods@icloud.com 1007 E Benrich Dr, Gilbert, AZ 85295

Profile

Ambitious, self-motivated individual with the advanced experience, personal attributes, and knowledge required to lead strategic engagements and drive business initiatives.

Experience

ANM, SECURITY SOLUTIONS ARCHITECT (2018-PRESENT)

Hybrid pre-sales and delivery engineer for an emerging market. Specialization in Cisco security portfolio (active ISE SME), and F5 application delivery and security.

GODADDY, INFORMATION SECURITY LEAD (2018)

Execution of global security strategy with tools that protect and provide insights for incident response, and proactive defense.

EAST AMERICA NETWORKS, FOUNDER, SOLUTIONS ARCHITECT (2004-PRESENT)

Design and sale of technologically advanced architectures through focused technical analysis. Management of independent multi-vendor projects, and contract employees. (Focus: pfSense, Cisco ISE, Cisco Firewalls Firepower/ASA, Route-Switch, IPT, VPN)

CISCO SYSTEMS, CONSULTING ENGINEER, SECURITY (2016-2018)

Primary leader of complex and comprehensive security engagements to Federal and Global Service Provider customers. New hire and internship leader/mentor. (Focus: Cisco ISE, ASA, ACS, Nexus)

NAVY FEDERAL CREDIT UNION, NETWORK SECURITY ENGINEER III (2013-2016)

Principal leader of security implementations and operations. Scoping and implementation. (Focus: Cisco ISE, Cisco ASA, F5 LTM/GTM, VPN)

GENERAL DYNAMICS INFORMATION TECHNOLOGY, SENIOR NETWORK ENGINEER (2011-2013)

The design, management and execution of large domestic and international enterprise projects. Engineering team mentorship and development. (Focus: Cisco ASA, CSS, F5, Route/Switch)

HARRIS IT SERVICES, SENIOR SYSTEMS ENGINEER (2011)

JAMES MADISON UNIVERSITY, NETWORK ENGINEER (2007-2011)

Education

Lord Fairfax Community College – A.A.S. Network Engineering, 2004

Skills

Cisco: ISE, ASA/Firepower, Palo Alto NGFW and Panorama, F5: LTM & GTM, VMWare ESX(i), Linux (RHEL, Debian), pfSense and PF-based BSD security

REFERENCES UPON REQUEST

Adil Can

21201 Emerald Mist Pkwy, Apt 829, 77379 Houston, TX
web: adilcan.me **cell:** (832) 994 4915 **e-mail:** adilcan@gmail.com

NETWORK & CLOUD ENGINEER

- Experienced Network Cloud Engineer with both technical and sales perspective and have over 20 years' experience.
 - I am involved in gathering technical and business requirements and proving architectural design that meets business and technical objectives. It involved building high-level design (HLD), bill of materials (BoMs), input to the scope of works (SoWs), configuration documents, and testing the solutions in the lab environments for education, finance, and manufacturing industries.
 - I have provided technical engineering and integration support of enterprise network technology projects.
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PROFESSIONAL EXPERIENCE**Senior Consulting Engineer****Mar'19-Present****Arbimed, Houston, TX**

- Act as a technical implementation lead for an assigned project and work closely with the project manager and customer to complete project tasks.
- Generate and implement cloud architectures, follows the project test plan and completes project documentation for the assigned projects.
- Perform analysis of customer's AWS environment to optimize design and billing strategy.
- Provide third level technical support for cloud technologies to ANM customers.
- Apply analytical skills and technical knowledge to solve product and application problems of low to moderate complexity.

Network Cloud Architect**Oct'18-Mar'19****Arbimed, Houston, TX**

- Design and implement AWS cloud environment for inventory management system specifically designed for medical, dental, and veterinary practices.
- Design and manage website topology on AWS with these services (VPC, EC2, IAM, MySQL DB, Cloud Formation, S3, Route53)
- Deploying and managing Kubernetes cluster deployments and deployment procedures with Docker, Travis, GitHub.

Territory Sales Executive**Jun'16-Sep'18****Veeam Software, Istanbul, Turkey**

- Responsible for achieving revenue quota by selling to prospect and existing customers in the Commercial market segment.
- Helping for companies to design their backup/replication strategies on-premise (EMC VNX/DataDomain, HP 3PAR/Storeonce) or Cloud environment mainly AWS Glacier and Azure Blob Storage. Provide advice to customers for hyper-converged Nutanix, Simplicity, Hyper flex) and virtualization (VMware, Hyper-V) environment.
- Provided RFP/RFI technical assistance along with BOM builds to field SEs

- Overachieved last seven quarters, doubled target last two quarters with %43 growth YoY
- Ranked as #1 sales manager (out of 4) in 2016 & 2017

Network Solution Architect

May'15-Jun'16

IBM Global Services, Istanbul, Turkey

- Responsible for achieving revenue quota by selling to large account sales (non-IBM Hardware & Software) at Global Technology Services OEM sales.
- Provide pre-sales design solutions by gathering customer technical and business requirements for midmarket and enterprise customers.
- Provide technical leadership and support for customers in highly complex datacenter environments at Top 100 Enterprise accounts. (Telco & Finance)
- Architect and Design Server and Storage Solutions with supporting technologies while maintaining customer's budget and environment restrictions (IBM, EMC, Dell, Cisco UCS, F5, Vmware...etc)
- Experience in Enterprise router and switch administration experience. Cisco 2600, 2960, 3560G, 3650, 3750G, 3850, 4300, 4500-X, 6509 & 7500 routers and switches.
- Provide pre-sales analysis, design, and recommendations and support for networking solutions focused around, mainly Cisco Route/Switch, Nexus, Wireless and Security solutions (Cisco ASA, NG Firewalls, ISE, Fortinet, IBM QRadar SIEM)
- Completed "Global Sales School" training.

Network Sales Executive

Apr'13-May'15

Alcatel Lucent Enterprise, Istanbul, Turkey

- Responsible for achieving revenue quota by selling communication and networking solutions to large accounts and finance sector in Turkey.
- Overachieved in 2 years consecutively and %25 growth YoY
- Selected as "2013 & 2014 Best Achiever" in SEMEA Region.
- More than five deals successfully signed contracts over +1M\$ hardware, software, and solutions
- Completed "Target Account Selling" training from Boston Consultancy Group.

Network Sales Engineer

Jan'11-Apr'13

Alcatel Lucent Enterprise, Turkey & Azerbaijan

- Responsible for achieving revenue quota by selling networking products and solutions in Turkey. Overachieving in 2 years consecutively and %40 growth YoY. Closed five deals successfully over +3M\$ product and solutions.
- Works with Sales Team to develop & implement specific account penetration strategies, produce account specific product & service & sales plans.
- Successfully builds relationships with the account team, partners & customers in support of sales team objectives & engages & leverages corporate resources, abilities, budgets & personnel as appropriate.
- Leads technical sales calls and configures Alcatel-Lucent networking, Aruba Wireless and Fortinet Security solutions to meet customer & sales objectives by presenting solutions with PoC. Completes required presales documentation quickly & accurately

Network/Security Sales Engineer Lead**Telcoset, Enterprise Solutions Department, Istanbul, Turkey**

- Responsible for managing the presales team and providing presales activities for huge opportunities.
- Attending meetings with business development managers and acting as a technical expert.
- Preparing RFP/RFI and presenting proposals to customers on the server, storage, backup, networking and security aspects.
- Responsible on designing and RFP/RFI answers for Cisco / HP Networking Devices & HP Proliant, IBM Xseries Servers / P2000, EVA, EMC, NetApp Storage products. Responsible for Virtualization and Business Continuity Products.
- Received advice and instructions from Cisco TAC on Cisco routers, switches, and UC implementation projects.
- Experience with installation, configuration, implementation, and monitoring of Cisco data, voice, and wireless network equipment keeping in mind of the hardware and software security of these networks
- Responsible on integration Unified Communications Systems on Cisco and Microsoft.

Network & Security Team Lead**Jun'07-****Nov'09****Turkcell, IT, Istanbul, Turkey**

- Responsible for managing networking & security team and services within the company by managing 10M\$+ IT Networking Budget.
- Coordinating, managing, and controlling the security policy, change, problem and incident management of IT standardization based on COBIT / SOX compliance.
- Implement network, security and application infrastructure and betting web farm which is running on Cisco 6500 & ASA devices, HPE Blade Technology, and Netscaler LB & WAF devices.
- Implementation of 4000 branches connection project using DMVPN Technology.

Senior Network Systems Engineer**Oct'05-Jun'07****Raymond James Securities, IT, Istanbul, Turkey**

- Coordinating, managing, controlling the security policy and IT standardization.
- Implementation of Business Continuity Project / Clustering Oracle RAC Database and Exchange Server and replication to a disaster recovery center.
- Implementation of an online trading website which is running on JRUN, Netscaler, Checkpoint FW. Design and project management of new network topology with Cisco 4500 & Juniper Products

Network Security Systems Engineer**Feb'00-Oct'05****Global Securities, IT, Istanbul, Turkey**

- Responsible on designing of the infrastructure of the online trading website which provides services over 100.000 customers a day running on Cisco 4500, IIS, JRun App Server, Checkpoint FW, IBM IPS/IDS.
- Define security policies and the standardization of the IT systems.
- Implement and management of call center hardware facilities; responsible for management of IVR & CTI servers via Genesys and Cisco UC.

System Administrator

Karma International, IT, Istanbul, Turkey

- Implementation of Checkpoint Firewall redundancy of Networking with Cisco, 3COM. Management of AD, File and Exchange Services.

EDUCATION

2000 - 2004 Yeditepe University Istanbul, Turkey

MBA Management / Marketing

1995 – 1999 Istanbul University Istanbul, Turkey

BS in Computer Engineering

SKILLS

- Cloud Platforms: AWS (EC2, S3, VPC, Elastic Cache, LoadBalancer, IAM, CloudWatch...), Azure (virtual machines, storage accounts, resource groups), IBM Softlayer (beginner)
- Networking Platforms: Cisco Catalyst/Nexus/ISR/WIFI, HpE FlexFabric/Aruba, Alcatel-Lucent, Brocade, OSPF, EIGRP, BGP, DMVPN, MPLS
- Security Platforms: Cisco ASA/NGFW/ISE, NGIPS, Checkpoint, Fortinet, Palo Alto, Barracuda, McAfee, Wireshark, Qualys, Bluecoat, Websense, 802.1x, Radius, SSL, AAA.
- SIEM Solutions: IBM QRadar, MicroFocus ArcSight, AlienVault
- Virtualization: Vmware VSphere / SRM/ vRealize NSX(intermediate), Hyper-V, Citrix XEN Server
- Operating System Platforms: Windows AD, DNS, DHCP Management, Linux SME, AIX (basic understanding)
- Hardware Platforms: HP Proliants/ Blades/Apollo/Storeonce/Simplivity, Cisco UCS B/C Series, IBM System X/ Blades, Dell Servers.
- Storage platforms: HP Storage 3Par/MSA, EMC VNX/Unity/DD, Netapp FAS, IBM Storewise/SVC, Cisco/Brocade SAN Switching
- DB Platforms: MSSQL, MySQL, DynamoDB, Amazon RDS, Oracle (Basic)
- Backup Tools: Veeam, Veritas Netbackup, Avamar, Arcserve
- Load Balancers: F5 LTM, Netscaler, AWS Elastic Load Balancer, nginx
- Web & Application Servers: Apache Web Server, Tomcat, Sun Java Web Server/Application Server
- Monitoring and Ticketing Tools: SolarWinds, ManageEngine, Nagios, PRTG
- Programming Languages: Shell Scripting(mid-level), Python(mid-level), C/C++(basic understanding), SQL
- Devops Tools : Kubernetes, Docker, Travis, Jenkins, Ansible, Chef, AWS ECS, GitHub.

CERTIFICATIONS

- Amazon AWS Certified SysOps Administrator - Associate
- Veeam Technical Sales Professional - VMTSP
- Veeam Sales Professional - VMSP
- Cisco Account Manager Advanced Borderless Network Architecture Specialization
- Cisco Account Manager Cisco ISE & ASA Security
- Alcatel-Lucent Certified Field Expert (ACFE)
- Alcatel-Lucent Certified Pre Sales (ACPS)
- Alcatel Lucent Certified Sales Representative (ACSR)
- Vmware Sales Professional
- Vmware Technical-Sales Professional
- Cisco CCNA, Cisco Certified Network Associate, December 2006, CSC010480747
- Cisco CCNP, Cisco Certified Network Professional, December 2006, CSC010480747

DIGITAL SKILLS

SalesForce, Microsoft Word, Excel, Powerpoint.

***Authorized to work for any employer in the US**

Adam Ordal

RECENT KNOWLEDGE AREAS

- Cisco NXOS & IOS
- Cisco UCS
- vCloud Director 5
- vMWare 4.x & 5.x
- Cisco ASA 8.x & 9.x
- EMC FC & FCoE Arrays
- Netapp NAS Arrays
- Data Domain Replication

EDUCATION

2002-2005 Westwood College of Technology Denver, CO
▪ **BAS** in Software Development

CERTIFICATIONS

CCIE:DC – Datacenter – CCIE # 42464

CCNP:R&S – Route and Switch – Cisco ID: CSC01158435

MCSE: 2003 – Microsoft Certified Systems Engineer on Server 2003 - MCP ID# 6094092

VCP4 & VCP5 – VMware Certified Professional - VCP106310

EMCISA v2 – EMC Information Storage Associate - EMC308400

EMPLOYMENT HISTORY

July 2013 – Present Peak Denver, CO
Sr. Engineer

- Design datacenters using Cisco's VMDC and FlexPod technologies
- Design and Implement cloud solution based on customer needs using vCloud Director
- Implement datacenter using Brocade & Dell Multi-tenant solution
- Design and Implement MS 2012 AD
- Implement secure Cisco UCS offering using ASR 1000s at the edge secured by ASA 5500

April 2013 – July 2013 Mercury Payment Systems Denver, CO
Infrastructure Architect

- Design and implement datacenter migration following Cisco's VMDC
- Design and implement test lab

July 2011 – April 2013 Mercury Payment Systems Denver, CO
Systems Engineer III

- Design and deploy datacenters using Cisco's VMDC and VSPEX technologies.
- Design and implement Microsoft GPO
- Design and Implement highly secure Linux servers

- Install and configure Cisco ASA firewall solution using ASA 5500 series
- Design and implement Cisco UCS including migration from existing servers
- Design and implement SCCM 2007 multi site implementation using Native mode
- Migrate production VMware platform from 4.x to 5.x
- Mentor members of all IT teams and assist with defects whenever possible

August 2009 – July 2011 Donor Alliance Inc.

Denver, CO

Sr. Systems Administrator

- Project work involving all technologies listed for position
- Server 2003 & 2008 Support
- Active Directory Administrator
- VMware Administrator
- SAN Administrator
- Network Administrator – Cisco & Dell
- Cisco wireless administrator
- Firewall Administrator
- Backup Administrator
- Symantec Antivirus administrator
- SCCM 2007 R2 Administrator

April 2007 – July 2009 Omnicell Inc.

Waukegan, IL

Windows Systems Administrator

- Server Support 24/7 on call rotation
- Cisco Network Administrator
- Cisco wireless administration
- Commvault Backup
- Technical support for all break/fix issues
- SMS/SCCM 2007 Administrator
- Exchange 2007 Administration