

Region 4 Education Service Center (ESC)

Contract # R171002

for

Total Cloud Solutions

with

Mythics Emergent Group, Inc.

Effective: October 1, 2017

The following documents comprise the executed contract between the Region 4 Education Service Center and Mythics Emergent Group, Inc., effective October 1, 2017:

- I. Vendor Contract and Signature Form
- II. Supplier's Response to the RFP, incorporated by reference

APPENDIX A

VENDOR CONTRACT AND SIGNATURE FORM

*This Vendor Contract and Signature Form ("Contract") is made as of August 22 2017, by and between Mythics Emergent Group, Inc. and Region 4 Education Service Center ("Region 4 ESC") for the purchase of **Total Cloud Solutions**.*

RECITALS

WHEREAS, both parties agree and understand that the following pages will constitute the contract between the successful vendor(s) and Region 4 ESC, having its principal place of business at 7145 West Tidwell Road, Houston, TX 77092.

WHEREAS, Vendor agrees to include, in writing, any required exceptions or deviations from these terms, conditions, and specifications; and it is further understood that, if agreed to by Region 4 ESC, said exceptions or deviations will be incorporated into the final contract "Vendor Contract."

WHEREAS, this contract consists of the provisions set forth below, including provisions of all attachments referenced herein. In the event of a conflict between the provisions set forth below and those contained in any attachment, the provisions set forth below shall control.

WHEREAS, the Vendor Contract will provide that any state, county, special district, local government, school district, private K-12 school, technical or vocational school, higher education institution (including community colleges, colleges and universities, both public and private), other government agencies or non-profit organization may purchase products and services at prices indicated in the Vendor Contract upon registering and becoming a member with TCPN; and it being further understood that Region 4 ESC shall act as the Lead Public Agency with respect to all such purchase agreements.

WHEREAS, TCPN has the administrative and legal capacity to administer purchases on behalf of Region 4 ESC under the Vendor Contract with participating public agencies and entities, as permitted by applicable law.

ARTICLE 1- GENERAL TERMS AND CONDITIONS

- 1.1 TCPN shall be afforded all of the rights, privileges and indemnifications afforded to Region 4 ESC under the Vendor Contract, and such rights, privileges and indemnifications shall accrue and apply with equal effect to TCPN, including, without limitation, Vendors obligation to provide insurance and other indemnifications to Lead Public Agency.
- 1.2 Awarded vendor shall perform all duties, responsibilities and obligations, set forth in this agreement, and required under the Vendor Contract.
- 1.3 TCPN shall perform its duties, responsibilities and obligations as administrator of purchases, set forth in this agreement, and required under the Vendor Contract.
- 1.4 **Purchasing procedure:**
 - Purchase orders are issued by participating governmental agencies to the awarded vendor indicating on the PO "**Per Region 4 Contract # R_____.**"
 - Vendor delivers goods/services directly to the participating agency.
 - Awarded vendor invoices the participating agency directly.

- Awarded vendor receives payment directly from the participating agency.
- Awarded vendor reports sales monthly to TCPN.

1.5 **Customer Support:** The vendor shall provide timely and accurate technical advice and sales support to Region 4 ESC staff, TCPN staff and participating agencies. The vendor shall respond to such requests within one (1) working day after receipt of the request.

ARTICLE 2- ANTICIPATED TERM OF AGREEMENT

2.1 Unless otherwise stated, all contracts are for a period of three (3) years with an option to renew annually for an additional two (2) years if agreed to by Region 4 ESC. Region 4 ESC will notify the vendor in writing if the contract is extended. Awarded vendor shall honor all administrative fees for any sales made based on the contract whether renewed or not.

2.2 Region 4 ESC shall review the contract prior to the renewal date and notify the current awarded vendor, no less than ninety (90) days of Region 4 ESC's intent to renew the contract. Upon receipt of notice, awarded vendor must notify Region 4 ESC if it elects not to renew. Awarded vendor shall honor the administrative fee for any sales incurred throughout the life of the contract on any sales made based on a Region 4 ESC contract whether awarded a renewal or not. Region 4 ESC reserves the right to exercise each two-year extension annually.

ARTICLE 3- REPRESENTATIONS AND COVENANTS

3.1. **Scope:** This contract is based on the need to provide the economic benefits of volume purchasing and reduction in administrative costs through cooperative purchasing to schools and other members. Although contractors may restrict sales to certain public units (for example, state agencies or local government units), any contract that prohibits sales from being made to public school districts may not be considered. Sales without restriction to any Members are preferred. These types of contracts are commonly referred to as being "piggybackable".

3.2. **Compliance:** Cooperative Purchasing Agreements between TCPN and its Members have been established under state procurement law.

3.3. **Offeror's Promise:** Offeror agrees all prices, terms, warranties, and benefits granted by Offeror to Members through this contract are comparable to or better than the equivalent terms offered by Offeror to any present customer meeting the same qualifications or requirements.

ARTICLE 4- FORMATION OF CONTRACT

4.1. **Offeror Contract Documents:** Region 4 ESC will review proposed offeror contract documents. Vendor's contract document shall not become part of Region 4 ESC's contract with vendor unless and until an authorized representative of Region 4 ESC reviews and approves it.

4.2. **Form of Contract:** The form of contract for this solicitation shall be the Request for Proposal, the awarded proposal(s) and best and final offer(s), and properly issued and reviewed purchase orders referencing the requirements of the Request for Proposals. If a firm submitting an offer requires Region 4 ESC and/or Member to sign an additional agreement, a copy of the proposed agreement must be included with the proposal.

4.3. **Entire Agreement (Parol evidence):** The contract, as specified above, represents the final written expression of agreement. All agreements are contained herein and no other agreements or representations that materially alter it are acceptable.

- 4.4. **Assignment of Contract:** No assignment of contract may be made without the prior written approval of Region 4 ESC. Purchase orders and payment can only be made to awarded vendor unless otherwise approved by Region 4 ESC. Awarded vendor is required to notify Region 4 ESC when any material change in operations is made that may adversely affect members (i.e. bankruptcy, change of ownership, merger, etc.).
- 4.5. **Novation:** If contractor sells or transfers all assets or the entire portion of the assets used to perform this contract, a successor in interest must guarantee to perform all obligations under this contract. Region 4 ESC reserves the right to accept or reject any new party. A simple change of name agreement will not change the contractual obligations of contractor.
- 4.6. **Contract Alterations:** No alterations to the terms of this contract shall be valid or binding unless authorized and signed by a Region 4 ESC staff member.
- 4.7. **Order of Precedence:** In the event of a conflict in the provisions of the contract as accepted by Region 4 ESC, the following order of precedence shall prevail:
- Special terms and conditions
 - General terms and conditions
 - Specifications and scope of work
 - Attachments and exhibits
 - Documents referenced or included in the solicitation
- 4.8 **Supplemental Agreements:** The entity participating in the Region 4 ESC contract and awarded vendor may enter into a separate supplemental agreement to further define the level of service requirements over and above the minimum defined in this contract i.e. invoice requirements, ordering requirements, specialized delivery, etc. Any supplemental agreement developed as a result of this contract is exclusively between the participating entity and awarded vendor. Neither Region 4 ESC, TCPN, its agents, members and employees shall be made party to any claim for breach of such agreement.
- 4.9 **Adding authorized distributors/dealers:** Awarded vendors are prohibited from authorizing additional distributors or dealers, other than those identified at the time of submitting their proposal, to sell under their contract award without notification and prior written approval from TCPN. Awarded vendors must notify TCPN each time it wishes to add an authorized distributor or dealer. Purchase orders and payment can only be made to awarded vendor unless otherwise approved by TCPN. Pricing provided to members by added distributors or dealers must also be less than or equal to the pricing offered by the awarded contract holder, unless otherwise approved by TCPN.

ARTICLE 5- TERMINATION OF CONTRACT

- 5.1. **Cancellation for Non-Performance or Contractor Deficiency:** Region 4 ESC may terminate any contract if Members have not used the contract, or if purchase volume is determined to be low volume in any 12-month period. Region 4 ESC reserves the right to cancel the whole or any part of this contract due to failure by contractor to carry out any obligation, term or condition of the contract. Region 4 ESC may issue a written deficiency notice to contractor for acting or failing to act in any of the following:
- i. Providing material that does not meet the specifications of the contract;
 - ii. Providing work and/or material that was not awarded under the contract;
 - iii. Failing to adequately perform the services set forth in the scope of work and specifications;
 - iv. Failing to complete required work or furnish required materials within a reasonable amount of time;
 - v. Failing to make progress in performance of the contract and/or giving Region 4 ESC reason to believe that contractor will not or cannot perform the requirements of the contract; and/or
 - vi. Performing work or providing services under the contract prior to receiving an authorized purchase order from Region 4 ESC or participating member prior to such work

Upon receipt of a written deficiency notice, contractor shall have ten (10) days to provide a satisfactory response to Region 4 ESC. Failure to adequately address all issues of concern may result in contract cancellation. Upon cancellation under this paragraph, all goods, materials, work, documents, data and reports prepared by contractor under the contract shall become the property of the Member on demand.

5.2 **Termination for Cause:** If, for any reason, the Vendor fails to fulfill its obligation in a timely manner, or if the vendor violates any of the covenants, agreements, or stipulations of this contract Region 4 ESC reserves the right to terminate the contract immediately and pursue all other applicable remedies afforded by law. Such termination shall be effective by delivery of notice, to the vendor, specifying the effective date of termination. In such event, all documents, data, studies, surveys, drawings, maps, models and reports prepared by vendor for this solicitation may become the property of the participating agency or entity. If such event does occur then vendor will be entitled to receive just and equitable compensation for the satisfactory work completed on such documents.

5.3 **Delivery/Service Failures:** Failure to deliver goods or services within the time specified, or within a reasonable time period as interpreted by the purchasing agent or failure to make replacements or corrections of rejected articles/services when so requested shall constitute grounds for the contract to be terminated. In the event that the participating agency or entity must purchase in an open market, contractor agrees to reimburse the participating agency or entity, within a reasonable time period, for all expenses incurred.

5.4 **Force Majeure:** If by reason of Force Majeure, either party hereto shall be rendered unable wholly or in part to carry out its obligations under this Agreement then such party shall give notice and full particulars of Force Majeure in writing to the other party within a reasonable time after occurrence of the event or cause relied upon, and the obligation of the party giving such notice, so far as it is affected by such Force Majeure, shall be suspended during the continuance of the inability then claimed, except as hereinafter provided, but for no longer period, and such party shall endeavor to remove or overcome such inability with all reasonable dispatch.

The term Force Majeure as employed herein, shall mean acts of God, strikes, lockouts, or other industrial disturbances, act of public enemy, orders of any kind of government of the United States or the State of Texas or any civil or military authority; insurrections; riots; epidemics; landslides; lighting; earthquake; fires; hurricanes; storms; floods; washouts; droughts; arrests; restraint of government and people; civil disturbances; explosions, breakage or accidents to machinery, pipelines or canals, or other causes not reasonably within the control of the party claiming such inability. It is understood and agreed that the settlement of strikes and lockouts shall be entirely within the discretion of the party having the difficulty, and that the above requirement that any Force Majeure shall be remedied with all reasonable dispatch shall not require the settlement of strikes and lockouts by acceding to the demands of the opposing party or parties when such settlement is unfavorable in the judgment of the party having the difficulty.

5.5 **Standard Cancellation:** Region 4 ESC may cancel this contract in whole or in part by providing written notice. The cancellation will take effect 30 business days after the other party receives the notice of cancellation. After the 30th business day all work will cease following completion of final purchase order. Vendor may be requested to provide additional items not already on contract at any time.

ARTICLE 6- LICENSES

6.1 **Duty to keep current license:** Vendor shall maintain in current status all federal, state and local licenses, bonds and permits required for the operation of the business conducted by vendor. Vendor shall remain fully informed of and in compliance with all ordinances and regulations pertaining to the lawful provision of services under the contract. Region 4 ESC reserves the right to stop work and/or cancel the contract of any vendor whose license(s) expire, lapse, are suspended or terminated.

- 6.2 **Survival Clause**: All applicable software license agreements, warranties or service agreements that were entered into between Vendor and Customer under the terms and conditions of the Contract shall survive the expiration or termination of the Contract. All Purchase Orders issued and accepted by Order Fulfiller shall survive expiration or termination of the Contract.

ARTICLE 7- DELIVERY PROVISIONS

- 7.1 **Delivery**: Vendor shall deliver said materials purchased on this contract to the Member issuing a Purchase Order. Conforming product shall be shipped within 7 days of receipt of Purchase Order. If delivery is not or cannot be made within this time period the vendor must receive authorization from the purchasing agency for the delayed delivery. At this point the participating entity may cancel the order if estimated shipping time is not acceptable.
- 7.2 **Inspection & Acceptance**: If defective or incorrect material is delivered, purchasing agency may make the determination to return the material to the vendor at no cost to the purchasing agency. The vendor agrees to pay all shipping costs for the return shipment. Vendor shall be responsible for arranging the return of the defective or incorrect material.

ARTICLE 8- BILLING AND REPORTING

- 8.1 **Payments**: The entity using the contract will make payments directly to the awarded vendor. Payment shall be made after satisfactory performance, in accordance with all provisions thereof, and upon receipt of a properly completed invoice.
- 8.2 **Invoices**: The awarded vendor shall submit invoices to the participating entity clearly stating "*Per TCPN Contract*". The shipment tracking number or pertinent information for verification shall be made available upon request.
- 8.3 **Tax Exempt Status**: Since this is a national contract, knowing the tax laws in each state is the sole responsibility of the vendor.
- 8.4 **Reporting**: The awarded vendor shall provide TCPN with an electronic accounting report, in a format prescribed by TCPN, on a monthly basis summarizing all contract Sales for the applicable month. Reports of Contract Sales for Region 4 ESC and member agencies in each calendar month shall be provided by awarded vendor to TCPN by the 10th day of the following month. If there are no sales to report, Vendor is still required to communicate that information via email.

Failure to provide a monthly report of the administrative fees within the time and manner specified herein shall constitute a material breach of this contract and if not cured within thirty (30) days of written to Supplier shall be deemed a cause for termination of the contract at Region4 ESC's sole discretion.

ARTICLE 9- PRICING

- 9.1 **Best price guarantee**: The awarded vendor agrees to provide pricing to Region 4 ESC and its participating entities that are the lowest pricing available and the pricing shall remain so throughout the duration of the contract. Pricing offered to Federal government buying consortiums for goods and services is exempt from this requirement. The awarded vendor, however, agrees to lower the cost of any product purchased through TCPN following a reduction in the manufacturer or publisher's direct cost.

9.2 **Price increase:** Should it become necessary or proper during the term of this contract to make any change in design or any alterations that will increase expense Region 4 ESC must be notified immediately. Price increases must be approved by Region 4 ESC and no payment for additional materials or services, beyond the amount stipulated in the contract, shall be paid without prior approval. All price increases must be supported by manufacture documentation, or a formal cost justification letter.

Awarded vendor must honor previous prices for thirty (30) days after approval and written notification from Region 4 ESC if requested.

It is the awarded vendor's responsibility to keep all pricing up to date and on file with Region 4 ESC. All price changes must be provided to Region 4 ESC, using the same format as was accepted in the original contract.

9.3 **Additional Charges:** All deliveries shall be freight prepaid, F.O.B. destination and shall be included in all pricing offered unless otherwise clearly stated in writing.

9.4 **Price reduction and adjustment:** Price reduction may be offered at any time during contract and shall become effective upon notice of acceptance from Region 4 ESC. Special, time-limited reductions are permissible under the following conditions: 1) reduction is available to all Members equally; 2) reduction is for a specific time period, normally not less than thirty (30) days; 3) original price is not exceeded after the time-limit; and 4) Region 4 ESC has approved the new prices prior to any offer of the prices to a Member. Vendor shall offer Region 4 ESC any published price reduction during the contract period.

9.5 **Prevailing Wage:** It shall be the responsibility of the Vendor to comply, when applicable, with the prevailing wage legislation in effect in the jurisdiction of the purchaser (Region 4 ESC or its Members). It shall further be the responsibility of the Vendor to monitor the prevailing wage rates as established by the appropriate department of labor for any increase in rates during the term of this contract and adjust wage rates accordingly.

9.6 **Administrative Fees:** All pricing submitted to Region 4 ESC shall include the administrative fee to be remitted to TCPN by the awarded vendor.

The awarded vendor agrees to pay administrative fees monthly to TCPN in the amount of 3% of the total purchase amount paid to awarded vendor, less refunds, credits on returns, rebates and discounts, for the sale of products and/or services to Region 4 ESC and member agencies pursuant to the contract (as amended from time to time and including any renewal thereof) ("Contract Sales").

Administrative fee payments are to accompany the contract monthly sales report by the 10th day of the following month, in the amount indicated on the report as being due. Administrative fee payments are to be paid by the awarded vendor via Automated Clearing House to a TCPN designated financial institution.

Failure to provide a monthly payment of the administrative fees within the time and manner specified herein shall constitute a material breach of the contract and if not cured within thirty (30) day of written notice to awarded vendor shall be deemed a cause for termination of the contract, at Region 4 ESC's sole discretion.

All administrative fees not paid when due shall bear interest at a rate equal to the lesser of 1 ½% per month or the maximum rate permitted by law until paid in full.

ARTICLE 10- PRICING AUDIT

10.1 **Audit rights:** Vendor shall, at Vendor's sole expense, maintain appropriate due diligence of all purchases made by Region 4 ESC and any entity that utilizes this Agreement. TCPN and Region 4 ESC each reserve the right to audit the accounting for a period of three (3) years from the time such purchases are made. This audit right shall survive termination of this Agreement for a period of one (1) year from the effective date of termination. In the State of New Jersey, this audit right shall survive termination of this Agreement for a period of five (5) years from the date of final payment. Such records shall be made available to the New Jersey Office of the State Comptroller upon request. Region 4 ESC

shall have the authority to conduct random audits of Vendor's pricing that is offered to eligible entities at Region 4 ESC's sole cost and expense. Notwithstanding the foregoing, in the event that Region 4 ESC is made aware of any pricing being offered to eligible agencies that is materially inconsistent with the pricing under this agreement, Region 4 ESC shall have the ability to conduct an extensive audit of Vendor's pricing at Vendor's sole cost and expense. Region 4 ESC may conduct the audit internally or may engage a third-party auditing firm. In the event of an audit, the requested materials shall be provided in the format and at the location designated by Region 4 ESC or TCPN.

ARTICLE 11- OFFEROR PRODUCT LINE REQUIREMENTS

- 11.1 **Current products:** Proposals shall be for materials and equipment in current production and marketed to the general public and education/government agencies at the time the proposal is submitted.
- 11.2 **Discontinued products:** If a product or model is discontinued by the manufacturer, vendor may substitute a new product or model if the replacement product meets or exceeds the specifications and performance of the discontinued model and if the discount is the same or greater than the discontinued model.
- 11.3 **New products/Services:** New products and/or services that meet the scope of work may be added to the contract. Pricing shall be equivalent to the percentage discount for other products. Vendor may replace or add product lines to an existing contract if the line is replacing or supplementing products on contract, is equal or superior to the original products offered, is discounted in a similar or to a greater degree, and if the products meet the requirements of the solicitation. No products and/or services may be added to avoid competitive procurement requirements. Region 4 ESC may require additions to be submitted with documentation from Members demonstrating an interest in, or a potential requirement for, the new product or service. Region 4 ESC may reject any additions without cause.
- 11.4 **Options:** Optional equipment for products under contract may be added to the contract at the time they become available under the following conditions: 1) the option is priced at a discount similar to other options; 2) the option is an enhancement to the unit that improves performance or reliability.
- 11.5 **Product line:** Offerors with a published catalog may submit the entire catalog. Region 4 ESC reserves the right to select products within the catalog for award without having to award all contents. Region 4 ESC may reject any addition of equipment options without cause.
- 11.6 **Warranty conditions:** All supplies, equipment and services shall include manufacturer's minimum standard warranty and one (1) year labor warranty unless otherwise agreed to in writing.
- 11.7 **Buy American requirement:** (for New Jersey and all other applicable States) Vendors may only use unmanufactured construction material mined or produced in the United States, as required by the Buy American Act. Where trade agreements apply, to the extent permitted by applicable law, then unmanufactured construction material mined or produced in a designated country may also be used. Vendors are required to check state specific requirements to ensure compliance with this requirement.

ARTICLE 12- SITE REQUIREMENTS

- 12.1 **Cleanup:** Vendor shall clean up and remove all debris and rubbish resulting from their work as required or directed by Member. Upon completion of the work, the premises shall be left in good repair and an orderly, neat, clean and unobstructed condition.
- 12.2 **Preparation:** Vendor shall not begin a project for which Member has not prepared the site, unless vendor does the preparation work at no cost, or until Member includes the cost of site preparation in a purchase order. Site preparation includes, but is not limited to: moving furniture, installing wiring for networks or power, and similar pre-installation requirements.
- 12.3 **Registered sex offender restrictions:** For work to be performed at schools, vendor agrees that no employee or employee of a subcontractor who has been adjudicated to be a registered sex offender will perform work at any time when students are or are reasonably expected to be present. Vendor

agrees that a violation of this condition shall be considered a material breach and may result in the cancellation of the purchase order at the Member's discretion. Vendor must identify any additional costs associated with compliance of this term. If no costs are specified, compliance with this term will be provided at no additional charge.

- 12.4 **Safety measures:** Vendor shall take all reasonable precautions for the safety of employees on the worksite, and shall erect and properly maintain all necessary safeguards for protection of workers and the public. Vendor shall post warning signs against all hazards created by its operation and work in progress. Proper precautions shall be taken pursuant to state law and standard practices to protect workers, general public and existing structures from injury or damage.
- 12.5 **Smoking:** Persons working under the contract shall adhere to local smoking policies. Smoking will only be permitted in posted areas or off premises.
- 12.6 **Stored materials:** Upon prior written agreement between the vendor and Member, payment may be made for materials not incorporated in the work but delivered and suitably stored at the site or some other location, for installation at a later date. An inventory of the stored materials must be provided to Member prior to payment. Such materials must be stored and protected in a secure location, and be insured for their full value by the vendor against loss and damage. Vendor agrees to provide proof of coverage and/or addition of Member as an additional insured upon Member's request. Additionally, if stored offsite, the materials must also be clearly identified as property of buying Member and be separated from other materials. Member must be allowed reasonable opportunity to inspect and take inventory of stored materials, on or offsite, as necessary.

Until final acceptance by the Member, it shall be the Vendor's responsibility to protect all materials and equipment. The Vendor warrants and guarantees that title for all work, materials and equipment shall pass to the Member upon final acceptance.

ARTICLE 13- MISCELLANEOUS

- 13.1 **Funding Out Clause:** Any/all contracts exceeding one (1) year shall include a standard "funding out" clause. A contract for the acquisition, including lease, of real or personal property is a commitment of the entity's current revenue only, provided the contract contains either or both of the following provisions:

"Retains to the entity the continuing right to terminate the contract at the expiration of each budget period during the term of the contract and is conditioned on a best effort attempt by the entity to obtain appropriate funds for payment of the contract."

- 13.2 **Disclosures:** Offeror affirms that he/she has not given, offered to give, nor intends to give at any time hereafter any economic opportunity, future employment, gift, loan, gratuity, special discount, trip, favor or service to a public servant in connection with this contract.

Include a complete description of any and all relationships that might be considered a conflict of interest in doing business with participants in TCPN.

The Offeror affirms that, to the best of his/her knowledge, the offer has been arrived at independently, and is submitted without collusion with anyone to obtain information or gain any favoritism that would in any way limit competition or give an unfair advantage over other vendors in the award of this contract.

- 13.3 **Indemnity:** The awarded vendor shall protect, indemnify, and hold harmless both Region 4 ESC and TCPN and its participants, administrators, employees and agents against all claims, damages, losses and expenses arising out of or resulting from the actions of the vendor, vendor employees or vendor subcontractors in the preparation of the solicitation and the later execution of the contract, including any supplemental agreements with members. Any litigation involving either Region 4 ESC or TCPN, its administrators and employees and agents will be in Harris County, Texas. Any litigation involving TCPN members shall be in the jurisdiction of the participating agency.

- 13.4 **Franchise Tax:** The Offeror hereby certifies that he/she is not currently delinquent in the payment of any franchise taxes.
- 13.5 **Marketing:** Awarded vendor agrees to allow Region 4 ESC/TCPN to use their name and logo within website, marketing materials and advertisement. Any use of TCPN name and logo or any form of publicity, inclusive of press releases, regarding this contract by awarded vendor must have prior approval from TCPN.
- 13.6 **Certificates of Insurance:** Certificates of insurance shall be delivered to the Region 4 ESC participant prior to commencement of work. The insurance company shall be licensed in the applicable state in which work is being conducted. The awarded vendor shall give the participating entity a minimum of ten (10) days' notice prior to any modifications or cancellation of policies. The awarded vendor shall require all subcontractors performing any work to maintain coverage as specified.
- 13.7 **Legal Obligations:** It is the Offeror's responsibility to be aware of and comply with all local, state, and federal laws governing the sale of products/services identified in this RFP and any awarded contract and shall comply with all while fulfilling the RFP. Applicable laws and regulation must be followed even if not specifically identified herein.
- 13.8 **Open Records Policy:** Because Region 4 ESC contracts are awarded by a governmental entity, responses submitted are subject to release as public information after contracts are executed. If a vendor believes that its response, or parts of its response, may be exempted from disclosure, the vendor must specify page-by-page and line-by-line the parts of the response, which it believes, are exempt. In addition, the Offeror must specify which exception(s) are applicable and provide detailed reasons to substantiate the exception(s). Offeror must provide this information on the "Acknowledgement and Acceptance to Region 4 ESC's Open Record Policy" form found at the beginning of this solicitation. Any information that is unmarked will be considered public information and released, if requested under the Public Information Act.

The determination of whether information is confidential and not subject to disclosure is the duty of the Office of Attorney General (OAG). Region 4 ESC must provide the OAG sufficient information to render an opinion and therefore, vague and general claims to confidentiality by the Offeror are not acceptable. Region 4 ESC must comply with the opinions of the OAG. Region 4 ESC assumes no responsibility for asserting legal arguments on behalf of any vendor. Offeror are advised to consult with their legal counsel concerning disclosure issues resulting from this procurement process and to take precautions to safeguard trade secrets and other proprietary information.

After completion of award, these documents will be available for public inspection.

VENDOR CONTRACT SIGNATURE FORM

The undersigned hereby proposes and agrees to furnish goods and/or services in strict compliance with the terms, specifications and conditions at the prices proposed within response unless noted in writing. The undersigned further certifies that he/she is an officer of the company and has authority to negotiate and bind the company named below and has not prepared this proposal in collusion with any other Offeror and that the contents of this proposal as to prices, terms or conditions of said proposal have not been communicated by the undersigned nor by any employee or agent to any person engaged in this type of business prior to the official opening of this proposal.

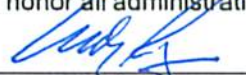
Prices are guaranteed: **120 days from date of contract award**

Company name Mythics Emergent Group, Inc.
Address 1439 N. Great Neck Road
City/State/Zip Virginia Beach, VA 23454
Telephone No. 757-412-4362
Fax No. 757-412-1060
Email address SLCcontracts@mythics.com
Printed name Scott Needleman
Position with company Vice President
Authorized signature 

Accepted by The Cooperative Purchasing Network:

Term of contract October 1, 2017 to September 30, 2020

Unless otherwise stated, all contracts are for a period of three (3) years with an option to renew annually for an additional two (2) years if agreed to by Region 4 ESC and the awarded vendor. Awarded vendor shall honor all administrative fees for any sales made based on a contract whether renewed or not.



Region 4 ESC Authorized Board Member

8/22/2017
Date

Andy Keyer
Print Name



Region 4 ESC Authorized Board Member

8/22/17
Date

Rick Peebles
Print Name

Region 4 Contract Number R171002

Appendix D:

GENERAL TERMS & CONDITIONS ACCEPTANCE FORM

Signature on Vendor Contract Signature form certifies complete acceptance of the General Terms and Conditions in this solicitation, except as noted below (additional pages may be attached, if necessary).

Check one of the following responses to the General Terms and Conditions:

- We take no exceptions/deviations to the general terms and conditions

(Note: If none are listed below, it is understood that no exceptions/deviations are taken.)

- We take the following exceptions/deviations to the general terms and conditions. All exceptions/deviations must be clearly explained. Reference the corresponding general terms and conditions that you are taking exceptions/deviations to. Clearly state if you are adding additional terms and conditions to the general terms and conditions. Provide details on your exceptions/deviations below:

(Note: Unacceptable exceptions shall remove your proposal from consideration for award. Region 4 ESC shall be the sole judge on the acceptance of exceptions/deviations and the decision shall be final.)

Section/Page	Term, Condition, or Specification	Exception/Deviation	Region 4 Accepts
	Please see the attached exceptions, deviations, and clarifications		YES



Vendor Contract Launch

Vendors must commit to attending a contract launch meeting with a member of the Business Development Team should they be awarded a contract with Region 4 ESC through this RFP. Vendor contract launches are meant to establish a good relationship with awarded vendors and help to ensure compliance and effective administration over the life of the contract.

It is highly recommended that the individuals who will handle contract management, reporting and marketing are in attendance.

If awarded, please provide contact information for scheduling:

Mythics Emergent Group, Inc.
Vendor

James Flint
Point of Contact

Vice President, Corporate Development
Title

757-412-4362
Phone Number

Jflint@mythics.com
Email Address

Signature: 

Date: 6/20/17

EXCEPTIONS, DEVIATIONS, AND CLARIFICATIONS

There are several provisions in TCPN's solicitation where we have identified exceptions, deviations, or require clarifications. In the section below, we have referenced the corresponding general terms and conditions in the solicitation where we have taken exceptions or desire further clarifications and the rationale for the request.

Please note that most of our exceptions, deviations, and clarifications are related to the recommendations found in our response to [Question 27. Please provide any suggested improvements and alternatives for doing business with your company that will make this arrangement more cost effective for your company and Participating Public Agencies.](#)

D. General Terms and Instructions to Offerors, Section XVII. Samples.

We propose revising the language identified in this section to read as follows:

“Upon request, samples shall be furnished **as mutually agreed upon by Mythics Emergent Group and Participating Agencies.** ~~free of cost, within seven (7) days after receiving notice of such request.~~ By submitting the proposal Offeror certifies that all materials conform to all applicable requirements of this solicitation and of those required by law. ~~Offeror agrees to bear the costs for laboratory testing, if results show that the sample does not comply with solicitation.~~”

- **Rationale.** Each request for sample products is unique in nature requiring different delivery times and terms and conditions. Thus, we require the ability to provide samples as mutually agreeable to Mythics Emergent Group and Participating Agencies. Since all products provided under any resulting contract award will be commercial items, laboratory testing is not required.

Appendix A, Vendor Contract and Signature Form, Section 1.5 Customer Support:

We propose revising the language identified in this section to read as follows:

“The vendor shall provide timely and accurate technical advice and sales support to Region 4 ESC staff, TCPN staff and participating agencies. The vendor shall respond to such requests within one (1) working day after receipt of the request; **provided that with respect to support calls direct to a supplier, the response time will be in accordance with the applicable supplier's license agreements, service agreements, SLAs, warranty statements, etc.**”

- **Rationale.** We request this clarification, since we can commit to our response time, but the applicable supplier will provide support in accordance with its applicable license agreements, services agreements, SLAs, warranty statements, etc.

Appendix A, Vendor Contract and Signature Form, Section 2.1:

We propose revising the language identified in this section to read as follows:

“Unless otherwise stated, all contracts are for a period of three (3) years with an option to renew annually for an additional two (2) years if **mutually** agreed to by Region 4 ESC and MEG. Region 4 ESC will notify the vendor in writing if the contract is extended. Awarded vendor shall honor all administrative fees for any sales made based on the contract whether renewed or not.”

- **Rationale.** We request that exercising of option years is bilateral.

Appendix A, Vendor Contract and Signature Form, Section 3.3 Offeror's Promise:

We propose adding the following interpretation to the contract:

“Section 3.3 shall be interpreted to exclude contracts for which supplier approved special non-standard discounts greater than those offered to TCPN, which allowed Vendor to offer a lower price than provided under TCPN, or approved special non-standard terms, warranties, or benefits greater than those offered to TCPN. Provided however, Vendor agrees to use best efforts to seek supplier approval to allow Vendor to match such lower prices, or special non-standard terms for individual procurement opportunities on a case by case basis.”

- **Rationale.** The Offeror's Promise is subject to the interpretation language provided above.

Appendix A, Vendor Contract and Signature Form, Section 4.2 Form of Contract:

We propose adding the following interpretation to the contract:

“Section 4.2 shall be interpreted to allow for the current version of the referenced additional agreement to be the one used for individual procurement opportunities on a case by case basis, since supplier license agreements, services agreements, SLAs, warranty statements, etc., will be updated from time to time and the updated versions may include changes that benefit the end customer. Additionally, Mythics Emergent Group is contractually obligated by the applicable supplier to ensure all customers acquiring the supplier's products and services are subject to a valid agreement.”

- **Rationale.** The Form of Contract is subject to the interpretation language provided above.

Appendix A, Vendor Contract and Signature Form, Section 4.8 Supplemental Agreements:

We propose adding the following interpretation to the contract:

“Section 4.8 shall be interpreted to have the referenced Supplemental Agreements deemed to be Special terms and conditions in accordance with Section 4.7 of the Vendor Contract and Signature Form.”

- **Rationale.** The Supplemental Agreements is subject to the interpretation language provided above.

Appendix A, Vendor Contract and Signature Form, Article 5 Termination of Contract:

We propose adding the following interpretation to the contract:

“Article 5 shall be interpreted to include the termination provisions of the applicable supplier license agreements, services agreements, SLAs, warranty statements, etc., which shall control as Special terms and conditions with respect to termination rights regarding the delivery of items under this contract.”

- **Rationale.** The Termination of Contract is subject to the interpretation language provided above.

Appendix A, Vendor Contract and Signature Form, Section 6.2 Survival Clause:

We propose revising the language identified in this section to read as follows:

“All applicable software license agreements, warranties or service agreements that were entered into between Vendor and Customer under the terms and conditions of the Contract shall survive the expiration or termination of the Contract [in accordance with the applicable supplier license agreements, services agreements, SLAs, warranty statements, etc.](#) All Purchase Orders issued and accepted by Order Fulfiller shall survive expiration or termination of the Contract.”

- **Rationale.** We request this clarification, since survival will be permitted in accordance with the applicable supplier license agreements, services agreements, SLAs, warranty statements, etc.

Appendix A, Vendor Contract and Signature Form, Section 7.1 Delivery:

We propose revising the language identified in this section to read as follows:

“Vendor shall deliver said materials purchased on this contract to the Member issuing a Purchase Order. Conforming product shall be shipped within 7 days of receipt of Purchase Order, **or such other time mutually agreed upon by the Member and Vendor**. If delivery is not or cannot be made within this time period the vendor must receive authorization from the purchasing agency for the delayed delivery. At this point the participating entity may cancel the order if estimated shipping time is not acceptable.”

- **Rationale.** We request this clarification, since there may be cases where the Member would like to place an order well in advance of the delivery date and also there may be specific supplier delivery times set forth in the applicable supplier license agreements, services agreements, SLAs, warranty statements, etc., which would require a longer time period.

Appendix A, Vendor Contract and Signature Form, Section 9.1 Best Price Guarantee:

We propose adding the following interpretation to the contract:

“Section 9.1 shall be interpreted to exclude contracts for which vendor approved special non-standard discounts greater than those offered to TCPN, which allowed Vendor to offer a lower price than provided under TCPN. Provided however, Vendor agrees to use best efforts to seek vendor approval to allow Vendor to match such lower prices for individual procurement opportunities on a case by case basis.”

- **Rationale.** The Best Price Guarantee is subject to the interpretation language provided above.

Appendix A, Vendor Contract and Signature Form, Section 9.2 Price Increase:

We propose adding the following interpretation to the contract:

“Section 9.2 shall be interpreted to allow for the availability of “in production” items at then current pricing by permitting TCPN to approve and accept any updates or changes to applicable agreements, catalogs, and pricelists without seeking a formal amendment to the contract.”

- **Rationale.** The Price Increase is subject to the interpretation language provided above.

Appendix A, Vendor Contract and Signature Form, Section 11.3 New products/Services:

We propose adding the following language to the provision:

“The contract may be amended to include required MEG/supplier agreements for new products and/or services added to the contract.”

- **Rationale.** We are contractually obligated, under our agreements with the suppliers, to ensure the required supplier agreements for new products and services are included in the contract.

Appendix A, Vendor Contract and Signature Form, Section 11.6 Warranty Conditions

We propose revising the language identified in this section to read as follows:

“All supplies, equipment and services shall include manufacturer's minimum standard warranty and ~~one (1)~~ **year** labor warranty ~~unless otherwise agreed to in writing in accordance with the applicable supplier agreement.~~”

- **Rationale.** All standard commercial and labor warranties will be in accordance with the applicable supplier agreement.

Appendix A, Vendor Contract and Signature Form, Section 12.6 Stored Materials:

We propose adding the following interpretation to the contract:

“Section 12.6 shall be interpreted to allow for the fact that there may not be a title to pass for some of the items upon final acceptance, since some of the items are cloud items where only access is being provided.”

- **Rationale.** The Stored Materials is subject to the interpretation language provided above.

Appendix A, Vendor Contract and Signature Form, Section 13.3 Indemnity:

We propose revising the language identified in this section to read as follows:

“The awarded vendor shall protect, indemnify, and hold harmless both Region 4 ESC and TCPN and its participants, administrators, employees and agents against all claims, damages, losses and expenses arising out of or resulting from the actions of the vendor, vendor employees or vendor subcontractors in the preparation of the solicitation and the later execution of the contract; ~~provided that with respect to the later execution of the contract and including~~ any supplemental agreements with members ~~the applicable indemnification provision in the applicable supplier license agreements, services agreements, SLAs, warranty statements, etc., would apply and control as Special terms and conditions in accordance with Section with Section 4.7 of the Vendor Contract and Signature Form.~~ Any litigation involving either Region 4 ESC or TCPN, its administrators and employees and agents will be in Harris County, Texas. Any litigation involving TCPN members shall be in the jurisdiction of the participating agency.”

- **Rationale.** All indemnification for the items provided under the contract will be in accordance with the applicable supplier agreement.

Additional Contact Terms and Conditions

We propose adding the following provisions to TCPN’s Special terms and conditions:

Contract Documents

The applicable supplier license agreements, services agreements, SLAs, warranty statements, etc. described or attached to the vendor response:

“Participating Agencies may add specific terms and conditions for individual orders under the contract for special purchases.”

- **Rationale.** We are contractually obligated by the applicable supplier to ensure all customers acquiring the supplier’s products and services are subject to a valid supplier agreement.

TAB 2

Questionnaire (Appendix E)

Appendix E:
QUESTIONNAIRE

Please provide responses to the following questions that address your company's operations, organization, structure, and processes for providing products and services.

1. States Covered

Offeror must indicate all states where products and services can be offered.

50 States & District of Columbia (Selecting this box is equal to checking all boxes below)

- | | |
|---|---|
| <input type="checkbox"/> Alabama | <input type="checkbox"/> Montana |
| <input type="checkbox"/> Alaska | <input type="checkbox"/> Nebraska |
| <input type="checkbox"/> Arizona | <input type="checkbox"/> Nevada |
| <input type="checkbox"/> Arkansas | <input type="checkbox"/> New Hampshire |
| <input type="checkbox"/> California | <input type="checkbox"/> New Jersey |
| <input type="checkbox"/> Colorado | <input type="checkbox"/> New Mexico |
| <input type="checkbox"/> Connecticut | <input type="checkbox"/> New York |
| <input type="checkbox"/> Delaware | <input type="checkbox"/> North Carolina |
| <input type="checkbox"/> District of Columbia | <input type="checkbox"/> North Dakota |
| <input type="checkbox"/> Florida | <input type="checkbox"/> Ohio |
| <input type="checkbox"/> Georgia | <input type="checkbox"/> Oklahoma |
| <input type="checkbox"/> Hawaii | <input type="checkbox"/> Oregon |
| <input type="checkbox"/> Idaho | <input type="checkbox"/> Pennsylvania |
| <input type="checkbox"/> Illinois | <input type="checkbox"/> Rhode Island |
| <input type="checkbox"/> Indiana | <input type="checkbox"/> South Carolina |
| <input type="checkbox"/> Iowa | <input type="checkbox"/> South Dakota |
| <input type="checkbox"/> Kansas | <input type="checkbox"/> Tennessee |
| <input type="checkbox"/> Kentucky | <input type="checkbox"/> Texas |
| <input type="checkbox"/> Louisiana | <input type="checkbox"/> Utah |
| <input type="checkbox"/> Maine | <input type="checkbox"/> Vermont |
| <input type="checkbox"/> Maryland | <input type="checkbox"/> Virginia |
| <input type="checkbox"/> Massachusetts | <input type="checkbox"/> Washington |
| <input type="checkbox"/> Michigan | <input type="checkbox"/> West Virginia |
| <input type="checkbox"/> Minnesota | <input type="checkbox"/> Wisconsin |
| <input type="checkbox"/> Mississippi | <input type="checkbox"/> Wyoming |
| <input type="checkbox"/> Missouri | |

Territories & Outlying Areas (Selecting this box is equal to checking all boxes below)

- | | |
|---|--|
| <input type="checkbox"/> American Samoa | <input type="checkbox"/> Northern Marina Islands |
| <input type="checkbox"/> Federated States of Micronesia | <input type="checkbox"/> Puerto Rico |
| <input type="checkbox"/> Guam | <input type="checkbox"/> U.S. Virgin Islands |
| <input type="checkbox"/> Midway Islands | |

2. Diversity Programs

- Do you currently have a diversity program or any diversity partners that you do business with? Yes No
- If the answer is yes, do you plan to offer your program or partnership through TCPN Yes No

(If the answer is yes, attach a statement detailing the structure of your program, along with a list of your diversity alliances and a copy of their certifications.)

- Will the products accessible through your diversity program or partnership be offered to TCPN members at the same pricing offered by your company?
 Yes No

(If answer is no, attach a statement detailing how pricing for participants would be calculated.)

3. Minority and Women Business Enterprise (M/WBE) and (HUB) Participation

It is the policy of some entities participating in TCPN to involve minority and women business enterprises (M/WBE), small and/or disadvantaged business enterprises, disable veteran’s business enterprises, historically underutilized businesses (HUB) and other diversity recognized businesses in the purchase of goods and services. Offerors shall indicate below whether or not they hold certification in any of the classified areas and include proof of such certification with their response.

a. Minority and Women Business Enterprise

Offeror certifies that this firm is an M/WBE Yes No

List certifying agency: _____

b. Small Business Enterprise (SBE) or Disadvantaged Business Enterprise (DBE)

Offeror certifies that this firm is a SBE or DBE Yes No

List certifying agency: _____

c. Disabled Veterans Business Enterprise (DVBE)

Offeror certifies that this firm is a DVBE Yes No

List certifying agency: _____

d. Historically Underutilized Businesses (HUB)

Offeror certifies that this firm is a HUB Yes No

List certifying agency: _____

e. Historically Underutilized Business Zone Enterprise (HUB Zone)

Offeror certifies that this firm is a HUB Zone Yes No

List certifying agency: _____

f. Other

Offeror certifies that this firm is a recognized diversity certificate holder Yes No

List certifying agency: _____

4. Residency

Responding Company’s principal place of business is in the city of Virginia Beach State of VA.

5. Felony Conviction Notice

Please check applicable box:

- A publicly held corporation; therefore, this reporting requirement is not applicable.
- Is not owned or operated by anyone who has been convicted of a felony.
- Is owned or operated by the following individual(s) who has/have been convicted of a felony.

*If the third box is checked a detailed explanation of the names and convictions must be attached.

6. Processing Information

Company contact for:

Contract Management

Contact Person: Cheryl Burns
 Title: Director, Contract Vehicles
 Company: Emergent, LLC
 Address: 8219 Leesburg Pike
 City: Vienna State: VA Zip: 22182
 Phone: 757-226-7704 Fax: 703-288-4287
 Email: CBurns@emergent360.com

Billing & Reporting/Accounts Payable

Contact Person: William Marks
 Title: Accountant
 Company: Mythics, Inc.
 Address: 1439 N. Great Neck Rd.
 City: Virginia Beach State: VA Zip: 23454
 Phone: 757-493-3031 Fax: 757-963-6198
 Email: WMarks@mythics.com

Marketing

Contact Person: Chris Richards
 Title: Vice President of Marketing
 Company: Mythics, Inc.
 Address: 8219 Leesburg Pike
 City: Vienna State: VA Zip: 22182
 Phone: 571-282-4531 Fax: 703-288-4287
 Email: CRichards@mythics.com

7. **Distribution Channel:** Which best describes your company's position in the distribution channel:

- Manufacturer direct Certified education/government reseller
- Authorized distributor Manufacturer marketing through reseller
- Value-added reseller Other _____

8. **Pricing Information**

- In addition to the current typical unit pricing furnished herein, the Vendor agrees to offer all future product introductions at prices that are proportionate to Contract Pricing.

Yes No

(If answer is no, attach a statement detailing how pricing for participants would be calculated.)

- Pricing submitted includes the required administrative fee. Yes No

(Fee calculated based on invoice price to customer)

- Additional discounts for purchase of a guaranteed quantity? Yes No

9. **Cooperatives**

List any other cooperative or state contracts currently held or in the process of securing

Cooperative/State Agency	Discount Offered	Expires	Annual Sales Volume
NASPO ValuePoint Cloud Solutions	Comparable	2026	TBD
PEPPM 2015	Comparable	2017	\$5M

[Remainder of Page Intentionally Left Blank]

2. Diversity Programs

Diversity Partner Strategy

We have a strong history of engaging small businesses and disadvantaged organizations in various regions to provide hardware, software, cloud, solutions and services to our mutual customers. To augment our wide-range and broad scope of capabilities, we have a dedicated Partnerships and Systems Integrator Development Manager (Partner Manager) to manage our subcontractor portfolio. To ensure customer satisfaction and superior delivery across all our professional and managed services engagements, our Partner Manager evaluates and selects subcontractors who match our standards for experience level, as well as technical and commercial skills. How we evaluate and select partners includes:

- **Nomination.** We opt for an organic approach to subcontractor relationships focused on quality and excellent results. Candidate referrals come from a variety of sources—including vendor, customers, employees, cold calls, etc.—to initiate the vetting process
- **Culture Fit.** We take pride in ensuring customer satisfaction, and often praised for going the extra mile solving technically complex problems with innovative or custom solutions. During the first vetting call, the Partner Manager determines whether the candidate shares our values and if there is a culture fit between the parties. If there is a fit, the Partner Manager schedules technical and sales screening calls.
- **Technical Fit.** Appropriate members of our technical staff evaluate the candidate’s technical ability. This may include questions about past or current engagements, their delivery approach, their remediation policies, and how they might solve a technically difficult scenario.
- **Sales Fit.** Our consulting sales executives validate the candidate’s relationships with past and current customers. This call also focuses on determining the subcontractor’s scoping methodology, comfort levels with Time and Materials (T&M) and Firm Fixed Price (FFP) pricing, remediation plans, response speeds, and overall customer satisfaction.
- **Data Capture.** If a subcontractor is selected, we solicit and store relevant data (technological capabilities, past performance and business classification) in our Implementation Partner System for future reference, where subcontractor data and performance metrics are managed.

Diversity Alliances Performance

Over our past three fiscal years, we have delivered 530 professional and managed services engagements—utilizing subcontractors on 276 (or 52%) of our projects. **Table 1** and **Table 2** substantiate our commitment to identifying and partnering with diverse business enterprises owned by minorities, women, service-disabled veterans, and other small business enterprises that provide additional value to eligible entities.

Set Aside Category	# of Subcontractors Engaged on Projects
Small Disadvantaged Business	15
Woman Owned	10
Minority Owned	27
SDVOSB	5
VOB	5
HUB	1
HubZone	6
8a	9
Other Small Business	12
Total	90

Table 1 – Partner Diversity. Over our past three fiscal years, we subcontracted work to 109 of the 131 companies in our partner portfolio. Of those 109 companies, 90 are small businesses.

Set Aside Category	Total \$ Subcontracted to Small Businesses
Small Disadvantaged Business	\$2,090,764.96
Woman Owned	\$2,419,054.16
Minority Owned	\$14,064,613.14
SDVOSB	\$222,025.00
VOB	\$3,812,464.20
HUB	\$128,000.00
HubZone	\$775,600.40
8a	\$396,100.00
Other Small Business	\$12,265,754.44
Total	\$36,174,376.30

Table 2 – Total Subcontracted Dollars. Over our past three fiscal years, we have subcontracted over \$36M to 90 small businesses.

Diversity Partner Contact Information

Table 3 below provides a representative list from our diversity alliances portfolio and their point of contact information.

Company Name	POC
Anvaya Solutions, Inc.	Shobha Mallarapu shobha@anvayasolutions.com (916) 390-8536
Communications Products Inc. (CPI)	Christy Green christyg@commprod.com (317) 596-7929
GNC Consulting, Inc.	Kevin Tedar kevin-tedar@gnc-consulting.com (317) 250-1536
IDM Works, Inc.	Amit Masand amit.masand@idmworks.com (732) 709-3151
M&S Consulting	Ashok Aggarwal ashok.aggarwal@mandsconsulting.com (703) 869-3564
Project Partners LLC	David Duncan dduncan@projectp.com (917) 828-2521
EIS Technologies	Bhawan Mathur bhawan.mathur@eistech.com (678) 430-3839
Network Runners, Inc.	Manoj Bhatia manoj@netrunners.com (703) 468-1628
Senryo Technologies	Jose Blanco jose.blanco@senryo.com (630) 464-5583

Table 3 – Diversity Partner Points of Contact

Corporate Diversity Programs

We are fully committed to the concept and practice of equal opportunity and affirmative action in all aspects of employment. We have developed an Affirmative Action Plan (AAP) in strict reliance upon the Guidelines on Affirmative Action issued by the Equal Employment Opportunity Commission (EEOC) (29 C.F.R. Part 1608). While we firmly believe in wide dissemination of our affirmative action policies and equal employment opportunity practices, our AAP contains certain proprietary information relating to Company's business that must be kept confidential.

Our AAP Year, January 1, 2017 - December 31, 2017, shows a continued commitment to equal employment opportunity and affirmative action, and has strong plans to ensure both corporate and employee success. The policies contained within our AAP include:

- Comparison of Incumbency and Availability (In accordance with 41 C.F.R. 60-2.15). We compare our representation of minorities and women with a representation among those identified in availability analysis as available for employment.
- Placement Goals (In accordance with 41 C.F.R. 60-2.16). If a placement goal is set, we develop action-oriented steps to increase the recruitment and training of minorities or women, or both.
- Identification of Problem Areas by Organizational Unit and Job Group (In accordance with 41 C.F.R. 60-2.17(b)). We conduct in-depth analyses of our total employment process, including the workforce by organizational unit and job group, personnel activity, compensation, and other personnel procedures to determine whether and where impediments to equal employment opportunity may exist. Our analysis of the technical phases of compliance reveals that we fully comply with all the technical phases of its affirmative action obligations.
- Development and Implementation of Action Oriented Programs (In accordance with 41 C.F.R. 60-2.17). We have developed and executed action-oriented programs designed to correct any problem areas that may exist, demonstrating our good faith efforts to remove any barriers, expand employment opportunities, and produce measurable results.
- Internal Audit and Reporting System (In accordance with 41 C.F.R. 60-2.17). We have developed and implemented an auditing system that periodically measures the effectiveness of our total AAP.
- Policy of Affirmative Action Letter. We provide a letter to outreach and placement professionals informing them of our commitment to the principles of equal employment opportunity, especially as a government contractor bound by Executive Order 11246.

At the close of our most recent AAP Year, we began an analysis of the composition of our workforce. The workforce was analyzed by job group and by department to determine the employment of minorities and women, and to identify if placement goals are indicated when compared to the appropriate available workforce. We expect to continue our successful outreach efforts and to ensure that all applicants and employees are treated fairly, based on job-related criteria and without regard to race, color, religion, sex, age, disability, veteran status, national origin, or any other characteristic protected by applicable law.

8. Pricing Information

Our proposed product/service category discounts are based on applicable discounts provided to us by the vendors we represent. We intend to offer all future product and service at prices proportionate to contract pricing. However, per our vendor agreements, discounts provided to us are subject to change at any time. Should a vendor already approved on contract change the discount provided to us that adversely affects our ability to honor contract pricing, we will notify TCPN and Region 4 ESC of the vendor's pricing methodology.

TAB 3

Company Profile (Appendix F, excluding References section)

Appendix F:
COMPANY PROFILE

Please provide the following:

1. Company's official registered name.
2. Brief history of your company, including the year it was established.
3. Company's Dun & Bradstreet (D&B) number.
4. Corporate office location.
5. List the total number of sales persons employed by your organization within the United States, broken down by market.
6. List the number and location of offices, or service centers for all states being offered in solicitation. Additionally, list the names of key contacts at each location with title, address, phone and e-mail address.
7. Please provide contact information for the person(s) who will be responsible for the following areas, including resumes:
 - a. Sales
 - b. Sales Support
 - c. Marketing
 - d. Financial Reporting
 - e. Executive Support
8. Define your standard terms of payment.
9. Who is your competition in the marketplace?
10. Describe your unique offerings or attributes of your company and/or your cloud solutions offering as compared to your competition and how it differentiators provide additional value to Region 4 and/or it's members.
11. Overall annual sales for last three (3) years; 2014, 2015, 2016.
12. Overall public sector sales, excluding Federal Government, for last three (3) years; 2014, 2015, 2016.
13. What is your strategy to increase market share?
14. Describe the capabilities and functionality of your company's on-line catalog/ordering website.
15. Describe your company's Customer Service Department (hours of operation, number of service centers, etc.).
16. Provide information regarding whether your firm, either presently or in the past, has been involved in any litigation, bankruptcy, or reorganization.

Marketing / Sales

17. Detail how your organization plans to market this contract within the first ninety (90) days of the award date. This should include, but not be limited to:
 - a. A co-branded press release within first 30 days
 - b. Announcement of award through any applicable social media sites
 - c. Direct mail campaigns
 - d. Co-branded collateral pieces
 - e. Advertisement of contract in regional or national publications
 - f. Participation in trade shows
 - g. Dedicated TCPN and Region 4 ESC internet web-based homepage with:
 - i. TCPN and Region 4 ESC Logo
 - ii. Link to TCPN and Region 4 ESC website
 - iii. Summary of contract and services offered
 - iv. Due Diligence Documents including; copy of solicitation, copy of contract and any amendments, marketing materials
18. Describe how your company will demonstrate the benefits of this contract to eligible entities if awarded.
19. Explain how your company plans to market this agreement to existing government customers.
20. Provide a detailed ninety (90) day plan describing how the contract will be implemented within your firm.
21. Describe how you intend on train your national sales force on the Region 4 ESC agreement.
22. Acknowledge that your organization agrees to provide its company logo(s) to Region 4 ESC and agrees to provide permission for reproduction of such logo in marketing communications and promotions.
23. Provide the revenue that your organization anticipates each year for the first three (3) years of this agreement.

\$ _____ in year one

\$ _____ in year two

\$ _____ in year three
24. It is important for end users to understand the designation of responsibilities as they pertain to the types of cloud offerings. Describe how your company will assist in educating customers on the distinct differences of IaaS, PaaS, and SaaS offerings and responsibilities.
25. As cloud solutions rapidly evolve, describe your company's ability to meet the needs of new technologies as they arise.

Administration

24. Describe your company's implementation and success with existing cooperative purchasing programs, if any, and provide the cooperative's name(s), contact person(s) and contact information as reference(s).
25. Describe the capacity of your company to report monthly sales through this agreement.

26. Describe the capacity of your company to provide management reports, i.e. consolidated billing by location, time and attendance reports, etc. for each eligible agency.
27. Please provide any suggested improvements and alternatives for doing business with your company that will make this arrangement more cost effective for your company and Participating Public Agencies.

Green Initiatives

We are committed to helping to build a cleaner future! As our business grows, we want to make sure we minimize our impact on the Earth's climate. So we are taking every step we can to implement innovative and responsible environmental practices throughout Region 4 ESC to reduce our carbon footprint, reduce waste, promote energy conservation, ensure efficient computing, and much more. We would like vendors to partner with us in this enterprise. To that effort, we ask Offerors to provide their companies environmental policy and/or green initiative.

28. Please provide your company's environmental policy and/or green initiative.

Vendor Certifications (if applicable)

29. Provide a copy of all current licenses, registrations and certifications issued by federal, state and local agencies, and any other licenses, registrations or certifications from any other governmental entity with jurisdiction, allowing Offeror to perform the covered services including, but not limited to licenses, registrations or certifications. M/WBE, HUB, DVBE, small and disadvantaged business certifications and other diverse business certifications, as well as manufacturer certifications for sales and service must be included if applicable.

References

30. Provide a minimum of ten (10) customer references for product and/or services specific to the scope dating within the past three (3) years. References should include at least one customer who is:
 - Using Microsoft Azure Solution
 - Using Amazon Web Solution (AWS)
 - Academic/education leveraging a cloud solution
 - Using a PaaS Solution
 - Has purchased an IaaS Solution
 - Provide any other significant information about your company that is relevant to demonstrating your experience in the cloud marketplace

Provide the following information for each reference:

- Entity Name
- Contact Name and Title
- City and State
- Phone Number
- Phone Number
- Years Served
- Description of Services
- Annual Volume

COMPANY PROFILE (QUESTIONS 1-16)

1. Company's official registered name.

Mythics Emergent Group, Inc.

2. Brief history of your company, including the year it was established.

Mythics Emergent Group, Inc. is a Virginia Corporation formed on May 5, 2017 becoming the parent company of two wholly owned subsidiaries, Mythics, Inc. and Emergent, LLC, which will maintain their separate corporate status. Our shift in affiliation is to better align the subsidiary companies' resources as we continue our move to become the premier cloud solution integrator for the subsidiary companies' customers.

Mythics' Licensing organization will continue to have a primary focus on Oracle and Emergent's Licensing organization will continue to expand its Red Hat, Adobe, Cybersecurity, and cloud service provider (CSP) relationships. Mythics' and Emergent's Consulting organizations will continue to expand their offerings and services to provide customers professional and managed services for their enterprise IT needs including Amazon Web Services (AWS), Microsoft Azure, Google Cloud Platform, IBM Bluemix, Red Hat, and others—whether on-premise or hosted in a public, private or hybrid cloud environment.

Mythics Emergent Group, Inc. is privately held by the same owners as Mythics, Inc. which in turn was the sole member of Emergent, LLC. Under the new structure, the owners of Mythics pledged their stock to the new parent and elevated Emergent to a peer of Mythics. Mythics Emergent Group is now the sole shareholder of Mythics, Inc. and the sole member of Emergent, LLC. This allows Mythics Emergent Group to resell products and services from hundreds of leading IT manufacturers, leveraging the distinct qualifications of both subsidiaries' employees and subcontracts, and utilize each subsidiaries' contract vehicles and past performance as a combined entity.

Mythics, Inc. (Licensing)

Mythics is a privately held Oracle Platinum Partner focused exclusively on supplying Oracle products and providing product-enabling services to more than 2,200 public-sector and commercial customers in the previous three calendar years. We employ 79 sales and marketing resources dedicated to activities supporting the full lifecycle of our customers' Oracle investments. Since forming in 2000, Mythics has become known as one of Oracle's largest and most qualified and experienced solution providers, possessing the rights to resell almost the entire Oracle portfolio because we have:

- ✓ Met Oracle's rigorous resale criteria and received written confirmation to resell 73 product categories encompassing a broad range of Oracle software, cloud services, Engineered Systems, server and storage products, technical support, education, and other related; and
- ✓ Met Oracle's demanding competence criteria for 43 Oracle Specializations—classifications whereby Oracle independently validates our mastery of Oracle technologies and the results of the high value services we provide to our customers.

Based on Oracle's recognition of Mythics as Partner of the Year for 10 consecutive years, we call our commitment to mastering, communicating, and realizing the value of Oracle technologies "*Mythics Complete.*"

Emergent, LLC (Licensing)

Founded in 2006, Emergent is a privately held reseller focused on supplying cloud-based solutions and cloud-enabling services to more than 2,000 public-sector and commercial customers in the previous three calendar years. We employ 45 sales and marketing resources supporting our customer's investments in cloud solutions from award-winning and leading public CSPs, private cloud infrastructure Original Equipment Manufacturers (OEMs), and software publishers.

Mythics Emergent Group Consulting (Professional and Managed Services)

Our Consulting organization is comprised of 148 highly skilled and certified Mythics and Emergent sales (26) and delivery resources (122) with expertise across the scope of this contract—including public cloud service and private cloud infrastructure providers, application migration and deployment, and managed cloud services, as well as many necessary cloud-enabling disciplines such as database, data security, middleware, business intelligence, and security.

Professional Services

We offer customized professional and technical services and comprehensive engineering services and solutions based upon our in-depth understanding of the various technologies we represent and our customer requirements. We also embrace industry standard delivery methodologies and a globally recognized quality management system to deploy certified technical resources:

- **Certifications.** Our customers expect our cloud resources to have vendor certifications from AWS, Microsoft, IBM, Google, Oracle, Red Hat, and others. We provide those and more. Almost all our consultants hold additional, non-technical certifications relevant to their roles—CISSP, CompTIA Security +, Scrum, CISA, CEGIT, CMM, CMII, CMMi, BPM, ITIL v3, Six Sigma, and others.
- **Delivery Methodology.** We assign a PMP-certified project manager (PM) to every professional or managed services engagement to ensure deliver projects on time, within budget and in accordance with the best practices as codified by the Project Management Institute’s (PMI) *A Guide to the Project Management Body of Knowledge (PMBOK® Guide)*
- **Quality Management System.** We don’t deliver projects any other way, because the entire scope of our PMBOK-based delivery methodology adheres to our independently audited Quality Management System—which is registered to the ISO 9001:2015 standard.

Managed Support Services

We offer custom tailored managed support services designed to supplement customer skillsets and support for the various technologies we represent, including public, private, and hybrid cloud services and cloud migrations, database, data security, middleware, business intelligence, and security.

Customers using these services are comforted knowing their systems remain effective and meet any service availability requirements they may need to maintain.

Mythics Emergent Group Support Organizations

Mythics and Emergent employ 95 corporate resources to support our license sales, marketing, and delivery organizations in key areas such as finance, accounting, legal, contracts, contract vehicle administration, human resources, information technology (IT), among other administrative and operational functions.

3. Company’s Dun & Bradstreet (D&B) number.

Mythics Emergent Group Subsidiaries	DUNS
Mythics, Inc.	013358002
Emergent, LLC	781797712

Table 4 – Mythics and Emergent D&B Numbers

4. Corporate office location.

Mythics Emergent Group Subsidiaries	Address
Mythics, Inc.	1439 North Great Neck Road Virginia Beach, VA 23454
Emergent, LLC	8219 Leesburg Pike, Suite 300 Vienna, VA 22182

Table 5 – Corporate Office Locations

5. List the total number of sales persons employed by your organization within the United States, broken down by market.

Market	# of Sales Resources
Federal	
• License Sales	57
• Consulting Sales	13
State and Local	
• License Sales	64
• Consulting Sales	14
Commercial	2
Total Sales and Marketing Resources	150

Table 6 – Total Sales Resources

6. List the number and location of offices, or service centers for all states being offered in solicitation. Additionally, list the names of key contacts at each location with title, address, phone and e-mail address.

Mythics Emergent Group Office Location	Key Contacts
Corporate Headquarters 1439 North Great Neck Road Virginia Beach, VA 23454	Shane Smutz, Executive Vice President, Consulting (O) 703-862-8877, ssmutz@emergent360.com
	Doug Altamura, Executive Vice President, State and Local Sales (O) 757-233-8072, daltamura@mythics.com
	Rick Welborn, CFO (O) 757-963-6197, rwelborn@mythics.com
	Rob Jones, Vice President, Consulting Services (O) 757-376-9102, rjones@mythics.com
	Pamela Caton, Controller (O) 757-233-8076, pcaton@emergent360.com
Northern Virginia Office 8219 Leesburg Pike Suite 300 Vienna, VA 22182	Gary Newman, President, Mythics (O) 757-493-3034, gnewman@mythics.com
	Paul Kohler, Executive Vice President, Emergent (O) 703-288-3686, pkohler@emergent360.com
	Scott Needleman, General Counsel 301-717-8278, sneedleman@mythics.com
	Zeb Mellett, Vice President, Consulting (State and Local) (O) 703-350-5852, zmellett@emergent360.com
	James Flint, Vice President, Corporate Development (O) 703-732-0656, jflint@emergent360.com
	Chris Richards, Vice President, Marketing (O) 571-282-4531, crichards@emergent360.com
	Justin Lemrow, Senior Director, Consulting (State and Local) (O) 703-389-2663, jlemrow@emergent360.com

Table 7 – Number and Location of Offices

7. Please provide contact information for the person(s) who will be responsible for the following areas, including resumes:

Area of Responsibility	Point of Contact Information
Sales	Zeb Mellet, Vice President, Consulting State and Local (O) 703-350-5852, zmellett@emergent360.com
Sales Support	Justin Lemrow, Senior Director, Consulting State and Local (O) 703-389-2663, jlemrow@emergent360.com
Marketing	Chris Richards, Vice President, Marketing (O) 571-282-4531, CRichards@emergent360.com
Financial Reporting	Will Marks, Accounting (O) 757-493-3031, wmarks@mythics.com
Executive Support	Shane Smutz, Executive Vice President, Consulting (O) 703-862-8877, ssmutz@emergent360.com

Table 8 – Key Personnel

Resumes

Zeb Mellet, National Account Manager	
Education	Washington and Lee University, BA Broadcast Journalism 1999
Background	IT sales consultant with over 13 years of experience in solution sales, design, project planning, cost and schedule management, requirements analysis, government program management and budgeting process, project leadership and best practices, and group facilitation.
Recent Experience	<p>Mythics, Inc. June 2006 – present <i>Vice President, State, Local, Commercial, Red Hat and CSP Practices (June 2014 - current)</i></p> <ul style="list-style-type: none"> Manages sales and operations for the Mythics Emergent Group’s rapidly growing State, Local, Commercial, consulting practices. Mythics Emergent Group’s delivers IT solutions nationwide to public and private sector organizations of all size—performing modernization, consolidation and migration services for on-premise and cloud environments. <p><i>Director, State and Local Mythics Consulting, (June 2013 – June 2014)</i></p> <ul style="list-style-type: none"> Responsible for driving sales revenue and profit for Mythics’ State, Local and Commercial consulting practice. <p><i>Applications Sales Manager, (June 2011 – May 2013)</i></p> <ul style="list-style-type: none"> Responsible for Mythics Consulting’s Applications business unit selling COTS services solutions to Federal, State and Local and Commercial organizations. <p><i>Department of Homeland Security and New York City Program Manager, (June 2009 – May 2010)</i></p> <ul style="list-style-type: none"> Tasked with growing the Professional Services business and strategic programs in the company’s premier Federal and State and Local accounts. <p><i>Commercial Regional Manager, (June 2008 – May 2008)</i></p> <ul style="list-style-type: none"> Tasked with leading and growing the United States Commercial line of business. Managed a team of 3 account executives, while also focusing on a commercial territory in the Washington D.C. metropolitan area. <p><i>Commercial and Federal-Civilian Account Executive, (June 2007 - May 2008)</i></p> <ul style="list-style-type: none"> Tasked with growing Commercial vertical, while continuing focus on Federal-Civilian government sales. Closed over \$7.5M in revenue during the fiscal year. <p><i>Federal-Civilian, Healthcare and Higher Education Account Executive, (June 2006 - May 2007)</i></p> <ul style="list-style-type: none"> Tasked with continued growth of the professional services business in the Federal-Civilian government, Healthcare and Higher Education verticals. Exceeded revenue quota for the 2nd consecutive year.
Additional Qualifications	<ul style="list-style-type: none"> PMI Project Management Professional (PMP) Certification - FY2010 Negotiation Skills, Power Messaging and Spin Selling Sales Training Top Secret Security Clearance - FY2011

Table 9 – Sales Point of Contact

Justin Lemrow, Senior Director, Consulting	
Education	James Madison University, BS Business Administration 2000
Background	Over 15 years of consulting and process improvement experience in the Technology and Telecommunications field with a track record of measurable results. Strong leader with extensive experience in managing blended employee/consulting teams. Broad operational and entrepreneurial experience provides an innovative, yet pragmatic perspective on balancing time, resources, and budget.
Recent Experience	<p>Mythics, Inc. (November 2014 - current) <i>Senior Operations Director, State and Local Mythics Consulting</i></p> <ul style="list-style-type: none"> • Manages and drives operational responsibilities for the State and Local consulting team • Program Management of the "in-flight" commercial project portfolio working with PMO assigned Project Managers to ensure customer success, referenceability and maximum profitability • Meet with key accounts establishing executive level relationships with key project stakeholders and executive sponsors • Coordination with sales to finalize SOW structure and financials aligning with Mythics' requirements and processes • Coordinate with the PMO and Technical Services teams to transition projects from sales to delivery (project stand up, kick-off, communication of staffing requirements) • Drive and schedule In-Progress Reviews with the MC stakeholders per the Mythics policies • Coordinate with Accounting to minimize collections and invoicing challenges across the project portfolio <p>comScore, Inc., (October 2013 – November 2014) <i>Senior Director, Client Services</i></p> <p>Managed team responsible for delivering all custom and syndicated comScore Marketing Solutions to Telecommunications, Technology, Tax, and Government Customers. He and his team also managed existing account relationships, defined and innovated new products, and provided solution engineering support to sales. Customers included major wireline and wireless carriers, cable providers, technology OEMs and various state and federal government entities. Highlighted Accomplishments:</p> <ul style="list-style-type: none"> • Delivery and Revenue Lead of \$23MM portfolio comprised of over 40 customers and 20 products • Designed and implemented account realignment (reorganization) • Leveraged Salesforce.com to track customer deliverables, align with corporate objectives, and ensure business continuity <p>Contact Solutions, Inc. (January 2006 – October 2013) <i>Director, Continuous Improvement Practice (April 2011 – October 2013)</i> <i>Manager, Continuous Improvement January (2008 – April 2011)</i> <i>Project Manager, Client Services January (2006 – January 2008)</i></p> <p>As the founder and leader of the Continuous Improvement Practice, had has customer facing and cross-departmental responsibilities that encompass the following areas: Continuous Improvement, Customer Experience, Consulting, Business Intelligence, Contact Center, Operations, and Sales. Highlighted accomplishments:</p> <ul style="list-style-type: none"> • Continuous Improvement and Customer Experience – Created and built Continuous Improvement Practice from idea to market differentiator, trademarking the methodology and receiving Forrester's North American Product Differentiation Excellence Award. Measured Customer Savings: 2009 – \$4.0MM, 2010 – \$8.4MM, 2011 – \$12.1MM; 2012 – \$13.0MM • Consulting – Principle leader (P&L responsibility) and founder; profitable within 6 months. • Sales - Created the Contact Center Diagnostic and Customer Experience Audit products and supporting processes. Expert in assessing and designing custom solutions incorporating the latest innovation, customer requirements, and a focus on customer experience. Supported deal qualification, sales calls, ROI calculations, and account management. • Business Intelligence – Analyzed and created customer-facing reports, dashboards, and Key Performance Indicators (KPI's) to encourage evidence-based decision-making. Led Enhanced BI platform upgrade (MS SharePoint 2013, MS SQL 2010, SSRS, dimension/fact definition). • Product Management – Created 3 core IVR products that support over 60MM calls/month; managed two consulting products through entire PDLC. Primary company speaker on innovation, product launches, industry expertise, and case studies. • Contact Center – conducted a range of engagements in over 30 contact centers supporting 50+ programs in varying industries and in/outsourcing, on/near/off shore models.
Additional Qualifications	Certified Scrum Master (2016) Six Sigma Black Belt (2010)

Table 10 – Sales Support POC

Chris Richards, VP Marketing	
Education	James Madison University, BS 1995
Background	Experienced IT marketing and sales executive with 22 years of experience leading marketing strategy development and operations including: strategic branding and value messaging, field and channel marketing support, corporate communications and PR, advertising, web and mobile development, search engine optimization and paid search, inbound marketing and social media, demand generation campaign and program development, live technology event and trade show support.
Recent Experience	<p>Mythics, Inc., (2007 – present) Vice President, Marketing</p> <ul style="list-style-type: none"> • Leads marketing strategy, operations and customer service operations globally for Mythics. • Manages a team of highly dedicated marketing coordinators and customer service specialists supporting the Mythics systems integration and product resale organizations serving the Federal, Defense, State and Local Government, Commercial and Healthcare markets. • Responsible for Oracle field, channels and executive marketing relationships across the Oracle Corporate and Field Marketing organizations. • Responsible for internal and external reporting on marketing effectiveness and ROI. • Responsible for monthly Oracle vendor reporting and Oracle quarterly business reviews with the Mythics executive team and the Oracle Executive, Sales and Channels organizations. <p>Cisco Systems (2004 –2007) Manager, Business Development</p> <ul style="list-style-type: none"> • Led Marketing and Sales Strategy for US CDMA carriers. <p>DynamicSoft, Inc., (2000 – 2004) Director, Nextel Communications</p> <ul style="list-style-type: none"> • Led Marketing and Sales Strategy for DynamicSoft sales and deployment of Session Initiation Protocol (SIP) based “Push-To-Talk” platform. • Successfully supported the acquisition of DynamicSoft to Cisco Systems.
Additional Qualifications	Google AdWords Certified Cisco Certified Network Associate: Routing and Switching (CCNA)

Table 11 – Marketing POC

William Marks, Lead Accountant	
Education	Virginia Tech, BS Finance 2006
Background	Accountant with experience in all aspects of accounting for product and support sales transactions. Over 3 years of experience in contract reporting on State and Local and Federal contracts.
Recent Experience	<p>Mythics, Inc. and Emergent, LLC (2014 – Present) <i>Lead Accountant (2015 – Present)</i></p> <ul style="list-style-type: none"> • Responsible for ensuring accuracy of work by processing team. • Provide management with organization’s monthly financials. • Responsible for contract reporting based on organization’s contract vehicle usage. • Primary resource for instructions and task-related guidance to the processing team. • Communicate managerial changes to policies and procedures. • Ensure accuracy and timeliness of the department’s invoicing to customers and purchase orders to vendors. • Verify that all sales have been properly recorded in the accounting system. • Ensure accounting transactions and journal entries are correct. • Assist sales teams with document and system requirements to facilitate efficiency of order processing and overall deal correctness. <p><i>Accounting Processor (2014 – 2015)</i></p> <ul style="list-style-type: none"> • Processed license and support sales for federal, commercial and state and local territories. • Performed other accounting duties such as general ledger account reconciliations, contract reporting and audit assistance.

Table 12 – Financial Reporting POC

Shane Smutz, Executive Vice President, Consulting	
Education	University of Richmond, BA Economics 1995
Background	Executive with over 20 years of experience in IT. Wide ranging responsibilities have included the creation and management of sales, operations, delivery, quality, PMO, and innovation teams. Accountable for vision, planning, and execution of a sustainable, successful consulting services practice.
Recent Experience	<p>Mythics, Inc., Virginia Beach, VA (April 2003 – present) <i>Executive Vice President of Consulting (June 2013 – present)</i> <i>Vice President of Global Consulting Sales (June 2007 – June 2013)</i> <i>Director of Global Consulting Sales (June 2005 – June 2007)</i> <i>Global Field Consulting Sales & Sales Management (April 2003 – June 2005)</i></p> <p>In 2003, Shane joined Mythics to build an Oracle focused consulting practice. Starting from zero, the practice has since grown from tactical, technical installations to implementing and strategically supporting complex, mission critical systems. After 10 years focused on sales and go to market strategies, Shane was promoted to Executive Vice President of Mythics / Emergent Consulting in 2013. In his current position, he has managerial responsibility for all sales, operations, and financial aspects of the 100m top line business and the charter to continue diversification of the practice to support a broad range of OEMs, Open Source and Cloud technologies.</p> <p>Oracle Corporation, Reston, VA (April 2000 – April 2003) <i>State, Local Government & Higher Education Account Manager, Field Education Sales (July 2002 – April 2003)</i></p> <ul style="list-style-type: none"> • Accountable for sales of Oracle application software offerings and Oracle software training to Western US State and Local Government and Higher Education accounts in 22 states for FY03. • Daily efforts include customer/prospect visits with C-level executives, software demonstrations, responding to RFP opportunities, attending bidder conferences, building customer/prospect rapport and strategic customer/prospect relationships. • Responsible for working with Oracle upper management, solution specialists, partners, technical consultants, and inside sales representatives to maximize territory opportunity and close business. <p><i>Public-sector Account Representative, Internet Sales Division (April 2000 – July 2002)</i></p> <ul style="list-style-type: none"> • Responsible for sales of the integrated Oracle software offering to Texas State Government for FY02, State and Local Government in North Carolina, South Carolina, Mississippi, and Alabama for FY01. • Daily efforts include working with Oracle management, partners, technical consultants, and regional representatives to develop new customers and exceed territory goals. • Full understanding of past and present Oracle licensing policies allowing for complex enterprise wide license negotiations and closure. • Respond to RFP opportunities. • Coverage of all Texas State Government agencies for FY02 and all State and Local government entities in North Carolina, South Carolina, Mississippi, and Alabama has provided refinement opportunities of business development skills and creative marketing efforts.
Additional Qualifications	Top Secret Security Clearance (US) Darden School (UVA) – Executive Education Graduate (Financial Management) Dale Carnegie Sales Training

Table 13 – Executive Support POC

8. Define your standard terms of payment.

Net 30—payment 30 days after invoice date.

9. Who is your competition in the marketplace?

Criterion	Mythics/ Emergent	DLT	Smartronix	Inforeliance	SHI	CSRA	CDW-G
Ability to resell AWS, Microsoft, IBM, and Google cloud solutions?	AWS, MS, IBM, Google	AWS, Google	AWS, MS	AWS, MS	AWS, MS	AWS, MS	MS
Ability to resell top SaaS solutions?	Significant	Limited	Limited	Limited	Moderate	Limited	Moderate
Design, source, build, and support private cloud infrastructure?	Significant	Limited	No	No	Significant	No	Significant
Migrate legacy applications/ deploy new applications to the cloud	Significant	Limited	Significant	Significant	No	Moderate	Limited
Provide managed cloud services	Significant	Limited	Significant	Moderate	No	Limited	Limited
Cooperative purchasing experience	Significant	Moderate	Limited	Limited	Significant	Moderate	Significant
National sales and service delivery footprint	Significant	Moderate	Limited	Limited	Significant	Moderate	Significant

Table 14 – Competition in the Marketplace

10. Describe your unique offerings or attributes of your company and/or your cloud solutions offering as compared to your competition and how it differentiators provide additional value to Region 4 and/or it's members.

We are uniquely capable to help TCPN make its Total Cloud Solutions contract the most successful cooperative purchasing program of its kind because:

- ✓ **We offer the top commercial CSPs.** Including, but not limited to, the four most-popular IaaS and PaaS providers and many of the top SaaS brands. We have appropriate supply chain risk management policies in place to competently onboard additional CSPs and a capability, capacity, and *willingness* to expand our cloud services portfolio. None of our competitors offer AWS, Microsoft, IBM and Google cloud solutions. Only a handful focus on SaaS offerings. We offer a wide range of IaaS, PaaS, and SaaS providers. See section [Public Cloud Service Providers](#) for more details.
- ✓ **We design, source, build, and support private cloud infrastructure.** We continuously onboard OEMs and software publishers—adding to our portfolio of leading private cloud infrastructure solutions. We migrate legacy hardware and software licenses to the new cloud paradigm. Some of our competitors only scope and design a private cloud—and many of them must outsource *all* private cloud integration services. Even fewer provide support services beyond standard OEM maintenance and warranty support. We offer more. See section [Private Cloud Infrastructure](#) for more details.
- ✓ **We migrate and deploy applications to our customer's public and private clouds.** We help customers identify suitable application cloud environments when migrating legacy and/or deploying new applications. We follow an agile development methodology and incorporate our customer's DevOps procedures into our delivery practice. Many of our competitors migrate/deploy applications to *only* the platforms they resell. See section [Cloud Application Development](#) for more details.
- ✓ **We provide managed services for our customer's cloud environments.** We offer a host of value-added services to enhance our customers cloud experience—from maintaining customer-tailored commercial IaaS/PaaS/SaaS environments to augmenting staff to improving data security. Many of our competitors provide managed service—but for *only* the platforms they resell. See section [Managed Cloud Services](#) for more details.
- ✓ **We have significant experience selling through cooperative purchasing programs.** Since 2000, eligible agencies have purchased products and service from us via our GSA contracts. We hold an existing TCPN contract for Oracle products and Services. Few of our competitors can compare to us in terms of how long they have been selling via cooperative purchasing *and* how much they have sold.

See our response to [Question 24. Describe your company’s implementation and success with existing cooperative purchasing programs, if any, and provide the cooperative’s name\(s\), contact person\(s\) and contact information as reference\(s\).](#) for more details.

- ✓ **We have a substantial national sales and service delivery footprint.** In the previous three calendar years (2014-2016), we processed 6,797 purchase orders from agencies eligible for cooperative purchasing in all 50 States valued at over \$854M. During that same time, 148 highly skilled and certified sales and delivery resources from our consulting organization delivered 372 projects to agencies eligible for cooperative purchasing in 32 States. See our response to [Question 1. Ability to deliver products and services nationally](#) for more details.

11. Overall annual sales for last three (3) years; 2014, 2015, 2016.

Sector	2014	2015	2016
All Sectors	\$1,004,844,548	\$957,015,261	\$979,488,371

Table 15 – Annual Sales (2014-2016)

12. Overall public-sector sales, excluding Federal Government, for last three (3) years; 2014, 2015, 2016.

Sector	2014	2015	2016
State and Local	\$249,263,109	\$226,656,230	\$266,939,454
Higher Education	\$32,272,725	\$30,036,454	\$32,287,303
Health Care	\$4,679,181	\$5,832,231	\$6,879,955
Overall Public-sector, excluding Federal Government	\$286,215,015	\$262,524,915	\$306,106,712

Table 16 – Public-sector Sales, excluding Federal Government (2014-2016)

13. What is your strategy to increase market share?

Zebulon Mellet will lead our TCPN Total Cloud Solutions Program Management Office (NIPA Cloud PMO) to drive success of the contract and increase market share. Mr. Mellet and the NIPA Cloud PMO will be motivated by the goals and objectives described in **Table 17**:

NIPA Cloud PMO Goals	Objectives
Establish TCPN’s Total Cloud Solution contract as the premier vehicle for all cloud services	<ul style="list-style-type: none"> ✓ Drive customer adoption of the contract by communicating its benefits over other procurement options ✓ as a more effective and efficient alternative to the costs associated with such bids and solicitations ✓ Persuade CSPs to prefer the contract over comparable alternatives ✓ Continuously onboard a wide-range of CSPs, OEMs, and software publishers to make high-quality and innovative cloud solutions available to all eligible agencies
Commitment to the TCPN contract	<ul style="list-style-type: none"> ✓ Properly train and incentivize internal resources and CSPs to lead with the contract ✓ Direct “open market” opportunities to the contract and, where beneficial to eligible agencies, present the contract as our preferred vehicle ✓ Obtain approvals from our CSPs to extend potentially deeper discounts through the contract
Preserve the integrity of the TCPN program	<ul style="list-style-type: none"> ✓ Communicate and operate within the terms and conditions of the contract ✓ Offer only in-scope products and services found on the contract at, or below, the contract price ✓ Participate in program reviews with TCPN and Region 4 ESC to assess and improve performance ✓ Accurately report and remit administrative fees on time

Table 17 – Goals and Objectives. Our NIPA Cloud PMO will establish TCPN as the premier cloud procurement choice for eligible entities.

NIPA Cloud PMO Structure

The NIPA Cloud PMO is the principal support office for the contract and serves as the central interface to TCPN, Region 4 ESC and Participating Public Entities. To ensure high-visibility and maintain the necessary continuity of support for a contract of this magnitude, our Executive Advisory Board will support Mr. Mellet to assess program and staffing plans through quarterly reviews and analysis of program performance (such as sales, delivery, reporting, customer satisfaction, contract adherence, and information distribution) against our goals, objectives, and efficiency and accuracy of performing program functions depicted in **Figure 1** below.

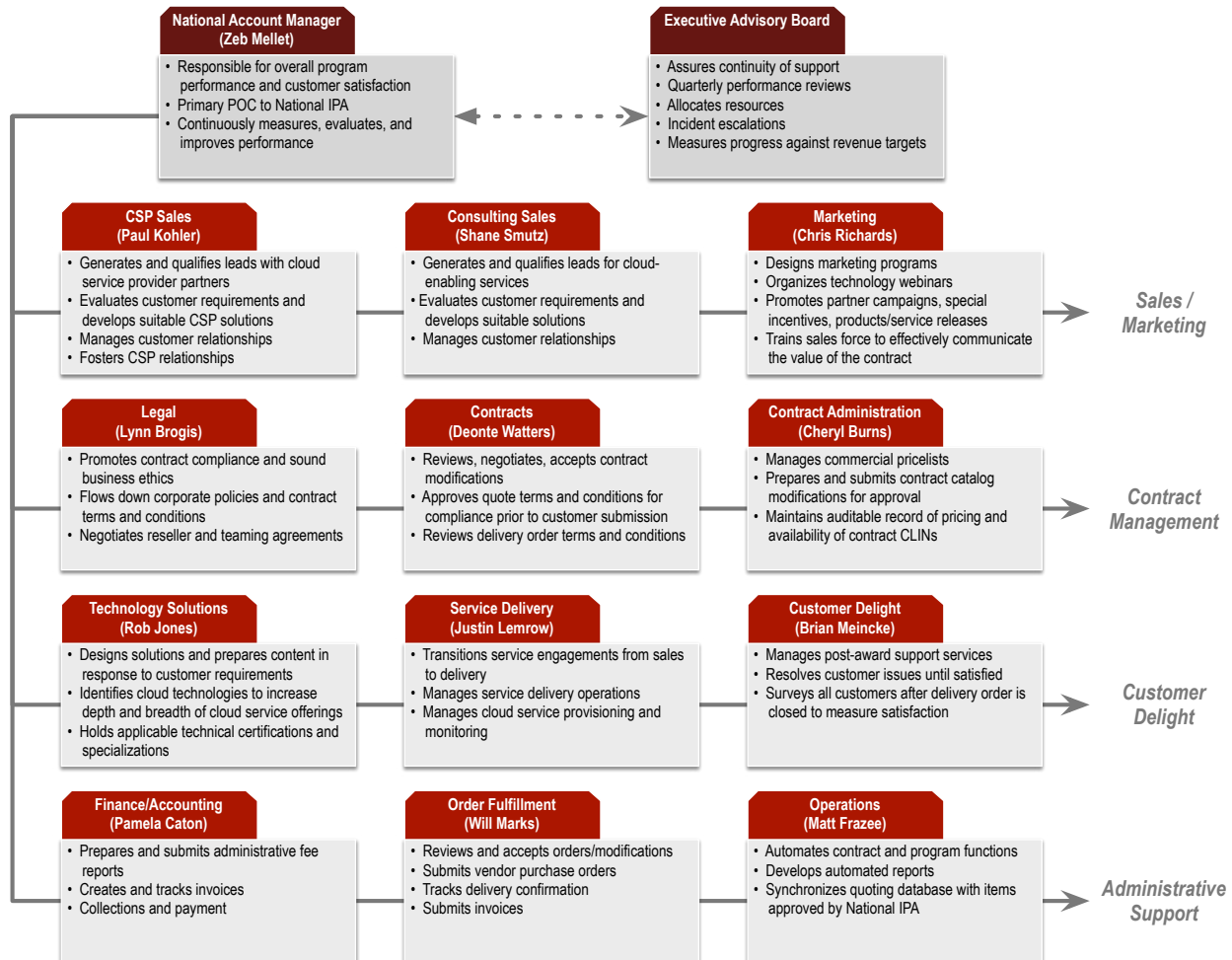


Figure 1 – NIPA Cloud PMO Roles and Responsibilities. Mr. Mellet directs all administrative and operational functions and is the primary point of contact through which communications flow. Supported by functional teams, Mr. Mellet implements, maintains, and promotes awareness of all quality assurance procedures and continuously measures, evaluates, and improves performance.

Executive Advisory Board

Advisory Board members are the senior executives that oversee and have company-wide authority over all sales, marketing, legal, contracts, contract administration, service delivery, finance/accounting, customer service, HR, order fulfillment, administration, and other operational functions. Executive Advisory Board Members include:

- Gary Newman, President, Mythics
- Doug Altamura, EVP, Mythics SLED Sales
- Shane Smutz, EVP, Mythics and Emergent Consulting
- Rick Welborn, CFO
- Scott Needleman, General Counsel
- Paul Kohler, EVP, Emergent SLED Sales

The Advisory Board will ensure the program is consistently:

- Meeting or exceeding revenue targets
- Maintaining a high level of customer service and support
- Marketing the Total Cloud Solution contract nationally
- Submitting contract reporting and remitting contract fee payments in a timely and accurate manner
- Time committed to the NIPA Cloud PMO – 5%

Experience and Qualifications of Functional Support Personnel

Table 18 identifies functional support personnel and teams supporting our NIPA Cloud PMO.

Functional Support Personnel	Experience, Qualification, and NIPA Cloud PMO Support Responsibilities
Paul Kohler Executive Vice President CSP Sales	A senior executive with over 20 years of experience, Mr. Kohler has been an Emergent employee since co-founding the company in 2006. He oversees multiple technology sales teams including Red Hat, Adobe, CSPs, Cybersecurity, and Emerging Markets. Mr. Kohler is responsible for: <ul style="list-style-type: none"> • Vision, planning, and execution of our technology sales practice under the contract. • Reaching all hardware, software, and cloud services revenue targets and goals, as well as growth, training, and development of all technology sales resources.
Shane Smutz Executive Vice President Consulting Sales	A senior executive with over 20 years of experience, Mr. Smutz has been a Mythics employee since 2003. He manages for all operational elements of our consulting organization including sales, operations, PMO, quality, and delivery. Mr. Smutz is responsible for: <ul style="list-style-type: none"> • Concept, development, and performance of our consulting services practice under the contract. • Achievement of all professional and managed services revenue targets and goals, as well as growth, training, and development of all consulting sales resources.
Chris Richards Vice President Marketing	Mr. Richards has been a Mythics employee since 2007. He and his team are responsible for lead generation, content development, inbound and outbound marketing activities and sales support for our consulting and product resale organizations. Mr. Richards will: <ul style="list-style-type: none"> • Serve as the primary interface to TCPN with regards to marketing support and initiatives. • Ensure offerings are available on the TCPN website. • In conjunction with our sales teams, implement and refine strategies to market TCPN to new and existing government customers, including training to lead with the TCPN contract. • Establish and maintain communication links to facilitate customer access and communication, including a dedicated TCPN internet web-based homepage, a dedicated toll-free national hotline for inquiries regarding the contract, and dedicated email address for general inquiries. • Adhere to all branding and logo compliance requirements. • Provide graphics, media, and other content for use on TCPN and Region 4 ESC websites and for general marketing and publicity purposes.
Deonte Watters Senior Manager Contracts	Experienced Contracts Management professional with over 10 years of experience in managing high dollar contracts and major public acquisition programs in the public and private sectors. Mr. Watters will: <ul style="list-style-type: none"> • Serve as the primary point of contact for contractual issues related to contract change management and ensure the TCPN contract is communicated to all relevant parties in the organization to provide contract visibility, awareness, and interpretation to support implementation. • Oversee required vendor agreements and compliance. • Maintain contractual records and documentation (i.e. receipt and control of all contract correspondence, customer contact information, contractual changes, status reports and other documents for all projects)

Functional Support Personnel	Experience, Qualification, and NIPA Cloud PMO Support Responsibilities
Lynn Brogis Corporate Counsel	Ms. Brogis has over 20 years' experience as an attorney in the IT field. She serves as corporate counsel for Mythics and Emergent.
Cheryl Burns Director Contract Vehicles	Ms. Burns has managed federal and state and local contract vehicles for over 25 years. She is primarily responsible for overall compliance with contract terms and conditions and negotiating contract modifications. Ms. Burns will: <ul style="list-style-type: none"> • Ensure current vendor offerings are available on contract by submitting regular catalog updates to TCPN and Region 4 ESC for approval. • Work with the TCPN and Mr. Mellet to broaden the scope of the contract.
Robert Jones Vice President Technology Solutions	Mr. Jones has over 20 years of custom systems development and implementation, requirements analysis and processing, and configuration management. He has responsibility over our consulting organization's technical resources. Mr. Jones takes a holistic approach to system architecture and design and is adept at choosing the right mix of technologies to solve customer problems. Mr. Jones and his team will: <ul style="list-style-type: none"> • Assist our sales force in developing technical solution architectures to solve complex business problems. And developing and defining technical content for responses to customer statements of work. • Provide senior executive oversight and system engineering skills to various projects. • Manage and expand our technical and resale certifications to ensure organizational depth of knowledge and maintain our ability to sell hardware, software, and cloud services today and in the future.
Justin Lemrow Senior Director Service Delivery	Mr. Lemrow has over 15 years of consulting and process improvement experience in the IT field. He has extensive experience in managing blended employee/consulting teams. Broad operational and entrepreneurial experience provides an innovative, yet pragmatic perspective on balancing time, resources, and budget.
Brian Meincke Vice President Customer Satisfaction	Mr. Meincke oversees our Program Management and Quality group dedicated to customer support, quality control, tracking/reporting and overall delivery quality for our customers. Mr. Meincke's organization reports directly to our senior executive management to ensure the necessary resources are available to support our customers to the best of our ability. Mr. Meincke will enforce our commitment to quality improvement and ensure our services consistently meet customer's requirements.
Pamela Caton Controller	Ms. Caton has been with Mythics for over 10 years. She is responsible for all financial management and accounting functions related to the contract, including general ledger, accounts receivable, accounts payable and financial reporting.
Will Marks Accountant	Accountant with experience in all aspects of accounting for product and support sales transactions. Over three years of experience in contract reporting on State and Local and Federal contracts.
Matt Frazee Director Sales Operations	Mr. Frazee analyzes and enhances quality procedures and systems to perform contract and program functions more efficiently. Mr. Frazee will: <ul style="list-style-type: none"> • Develop automated and properly formatted contract reports including, administrative contract fee reports. • Configure workflows within our CRM and ERP systems to facilitate requests for new contract items, quote approvals, assignment and tracking of new orders/modifications, order status updates, invoicing and collection, as well as customer incidents, warranty calls, and other requests.

Table 18 – Experience and Qualifications of Functional Support Personnel

14. Describe the capabilities and functionality of your company's on-line catalog/ordering website.

Due to the complexities of buying cloud services and cloud-enabling solutions, we do not offer on-line "punch-out" catalog typically offered by resellers of commodity items such as end user hardware, software, and peripherals. Using the scope of this contract to illustrate the complexities:

- **Public CSPs.** IaaS and PaaS solutions are typically provisioned by the customer using the provider's proprietary portal. To prevent violation of procurement laws (i.e. ensuring appropriate use of funds), we need to ensure the services provisioned matches the purchase order.
- **Private Cloud Infrastructure.** Typical solutions require design and architecture assistance to provide the most desirable solutions—and many solutions are purchased along with custom implementation services.
- **Legacy Application Migration and New Application Development.** These services are almost entirely specific to customer requirements and require a high level of interaction to produce detailed specifications.
- **Managed Cloud Services.** Like application migration and development, most managed services are custom tailored to customer needs. Even "productized" solutions require a minimal amount of interactions with the customer before purchase.

15. Describe your company's Customer Service Department (hours of operation, number of service centers, etc.).

Because our business model combines two distinct activities—reselling 3rd-party products and services and providing our own professional and managed services—our approach to customer service is multi-dimensional. We value our customers, so we don't have a centralized customer service routing system. Rather, we assign a dedicated resource to each of our customers to handle customer service—depending on the products and services they purchase. We have vendor-specific teams staffed to remain in constant contact with our customers purchasing hardware, software and cloud services. For customer whom we are also performing professional and managed services, our project managers follow our quality management system to ensure customer satisfaction.

Supporting 3rd-party Products and Services

We resell 3rd-party hardware, software, and cloud services, including provider-supplied maintenance, warranty, and support. Per our reseller agreements, we are obligated to offer all applicable Original Equipment Manufacturer (OEM), software publishers, and/or CSP commercial warranties as well as required support. In terms of overall account support, we encourage our customers to speak directly with our sales representatives who access the support documentation contained in our customer relationship management system to engage the appropriate resource to resolve any issues. With respect to technical questions, most issues are resolved per the terms dictated by the applicable 3rd-party's standard warranty, support, service level agreements (SLAs) accompanying each purchase order. We also employ and make available our certified, in-house technical staff to augment the coverage provided our partners.

Supporting Our Professional Services and Managed Services

We emphasize customer satisfaction and superior delivery across all our professional and managed services engagements. To ensure compliance and customer success, we have developed a quality program that embraces an industry standard delivery methodology and a globally recognized quality management system to deploy certified technical resources.

- **Certifications.** Our customers expect our cloud resources to have vendor certifications from AWS, Microsoft, IBM, Google, Oracle, Red Hat, among others. We give them more. Almost all our consultants hold additional, non-technical certifications relevant to their roles—CISSP, CompTIA Security +, Scrum, CISA, CEGIT, CMM, CMII, CMMi, BPM, ITIL v3, Six Sigma, among others.
- **Delivery Methodology.** We assign a PMP-certified project manager (PM) to every professional or managed services engagement to ensure deliver projects on time, within budget and in accordance with the best practices as codified by the Project Management Institute's (PMI) *A Guide to the Project Management Body of Knowledge (PMBOK® Guide)*
- **Quality Management System.** We don't deliver projects any other way, because the entire scope of our PMBOK-based delivery methodology adheres to our independently audited Quality Management System—which is registered to the ISO 9001:2015 standard.

Delivery Methodology (Project Management Body of Knowledge)

PMI states that “*global standards provide guidelines, rules and characteristics for project, program and portfolio management. These standards are widely accepted. When consistently applied, they help you and your organization achieve professional excellence.*” PMI structures project management by using both Knowledge Areas (what PMs need to *know*) and Process Groups (what PMs *do*).

Knowledge Areas allow PMs to establish project management practices—comprised of 47 different processes organized into 10 by separate and distinct capacities. They are described in **Table 19** below:

Knowledge Area	Description
Integration Management	Processes and activities needed to identify, define, combine, unify, and coordinate the various processes and project management activities within the project management process groups.
Scope Management	Processes required to ensure that the project includes all the work required, and only the work required, to complete the project successfully.
Time Management	Processes required to manage the timely completion of the project.
Cost Management	Processes involved in planning, estimating, budgeting, financing, funding, managing, and controlling costs so that the project can be completed within the approved budget.
Quality Management	Processes and activities of the performing organization that determine quality policies, objectives, and responsibilities so that the project will satisfy the needs for which it was undertaken.
Resource Management	Processes that organize, manage, and lead the project team.
Communications Management	Processes that are required to ensure timely and appropriate planning, collection, creation, distribution, storage, retrieval, management, control, monitoring, and the ultimate disposition of project information.
Risk Management	Processes of conducting risk management planning, identification, analysis, response planning, and controlling risk on a project.
Procurement Management	Processes necessary to purchase or acquire products, services, or results needed from outside the project team. Processes in this area include Procurement Planning, Solicitation Planning, Solicitation, Source Selection, Contract Administration, and Contract Closeout.
Stakeholder Management	Processes required to identify all people or organizations impacted by the project, analyzing stakeholder expectations and impact on the project, and developing appropriate management strategies for effectively engaging stakeholders in project decisions and execution.

Table 19 – PMI Knowledge Areas

Process Groups allow PMs to perform project management work using the same general steps on any project type and in any industry. They are described in **Table 20** below:

Process Group	Description
Initiating	Processes that help define new work—either an entirely new project or just a phase about to begin—to ensure PMs have authority to proceed.
Planning	Processes that help define objectives and scope out the—encompassing all planning and scheduling tasks.
Executing	Processes used as the project team carries out project tasks. This is the 'delivery' part of project management, where the main activity happens and the project team creates the products.
Monitoring and Controlling	These processes enable PMs to track work being done, as well as review and report on it. They also govern what happens when the project isn't following the agreed upon plan, so change management falls into this Process Group.
Closing	Finally, these processes let PMs finalize all the tasks in the other Groups as the project or phase nears completion.

Table 20 – PMI Process Groups

Quality Management System (ISO 9001:2015)

In 2012, we received our original ISO 9001:2008 certification and have since achieved ISO 9001:2015 certification in early 2017. This quality management certification and standard demonstrates our organization's commitment to quality assurance, control and management. Our Quality Management System (QMS) was and remains designed around widely-recognized industry standards (PMI) and covers all aspects of our services organization—from properly scoping and responding to opportunities, to the management and execution of programs, and continues through project close-out and reporting activities. Because we are audited annually, it also confirms we follow defined and proven processes to deliver high-quality solutions to our public-sector customers.

As required on individual programs, we provide a project-specific Quality Control Plan (QCP) to ensure the timely delivery of high-quality solutions and deliverables by skilled professionals. We identify in the QCP the applicable QMS processes and metrics used to guide our performance. We adhere to sound engineering processes based on industry standards/best practices to enhance the quality and ensure our work is performed in accordance with not only the contract requirements, but also our QMS (and more specifically, our project QCP). We have successfully implemented these best practices with critical projects at State and Local government organizations such as the Fire Department of the City of New York, Maryland-Administrative Office of the Courts, City of Virginia Beach, Hampton City Schools and many others.

For additional information with respect to our approach to customer service, please also see our response to [Question 4. Customer service/problem resolution](#).

16. Provide information regarding whether your firm, either presently or in the past, has been involved in any litigation, bankruptcy, or reorganization.

Litigation

Mythics, Inc. was a defendant in litigation brought by the State of Oregon and the Oregon Health Insurance Corporation against Oracle America, Inc., several current or former Oracle employees, and Mythics (Case No.14C20043, filed in the Marion County, Oregon Circuit Court on August 22, 2014). Mythics was named in only one of the fourteen claims in the case, which is a claim for Breach of Contract related to the sale of Oracle products and services to the State of Oregon related to the Oregon Health Insurance Exchange. No claims of fraud were made regarding Mythics. Mythics sole connection to the case was that Mythics fulfilled orders to the State as a reseller of Oracle products and services. All the products and services were provided by Oracle. The case was settled in 2016.

Emergent, LLC is not involved in any litigation nor has it been.

Bankruptcy

Mythics, Inc. is not involved in any bankruptcy proceedings or reorganization plans, nor has it been.

Emergent, LLC is not involved in any bankruptcy proceedings or reorganization plans, nor has it been.

MARKETING/SALES (QUESTIONS 17-25)

17. Detail how your organization plans to market this contract within the first ninety (90) days of the award date. This should include, but not be limited to:

a. A co-branded press release within first 30 days

In support of the contract, our marketing team will co-author and release a formal press release to the US News one newswire via PR Newswire and archive a copy on our web properties to promote the new contract. A sample press release can be found at <http://www.mythics.com/news/mythics-awarded-ecs-tcpn-oracle-contract>

b. Announcement of award through any applicable social media sites

We will share an announcement of award through Twitter, Facebook, and LinkedIn.

c. Direct mail campaigns, d. Co-branded collateral pieces, e. Advertisement of contract in regional or national publications, f. Participation in trade shows

Our marketing team will communicate the value of the contract by implementing direct mail and call campaigns, creatively using of social media, placing advertisements in regional or national publications, participating in trade shows, and hosting technology-focused webinars, among other activities. We will develop clear, compelling, and consistent content appropriate for each medium—brochures, templates, briefs, and other co-branded collateral—that will always include TCPN and Region 4 ESC logo placements and highlight the features of the contract and its benefits.

g. Dedicated TCPN and Region 4 ESC internet web-based homepage with: i. TCPN and Region 4 ESC Logo, ii. Link to TCPN and Region 4 ESC website, iii. Summary of contract and services offered, and iv. Due Diligence Documents including; copy of solicitation, copy of contract and any amendments, marketing materials

Within 6 weeks after contract award, we will develop and publish a website dedicated featuring the TCPN and Region 4 ESC logos, links to the TCPN and Region 4 ESC websites, a summary of contract and services offered, as well as Due Diligence Documents including, but not limited to a copy of solicitation, a copy of contract and any amendments, and marketing materials. In addition, we will provide a soft-copy Contract Guide explaining the contact's quote and ordering procedures for Participating Public Entities.

Our websites will be constructed like the existing Mythics/TCPN Oracle contract websites located at:

- <http://www.mythics.com/contracts/the-cooperative-purchasing-network>
- <http://www.nationalipa.org/Vendors/Pages/Mythics.aspx>

18. Describe how your company will demonstrate the benefits of this contract to eligible entities if awarded.

We believe this contract will be the best platform for eligible public agencies seeking cloud computing services. By competitively establishing a cooperative purchasing contract with such a comprehensive scope, TCPN and Region 4 ESC will save Participating Public Agencies time and money *through greater efficiency and economy in acquiring all imaginable cloud computing services through state of the art purchasing procedures—compliant with industry regulations and offered at nationally leveraged pricing.* And if awarding to the Mythics Emergent Group, TCPN and Region 4 ESC will have a nationally-recognized partner—*with cooperative purchasing experience and having the right mix of top-tier CSPs and an extensive portfolio of cloud-enabling capabilities.*

We will demonstrate the benefits of this contract by aligning its features to issues that are relevant to procurement staff and end users, as depicted in **Table 21** on the next page. We will work with TCPN to continuously refine the messaging for how the contract's features benefit eligible entities and update our marketing plans accordingly.

Features of the Contract	Benefit to Procurement Staff	Benefit to End Users
Aggregating requirements from the combined economies of scale of multiple organizations...	<ul style="list-style-type: none"> Nationally leveraged pricing Streamlined acquisition cycles 	<ul style="list-style-type: none"> Higher quality products and services Faster deployments
Competitively solicited contract employing lead agency model...	<ul style="list-style-type: none"> Compliance with regulatory requirements 	<ul style="list-style-type: none"> Adherence to industry standards
Comprehensive scope of cloud computing services...	<ul style="list-style-type: none"> Simplified acquisition Contract utility 	<ul style="list-style-type: none"> Availability of top-tier CSPs Private cloud infrastructure Cloud-enabling integration services
Frequently updated catalog...	<ul style="list-style-type: none"> Then-current pricing 	<ul style="list-style-type: none"> Then-current offerings
Ability to enhance the scope over time...	<ul style="list-style-type: none"> Streamlined acquisition cycles Contract utility 	<ul style="list-style-type: none"> Predictable service availability and reliability
Diversity programs...	<ul style="list-style-type: none"> Small business participation 	<ul style="list-style-type: none"> Local vendor participation

Table 21 – Highlighted features and benefits of the TCPN Total Cloud Solutions Contract

19. Explain how your company plans to market this agreement to existing government customers.

Our sales and marketing teams will take a proactive, multifaceted approach to marketing the contract as our primary offering to eligible public entities. Through an analysis of our current customer base and the list of TCPN Participating Public Agencies, we will organize customers into four groups depicted in **Figure 2** and tailor marketing programs for each:

- Group 1: Transition.** We will contact our customers who are also TCPN members to discuss how we can easily transition them to the contract for their cloud computing requirements.
- Group 2: Solution.** For existing TCPN members who are not Mythics, Emergent, or CSP customers, we will inform them about the recent award, its benefits, and the available cloud computing services. Because this group is already familiar with TCPN, our primary focus will be *identifying customer requirements within scope of the contract*.
- Group 3: Procurement.** For existing Mythics, Emergent, and CSP customers who are not TCPN members, we will inform them about the recent award, its benefits, and the available cloud computing services. Because this group is already familiar with Mythics, Emergent, and/or one of our CSPs, our primary focus will be *identifying procurement POCs to initiate a TCPN Participation Agreement*.
- Group 4: Provisional.** When engaging new Mythics, Emergent, or CSP customers who are not TCPN members, we will combine the elements of our Solution and Procurement strategies—*identifying in-scope customer requirements and identifying procurement POCs to initiate a TCPN Agreement*.

Group 1: Transition Existing National IPA Participating Public Entities & Existing Mythics, Emergent, and/or CSP Customers	Group 2: Solution Existing National IPA Participating Public Entities who are NOT Mythics, Emergent, and/or CSP Customers
Group 3: Procurement Existing Mythics, Emergent, and/or CSP Customers who are NOT National IPA Participating Public Entities	Group 4: Provisional Non-National IPA Participating Public Entities & Non-Mythics, Emergent, and/or CSP Customers

Figure 2 – Target Customer Groups. We will tailor marketing programs to customers based upon their familiarity with Mythics, Emergent, National IPA—and cloud services!

Our marketing programs are comprised of outbound call campaigns, direct marketing initiatives, use of social media, advertisements in regional or national publications, participation in trade shows, technology-focused webinars—among other activities—fueled by clear, compelling, and consistent content appropriate for each medium. In addition to any purpose-built messaging, our brochures, templates, briefs, and other collateral will always highlight the features of the contract and its benefits.

20. Provide a detailed ninety (90) day plan describing how the contract will be implemented within your firm.

Upon award of the TCPN Total Cloud Solutions contract, we anticipate participating in the tasks and activities summarized in **Table 22** below:

Tasks and Activities	Time Frame
Expectations and Rollout Call <ul style="list-style-type: none"> Discuss and review expectations of the overall program Staffing: people, roles, and responsibilities Outline internal Kickoff Plan Establish Contract Enablement training date 	1 week post-award
Contact Requirements Call <ul style="list-style-type: none"> Review contract requirements Discuss reporting and fee payment requirements Review Kickoff Plan Initial marketing (Press release/social media blitz) 	1 week post-award
Contract Signatures	2 weeks post-award
Website Development <ul style="list-style-type: none"> Ensure access to TCPN website Review and approve contractor website and Contract Guide requirements 	2 weeks post-award
Internal Advisory Board Meeting <ul style="list-style-type: none"> Review expectations and requirements Discuss NIPA Cloud PMO roles and staffing requirements Discuss reporting process and requirements Approve Kickoff Plan 	2 weeks post-award
Initial NAM & Staff Training Meetings <ul style="list-style-type: none"> Review expectations and requirements Review staffing: people, roles, and responsibilities Sales organization Marketing Plan and Customer Communication Strategy Administrative processes 	4 weeks post-award
Top 10 <ul style="list-style-type: none"> Determine Top 10 targets within each region 	4 weeks post-award
Website Development <ul style="list-style-type: none"> Initial construction (contractor) Go Live 	3 weeks post-award 4 weeks post-award
Collateral Development <ul style="list-style-type: none"> Initial development (contractor) Initial content upload to TCPN website 	3 weeks post-award 4 weeks post-award
Kickoff	4 weeks post-award
Contract Review <ul style="list-style-type: none"> Website, Contract Guide, collateral Marketing and Sales (Producing quotes and processing orders) Staffing 	8 weeks post-award
Improvement Rollout I	10 weeks post-award
Contract Review II <ul style="list-style-type: none"> Website, Contract Guide, collateral Marketing and Sales (Producing quotes and processing orders) Staffing 	12 weeks post-award
Improvement Rollout I	14 weeks post-award
Contract Reviews <ul style="list-style-type: none"> Topics TBD 	Quarterly
Improvement Rollouts <ul style="list-style-type: none"> Initiatives TBD 	Quarterly

Table 22 – 90 Day Plan

21. Describe how you intend on train your national sales force on the Region 4 ESC agreement.

We employ an effective and streamlined process to educate our national sales force on new contracts and solutions launches to better serve our customers and partners. Internal “*Contract Enablement*” trainings are co-developed between our Contract, Marketing, and relevant Sales Teams to ensure we align the features of the contract to the needs of eligible agencies and persuasively communicate its value, as well as how and where to best position it for maximum use. Specific tools used to educate the national sales force include:

- **Sales Enablement Contract Review.** We produce and host mandatory contract training webinars to cover best practices that drive more sales through the contract.
- **Sales Enablement Contract Summary Collateral.** We develop clear, compelling, and consistent content appropriate for each medium—brochures, templates, briefs, and other co-branded collateral—that will always include TCPN and Region 4 ESC logo placements and highlight the features of the contract and its benefits. Collateral will be targeted to procurement staff, end-users, C-level executives, among others.

This approach has proven successful on contracts like the TCPN Total Cloud Solution contract, including our TCPN Oracle contract.

22. Acknowledge that your organization agrees to provide its company logo(s) to Region 4 ESC and agrees to provide permission for reproduction of such logo in marketing communications and promotions.

We agree to provide our company logo(s) to Region 4 ESC and agrees to provide permission for reproduction of such logo(s) in marketing communications and promotions.

23. Provide the revenue that your organization anticipates each year for the first three (3) years of this agreement.

- \$5M in year one
- \$15M in year two
- \$40M in year three

24. It is important for end users to understand the designation of responsibilities as they pertain to the types of cloud offerings. Describe how your company will assist in educating customers on the distinct differences of IaaS, PaaS, and SaaS offerings and responsibilities.

When describing cloud computing, most tend to forget that cloud is a usage model, not a technology. This is why NIST’s Special Publication 800-145 “The NIST Definition of Cloud Computing” is the considered the best and most reliable definition of cloud computing:

Cloud computing is a model for enabling ubiquitous, convenient, on-demand network access to a shared pool of configurable computing resources (e.g., networks, servers, storage, applications, and services) that can be rapidly provisioned and released with minimal management effort or service provider interaction.

Important elements in the NIST definition are the essential characteristics, service models, and deployments models described in **Table 23** on the next page.

NIST Composition of Cloud Computing	Description
Essential Characteristics	<ul style="list-style-type: none"> ● On-demand self-service. A consumer can unilaterally provision computing capabilities, such as server time and network storage, as needed automatically without requiring human interaction with each service provider. ● Broad network access. Capabilities are available over the network and accessed through standard mechanisms that promote use by heterogeneous thin or thick client platforms (e.g., mobile phones, tablets, laptops, and workstations). ● Resource pooling. The provider's computing resources are pooled to serve multiple consumers using a multi-tenant model, with different physical and virtual resources dynamically assigned and reassigned according to consumer demand. There is a sense of location independence in that the customer generally has no control or knowledge over the exact location of the provided resources but may be able to specify location at a higher level of abstraction (e.g., country, state, or datacenter). Examples of resources include storage, processing, memory, and network bandwidth. ● Rapid elasticity. Capabilities can be elastically provisioned and released, in some cases automatically, to scale rapidly outward and inward commensurate with demand. To the consumer, the capabilities available for provisioning often appear to be unlimited and can be appropriated in any quantity at any time. ● Measured service. Cloud systems automatically control and optimize resource use by leveraging a metering capability at some level of abstraction appropriate to the type of service (e.g., storage, processing, bandwidth, and active user accounts). Resource usage can be monitored, controlled, and reported, providing transparency for both the provider and consumer of the utilized service.
Service Models	<ul style="list-style-type: none"> ● Software as a Service (SaaS). The capability provided to the consumer is to use the provider's applications running on a cloud infrastructure². The applications are accessible from various client devices through either a thin client interface, such as a web browser (e.g., web-based email), or a program interface. The consumer does not manage or control the underlying cloud infrastructure including network, servers, operating systems, storage, or even individual application capabilities, with the possible exception of limited user- specific application configuration settings. ● Platform as a Service (PaaS). The capability provided to the consumer is to deploy onto the cloud infrastructure consumer-created or acquired applications created using programming languages, libraries, services, and tools supported by the provider.³ The consumer does not manage or control the underlying cloud infrastructure including network, servers, operating systems, or storage, but has control over the deployed applications and possibly configuration settings for the application-hosting environment. ● Infrastructure as a Service (IaaS). The capability provided to the consumer is to provision processing, storage, networks, and other fundamental computing resources where the consumer is able to deploy and run arbitrary software, which can include operating systems and applications. The consumer does not manage or control the underlying cloud infrastructure but has control over operating systems, storage, and deployed applications; and possibly limited control of select networking components (e.g., host firewalls).
Deployment Models	<ul style="list-style-type: none"> ● Private cloud. The cloud infrastructure is provisioned for exclusive use by a single organization comprising multiple consumers (e.g., business units). It may be owned, managed, and operated by the organization, a third party, or some combination of them, and it may exist on or off premises. ● Community cloud. The cloud infrastructure is provisioned for exclusive use by a specific community of consumers from organizations that have shared concerns (e.g., mission, security requirements, policy, and compliance considerations). It may be owned, managed, and operated by one or more of the organizations in the community, a third party, or some combination of them, and it may exist on or off premises. ● Public cloud. The cloud infrastructure is provisioned for open use by the general public. It may be owned, managed, and operated by a business, academic, or government organization, or some combination of them. It exists on the premises of the cloud provider. ● Hybrid cloud. The cloud infrastructure is a composition of two or more distinct cloud infrastructures (private, community, or public) that remain unique entities, but are bound together by standardized or proprietary technology that enables data and application portability (e.g., cloud bursting for load balancing between clouds).

Table 23 – NIST Definition of Cloud Computing.

Educating Customers – Essential Characteristics

Most customers equate cloud computing with utility bills, only paying for cloud computing charges based on usage. Unfortunately for them, especially in the case of SaaS, this is not always the case. Most IaaS and PaaS providers charge based on usage, but all offer significant discounts (upwards of 60%) for pre-buying “committed” or “reserved” instances, usually in the form of a one-year contract for full usage of the service. SaaS vendors generally charge for one year subscriptions to a service, based on various metrics—users, portals, etc. For public-sector customers, this practice of charging up front for anticipated usage is a result of 1) a vendor’s go-to-market choice (probably because they are accustomed to selling one-year term software licenses) and/or 2) the challenges public-sector customers face budgeting and obligating funds in less than one year increments.

Such practices may conflict with the NIST definition of cloud, specifically with respect to self-service provisioning and rapid elasticity—two tenets of the cloud most often contributing to ROI. In other words, some CSPs may lock-in customer to a minimum amount of usage, and by doing so, increase the complexity and reduce the agility to provision additional resources when needed. We help our customers understand our vendor’s billing practices (and possible consequences).

Educating Customers – Service Models

Many vendors have perverted NIST’s notion of Service Models—to the point it’s hard to recognize which of the three (IaaS, PaaS, SaaS) they belong. Take for instance, the following permutations of “as-a-service” models:

- Analytics as a Service (AaaS)
- Backup as a Service (BaaS)
- Business Intelligence as a Service (BlaaS)
- Communication as a Service (CaaS)
- Content as a Service (CaaS)
- Database as a Service (DBaaS)
- Desktop as a Service (DaaS)
- Disaster Recovery as a Service (DRaaS)
- Information as Service (IaaS)
- Integration as a Service (IaaS)
- Monitoring as a Service (MaaS)
- Network as a Service (NaaS)
- Security as a Service (SaaS)
- Storage as a Service (SaaS)
- Testing as a Service (TaaS)

Not understanding what Service Model is in use is not only confusing, it could be serious—many cloud contracts have limited scope (IaaS/PaaS, no SaaS), budgets may be allocated to a subset of Service Models, etc. We help our customers understand our vendor’s service models—and know exactly what it is they are consuming.

Educating Customers – Deployment Models

As defined by NIST, any Service Model can be deployed in one of four ways. In terms of private clouds, there exists serious risk of counterfeit or tainted products. In 2008, the FBI famously announced that fake Cisco equipment was sold to the Navy, Marine Corps, Air Force, and even the FBI itself.

Please see our response to [Question 4. Other factors relevant to this section as submitted by the proposer for more information on how we prevent this from happening.](#)

Educating Customers – Service/Deployment Models

There are many factors that help determine what Service Model and what Deployment Model a customer will implement—available vendors, customer technical prowess, business requirements, etc. Further complicating matters is the notion of where vendor and customer responsibilities lie. Therefore, we educate our customers on the differences between each contemplated vendor’s terms and conditions and SLAs. As part of that discussion, we are always sure to review the concept of shared responsibility (who secures what in the cloud) described in more detail in response to [Question 9. Other factors relevant to this section as submitted by the proposer.](#) We help our customers understand their responsibilities versus the vendor’s responsibilities—through a discussion of concepts and education of legal terms.

25. As cloud solutions rapidly evolve, describe your company's ability to meet the needs of new technologies as they arise.

We have three teams dedicated to identifying and evaluating new technology and how our customers may benefit from it, as well as establishing authorized resale relationships:

Emerging Markets Team Our team analyzes commercial IT trends and examines innovative hardware and software products and cloud services our industry has in development. Our technologists attend OEM, CSP, and industry conferences, perform online research, and subscribe to periodicals, journals, and other research services—all while earning and maintaining OEM technical certifications through hands-on experience. As technologies are identified, we gain a better understanding of the technology and identify the major providers and how they differentiate themselves. Our technologists examine to what degree the commercial market has adopted the technology and identifies the best practices used to deploy it. Product roadmaps are studied to determine the manufacturer's overall plans for the technology, how it integrates into existing product lines, and where the market for the technology is headed.

Business Development Team Our team tracks broad public-sector IT initiatives and policies, investigates buying issues and value considerations, engages Chief Information Officers (CIOs) and Chief Technology Officers (CTOs), and attends industry events. Our team considers each technology's ability to address public-sector initiatives such as cloud, mobility, continuous monitoring, open data, as well as assistive and energy conservation requirements. Our team examines the technology's ability to produce real productivity gains, lower total cost of ownership, and/or spur innovation. Procurement considerations are investigated, from the technology manufacturer's federal sales track record to meeting uniquely governmental security standards.

Vendor Onboarding Team We are committed to obtaining authorized relationships with OEMs and CSPs. As promising technologies are identified and understood, we engage OEMs and CSPs to represent their products in the public-sector market through our onboarding process. During this process, our team efficiently resolve issues found in reseller agreements and SLAs. Once a reseller agreement is signed, we collect product pricing and technical specifications to make the technology available to our customers. Information required to accurately represent the technology on our contract vehicles is stored in our system databases including marketing plans, "public-sector-friendly" terms and conditions, manufacturer certifications, reseller agreements, supplier authorizations, manufacturer catalogs, pricing, warranty support information, and technical specifications.

ADMINISTRATION (QUESTIONS 24-27)

24. Describe your company's implementation and success with existing cooperative purchasing programs, if any, and provide the cooperative's name(s), contact person(s) and contact information as reference(s).

We have extensive experience and solid performance incorporating cooperative purchasing programs into our portfolio. Through its subsidiaries, the Mythics Emergent Group holds the cooperative contracts listed in **Table 24**.

Mythics Emergent Group Subsidiaries	Cooperative Programs
Mythics, Inc.	<ul style="list-style-type: none"> • General Services Administration (Oracle) • TCPN (Oracle) • PEPPM (Oracle) • NCPA (Oracle, Concur)
Emergent, LLC	<ul style="list-style-type: none"> • General Service Administration (Adobe, Google, Red Hat) • PEPPM (AWS, Google, Red Hat)

Table 24 – Cooperative Purchasing Program Experience

Cooperative Purchasing Programs

In the previous three calendar years (2014-2016), we have processed 1,963 purchase orders utilizing cooperative purchasing programs valued at over \$240M. **Table 25** provides a breakdown of revenue and number of orders by cooperative purchasing program and calendar year and **Table 26** provides the POC for each program.

Cooperative Purchasing Program	Total Revenue / Orders (Calendar Year 2014)	Total Revenue / Orders (Calendar Year 2015)	Total Revenue / Orders (Calendar Year 2016)
GSA (non-federal/ cooperative purchasing revenue only)	\$75.5M / 683 orders	\$52.6M / 566 orders	\$56.9M / 451 orders
TCPN	N/A	\$4.7M / 34 orders	\$33.9M / 126 orders
PEPPM	\$10.8M / 45 orders	\$4.6M / 30 orders	\$1.1M / 28 orders
NCPA	N/A	N/A	No orders
Total by Year	\$86.3M / 728 orders	\$61.9M / 630 orders	\$91.9M / 605 orders

Table 25 – Cooperative Purchasing Performance

Cooperative Purchasing Program	Contact Information
GSA	Unfortunately, neither Mythics is not permitted to utilize GSA as a reference and the government will not respond to any request as a reference.
TCPN	Scott Wynne, Business Development Manager, TCPN Email: scott.wynne@nationalipa.org Phone: 404-597-5409
PEPPM	David L. Manney, Program Manager, Central Susquehanna Intermediate Unit Email: dmanney@peppm.org Phone: 570-523-1155 x2174
NCPA	Jonathan Applegate, Director of Operations, NCPA Email: japplegate@ncpa.us Phone: 832-477-3475

Table 26 – Cooperative Purchasing Program Contact Information

25. Describe the capacity of your company to report monthly sales through this agreement

To report monthly or quarterly sales for over 50 public-sector contract vehicles in our portfolio, we make practical and effective use of NetSuite’s Enterprise Resource Planning (ERP) and Customer Relationship Management (CRM) functionality to manage the complete customer lifecycle from initial point of contact to billing and ongoing customer support. Our support staff has insight into each transaction and is empowered to provide constant and consistent communication throughout the entire sales process. As a result, the data we collect is accurate, up to date, and available for reporting.

Monthly Sales Reports

We will collect and compile all sales under the contract from Participating Members for the previous month and, on the fifteenth (15th) day after the close of the previous month, submit an electronic accounting report in the prescribed format. The Monthly Sales Report will be sent via e-mail and include the following information:

- Vendor Name
- Contract Number
- Reporting Period/Year
- Entity Name and Address
- Purchased Commodity Type
- Gross Sale Amount
- Administrative Fee (Based on Gross Sale Amount)

26. Describe the capacity of your company to provide management reports, i.e. consolidated billing by location, time and attendance reports, etc. for each eligible agency.

As described above, we utilize NetSuite as a single integrated ERP and CRM solution allowing us to quickly and easily provide management reports as needed for each eligible agency. We track customer purchases at the line item level capturing product/service name, metric, quantity, term, unit cost and extended cost. This detail allows us to quickly and easily runs reports by region, state, and individual customer or eligible agency. We also track procurement information including type of purchase made, i.e. purchase order, procurement card or other procurement options and provide for customized billing reports.

In addition, Mythics leverages a variety of industry standard tools and techniques for the management and delivery of our professional and managed services projects identified in **Table 27**. All software and hardware tools are provided by us and managed via the NIPA Cloud PMO.

Tool	Description
Timekeeping	We enter and track all time against projects on a weekly basis in our NetSuite accounting system. This system is also used to manage project financials and invoice payments
Schedule	We utilize Microsoft Project to develop and track project schedules.
Risk Management	We manage risk on the project utilizing a standard risk register.
Project Communication	On certain projects, we stand up a web based project site utilizing Confluence. All pertinent documents and communication around the project are stored and maintained within the Confluence site. We only provide access to the Confluence site to required internal and customer-identified staff.
Travel and ODCs	We utilize Concur for travel and other expense reporting.
Cloud Consumption	We utilize both proprietary (CSP-specific) and non-proprietary solutions (such as CloudCheckr) to consolidate and optimize cloud service spend.
Issue Tracking	We use JIRA for tracking and managing project issues from inception to resolution. If the preferred, we will can access to JIRA to specified customer personnel.
Office Automation	We utilize standard office automation (Microsoft Word, Excel PowerPoint) for the creation and management of documents and collateral pertinent to the project in versions acceptable to the authorized user.

Table 27 – Management Reporting Tools

27. Please provide any suggested improvements and alternatives for doing business with your company that will make this arrangement more cost effective for your company and Participating Public Agencies.

[Redacted]

[Redacted]

[Redacted]

[Redacted]

GREEN INITIATIVES (QUESTION 28)

28. Please provide your company's environmental policy and/or green initiative.

Our GREEN Program is our commitment to giving back to society, our communities, and the environment by:

- **Managing energy conservation.** We track our energy consumptions and find ways to further reduce it.
- **Striving to purchase only environmentally friendly products for our offices.** We are mindful to not buy virgin, hard-to-recycle, or non-recyclable products.
- **Educating our employees to understand the global environment.** Asking how they can better their own communities.

Electricity Consumption

Our goal is to effectively reduce our electricity usage over time. We strive to stay below our target goal—and continuously lower it—maximize our energy savings. Improvements made include:

- Installing partial indirect and LED lighting throughout our offices. LEDs are extremely energy efficient and consume up to 90% less power than incandescent bulbs. Since LEDs use only a fraction of the energy of an incandescent light bulb there is a dramatic decrease in power costs. Also, money and energy is saved in maintenance and replacement costs due to the long LED lifespan.
- Installing ecobee Smart Thermostats in our Virginia Beach office location. The thermostats maximize our energy efficiency and provide energy reports including how much has been saved based on run times and how to achieve optimal energy conservation.
- Installing motion sensors throughout our buildings so unoccupied space doesn't consume electricity.
- Replacing old appliances with fully compliant ENERGY STAR appliances have been used throughout the building. All electronics are set to 'energy savings' mode to maximize our conservation efforts.

Water Consumption

We are actively working to reduce our water consumption and we aim to continually lower our goals as we strive for water conservation. By tapering back our goal, we challenge ourselves to further reduce our water usage. In 2012, we set our water consumption goal to below 40,000 gallons for each month's consumption. We continuously look for new ways to reduce water usage and have consistently been below 35,000 gallons per month since the end of 2013. We also replaced our heating unit with a timer-controlled water heater to reduce the energy required to provide heated water to the building.

Waste Reduction

Our goal is to maximize our recycled waste and, by doing so, reduce our landfill waste. In 2012, we set a goal to be above 50% recycled waste each month. Through our continuous efforts to improve, we have consistently achieved a 67% recycled waste goal. Improvements made include:

- To maximize the amount of waste recycled, we increased the size of our recycling containers and the number of recycling stations on-premise, both of which allow for more space for recyclable products.
- Recycling education is provided to all employees.
- We send applicable items to TerraCycle to reduce our waste when it comes to non-recyclable or hard-to-recycle materials. TerraCycle then re-purposes, reuses, and recycles our donated items. In turn, we earn money in a points system that funds our environmental and social charity choices.
- To reduce our use of virgin trees and harmful plastics, we purchase all paper and plastic products from World Centric, a Zero Carbon Footprint Company. World Centric uses bagasse for many of their products and only 100% PCW when tree fiber is needed. Toxic petroleum-based plastics are obsolete—World Centric only produces plant-based plastics. All products are biodegradable, compostable, and non-GMO.
- We collect and recycle used batteries to be repurposed.
- We participate in Earth Day events to raise money for eco-friendly organizations, such as The Organic Farming Research Foundation and The Canopy Project.

VENDOR CERTIFICATIONS (IF APPLICABLE)

29. Provide a copy of all current licenses, registrations and certifications issued by federal, state and local agencies, and any other licenses, registrations or certifications from any other governmental entity with jurisdiction, allowing Offeror to perform the covered services including, but not limited to licenses, registrations or certifications. M/WBE, HUB, DVBE, small and disadvantaged business certifications and other diverse business certifications, as well as manufacturer certifications for sales and service must be included if applicable.

Mythics Business License

Emergent Business License

Independent Auditor's Report

Proof of Authorization to Resell Cloud Service Providers

Proof of Authorization to Resell Cloud Infrastructure Providers

2017

PHILIP J. KELLAM
COMMISSIONER OF THE REVENUE
CITY OF VIRGINIA BEACH
CERTIFICATE OF BUSINESS LICENSE

2017



NAME AND ADDRESS	CERTIFICATE NUMBER	LOCATION OF BUSINESS		
MYTHICS INC MYTHICS INC 1439 N GREAT NECK RD #201 VIRGINIA BEACH VA 234540000	2017-101739-R	1439 N GREAT NECK RD #201		
	PLEASE REFER TO THIS NUMBER IN ALL CORRESPONDENCE	VIRGINIA BEACH VA		23454
	BUSINESS ORIGINATION DATE	DATE ISSUED		
	03/05/2003	MONTH	DAY	YEAR
		02	13	2017

CERTIFICATE EXPIRES: December 31, 2017

THIS CERTIFICATE MUST BE AVAILABLE FOR INSPECTION AND IS NONTRANSFERABLE

**FAIRFAX COUNTY, DEPARTMENT OF TAX ADMINISTRATION
2017 BUSINESS, PROFESSIONAL AND OCCUPATIONAL LICENSE
(BPOL) FOR ORDINANCE 47222-99 BUSINESS SERV OCCUPATION**

THIS LICENSE HAS BEEN ISSUED BY THE FAIRFAX COUNTY DEPARTMENT
OF TAX ADMINISTRATION (DTA) AND IS GRANTED TO:

749240

EMERGENT, LLC
MYTHICS
1439 N GREAT NECK RD
VIRGINIA BEACH VA 23454

**THIS LICENSE IS VALID THR
MARCH 1, 2018**

Dept. Tax Administrations, Suite 223 FAIRFAX VA
12000 Government Center Parkway
Fairfax, Va. 22035, Phone: 703-222-8234
Website: www.fairfaxcounty.gov/dta.



TRUST. TALENT. TEAMWORK.

INDEPENDENT AUDITOR'S REPORT

To the Stockholders and Board of Directors
Mythics, Inc. and Subsidiaries
Virginia Beach, Virginia

Report on the Consolidated Financial Statements

We have audited the accompanying consolidated financial statements of **Mythics, Inc. and Subsidiaries**, which comprise the consolidated balance sheets as of December 31, 2016 and 2015, and the related consolidated statements of income, changes in stockholders' equity, and cash flows for the years then ended, and the related notes to the consolidated financial statements.

Management's Responsibility for the Consolidated Financial Statements

Management is responsible for the preparation and fair presentation of these consolidated financial statements in accordance with accounting principles generally accepted in the United States of America; this includes the design, implementation, and maintenance of internal control relevant to the preparation and fair presentation of consolidated financial statements that are free from material misstatement, whether due to fraud or error.

Auditor's Responsibility

Our responsibility is to express an opinion on these consolidated financial statements based on our audits. We conducted our audits in accordance with auditing standards generally accepted in the United States of America. Those standards require that we plan and perform the audits to obtain reasonable assurance about whether the consolidated financial statements are free from material misstatement.

An audit involves performing procedures to obtain audit evidence about the amounts and disclosures in the consolidated financial statements. The procedures selected depend on the auditor's judgment, including the assessment of the risks of material misstatement of the consolidated financial statements, whether due to fraud or error. In making those risk assessments, the auditor considers internal control relevant to the entity's preparation and fair presentation of the consolidated financial statements in order to design audit procedures that are appropriate in the circumstances, but not for the purpose of expressing an opinion on the effectiveness of the entity's internal control. Accordingly, we express no such opinion. An audit also includes evaluating the appropriateness of accounting policies used and the reasonableness of significant accounting estimates made by management, as well as evaluating the overall presentation of the consolidated financial statements. We believe that the audit evidence we have obtained is sufficient and appropriate to provide a basis for our audit opinion.

Opinion

In our opinion, the consolidated financial statements referred to above present fairly, in all material respects, the financial position of **Mythics, Inc. and Subsidiaries** as of December 31, 2016 and 2015, and the results of their operations and cash flows for the years then ended in accordance with accounting principles generally accepted in the United States of America.

Emphasis of Matter

As discussed in Note 10 to the consolidated financial statements, the Company is subject to certain contingencies including renewal of Mythics, Inc.'s Federal Supply Schedule Contract administered by the U.S. General Services Administration. Our opinion is not modified with respect to this matter.

Report on Supplementary Information

Our audits were conducted for the purpose of forming an opinion on the consolidated financial statements as a whole. The supplemental information is presented for purposes of additional analysis and is not a required part of the consolidated financial statements. Such information is the responsibility of management and was derived from and relates directly to the underlying accounting and other records used to prepare the consolidated financial statements. The information has been subjected to the auditing procedures applied in the audit of the consolidated financial statements and certain additional procedures, including comparing and reconciling such information directly to the underlying accounting and other records used to prepare the consolidated financial statements or to the consolidated financial statements themselves, and other additional procedures in accordance with auditing standards generally accepted in the United States of America. In our opinion, the information is fairly stated in all material respects in relation to the consolidated financial statements as a whole.

Wae, Einhard Chen, P.C.

Norfolk, Virginia
April 21, 2017



6/16/2017

Emergent, LLC
8219 Leesburg Pike Ste. 300 | Vienna, VA 22182

Re: Letter of Support for : National IPA RFP# 17-10 - Total Cloud Solutions

To Whom It May Concern:

Amazon Web Services, Inc. (AWS) is very pleased to support you in your efforts to respond to the subject pursuit. This letter confirms that you are an AWS Partner Network (APN) Standard Level Partner and Public Sector Authorized Reseller.

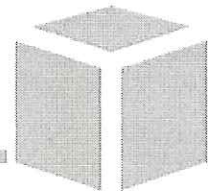
AWS offers commercially available, web-scale computing services that help organizations avoid much of the heavy-lifting typically associated with launching and growing successful applications. These services are based on Amazon's own back-end technology infrastructure and incorporate over a decade and a half of experience building one of the world's most reliable, scalable, and cost-efficient web infrastructures. The use of AWS will provide you with access to expertise in large-scale distributed computing and operations and will enable your applications to be robust and scalable.

AWS values and appreciates the opportunity to support you, and we look forward to a long and productive partnership. If you have any questions, or require additional information, please contact our Partner Development Manager, Will Geiger at geigerw@amazon.com or (703) 581-7970.

Sincerely,
Amazon Web Services, Inc.


Signature

Jane Lacy
AWS, Senior Manager, Emerging Partners



Account settings

- [Partner profile](#)
- [Partner billing profile](#)
- [Organization profile](#)
- [User management](#)
- [Catalog](#)
- [App Management](#)
- [Integration sandbox](#)
- [Web storefront](#)
- [Test drive new features](#)

Partner profile

Your partner profile contains your registration info and settings.

Legal business profile [Update](#)

Verification status Authorized
Organization name Emergent, LLC
Address 8219 Leesburg Pike
 Suite 300
 Vienna Virginia 22182
 United States
Primary contact Adam Reisig
 areisig@emergent360.com
 7032884556

Program info

Microsoft Cloud Solution Provider status Active
 Microsoft Cloud Reseller agreement
 November 08, 2016
 Signed by Adam Reisig
Cloud Solution Provider tier 1-Tier
MPN ID 3991799 [Update](#)

Support [Update](#)

Support info
[www.emergent360.com](#)
[sales@emergent360.com](#)
 7032884556

Reseller settings

Show or hide the option for customers to buy domains and website hosting from a third-party.
Third-party domain purchases On
Third-party website hosting On

Industries	For customers	For developers	Values	Company
Manufacturing & resources	Small & midsize businesses	Microsoft Azure	Diversity and inclusion	Careers
Financial services	Enterprise	Microsoft Visual Studio	Accessibility	About Microsoft
Retail	Security at home	Microsoft Developer Network	Microsoft in education	Compan news

countries included on the Territory List that are within the region on the Partner Registration Form when Partner resells the Service(s) stand-alone or separately from the Integrated Solution.

“Territory List” means the list of countries at <https://cloud.google.com/cloud-sales-list>.

“Token” means an alphanumeric key uniquely associated with Partner’s Account.

“URL Terms” means the following URL terms: AUP, Services, Fees, SLA, Service Specific Terms and Partner TSS Guidelines.

By signing below, each represents: (a) that it has full power and authority to enter into this Product Schedule; and (b) this Product Schedule has been duly executed and delivered and is the valid and binding obligation of such party, enforceable in accordance with its terms.

The parties have executed this Product Schedule by persons duly authorized as of the Effective Date.

Partner: Emergent, LLC

By:  E1E193E7EE2A425...

Name: Dale E. Darr

Title: Vice President

Date: 12-Jun-2017

Google:

By:  6732450BFBA349A...

Name: Philipp Schindler

Title: Authorized Signatory

Date: 12-Jun-2017

Attachment 1 - Data Processing and Security Terms

1. Introduction



*Arvind Mistry
Channel Development Manager
IBM Softlayer*

*James Flint
Vice President, Corporate Development
Emergent LLC*

06/21/2017

SUBJECT: National IPA RFP# 17-10 - Total Cloud Solutions

This letter is to confirm that Emergent LLC is an authorized IBM Softlayer reseller and IBM is pleased to support Emergent, LLC for the referenced solicitation and contract. Emergent LLC is registered with IBM Partnerworld and able to resell IBM Cloud Services Solutions.

Sincerely,

Arvind Mistry

*Channel Development Manager
IBM Softlayer
amistry@us.ibm.com
202-288-7788*

June 9, 2014

To Whom It May Concern:

This letter is to confirm that, on June 27, 2012, Emergent, LLC (“Emergent”) and Red Hat entered into Red Hat’s standard Solution Provider/VAR/Reseller Partner Agreement (North America). There is no physical signed copy of the agreement because Emergent consented to it online through a “click-through” process.

If you have any questions, please feel free to contact me at (571) 421-8109 or mphelps@redhat.com.

Sincerely,



Morgan Phelps
Manager, Commercial Counsel
Public Sector

The Salesforce logo, consisting of the word "salesforce" in a lowercase, sans-serif font.

June 25, 2014

Emergent, LLC
8219 Leesburg Pike
Vienna, VA 22182

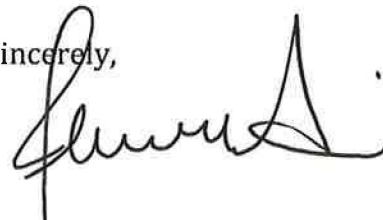
SUBJECT: Salesforce product purchases

To Whom It May Concern,

As of June 25, 2014, Carahsoft Technology Corp. is an authorized reseller of salesforce.com, Inc. products. This letter is to confirm that salesforce.com, Inc. has authorized Carahsoft Technology Corp to sell our products to commercial entities such as Emergent, LLC, for resale to public sector entities.

If you have any questions, please feel free to contact me at Brian Dean at 703.966.4273.

Sincerely,

A handwritten signature in black ink, appearing to read "Jenna Hillard".

Jenna Hillard
Sr. Manager, Order Management

Date: 14 June 2017


SUBJECT: National IPA RFP# 17-10 - Total Cloud Solutions

To Whom It May Concern

This letter is to confirm that Emergent is an authorized Netskope reseller in good standing and Netskope is pleased to support Emergent, LLC for the referenced solicitation and contract.

Should you have any further questions please feel free to contact me directly.

Sincerely,

DocuSigned by:

2B4713AFBFAE40F...

Gary Ochs,
Vice President, Global Channels
gary.ochs@netskope.com
+1 847.922.8437

SAP GOVERNMENT RESELLER DIRECTORY (06/02/2014)

Advantaged Solutions, Inc.

1300 Pennsylvania Avenue, N.W.

Suite 700

Washington, DC 20004

Government Reseller Agreement effective May 22, 2014

Harold Goode, Vice President, hgoode@advantagedolutions.com, 301-204-2374

GSA Schedule GS-35F-0926R (expires 12/5/15)

For Services, Professional Services Agreement (w/SAP as Subcontractor) eff. March 1, 2008

Carahsoft Technology Corporation – AGGREGATOR, Customer No. 995421

12369 Sunrise Valley Drive

Suite D2

Reston, VA 20191

SAP Government Reseller Agreement effective May 4, 2012

Patrick Gallagher, Vice President, patrick.gallagher@carahsoft.com, 703-871-8583

GSA Schedule GS-35F-0119Y (expires 12/19/16)

For Services, Professional Services Agreement (w/SAP as Subcontractor) eff. June 5, 2009

Extended Business Partners / Resellers

5X Technology, LLC

4565 Ruffner Street, Suite 208

San Diego, CA 92111

Ablegov, Inc. (SLP)

9067 Leatham Avenue

Fair Oaks, CA 95628

Ace-Pros Inc.

722 Grant Street, Suite G

Herndon, VA 20170

Akira Technologies, Inc.

10 G Street, N.E., Suite 720

Washington, DC 20002

Allied Network Solutions, Inc. (SLP)

5718 Lonetree Boulevard

Rocklin, CA 95765

Angus-Hamer Inc. (SLP)

440 Auburn Boulevard, Suite 110

Sacramento, CA 95841

Attain, LLC

8000 Towers Crescent Drive

Suite 1500

Vienna, VA 22182

Berry Technology Solutions, LLC

19 East Broad Street, Suite B

Newnan, GA 30263

Brown Enterprise Solutions

5935 Wilcox Place, Suite E
Dublin, OH 43016

Cipher Business Solutions, LLC
9300 NW 53rd Street, Suite 350
Doral, FL 33166

Cole Systems Integration, Inc.
5004 Thomas Drive, #411
Panama City Beach, FL 32408

CounterTrade Products, Inc.
7585 West 66th Avenue
Arvada, CO 80003

Cross Solutions LLC
100 International Drive, 23rd Floor
Baltimore, MD 21202

DCS Consulting
9048 John Sutherland Lane
Lorton, VA 22079

Element Five Solutions
12600 Deerfield Parkway, Suite 100
Alpharetta, GA 30004

Emergent, LLC 
8219 Leesburg Pike, Suite 300
Vienna, VA 22182

EPI-USE America, Inc.
2002 Summit Boulevard #825
Atlanta, GA 30319

Global Business Consulting, Inc.
427 North Tatnall Street, Suite 44159
Wilmington, DE 19801

GlobalNet Services, Inc.
11820 Parklawn Drive, Suite 300
Rockville, MD, 20852

Government Acquisitions, Inc.
720 East Pete Rose Way
Cincinnati, OH 45202

LSI Consulting, Inc.
144 North Road, Suite 1000
Sudbury, MA 01776

Marick Group, LLC
27 Blenheim Farm Lane
Phoenix, MD 21131

OptumInsight, Inc. (including Optum Government Solutions, Inc. and Optum Public Sector Solutions, Inc.)
13625 Technology Drive
Eden Prairie, MN 55344

People Services Center VAR, LLC
10868 West Dodge Road
Omaha, NE 68154

Sierra Infosys Inc.
6001 Savoy Drive, Suite 210
Houston, TX 77036

Simulistic, LLC
10130 Unit D Colvin Run Road
Great Falls, VA 22066

Single Source IT
4889 Sinclair Road, Suite 214
Columbus, OH 43229

Software Information Resource Corp.
907 N Street, N.W., Suite C-2
Washington, DC 20001-4829

Sterling Computers Corporation
1508 Square Turn Boulevard
Norfolk, NE 68701

Techwave Consulting, Inc.
1 East Uwihlan Avenue, Suite 101
Exton, PA 19341

Toyakoi Ventures, LLC
707 North Main Street
Brigham City, UT 84302

EC America, Inc. (a subsidiary of immixGroup, Inc.) -- AGGREGATOR

8444 Westpark Drive, Suite 200
McLean, VA 22102

SAP Government Reseller Agreement effective May 2, 2012

Patrick LaBaugh, Senior Account Manager, patrick_labaugh@immixgroup.com, 703-462-6288

GSA Schedule GS-35F-0511T (expires 6/26/12)

For Services, Professional Services Agreement (w/SAP as Subcontractor) eff. August 30, 2010
(only for use on an exception basis)

Extended Business Partners / Resellers

5X Technology, LLC
4565 Ruffner Street, Suite 208
San Diego, CA 92111

Emergent, LLC
8219 Leesburg Pike, Suite 300
Vienna, VA 22182

Government Acquisitions, Inc.
231 West 4th Street
Cincinnati, OH 45202

Oakland Consulting Group, Inc.

9501 Sheridan Street
Suite 200

Lanham, MD 20706-2635

Government Reseller Agreement effective April 14, 2014

Cedric Nash, President, cnash@ocg-inc.com, 301-577-4111

GSA Schedule GS-35F-0539L (expires 8/9/16)

For Services, Professional Services Agreement (w/SAP as Subcontractor) eff. March 4, 2008

For DOD Sales only under the USAF NETCENTS 2 Prime Contract:

World Wide Technology, Inc.

60 Weldon Parkway

St. Louis, MO 63043

Government Reseller Agreement effective March 2, 2011

Julene Tojo, Vendor Alliance Manager/Kenny Wilcox (334-328-0554, james.hickox@wwt.com)



6/12/2014

Emergent, LLC
8219 Leesburg Pike
Suite 300
Vienna VA, 22182

Re: Symantec Proof of Partnership

To Whom It May Concern:

This is to certify that Emergent, LLC has been an active member of the Symantec Partner Program since May 7, 2008 and is currently at the Platinum Level. Under such Partner Program, Emergent, LLC is provided with certain rights and obligations to purchase and resell Symantec products, through authorized Symantec Distributors. Emergent, LLC is a current Symantec business partner in good standing authorized to sell all Symantec products including maintenance services and support (to the extent of which they are currently authorized to sell).

Additionally, Emergent, LLC has rights to advertise its status as a partner under the Program, provided that any such rights and obligations are carried out in accordance with, including but not limited to the Symantec Partner Program Base Agreement entered into between Symantec Corporation and Emergent, LLC and any additional, applicable policies or guidelines contained on the Symantec PartnerNet Portal.

Thank you,

A handwritten signature in cursive script, appearing to read "John Emard", written in black ink.

John Emard
Sr. Director, NAM Channel Operations & Programs
NAM Sales and Marketing Organization
Symantec Corporation

Advanced Clustering Technologies
1100 W. Cambridge Circle Dr., Ste. 300
Kansas City, KS 66103

June 11, 14

Emergent, LLC
8219 Leesburg Pike
Vienna, VA 22181

SUBJECT: NITAAC Solicitation NIHJT2014002 "CIO-CS"

To Whom It May Concern,

This letter is to confirm that Emergent, LLC ("Emergent") is currently an authorized reseller in good standing and is certified to resell Advanced Clustering Technologies' products and solutions.

If you have any questions, please feel free to contact me at (913) 643-0310 or jpaugh@advancedclustering.com.

Sincerely,



Jim Paugh
Director of Sales & Marketing



FUJITSU NETWORK COMMUNICATIONS, INC.

2801 Telecom Parkway, Richardson, Texas 75082-3515

Telephone (972) 690-6000

(800) 777-FAST (U.S.)



June 6, 2014

Emergent, LLC
8219 Leesburg Pike
Vienna, VA 22182

SUBJECT: NITAAC Solicitation NIHJT2014002 "CIO-CS"

To Whom It May Concern,

This letter is to confirm that Emergent, LLC ("Emergent") is currently an authorized reseller in good standing and is certified to resell Fujitsu Network Communications products and solutions.

If you have any questions, please feel free to contact me at 972-479-6788 or Jeff.Steele@US.Fujitsu.com

Sincerely,



Jeff Steele
Sr. Contracts Manager



June 13, 2014

REFERENCE:

Emergent LLC
8219 LEESBURG PIKE STE 300
VIENNA, VA 22182

To whom it may concern:

Emergent LLC 8219 LEESBURG PIKE STE 300 VIENNA, VA 22182 has been an HP Authorized Reseller since 2/20/2012.

The Partner is authorized for the following:

- **“Open Distribution”** - includes, but are not limited to, iPaks, Personal Printers, Media Products and HP Networking Open Product Lines
- **“US Partner Agreement”** - which includes but not Limited to Imaging and Printing, Personal Systems, Industry Standard Servers, Business Class Storage Products and HP Networking Business Class Products

Sincerely,

A handwritten signature in black ink, appearing to read 'Adriana Mejias', written over a horizontal line.

Adriana Mejias.
Hewlett-Packard Company
Americas Partner Contracts and Compliance



June 12, 2014

SUBJECT: NITAAC Solicitation NIHJT2014002 “CIO-CS”

To Whom It May Concern:

This letter is to confirm that Emergent, LLC (“Emergent”) is currently an authorized reseller in good standing and is certified to resell Mellanox products and solutions. As a certified partner, Emergent is authorized to design, sell and install all Mellanox Ethernet and Infiniband switches, HCA cards, cables and software.

Company Overview

Mellanox Technologies (NASDAQ: [MLNX](#), TASE: [MLNX](#)) is a leading supplier of end-to-end InfiniBand and Ethernet interconnect solutions and services for servers and storage. Mellanox interconnect solutions increase data center efficiency by providing the highest throughput and lowest latency, delivering data faster to applications and unlocking system performance capability. Mellanox offers a choice of fast interconnect products: adapters, switches, software and silicon that accelerate application runtime and maximize business results for a wide range of markets including high performance computing, enterprise data centers, Web 2.0, cloud, storage and financial services. More information is available at www.mellanox.com.

If you have any questions, please contact me at (978) 439-5430 or email me at Johnc@Mellanox.com

Regards,

John Coyne
Channel Manager

June 13, 2014

Emergent, LLC
8219 Leesburg Pike
Vienna, VA 22182

SUBJECT: NITAAC Solicitation NIHJT2014002 "CIO-CS"

To Whom It May Concern,

This letter is to confirm that Emergent, LLC ("Emergent") is currently an authorized reseller in good standing and is certified to resell Nexsan by Imation products and solutions.

If you have any questions, please feel free to contact me at 805-814-2710 or jmolenda@imation.com.

Sincerely,



James Molenda
EVP, Global Sales Operations
Nexsan by Imation



PacketLight Networks LTD
27 Habarzel st, Tel Aviv,
69710, Israel,
Tel: +972-3-7687888,
Fax: +972-3-7687825
June 12th, 2014

Emergent, LLC
8219 Leesburg Pike
Vienna, VA 22182

SUBJECT: NITAAC Solicitation NIHJT2014002 "CIO-CS"

To Whom It May Concern,

This letter is to confirm that Emergent, LLC ("Emergent") is currently an authorized reseller in good standing and is certified to resell PacketLight networks products and solutions.

If you have any questions, please feel free to contact me at +972-54-5918122 or Koby_Reshef@packetlight.com

Sincerely,

Koby Reshef
CEO

A handwritten signature in blue ink, appearing to read "Koby Reshef" followed by a date "12/17".

PENGUIN COMPUTING INC.
HARDWARE RESELLER AGREEMENT

Reseller Name:	Emergent, LLC
Agreement No.:	HW/PEN-020213-00005
Effective Date:	12/2/2013

This Hardware Reseller Agreement ("Agreement") by and between Reseller (as identified above) and Penguin Computing Inc., a corporation located at 45800 Northport Loop West, Fremont, CA 94538 ("Penguin Computing") is effective as of the date specified above (the "Effective Date").

This Agreement permits Reseller to distribute certain products of Penguin Computing in a specified territory and sets forth the terms and conditions under which those products will be delivered.

ATTACHMENTS:

1. Reseller Terms and Conditions
2. Exhibit A: Key Terms Schedule
3. Exhibit B: Price List
4. Exhibit C: Warranty, Return and Support Terms

This Agreement includes the attached Reseller Terms and Conditions and each attached Schedule and Exhibit. Reseller acknowledges that it has read, understood, and agreed to all of the terms of this Agreement.

Accepted and agreed to as of the Effective Date by the authorized representative of each party:

RESELLER:

Signature:



Print Name:

Peter Sirh

Print Title:

Executive Vice President

Notice Address:

Emergent, LLC

8219 Leesburg Pike, Suite 300

Vienna, VA 22182

Attention: Corporate Counsel

Fax Number:

703-288-4287

Primary Contact:

Emily Minnich, Partner Account Manager

PENGUIN COMPUTING INC.

Signature:



Print Name:

David Tyness

Print Title:

VP, Sales

Notice Address:

45800 Northport Loop W
Fremont CA 94538

Fax Number:

415 954-2801

Primary Contact:

Lisa Commins (CFO)

12/2/2013



THE
DATA
PROTECTION
COMPANY

SafeNet Inc.
4690 Millennium Drive
Belcamp, MD 21017 USA
Tel.: +1 410 931 7500
www.safenet-inc.com

Emergent, LLC
8219 Leesburg Pike
Vienna, VA 22182

SUBJECT: NITAAC Solicitation NIHJT2014002 "CIO-CS"

To Whom It May Concern,

This letter is to confirm that Emergent, LLC ("Emergent") is currently an authorized reseller in good standing and is certified to resell Safenet Inc products and solutions.

If you have any questions, please feel free to contact me at 443-910-1245 or ryan.hodges@safenet-inc.com.

Sincerely,

A handwritten signature in black ink, appearing to read "Ryan Hodges".

Ryan Hodges
Federal Channel Manager



global velocity
Securing data from the inside out™

Global Velocity, Inc.
540 Maryville Centre Dr.
Suite LL5
St. Louis, MO 63141

June 16, 2014

Emergent, LLC
8219 Leesburg Pike
Vienna, VA 22182

SUBJECT: NITAAC Solicitation NIHJT2014002 “CIO-CS”

To Whom It May Concern,

This letter is to confirm that Emergent, LLC (“Emergent”) is currently a Value Added Reseller in good standing and is certified to resell Global Velocity, Inc. products and solutions.

If you have any questions, please feel free to contact me at 314-548-2211 or gsullivan@globalvelocity.com.

Sincerely,

Gregory A. Sullivan
CEO

May 30, 2014

NITAAC
6011 Executive Boulevard, Suite 503
Rockville, MD 20892
Attn: Mr. Edward Wilgus

Subject: Chief Information Officer – Commodities and Solutions (CIO-CS RFP #
NIHJT2014002)

To Whom It May Concern:

This letter is to confirm that Check Point Technologies, Inc. is pleased to support Emergent as a reseller for the NITAAC CIO-CS solicitation and contract. This letter confirms that Emergent is authorized to resell Check Point Technologies, Inc. products with immixGroup, Inc. as their source of supply.

For verification purposes as manufacturer the following information may be used and/or contacted:

Point of Contact Name:	David Ambrose
Point of Contact Mailing Address:	2101 Gaither Road Suite 350 Rockville, Md. 20850
Point of Contact Phone Number:	(703) 628-2935
Point of Contact Email:	dambrose@checkpoint.com
Point of Contact Fax Number:	

If you have any questions regarding our partnership, please contact me.

Sincerely,

David Ambrose
Federal Channel Manager



softwareblades™



June 11, 2014

Re: Letter of Authorization for Emergent:

This letter confirms Emergent is currently authorized by F5 Networks, Inc. (F5) to purchase F5 products, installation, training and services through F5 authorized distributors for resale to end users.

All related F5 products and services are governed by F5's shrink-wrap License Agreement.

Please accept this as a fully executable Letter of Agency for your purposes.

Respectfully Submitted,

A handwritten signature in black ink, appearing to read 'Keith McManigal', written over a white background.

Keith McManigal
Vice President of Channel Sales, Americas
401 Elliott Avenue West
Seattle, WA 98119



Adobe Systems Incorporated
345 Park Avenue
San Jose, CA 95110
Phone: 408.536.6000

June 18, 2014

Emergent, LLC
8219 Leesburg Pike
Vienna, VA 22182


SUBJECT: NITAAC Solicitation NIHJT2014002 "CIO-CS"

To Whom It May Concern,

This letter is to confirm that Emergent, LLC is currently an authorized reseller in good standing and is certified to resell Adobe Software Products and Services, including the Acrobat Professional, Acrobat Standard, Captivate, Capture, Cold Fusion, Cold Fusion Enterprise, Live Cycle, Creative Cloud, Connect, and the Digital Marketing solutions.

If you have any questions, please feel free to contact Tim Anderson, Government Channel Account Manager at (206) 675-7649 or tianders@adobe.com.

Adobe Systems Incorporated

By: 
Printed Name: Steve Affleck
Title: Senior Director, Sales



Emergent LLC

EchoSign Document History

June 20, 2014

Created:	June 20, 2014
By:	Orem Contracts Coordinators (ormCOORD@adobe.com)
Status:	SIGNED
Transaction ID:	XAP8S2645U623RG

“Emergent LLC ” History

-  Document created by Orem Contracts Coordinators (ormCOORD@adobe.com)
June 20, 2014 - 12:48 PM MDT - IP address: 192.150.9.200
-  Document emailed to Steve Affleck (saffleck@adobe.com) for signature
June 20, 2014 - 12:49 PM MDT
-  Document viewed by Steve Affleck (saffleck@adobe.com)
June 20, 2014 - 12:50 PM MDT - IP address: 192.150.9.201
-  Document e-signed by Steve Affleck (saffleck@adobe.com)
Signature Date: June 20, 2014 - 12:50 PM MDT - Time Source: server - IP address: 192.150.9.201
-  Signed document emailed to Steve Affleck (saffleck@adobe.com) and Orem Contracts Coordinators (ormCOORD@adobe.com)
June 20, 2014 - 12:50 PM MDT





4. **Business Goals.** Partner and Alfresco agree that the key metrics for assessing the partnership mutual success and benefits are:

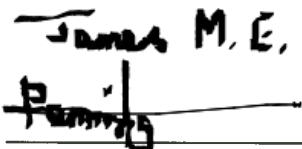
- a) Number of new projects / End Users signed by Partner within the Term
- b) Revenue generated by both parties: NET subscription revenues to Alfresco and volume of integration and consulting services generated by Partner
- c) Subscription renewal performance: retention of End Users initially subscribed through Partner and renewal of such subscriptions


5. **Rules of Engagement.** The parties agree to use commercially reasonable efforts to follow the Alfresco Partner Rules of Engagement provided to Partner by Alfresco.

Each of the undersigned represents and warrants that he or she is duly authorized to sign this Agreement on behalf of the party he or she represents. Each party has read, understands and agrees to the terms and conditions of the Agreement and this Addendum.

Alfresco Software, Ltd.
 A UNITED KINGDOM CORPORATION
 ADDRESS FOR NOTICES:
 THE PLACE, BRIDGE AVENUE
 MAIDENHEAD, SL61AF, UNITED KINGDOM
 ATTENTION: OFFICE OF THE ^{TBY} GENERAL COUNSEL
 PHONE : +44 1628 876500
 FAX : +44 1628 876501

Partner Emergent, LLC
 A Virginia CORPORATION
 ADDRESS FOR NOTICES:
8219 Leesburg Pike Ste. 300
 ATTENTION : Emily Minnich
 PHONE : _____
 FAX : _____

By: 
 Name: James Pennington
 Title: Global Financial Controller

By: 
 Name: Greg Christensen
 Title: President

Signature Certificate

 Document Reference: 9BF3UXJS52T3CTPZ8VJATW

RightSignature
Easy Online Document Signing

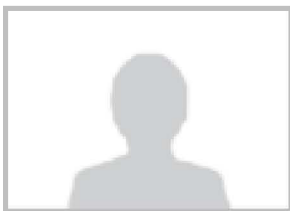


James Pennington
Party ID: 2C7MKCII4L9E99733IDSFW
IP Address: 194.75.202.169
VERIFIED EMAIL: james.pennington@alfresco.com

Electronic Signature:

Multi-Factor
Digital Fingerprint Checksum

d3e884acbe3e116a3775a568fa053074167ef93d



Legal
Party ID: YCBKFVJCI5NCJLAIBXCUBG
IP Address: 76.182.21.36
VERIFIED EMAIL: jennifer.venable@alfresco.com

Electronic Signature:

Multi-Factor
Digital Fingerprint Checksum

43e9fe4a0577d2e34ce87ee524cfb080d11f346



Timestamp

2013-01-02 10:02:43 +0000
2013-01-02 10:02:43 +0000
2013-01-02 10:02:11 +0000
2012-12-21 14:02:28 +0000
2012-12-21 14:02:16 +0000
2012-12-21 14:01:41 +0000
2012-12-21 11:29:32 +0000
2012-12-21 11:29:28 +0000

Audit

All parties have signed document. Signed copies sent to: Sales-Admin, James Pennington, and Legal.
Document signed by James Pennington (james.pennington@alfresco.com) with drawn signature. - 194.75.202.169
Document viewed by James Pennington (james.pennington@alfresco.com). - 194.75.202.169
Invitation to sign the document was sent to James Pennington (james.pennington@alfresco.com).
Document signed by Legal (jennifer.venable@alfresco.com) with drawn signature. - 76.182.21.36
Document viewed by Legal (jennifer.venable@alfresco.com). - 76.182.21.36
Invitation to sign the document was sent to Legal (jennifer.venable@alfresco.com).
Document created by Sales-Admin (sales-admin@alfresco.com). - 194.75.202.169



This signature page provides a record of the online activity executing this contract.

Altova GmbH
Rudolfplatz 13a/9
A-1010 Wien, Austria/EU

ALTOVA®

T +43 (1) 545 5155 - 0
F +43 (1) 545 5155 - 9
office@altova.com
www.altova.com

June 12, 2014

Emergent
8219 Leesburg Pike
22182 Vienna
USA

Re: Confirmation of Reseller Registration

Dear Sirs,

We hereby confirm that your company, Emergent, is an authorized reseller partner of Altova in the territory of the USA under the currently valid reseller partner agreement expiring on September 30, 2014.

Very truly yours


ALTOVA®
Tina Eisinger
Partner Manager
Altova GmbH • www.altova.com
Rudolfplatz 13a/9 • A-1010 Wien • Austria/EU

ESET, LLC
610 West Ash Street
Suite 1700
San Diego, CA 92101

6/27/2014

Emergent, LLC
8219 Leesburg Pike
Vienna, VA 22182

SUBJECT: NITAAC Solicitation NIHJT2014002 "CIO-CS"

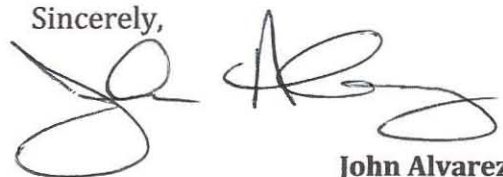
To Whom It May Concern,

This letter is to confirm that Emergent, LLC ("Emergent") is currently an authorized reseller in good standing and is certified to resell [ESET & ESET Alliance Solutions] products and solutions.

Emergent is authorized at the Silver partner of ESET & ESET Alliance products..

If you have any questions, please feel free to contact me at 619.876-5772 or email:
john.alvarez@eset.com.

Sincerely,



John Alvarez
Channel Manager, Southeast
ESET North America

6/27/2014

Intercede Limited,
Lutterworth Hall,
St. Mary's Road,
Lutterworth, Leicestershire,
LE17 4PS, UK

Tel: +44 (0)1455 558111
Fax: +44 (0)1455 558222
Web: www.intercede.com
Email: info@intercede.com

Emergent LLC
8219 Leesburg Pike
Vienna
VA 22182

17th June, 2014

To Whom It May Concern

Re: NITAAC Solicitation NIHJT2014002 "CIO-CS"

This letter is to confirm that Emergent LLC ("Emergent") is currently an authorised reseller of good standing and is certified to resell MyID products and solutions.

If you have any questions, please feel free to contact either myself or Andrew Walker – Finance Director on the telephone numbers detailed above or by e-mail Andrew.walker@intercede.com.

Yours faithfully



Jayne Murphy
Operations Director

June 17, 2014

Re: Letter of Authorization

To Whom It May Concern,

We hereby confirm that Emergent LLC is currently a registered in-direct reseller which can offer all of the SolarWinds software products and associated maintenance. If you have any additional questions please do not hesitate to contact me.

Sincerely,



J. Barton Kalsu
Executive Vice President & Chief
Accounting Officer
SolarWinds Worldwide, LLC.



503.276.7500 MAIN
503.223.0182 FAX

Tripwire, Inc | 101 SW Main Street, Suite 1500 | Portland, Oregon 97204 | USA

tripwire.com

June 13, 2014

To Whom It May Concern:

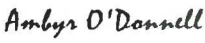
Tripwire, Inc. distributes its products through a two-tier distribution system:

- Tripwire distributes to authorized distributors
- The distributors may resell the products to resellers of their choice.

Carahsoft Technology Corporation is an authorized distributor of Tripwire products.

As of June 13, 2014, Carahsoft confirmed to Tripwire that Emergent LLC is an authorized Carahsoft reseller in good standing.

Sincerely,

DocuSigned by

AMBYR O'DONNELL
Ambyr O'Donnell
Vice President and General Counsel
Tripwire, Inc.

11 June 2014

Emergent, LLC
8219 Leesburg Pike
Vienna, VA 22182



SUBJECT: NITAAC Solicitation NIHJT2014002 “CIO-CS”

To Whom It May Concern,

Trend Micro recognizes that reseller Emergent, LLC, headquartered out of Vienna, Va., holds the partnership status of BRONZE Partner with Trend Micro as of March 20th, 2013. This partnership confirms that Emergent, LLC is authorized to offer Trend Micro technology and services as available for purchase through the technology distributor of their choice.

Regards,

Trend Micro Channel Team

Trend Micro Incorporated

225 E. John Carpenter Freeway, Suite 1500, Irving, TX 75062 | Tel: +1 888-SMB-TREND (762-8736) | www.trendmicro.com



Veeam Software Company
8800 Lyra Drive Suite 350
Columbus, OH 43240

06/13/2014

Emergent, LLC
8219 Leesburg Pike
Vienna, VA 22182

SUBJECT: NITAAC Solicitation NIHJT2014002 "CIO-CS"

To Whom It May Concern,

This letter is to confirm that Emergent, LLC ("Emergent") is currently an authorized reseller in good standing and is certified to resell Veeam LLC products and solutions.

Emergent's authorization/certification level within the OEM's channel program is Gold.

If you have any questions, please feel free to contact me at 703-975-5472 or Lisa.Ignosci@veeam.com

Sincerely,

Lisa Ignosci
Federal Channel Manager



June 11, 2014

Emergent, LLC
8219 Leesburg Pike
Vienna, VA 22182

SUBJECT: NITAAC Solicitation NIHJT2014002 "CIO-CS"

To Whom It May Concern,

This letter is to confirm that Emergent, LLC ("Emergent") is currently an authorized reseller in good standing and is certified to resell ConnectSolutions products and solutions.

If you have any questions, please feel free to contact me at (650) 269-2171 or tyler.white@connectsolutions.com.

Sincerely,

Tyler White
Director, Sales



1759 Wehrle Drive
Williamsville, NY 14221

DISTRIBUTOR AUTHORIZATION FORM

Date: *Monday, April 10, 2017*

End User:

Reseller: *Emergent LLC - Hardware and Software*

Street Address: *8219 Leesburg Pike Ste. 300*

City, State & Zip Code: *Vienna, VA 22182*

Contact Name: *Adam Reisig*

Phone Number: *571-419-6405*

Email Address: areisig@emergent360.com

Fax Number: *703-942-8953*

Reseller is authorized to purchase, receive standard warranty support and to resell products from manufacturers listed below. This is not a commitment of product availability. Manufacturer's purchasing restrictions and authorizations may apply. For clarification as to depth and or requirements of manufacturer authorizations for Reseller account and upon ordering, Reseller should contact their Ingram Micro account representative.

Manufacturers:

See Attached pdf for reference of manufacturers.

GOVT AGENCIES: For confirming of product authorizations through **Ingram Micro, Inc.**, please contact:

Mike Carletta, Manager



DISTRIBUTOR AUTHORIZATION FORM

Manufacturers:

365 SERVICES	FORCEPOINT TRITON HARDWARE	NOVELL - NSPP (OEM)
3D SYSTEMS	FORCEPOINT TRITON SOFTWARE	NOVELL - VLA LICENSING
3M - OPTICAL SYSTEMS DIVISION	FORCEPOINT TRITON SUPPORT	NOVELL-NS LIC EDU
3M - WORKSPACE SOLUTIONS	FORTINET BUNDLE RENEWAL & SERVICES	NOVELL-NS LIC NPG
3M TOUCH SCREEN	FORTINET SME PRODUCTS	NOVELL-RP MAINT EDU
4E PROJECT/ACME MADE	FOSSIL	NOVELL-RP MAINT NPG
4XEM	FOXIT SOFTWARE	NOVELL-RS MAINT EDU
AAXA-PROJECTORS	FREEDOMPOP	NOVELL-RS MAINT NPG
ABBYY USA SOFTWARE HOUSE INC	FRONTIER SECURE	NOVELL-VLA LIC EDU
ABSOLUTE LICENSE	FUJIFILM - DIGITAL	NOVELL-VLA LIC NPG
ACCELERATED	FUJIFILM - FILM	NP / MEMORY
ACCELL	FUJITSU COMPUTER PRODUCTS	NUANCE - CORP LICENSING
ACCESS HARDWARE SUPPLY	FUJITSU CONSUMABLES	NUANCE - DRAGON MEDICAL BOX
ACECAD	FUJITSU IMAGING (SCANNERS)	NUANCE - DRAGON MEDICAL LICENSING
ACER - TABLETS	GEAR HEAD-COMPUTER	NUANCE DOCUMENT IMAGING - BOX
ACER ACCESSORY	GEFEN	NUANCE DRAGON
ACER AMERICA - DESKTOPS	GEIST	NUANCE DRAGON MEDICAL POWERMIC
ACER AMERICA - DISPLAYS	GENETEC NETWORK SECURITY	NUTONE-CUSTOM INSTALL
ACER AMERICA - NOTEBOOKS	GENOVATION	NUTZ ELECTRONICS
ACER AMERICA - OPTIONS	GIGABYTE	NVIDIA
ACER AMERICA - PROJECTORS	GIGABYTE - AMD	NXG SPEAKERS & ACCESSORIES
ACER- CFM	GIGABYTE - NVIDIA	NXG-MOBILE ACCESSORIES
ACER- CHROME PRODUCTS	GIZMAC ACCESSORIES	OBIHAI TECHNOLOGY
ACER CTO	GLOBAL MARKETING PARTNERS	ODYSSEY TOYS
ACER WARRANTIES & SERVICES	GLOBAL MARKETING PARTNERS - IMCE	OKIDATA - ACCESSORIES
ACRONIS - ACCESS	GLOBALSCAPE INC	OKIDATA - DOT MATRIX
ACRONIS - CONSUMER	GN NETCOM	OKIDATA - PRINTERS
ACRONIS - FEDERAL ACCESS	GN NETCOM MOBILE	OKIDATA DOT MATRIX ACCESSORIES
ACRONIS - FEDERAL CONSUMER	GOOGLE CHROME FOR WORK	OKIDATA SERVICES
ACRONIS - FEDERAL PHYSICAL	GORILLA TECHNOLOGY	OKIDATA SUPPLIES
ACRONIS - FEDERAL RENEWALS	GORILLADIGITAL	OKLAHOMA SOUND CORP
ACRONIS - PHYSICAL	GRANDTEC USA	OKLAHOMA SOUND CORP - DS
ACRONIS - RENEWALS	GREEN PROJECT INC.	OMNITRON SYSTEMS
ACRONIS - VIRTUAL	GREENAIR	OPEN TEXT INC
ACRONIS CLOUD	GUILLEMOT	OPEN TEXT RENEWALS



DISTRIBUTOR AUTHORIZATION FORM

Manufacturers:

ACRONIS CLOUD BACKUP	GUNNAR OPTICS	OPENGEAR
ACRONIS DRAAS	HAUPPAUGE	OPLINK
ACTIONTEC	HAVIS	OPTOMA
ACTIVATIONDESK	HAWKING	OPTOMA PROAV
ACTON	HEALTHICITY	OVERLAND - V3
ADDON	HECKLER DESIGN	OVERLAND STORAGE
ADDONICS	HENGE DOCKS	PALO ALTO AUDIO DESIGN
ADESSO	HGST - ACTIVE ARCHIVE	PANASONIC - HEADPHONES
AD-N-ART INC	HGST - BRANDED	PANASONIC ACCESSORIES
ADOBE CLOUD SERVICES	HGST - ENTERPRISE	PANASONIC ARBITRATORS
ADOBE VIP COMMERCIAL LICs	HGST - FULFILLMENT	PANASONIC BATTERY
ADTRAN - BLUESOCKET	HGST - IMSOURCING	PANASONIC FLAT PANEL DISPLAYS
ADTRAN - BLUESOCKET SERVICES	HGST - IMSOURCING DS	PANASONIC HANDHELD
ADTRAN ACCESSORIES F	HGST - MOBILE	PANASONIC PANABOARDS
ADTRAN ACES E	HGST - SERVER	PANASONIC PHYSICAL SECURITY
ADTRAN GENERAL HARDWARE A ACN	HGST - SINGLE	PANASONIC POS
ADTRAN NETVANTA INTERNETWORKING B K	HGST - SSD	PANASONIC PROJECTORS
ADTRAN PROCLOUD	HGST - VIRIDENT	PANASONIC PROJECTORS - PRO AV
ADVANCETEC LA	HGST ELASTIC STORAGE	PANASONIC SCANNERS
ADVANING	HID GLOBAL - FARGO ELECTRONICS	PANASONIC TELECOM
ADVENTURE LABS	HIGHPOINT TECHNOLOGIES	PANASONIC TOUGH BOOKS
AEROHIVE	HIKVISION	PANASONIC WARRANTY
AKASO	HITACHI PROJECTORS	PANASONIC-PERSONAL CARE
ALERATEC	HITACHI PROJECTORS PROAV	PANASONIC-SMALL APPLIANCES
ALEVA NATURALS	HONEYWELL DM	PANDUIT
ALLIED - NET.COVER	HONEYWELL DM ACCESSORIES	PANORAMA ANTENNAS
ALLIED TELESIS	HONEYWELL DM HARDWARE	PARA SYSTEMS DBA MINUTEMAN UPS
ALLIED TELESIS BOX	HONEYWELL DM MEDIA	PARROT
ALTRONIX	HONEYWELL DM PORTABLE	PATHWAY INNOVATIONS AND TECHNOLOGIE
ALURATEK INC	HONEYWELL DM PRINTHEADS	PCM LOGISTICS LLC
AMAZON WEB SERVICES	HONEYWELL DM SERVICES	PEERLESS ET
AMBIR TECHNOLOGY	HONEYWELL LA - SERVICES	PEERLESS INDUSTRIES
AMC OPTICS	HONEYWELL LA DM E-CLASS	PELICAN PRODUCTS- CASES
AMD	HONEYWELL LA DM FIOSP	PENGUIN COMPUTING
AMD (LA)	HONEYWELL LA DM I-CLASS	PENPOWER



DISTRIBUTOR AUTHORIZATION FORM

Manufacturers:

AMER.COM	HONEYWELL LA DM S-CLASS	PERLE SYSTEMS
AMER.COM - DS	HONEYWELL LA TPPP	PHILIPS - MONITORS
AMERICAN BATTERY	HONEYWELL LATIN AMERICA	PHILIPS PROJECTORS - XS COMMERCE
AMPED WIRELESS	HONEYWELL MOBILITY	PHILIPS SPEECH PROCESSING
AMPLIVOX SOUND SYSTEMS	HONEYWELL PRINTERS	PHOENIX AUDIO TECHNOLOGIES
AMSTRON	HONEYWELL PRODUCT LINKS	PIVOT3 SECURITY
AMT	HONEYWELL SCANNING	PIVOT3 STORAGE
AMZER	HONEYWELL SERVICES	PLANAR DIGITAL SIGNAGE
ANONABOX	HONEYWELL SOFTWARE	PLANAR SYSTEMS INC.
ANTEC	HONEYWELL SOTI	PLANAR TOUCH SCREENS
ANYWHERE CART	HONEYWELL SUPPLY CHAIN PRODUCTS	PLANTRONICS MOBILE
AOC	HONEYWELL PRINTHEADS SPARE PARTS	PLASMART
AOPEN - SOLUTIONS	HP - IMSOURCING	PLENOM
APC - IMSOURCING	HP- IMSOURCING DS	PLUGABLE TECHNOLOGIES
APG	HP INC LA - IPG PRINTER INKJET	PLUSTEK
APG - CONTAINER/SP	HP INC LA - IPG SUPPLIES	PNY MEMORY
APP-ACCESSORY CORP RUNTASTIC	HP INC LA - PSG COMM DESKTOP	PNY QUADRO
APPDYNAMICS INC	HP INC LA - PSG COMM NOTEBOOKS	PNY VIDEO GRAPHICS
APPLE CTO SYSTEMS	HP INC. - CHROMEBOOKS	POLYCOM - IMSOURCING
APPLE OPTIONS	HP INC. - CTO	POLYCOM - IMSOURCING DS
APPOSITE	HP INC. - DESK JETS	POLYCOM - INGRAM CPO DS
APPROVED MEMORY CORP	HP INC. - INK SAP	POLYCOM - SERVICE
APPROVED MEMORY CORP.	HP INC. - IPG CAREPACKS	POLYCOM - VOICE
APPSENSE - LICENSING	HP INC. - IPG MFP	PORTSMITH
APRICORN MASS STORAGE	HP INC. - LASER ACCESSORIES	POWERMAX
ARCSERVE	HP INC. - LASER JETS	PREMIER MOUNTS
ARCSERVE - APPLIANCES	HP INC. - NSB COMPLEX SPECIAL	PREMIERTEK
ARCSERVE - MSP	HP INC. - NSB DESKTOPS	PRIMERA TECHNOLOGY (PRINTERS)
ARCSERVE - RENEWALS	HP INC. - NSB DISPLAYS	PRINTRONIX/TALLYGENICOM SUPPLIES
ARISTA NETWORKS HARDWARE	HP INC. - NSB MOBILE WKS	PROMISE - WARRANTY
ARISTA NETWORKS STOCKING	HP INC. - NSB NOTEBOOKS	PROMISE TECHNOLOGY
AROZZI NORTH AMERICA	HP INC. - NSB THINCLIENTS	PROOFPOINT - SECURITY
ARRIS SOLUTIONS	HP INC. - OFFICEJET PRO/ENT X	PTC
ARUBA - INSTANT	HP INC. - PLOTTERS	PULSE SECURE
ASANTE	HP INC. - POS -AMO	PULSE SECURE - PAR



DISTRIBUTOR AUTHORIZATION FORM

Manufacturers:

ASUS - AMD	HP INC. - POS- CTO BDL	PULSE SECURE - PROSERVICES
ASUS - CHROMEBOOK	HP INC. - POS- NON SMARTBUY	PULSE SECURE - RENEWALS
ASUS - COMPONENTS	HP INC. - POS -OEM	PULSE SECURE - SUPPORT
ASUS - DISPLAY	HP INC. - POS -SMART BUY PERI	PYLE - PRO SOUND
ASUS - GAMING NOTEBOOK	HP INC. - POS- SMARTBUY	PYLE AUDIO - HOME A/V
ASUS - MOTHERBOARDS	HP INC. - POS- SVS WRNTY	PYLE-CAR AUDIO/VIDEO
ASUS - NOTEBOOK ACCESSORIES	HP INC. - PPS LICENSING	PYRAMID TIME SYSTEMS
ASUS - NOTEBOOKS	HP INC. - PSG CAREPACKS	QIRX USA
ASUS - SERVER	HP INC. - SB DESKTOP DISPLAYS	QLOGIC-SERVICES
ASUS - SFF	HP INC. - SB DESKTOP OPTIONS	QNAP
ASUS - SYSTEMS	HP INC. - SB DESKTOPS	QNAP WARRANTIES
ASUS - TABLETS	HP INC. - SB MOBILE WKS	Q-SEE
ASUS - VGA NVIDIA	HP INC. - SB MOBILITY	QUANTUM - DLT
ASUSTOR	HP INC. - SB NOTEBOOK OPTIONS	QUANTUM - DOT HILL
AT&T	HP INC. - SB NOTEBOOKS	QUANTUM - RENEWALS
AT&T WIRELESS	HP INC. - SB THINCLIENTS	QUANTUM ACCS (SSG)
ATDEC	HP INC. - SB WORKSTATION DISPLAYS	QUANTUM AUTOLOADERS (SSG)
ATEN TECHNOLOGIES	HP INC. - SB WORKSTATION OPTIONS	QUANTUM MEDIA AND TAPES
ATLANTIC-PERSONAL & PORTABLE	HP INC. - SB WORKSTATIONS	QUANTUM P-SERIES (SSG)
ATLANTIS COMPUTING	HP INC. - SCANNERS	QUANTUM SERVICES (SSG)
ATO	HP INC. - SERVICES (SAP)	QUANTUM SOFTWARE
ATTACHMATE - GSA	HP- INGRAM CPO DS	QVS
ATTACHMATE - VPA	HP IPG CTO/OPG/PROMO LA	RAIN DESIGN
ATTO TECHNOLOGY	HPE - ARCSIGHT	RANTNETWORK
AUDIO TECHNICA -PRO SOUND	HPE - ARUBA CARE AND SERVICES	RARITAN - DC TRACK
AUDIO VIDEO FURNITURE	HPE - ARUBA CENTRAL	RARITAN - POWER
AUTODESK MEDIA KIT	HPE - ARUBA INSTANT	RARITAN COMPUTER
AVER INFORMATION	HPE - ARUBA LICENSING/SOFTWARE	RARITAN POWER IQ
AVERMEDIA	HPE - ARUBA NON-INSTANT	RAZER - GAMING
AVG BOX	HPE - BCS	REDBEAM
AVG LICENSE	HPE - BLADE OPTIONS	REJUVLIFE
AVISION LABS INC	HPE - BUSINESS CLASS STORAGE	RELAMPIT
AVOCENT - CYCLADES	HPE - CAREPACKS	RELIABRAND
AVOCENT - PROAV	HPE - DAYONE CYCLICAL BILLING	RES - RSP SERVICES
AVOCENT - PROAV MAINTENANCE	HPE - IP TELEPHONY	RES PROFESSIONAL SERVICES



DISTRIBUTOR AUTHORIZATION FORM

Manufacturers:

AVOCENT - SECURE PRODUCTS	HPE - MEDIA 7A	RES RENEWALS
AVOCENT AND CYCLADES SERVICES	HPE - NET CLOUD & ARISTA	RETROSPECT - LICENSING
AVOCENT DIGITAL PRODUCTS	HPE - PROLIANT SERVERS	REVAMP
AVOCENT HUNTSVILLE CORP.	HPE - SERVER OPTIONS	REVO
AVOCENT SOFTWARE & MAINTENANCE	HPE - SERVER SMART BUY	REVO AMERICA
AVTEQ	HPE - SERVICES CONTRACTS	REVOLABS
AVUE	HPE - SERVICES CTO	RICOH LASER (PRINTERS)
AWINGU INC	HPE - SWITCHING	RICOH PROJECTORS
AXIAD	HPE - TOP OF RACK	RICOH SUPPLIES
AXIOM UPGRADES	HPE - VISTA	RILEE AND LO
AXIS COMMUNICATION INC	HPE - WLAN	RIVERBED - EXPENSES/SUPPORT
AXIS- COMPANION	HPE ISS ELECTRONIC LICS	ROCCAT INC.
AXIS ELICENSING	HPE LA - CAREPACKS AND ELECT LICS	ROCSTOR
AXTON TECHNOLOGIES	HPE LA - ISS	ROCSTORAGE - DS
AZDEN-PRO SOUND	HPE LA - PROCURVE	ROSEWILL
B+B SMARTWORX (IMC NETWORKS)	HPE LA - STORAGE	ROYAL SOVEREIGN INTERNATIONAL
BABY	HPE NETWORKING ELECTRONIC LICS	RSA - ASOC ECAT MNT
BABYROUES	HYPERSIGN	RSA - ASOC ECAT SW
BARCO	HYUNDAI TECHNOLOGY	RSA - ASOC SEC MNT
BATTERY TECHNOLOGY	I/O MAGIC CORP	RSA - CUSTOM SERVICES
BELKIN	I3INTERNATIONAL	RSA - GRC ARCHER SW
BELKIN - CABLES	IBABY	RSA - IAM SECURID HW/SW
BELKIN - EDUCATION	IBM - BRANDED VMWARE	RSA - IAM SECURID MNT
BELKIN - POWER	IBM - ENTERPRISE STORAGE	RSA - IAM VIA
BELKIN MOBILE	IBM - IMSOURCING	RSA - IAM VIA MNT
BELKIN-KVM	IBM - INGRAM CPO DS	RSA - SERVICES / EDUCATION
BEM WIRELESS	IBM - POWER SYSTEM	RSA - VIRTUAL KEY
BENQ	IBM - SERVICE ELITE PAYMENTS	RUBRIK
BENQ DISPLAYS	IBM - SERVICEELITE CONTRACTS	SABRENT
BENQ PROAV	IBM EDGE	SAKAR KIDS
BIC-HOME AUDIO/VIDEO	IBM- IMSOURCING DS	SALAMANDER DESIGNS
BIO-KEY INC	IBM LABOR PSS	SAMSUNG - AV ACCESSORIES
BITDEFENDER	IBM PCDPS	SAMSUNG - COMMERICAL B-STOCK
BIXOLON	IBM SERVICES BILL ONLY	SAMSUNG - CONSUMER B-STOCK
BIXOLON AMERICA LA	IBM SOFTWARE - SAAS PARTIAL BILLING	SAMSUNG - CONSUMER TABLETS



DISTRIBUTOR AUTHORIZATION FORM

Manufacturers:

BLACK BOX - (EA)	IBMSW ISS	SAMSUNG - CONSUMER TV
BLACK BOX CARTS	IBMSW PREDICTIVE ANALYTICS	SAMSUNG - IMSOURCING
BLACK BOX CORPORATION	IBOARDTOUCH	SAMSUNG BUSINESS SERVICES
BLACKBERRY ACCESSORIES	ID TECH	SAMSUNG COMMERCIAL HOSPITALITY LCD
BLUEANT WIRELESS	IDEAL IND-CUSTOM INSTALL	SAMSUNG COMMERCIAL INFORMATION SYS
BMG	IDOL MEMORY	SAMSUNG COMMERCIAL NOTEBOOKS
BOSCH SECURITY AL	IGEL AMERICA SERVICES	SAMSUNG COMMERCIAL PRINTER HARDWARE
BOSCH SECURITY AUDIO	IHEALTH	SAMSUNG COMMERCIAL PRINTER SUPPLIES
BOSCH SECURITY VIDEO	IM CHOICE ADVANTAGE - GOVED	SAMSUNG COMMERCIAL TABLET
BOSS AUDIO-CAR AUDIO/VIDEO	IM CHOICE ADVANTAGE - TECH SUPPORT	SAMSUNG COMMERCIAL LARGE FORMAT
BOYTONE	IM ENGRAVING	SAMSUNG COMMERCIAL PRO AV
BRAINBOXES	IM MOBILITY TEST SUB 2	SAMSUNG- HOME APPLIANCE
BRAWN CONSULTING	IMAGE MECHANICS	SAMSUNG SOLUTION SOFTWARE
BRENTWOOD APPLICANCES	IMCE SERVICES	SAMSUNG WLAN
BRETFORD MANUFACTURING	IMPULSE POINT DIRECTSHIP	SAMSUNG WLAN - LICENSES AND SERVICE
BRICKCOM	IMSOURCING	SAMSUNG-DAV
BRIGHT COMPUTING	IMSOURCING - DS	SAMSUNG-GALAXY GEAR 2
BROTHER INT L (SUPPLIES)	IMSOURCING - LENOVO	SANDISK LA
BROTHER INTERNATIONAL	IMSOURCING (EA)	SANGEAN-PERSONAL & PORTABLE
BROTHER INTL (LABELS)	INFOCUS	SANS DIGITAL
BROTHER INTL (PRINTERS)	INFOCUS DISPLAYS	SANS TECHNOLOGY
BROTHER INTL (PTOUCH)	INFOCUS INTERACTIVE TOUCH -K12	SAPPHIRE
BROTHER MOBILE - MEDIA	INFOCUS PRO AV	SATO - CLASS 20
BROTHER MOBILE SOLUTIONS	INFOLOCK TECHNOLOGIES INC.	SATO - CLASS 30
BROTHER MOBILE SOLUTIONS - MEDIA	INFORTREND	SATO - CLASS 35
BROTHER MPRINT HARDWARE	INFRAGISTICS	SCALA
BROTHER PJ6 HARDWARE	INGENICO	SCALE COMPUTING
BROTHER RJ4 HARDWARE	INGENICO I	SCANSAFE SERVICES LLC/CISCO
BROTHER WARRANTY AND PRINTER MOUNTS	INGRAM - CPO SYSTEMS DS	SCHNEIDER ELECTRIC IT - CONTAINER
BRUSH BUDDIES	INGRAM CPO DELL	SCHNEIDER ELECTRIC IT - DIRECT SHIP
BUFFALO AMERICAS - CONSUMER NAS	INGRAM CPO HP	SCHNEIDER ELECTRIC IT - WARRANTY
BUFFALO AMERICAS - DAS	INGRAM CPO IBM	SCHNEIDER ELECTRIC IT MISSION CRITI
BUFFALO AMERICAS - NETWORKING	INGRAM CPO - JS	SCHNEIDER ELECTRIC IT USA
BUFFALO AMERICAS INC	INGRAM CPO LENOVO	SCHNEIDER ELECTRIC IT-ISX DELL ONLY
BUSLINK MEDIA	INGRAM CPO - LM	SCHOOL ZONE



DISTRIBUTOR AUTHORIZATION FORM

Manufacturers:

C2G	INGRAM CPO - MBS	SCOCLOUD MSP
C2G - AV LINE	INGRAM CPO - NV	SEAGATE - DATA RECOVERY
C2G - BULK	INGRAM CPO - OPTIONS DS	SEAGATE - ESG
C2G - DIGITAL SIGNAGE	INGRAM CPO POLYCOM	SEAGATE - ESG SINGLE
C2G - KVM & NETWORKING	INGRAM CPO CISCO	SEAGATE - IMSOURCING
C2G CUSTOM	INGRAM CPO OPTIONS	SEAGATE - IMSOURCING DS
C2G TRANSCEIVERS	INGRAM CPO SEAGATE	SEAGATE - INGRAM CPO DS
CA - APPLOGIC	INGRAM CPO SYSTEMS	SEAGATE - NSG
CA - CLOUD	INGRAM MICRO CONTENT CREATION SERVI	SEAGATE - NSG SINGLE
CA UNIFIED INFRASTRUCTURE MGMT	INGRAM MICRO TRAINING - CISCO	SEAGATE - PSG
CALERO SOFTWARE DIRECT SHIP	INGRAM MICRO TRAINING - JUNIPER	SEAGATE - PSG SINGLE
CALRAD	INGRAM MICRO TRAINING - MICROSOFT	SEAGATE - RETAIL
CALREPS	INGRAM MICRO TRAINING - OTHER	SEAGATE - SAMSUNG
CANARY COMMUNICATIONS	INGRAM MICRO TRAINING - VMWARE	SEAGATE LACIE
CANON	INNODESIGN INC	SECURE CHANNELS INC DIRECT SHIP
CANON - ACCESSORIES	INNOVATION FIRST / RACK SOLUTIONS	SECURITY INNOVATION INC.
CANON - INK SUPPLIES	INNOVATIVE VIDEO TECHNOLOGY	SEH TECHNOLOGY
CANON - SOHO AND INK	INTEL	SEIKO INSTRUMENTS HW
CANON LASER - CONSUMABLES	INTEL - DESKTOP TRAY CPU	SEIKO INSTRUMENTS LABELS
CANON USA - SCANNERS	INTEL - ESG	SENECA DATA
CANON WARRANTIES	INTEL - IMSOURCING	SENNHEISER
CANON-PHOTO VIDEO	INTEL - IMSOURCING DS	SHARP ELECT - LARGE FORMAT DISPLAYS
CASE LOGIC-PERSONAL & PORTABLE	INTEL - MOTHERBOARDS	SHARP PROSUMER
CASIO ECR-COMPUTER	INTEL - NETWORKING	SHARP WARRANTIES
CASIO-COMPUTER	INTEL - SERVER CPU	SHORETEL - SPECIAL
CASIO-TELEVISIONS & PROJECTORS	INTEL - SERVER CPU -TRAY	SHUTTLE COMPUTER
CAT NETWORKING	INTEL - SPARES/ACCESSORIES	SHUTTLE- PRO AV
CAT NETWORKING-DS	INTEL - SSD	SIERRA WIRELESS
CBT SUPPLY	INTEL COMPUTE STICK	SIGNAGELIVE
CCX CORPORATION	INTEL ENTERPRISE SSD	SIIG INC
CENOIRE	INTEL -EXP (LA)	SIIG-PROAV
CENTERITY	INTEL L9 CONFIG	SILEX TECHNOLOGY
CHAMBERLAIN	INTEL NETWORKING - QLOGIC/INFINIBAN	SILVER PEAK - PRIMARY
CHANNEL SOURCES	INTEL NUC MOTHERBOARDS	SILVER PEAK DELL
CHECK POINT SOFTWARE	INTEL RAID	SIMA-PHOTO VIDEO



DISTRIBUTOR AUTHORIZATION FORM

Manufacturers:

CHECK POINT-CAT SS	INTEL SECURITY NGFW SECURE CORP	SKB PRODUCTS - STEPHEN GOULD
CHECK POINT-SMALL APPLIANCE	INTEL SECURITY NGFW SECURE GHE	SKULLCANDY - HEADPHONES
CHECKPOINT	INTEL SERVER LA	SKYTEX TECHNOLOGY
CHELSIO COMMUNICATIONS	INTEL TRAY LA	SMART
CHERRY	INTERMEC ACCESSORIES	SMARTAVI
CHERRY NRNC	INTERMEC DESKTOP PRINTERS	SMK (GYRATION/MOVEA)
CHIEF	INTERMEC GSA	SMK-LINK
CHIP PC	INTERMEC INDUSTRIAL PRINTERS	SOCKET MOBILE
CHIP PC DIRECTSHIP	INTERMEC LA - MEDIA	SOCKET MOBILE - ACCESSORIES
CIRCUS WORLD DISPLAY LIMITED	INTERMEC MEDIA	SOCKET MOBILE - WARRANTY & SERVICES
CISCO - CCW LEARNING CREDITS	INTERMEC MOBILE PRINTERS	SOLARFLARE COMMUNICATION
CISCO - CCW MULTI YEAR	INTERMEC MOBILITY	SOLID PRO - ENERGEN
CISCO - CDW ONLY MULTIYEAR SMARTNET	INTERMEC PRODUCT LINKS	SONASOFT
CISCO - CISCO CCW SERVICES	INTERMEC RFID	SONICWALL - HARDWARE
CISCO - EDELIVERY	INTERMEC SCANNING	SONICWALL - NSA HARDWARE
CISCO - EDELIVERY BORDERLESS NTRWKS	INTERMEC SERVICES	SONICWALL - NSA LICENSING
CISCO - HW CABLES AND TRANSCEIVERS	INTERMEC SERVICES II	SONICWALL - SECAAS
CISCO - HW GDT BUNDLES	INTERMEC SOFTWARE	SONICWALL - SOFTWARE
CISCO - HW HIGH END ROUTERS	INTERMEDIA	SONICWALL NFR AND HA PRODUCTS
CISCO - HW NETWORK MGMT/IOS	INTUIT	SONNET TECHNOLOGIES
CISCO - HW NEXUS	INTUIT ACADEMIC	SOPHOS - MSP CONNECT
CISCO - HW PHYSICAL SEC (SYPIXX)	IOGEAR	SPARKLE POWER
CISCO - HW REFURB	IOSAFE	SPIN MASTER
CISCO - HW ROUTERS - HR	IOSAFE DIRECT SHIP	SPRACHT
CISCO - HW ROUTERS L/M	IPCONFIGURE	STAR MICRONICS
CISCO - HW STORAGE	IPULSE SYSTEMS	STAR MICRONICS LA
CISCO - HW SWITCHES CHS	IRIS	STAR MICRONICS NC_NR
CISCO - HW SWITCHES DT	ISONAS	STAR MICRONICS SPARES
CISCO - HW UNIFIED COMM	ISTARUSA	STAR MICRONICS-SVC
CISCO HW VIDEO	ITSENCLOSURES DIRECTSHIP	STARTECH.COM
CISCO - HW WIRELESS	IVIEW SYSTEMS	STEELSERIES
CISCO - HW WIRELESS REFURB	JATON	STEREN-CUSTOM INSTALL
CISCO - IMSOURCING	JELCO	STONEWARE
CISCO - IMSOURCING DS	JS ALLIANCE CORPORATION	STORIX
CISCO - IRONPORT SERVICE	JUNIPER - CONFIGURATIONS	STORMBOARD DIRECT SHIP



DISTRIBUTOR AUTHORIZATION FORM

Manufacturers:

CISCO - SMALL BUSINESS PRO	JUNIPER APAC SUPPORT	SUMMER INFANT
CISCO - SMART CARE	JUNIPER CONTENT SUBS AND FUNK SBR	SUNCRAFT SOLUTIONS
CISCO - SNTC TOTAL CARE	JUNIPER CTP	SUPERMICRO - COMPONENTS
CISCO - SOURCEFIRE	JUNIPER EMEA SUPPORT	SUPERMICRO - CTO
CISCO - SV ISV1	JUNIPER H/E SW SRX BRANCH SRX LIC	SUPERMICRO - MOTHERBOARDS
CISCO - SV - SMART CARE	JUNIPER- IMSOURCING	SWANN
CISCO - SV - SMART CARE TAKE OVER	JUNIPER NEW SUPPORT	SWANN DIRECTSHIP
CISCO - SV DIRECT SHIP	JUNIPER PAR SERVICES	SWANN PROFESSIONAL
CISCO - SV PACKAGE SERVICES	JUNIPER RENEWALS	SYBA
CISCO - SV PROMO	JUNIPER WLAN LICENSES	SYMANTEC
CISCO - SV SMS-3	JUNIPER-IMSOURCING	SYMANTEC - APPLIANCE
CISCO - TAKEOVER ENTERPRISE SKUS	JVC PROJECTORS	SYMANTEC ENTERPRISE TRAINING
CISCO - TAKEOVER SMS DOLLAR BASED	JVC-HEADPHONES	SYMANTEC EXPRESS LICENSING (CORP)
CISCO - UCS	KANGURU	SYMANTEC EXPRESS LICENSING- GOV T
CISCO - UCS BTO	KANGURU DIRECT SHIP	SYMANTEC- EXSP LICENISNG PROGRAM
CISCO - WEBEX ANNUITY	KASPERSKY - BOX	SYMANTEC- INSTALLMENT
CISCO CCW SERVICES	KASPERSKY - LIC/MAINT	SYMANTEC MEDIA
CISCO DIGITAL MEDIA	KEMP - DS	SYMANTEC SOS SUPPORT/MAINTENANCE
CISCO- INGRAM CPO DS	KEMP TECHNOLOGIES	SYMANTEC TRAINING/TECH SUPPORT
CISCO LA - SERVICES	KENSINGTON TECHNOLOGY - MOBILE	SYMANTEC-SEP. CLOUD. ML
CISCO SMARTNET PSS - TAKEOVER	KENSINGTON TECHNOLOGY - PROAV	SYMBOL WI - 1D
CISCO SMARTNET PSS SHARED SUPPORT	KENSINGTON TECHNOLOGY - SECURITY	SYNOLOGY
CISCO SYSTEMS	KENSINGTON TECHNOLOGY GROUP	T1 VISIONS
CISCO-IRONPRT SRCEFIRE HPRFLEX SUB	KEYTRONIC	TABLET EXPRESS
CISCO-SCANSAFE CCW	KIDS	TANGENT
CITRIX - MISC	KINGSTON	TARGUS
CITRIX - NETSCALER	KINGSTON - VALUE RAM	TECHLINK INTERNATIONAL
CITRIX - WORKSPACE SUITE	KINGSTON MOBILE	TECHLOGIX NETWORK
CITRIX - XENMOBILE	KINGSTON SSD	TECHNO SOURCE
CITRIX LA	KINGSTON TECHNOLOGY DT & NOTEBOOKS	TEGILE SYSTEMS
CITRIX WANSCALER	KINGSTON TECHNOLOGY FLASH	TEKLYNX
CITRIX XENAPP	KINGSTON TECHNOLOGY SERVER	TEK-REPUBLIC
CLARITY-TELECOM	KLEIN ELECTRONICS INC.	TEK-REPUBLIC DIRECT SHIP
CLEARONE	KOAMTAC	TENABLE NETWORK - RENEWAL
CMS PRODUCTS	KOAMTAC DIRECT SHIP	TENABLE SECURITY CENTER NEW



DISTRIBUTOR AUTHORIZATION FORM

Manufacturers:

COBRA	KODAK - EMA SERVICES	TENABLE TRAINING
COCOON INNOVATIONS	KODAK SCANNERS	TEO TECH - CONTACT CENTER
COLEMAX GROUP	KOFAX	TIC
COM TRADE LIC SUPPORT	KONFTEL	TICKERCOM
COMNET	KONICA MINOLTA - SUPPLIES	T-MOBILE
COMPREHENSIVE CABLE	KONICA MINOLTA PRINTING	TMS
COMPULOCKS	KOSS-HEADPHONES	TOP & TECH
COMPUTER SECURITY PRODUCT	KT&C	TOSHIBA - IMSOURCING
COMQUIP COMMUNICATIONS	KURIO	TOSHIBA - IMSOURCING DS
COMTRADE 3-YEAR SUPPORT	LACROSSE	TOTAL MERCHANT SERVICES
COMTRADE USA	LANCOPE INC	TOUCHSYSTEMS
COMTREND	LANCOPE INC. - MAINT AND SUPPORT 3Y	TOYS
COMTROL CORP.	LANCOPE INC. - SRVC AND TRAINING	TP LINK
CONAIR HOSPITALITY	LANCOPE INC.- MAINT AND SUPPORT	TRANSCEND
CONAIR-CUISINART	LANDESK - SHAVLIK PRODUCTS	TRANSCEND LAT
CONAIR-PERSONAL CARE	LANTRONIX	TRANSITION NETWORKS
CONAIR-TRAVEL SMART	LANTRONIX DEVICE NETWORKING	TREND MICRO - ACAD / GOVT
CONDUSIV TECHNOLOGIES	LANTRONIX SERVICES	TREND MICRO - BOX
CONDUSIV TECHNOLOGIES LICENSING	LEAP MOTION	TREND MICRO - DEEP SECURITY
CONFIG 6	LENOVO - DCG TOPSELLER	TREND MICRO - LICENSING
CONNECTPRO	LENOVO - DESKTOP OPTIONS	TREND MICRO MAINTENANCE
CONTEX - SPARE PARTS	LENOVO - DESKTOPS	TREND MICRO TIPPINGPOINT HARDWAR
CONVERGENCE	LENOVO - IMSOURCING DS	TREND MICRO TIPPINGPOINT MAINTEN
COOLER MASTER USA	LENOVO - INGRAM CPO DS	TRENDNET - BUSINESS CLASS
COREL	LENOVO - MONITORS	TRIDENT CASE
COREL - ACADEMIC PRODUCT	LENOVO - OPEN SOURCE	TRIPP LITE
COREL - GOVT	LENOVO - PRO AV	TRIPP LITE - PRO AV
COREL LICENSING ACADEMIC	LENOVO - THINKPAD OPTIONS	TROY JAMES BOYS
COREL LICENSING COMMERCIAL	LENOVO CUSTOM TP AND DT	TRYTEN
CORSAIR VALUE SELECT	LENOVO DCG BRANDED VMWARE	TSITOUCH LLC
CORSAIR XMS	LENOVO DCG CTO & CUSTOM SKUS	TWELVE SOUTH
CORTADO	LENOVO DCG CTO NON-EDI	UBIQUITI - CONSUMER
COUNTERPATH	LENOVO DCG FOD LICENSES	UBIQUITI - NETWORKS
CP TECHNOLOGIES	LENOVO DCG MID RANGE STORAGE	UBIQUITI - US
CRADLEPOINT	LENOVO DCG MS SOFTWARE	ULTRABAC SOFTWARE



DISTRIBUTOR AUTHORIZATION FORM

Manufacturers:

CRADLEPOINT - WARRANTIES	LENOVO DCG POST WARRANTY SUPPORT	ULTRALIFE BATTERIES
CRADLEPOINT UPGRADES AND RENEWALS	LENOVO DCG PURE SYSTEMS	UNCAGED ERGONOMICS
CRAYOLA	LENOVO DCG SERVER OPTIONS	UNIDEN - OBSERVATION & SECURITY
CREATIVE MOUNTING SOLUTIONS	LENOVO DCG SERVER SERVICES	UNIDEN 2-WAY RADIO
CREATIVE SOURCING INTERNATIONAL	LENOVO DCG SERVER SW	UNIFORM INDUSTRIAL CORPORATION
CRU	LENOVO DCG SERVERS	UNIRISE USA
CRUCIAL BY MICRON - DRAM	LENOVO DCG SERVICEELITE CONTRACTS	UNITECH
CRUCIAL BY MICRON - SSD	LENOVO DCG STORAGE	UNITECH AMERICA LA/MEX
CTL CORP	LENOVO DCG THINKSERV SERVICES	URBAN FACTORY
CTL DIRECT SHIP	LENOVO DCG THINKSERVER OPTIONS	US ROBOTICS - ACCESSORIES
CYBER ACOUSTICS	LENOVO DCG THINKSERVER TS	US ROBOTICS - BRANDED DESKTOP
CYBER POWER SYSTEMS DS	LENOVO IDEACENTRE	UTILITY ASSOCIATES
CYBERDATA	LENOVO IDEAPAD	V2 TECHNOLOGIES DIRECT SHIP
CYBERLINK	LENOVO- NUTANIX	V7
CYBERNET	LENOVO NUTANIX CTO	V7 AUDIO
CYBERPOWER SYSTEMS USA	LENOVO PC LA	V7 KEYBOARDS & MICE
CYGNETT	LENOVO RETAIL OPTIONS	V7 LCD MONITORS
DA-LITE	LENOVO SERVICES	V7 MEMORY
DANE ELEC-MEMORY/BLANK MEDIA	LENOVO- SOFTWARE	V7 MOBILITY ACCESSORIES
DANNY P	LENOVO STORAGE SERVICES	V7 MOUNTS AND STANDS
DASCOM	LENOVO STORAGE TOPSELLER	V7 NETWORKING
DATA LOCKER	LENOVO TOPSELLER DT	V7 NOTEBOOK CARRYING CASES
DATACORE	LENOVO TOPSELLER THINKSTATION	V7 POWER
DATACORE SERVICES	LENOVO TOPSELLER TP	V7 PROJECTORS
DATALOCKER DIRECTSHIP	LEPATEK CORPORATION	V7 RACKS
DATALOGIC BIOPTICS	LEXIBOOKS	V7 SCREEN FILTERS
DATALOGIC HEALTH CARE	LEXMARK - BPD SUPPLIES	V7 SECURITY ACCESSORIES
DATALOGIC HH GENERAL	LEXMARK - SERVICES	V7 TONER
DATALOGIC HH INDUSTRIAL	LEXMARK PARTS	V7 UPS
DATALOGIC LA	LEXMARK PRINTERS	V7-BATTERIES
DATALOGIC LOSS PREVENTION	LEXMARK SOLUTIONS	V7-CABLES
DATALOGIC MOBILE	LEXMARK SUPPLIES	V7G-REFURBISH
DATALOGIC PRESENTATION	LG - B-STOCK	VEEAM CONFIGURATION
DATALOGIC SERVICES	LG - EW2	VEEAM HOSTING
DATALOGIC SINGLE PLANE	LG - NETWORK ATTACHED STORAGE	VEEAM INTERNAL USE



DISTRIBUTOR AUTHORIZATION FORM

Manufacturers:

DATALOGIC SOFTWARE	LG COMMERCIAL PRODUCTS	VEEAM SOFTWARE
DATALOGIC STORE AUTOMATION	LG DIGITAL/AUDIO/VIDEO	VEEAM SOFTWARE - LATAM
DATALOGIC USA	LG ELECTRONICS	VEEAM SOFTWARE - RNWL
DATAMATION	LG HOSPITALITY	VEEAM SUBSCRIPTION
DATARAM	LG WARRANTIES	VERBATIM CORPORATION
DATASTOR	LIEBERT - EP1	VERIFONE
DBL	LIEBERT - EP1 WARR/SERV	VERIFONE- ACCESSORIES
DELL - AVOCENT	LIEBERT - LES PRODUCTS	VERITAS BACKUPEX - RENEW
DELL - AVOCENT WARRANTY	LIEBERT - SOFTWARE	VERITAS BACKUPEX NEW
DELL - FEDERAL	LIEBERT - SP1	VERITAS- BOX
DELL - IMSOURCING	LIEBERT - SP1 WARR/SERV	VERITAS BUYING PROGRAMS - NEW
DELL - IMSOURCING DS	LIMINEX INC. - GOGUARDIAN	VERITAS BUYING PROGRAMS - RENEWAL
DELL - INGRAM CPO DS	LINKSYS - CONSUMER	VERITAS HARDWARE
DELL ACCESSORIES	LIQUIPEL ASSURANCE LLC	VERITAS INSTALLMENTS/SFAS
DELL CHROMEBOOKS	LIVEVAULT	VERITAS SPECIAL PROGRAMS
DELL CLIENT CONSUMER	LOGIC CONTROLS	VICTORINOX SWISS ARMY INC.
DELL CSG CTO	LOGITECH - COMPUTER ACCESSORIES	VIEWSONIC PROAV DISPLAYS
DELL CSG FEDERAL	LOGITECH IMSOURCING	VIEWSONIC PROAV PROJECTORS
DELL ESG CTO	LOGITECH (LA)	VIEWSONIC PROJECTORS
DELL ESG FEDERAL	LOOKOUT	VIEWSONIC SF DISPLAYS
DELL ESG WARRANTIES	LUCID AUDIO	VIEWSONIC UCC
DELL LATITUDE	LUMENS INTEGRATION INC.	VIEWSONIC VA
DELL MONITORS	M&S ACCESSORY NETWORK	VIEWZ
DELL- NETWORKING	MACALLY PERIPHERALS	VINPOWER DIGITAL DIRECTSHIP
DELL OPTIPLEX	MAD CATZ-VIDEO GAME	VIOLIN MEMORY
DELL PERIPHERALS	MAGLITE	VISION SYSTEMS - GEOVISION
DELL PRECISION	MAGTEK	VISIONEER (SCANNERS)
DELL PRINTER ACCESSORIES	MAGTEK - MSR READERS	VISIONTEK
DELL PRINTERS	MAGTEK NR	VISUAL LAND
DELL PROJECTORS	MAN&WOOD	VIVITEK
DELL SERVERS	MATTEL	VIVOTEK
DELL- STORAGE	MAX CASES	VIZIO - WARRANTIES
DELL STORAGE-NETWORKING	MAX CASES DS	VMWARE - FEDERAL
DELL THIN CLIENT HARDWARE	MAXELL-HEADPHONES	VMWARE - FEDERAL PSO
DELTA CHILDREN	MCAFFEE HARDWARE GSA	VMWARE - FEDERAL RENEWAL



DISTRIBUTOR AUTHORIZATION FORM

Manufacturers:

DEPARTMENT 60	MCAFFEE HARDWARE SUPPORT GHE	VMWARE RENEWAL
DIALOGIC (US) INC	MCAFFEE HARDWARE SUPPORT GSA	VMWARE VSPP
DIALOGIC (US) INCBOX	MCAFFEE LIC SUPPORT GHE	VOXX - ACCESSORIES
DIAMOND MULTIMEDIA	MCAFFEE NEW LIC GHE	VPN DYNAMICS
DIAMOND MULTIMEDIA SYSTEMS INC.	MCAFFEE PREMIUM SUP&SVS CORP	VSN MOBIL
DIGI INTERNATIONAL	MCAFFEE PREMIUM SUPP&SVC GHE	VS-NETWORKS
DISTINOW	MCAFFEE PREMIUM SUPP&SVC GSA	VTECH
DISTINOW - SVA	MCAFFEE PREMIUM SUPPORT AND SERVICES	VULCAN ELECTRONICS
DISTINOW-NUIX	MCAFFEE RETAIL BOX	VUPOINT SOLUTIONS
D-LINK BUSINESS PRODUCTS SOLUTIONS	MCAFFEE SUBSCR LIC CORP	VXI
D-LINK SERVICE & MAINTENANCE	MCAFFEE SUBSCRIPTION LIC GSA	VXI - TELEPHONY
D-LINK SYSTEMS INC	MCAFFEE SUBSRIPTION LIC GHE	WASP BARCODE TECHNOLOGIES
DOTWORKZ	MCAFFEE WEB SECURE GHE	WASP FAST START/SILVER PARTNERS
DOUBLE ROBOTICS	MCKLEIN COMPUTER CASES	WASP GOLD PARTNERS
DOUBLESIGHT DISPLAYS	MEDIPLAY	WASP PLATINUM PARTNERS
DOUBLESIGHT DISPLAYS DIRECTSHIP	MELISSA & DOUG	WATCHGUARD - RENEWALS
DPI/GPX-PERSONAL & PORTABLE	MELLANOX - INGRAM CPO DS	WATCHGUARD - VIRTUAL SOLUTIONS
DRAPER	MELLANOX SW	WATCHGUARD AP
DRAPER - DS	MELLANOX TECHNOLOGIES	WATCHGUARD SERVICES
DREAMBABY	MERAKI - LEGACY	WATCHGUARD SOHO & SOFTWARE
DROBO	MERAKI LA	WATCHGUARD SOHO SERVICES
DUVOICE	METAL WARE - NESCO	WATCHGUARD TECHNOLOGIES
DVTECH SOLUTION	METROPOLITAN VACUUM CLEANER CO	WATCHGUARD TECHNOLOGIES INC
DYMO	MICRO FOCUS (PREVIOUSLY NETMANAGE)	WATCHGUARD TRADEUP HA
DYMO CORPORATION	MICRO FOCUS SOFTWARE INC - IF MGMT	WATCHGUARD XTM HARDWARE
DYNASCAN	MICRON	WATCHGUARD XTM LICENSING
EATON	MICRON CONSUMER PRODUCTS GROUP	WAVELINK
EC LINE	MICRONET	WD ARKEIA - SOFTWARE
ECO STYLE	MICROSEMI FTD	WDT - INFINIFLASH
EDGE MEMORY	MICROSEMI POE SYSTEMS	WDT - OEM DESKTOP SSD
EIZO INC	MICROSEMI SOLUTIONS SDN BHD	WDT - OEM ENTERPRISE SSD
EIZO INC.	MICROSOFT	WDT - OEM FUSION IO HARDWARE
EIZO PHYSICAL SECURITY	MICROSOFT - IMSOURCING DS	WDT - OEM SOFTWARE & SUPPORT
ELEXA	MICROSOFT - OPEN VALUE OFFICE365 E	WDT - RETAIL B35 USB FLASH
ELEXA - LEVELMOUNT	MICROSOFT CAMPUS AGREEMENT	WDT - RETAIL FLASH CARDS



DISTRIBUTOR AUTHORIZATION FORM

Manufacturers:

ELGATO SYSTEMS	MICROSOFT- ESD	WDT - RETAIL FLASH USB
ELITE SCREENS	MICROSOFT HARDWARE	WDT - RETAIL MOBILE
ELITE SCREENS DIRECTSHIP	MICROSOFT- IMSOURCING	WDT - RETAIL MP3
ELLI AND NOOLI	MICROSOFT MENTOR MEDIA	WDT - RETAIL SOLID STATE DRIVE
ELO	MICROSOFT OFFICE PKC	WEIGH-TRONIX
ELO - ALL-IN-ONE SYSTEMS	MICROSOFT- OPEN OFFICE365 E	WEPRESENT
ELO - PRO AV	MICROSOFT SURFACE	WESTERN DIGITAL - AV
ELO - TOUCHSCREENS	MICROSOFT SURFACE ACCESSORIES	WESTERN DIGITAL - AV SINGLE
ELO- ACCESSORIES	MICROSOFT SURFACE WARRANTY	WESTERN DIGITAL - CONTENT SOLUTIONS
ELO WARRANTIES & SERVICES	MICROUNIX INC	WESTERN DIGITAL - CSSD
ELUNEVISION	MIDLAND-2 WAY RADIOS	WESTERN DIGITAL - DESKTOP
ELUNEVISION DS	MILESTONE SYSTEMS	WESTERN DIGITAL - IMSOURCING
EMC - INGRAM CPO DS	MIMO MONITORS	WESTERN DIGITAL - STORAGE SOLUTIONS
ENABLE - IT	MIONIX INC	WESTERN DIGITAL- IMSOURCING DS
ENERGIZER-BATTERIES	MITAC-MAGELLAN	WESTERN DIGITAL LA
ENET	MMF	WESTERN DIGITAL-DESKTOP SINGLE
ENET - CABLES	MOBILE COMMUNICATIONS - SMOOTHALKE	WESTERN DIGITAL-ENTERPRISE
ENET - CABLES DS	MOBILE EDGE	WESTERN DIGITAL-ENTERPRISE SINGLE
ENET - DIRECT ATTACH CABLES	MOFF INC.	WESTERN DIGITAL-MOBILE
ENET - MEMORY	MOJO NETWORKS	WESTERN DIGITAL-MOBILE SINGLE
ENET - NETWORK HARDWARE	MOONLIGHT SLUMBER	WETKEYS
ENET - NICS	MOORECO	WHISTLER-CAR AV
ENET - OTHER	MOPHIE	WORKSPOT
ENET - TRANSCEIVERS	MOTA	WORRYFREE GADGETS
ENGENIUS	MOTA GROUP INC.	WOWWEE
ENGENIUS TECH VAR	MOTIO INC	XEROX
ENMOTUS INC	MOTOROLA	XEROX - COLOR PRINTERS
EPADLINK	MS LA OPEN BUSINESS	XEROX - MONO PRINTERS
EPIPHAN SYSTEMS	MS LA OPEN VALUE	XEROX A3
EPSON	MS LA OPEN VALUE SUSCRIPTION	XEROX ESERVICES
EPSON - CLOSED PRINTERS AND INK	MS OV AZURE	XEROX SUPPLIES
EPSON - DOT MATRIX	MS- OV2.0 ANNUITY OPTION	XEROX SUPPLIES A3
EPSON - EXTENDED SERVICE PLAN	MS SPLA	XFX
EPSON - OPEN PRINTERS AND INK	MSE	XIAMEN - TRAVEL TEK TABLETS
EPSON - PHOTO IMAGING	MSI - AMD	YES TO



DISTRIBUTOR AUTHORIZATION FORM

Manufacturers:

EPSON - PROJECTOR ACC & HOME ENT	MSI - COMPONENTS	ZAGG
EPSON - PROJECTORS	MSI - NVIDIA	ZAGG INC - IFROGZ
EPSON (SS-MET)	MSI - SYSTEMS	ZCOVER
EPSON POS	MS-OPEN VALUE SUBSCRIPTION	ZEBRA ENTERPRISE ADC-A4
EPSON PRO AV	MULTI-TECH SYSTEMS	ZEBRA ENTERPRISE ADC-A4 (LA)
EREPLACEMENT	MULTI-TECH WARRANTIES	ZEBRA ENTERPRISE ADC-A5
ERGOGUYS	MURAL	ZEBRA ENTERPRISE ADC-A5 (LA)
ERGOTECH	MW PRODUCTS	ZEBRA ENTERPRISE IMC-A1 (LA)
ERGOTRON	MX LOGIC	ZEBRA ENTERPRISE MCD D/S-A1
ERGOTRON EDUCATION	NANONATION	ZEBRA ENTERPRISE MCD D/S-A1 (LA)
ERGOTRON FURNITURE	NAVORI INC	ZEBRA ENTERPRISE MCD-A1
ERGOTRON HEALTHCARE	NCH SOFTWARE	ZEBRA ENTERPRISE MCD-A1 (LA)
ERGOTRON SERVICES	NCOMPUTING GLOBAL INC	ZEBRA ENTERPRISE OEM-E2
ERWIN	NCR - SUPPLIES	ZEBRA ENTERPRISE ONECARE-Z1
ESENTIRE	NCR PRINTERS	ZEBRA ENTERPRISE ONECARE-Z1 (LA)
ESET - DESLOCK	NCR REALPOS-OPEN	ZEBRA ENTERPRISE RFID-R1
ESET - INITIAL	NCR SSCO KIOSK & SOFTWARE -CLOSED	ZEBRA ENTERPRISE SVCS-Z3
ESET - RENEWALS	NCS TECHNOLOGIES INC.	ZEBRA ENTERPRISE SVCS-Z3 (LA)
ESET - STORAGECRAFT	NEC - B-STOCK	ZEBRA ENTERPRISE WLAN-W1 (LA)
ESET - SUPPORT	NEC DISPLAY SOLUTION -LARGE FORMAT	ZEBRA ENTERPRISE-X1
ESHIELDS - ISHIELDS	NEC DISPLAYS	ZEBRA INTL - A1 MOBILE
EVGA	NEC PROJECTORS	ZEBRA PRINT - CUSTOM HARDWARE
EVOLIS	NEC PROJECTORS PROAV	ZEBRA PRINT - CUSTOM MEDIA
EVUTEC	NEC SOLUTION SALES	ZEBRA PRINT A1 - DIFFERENTIATED
EXACQ ILLUSTRATION	NEC WARRANTIES AND SERVICES	ZEBRA PRINT A2- DIFFERENTIATED HD
EXACQ TECHNOLOGIES	NERO SOFTWARE	ZEBRA PRINT A3 -XTRA DIFFERENTIATED
EXTREME NETWORKS WIRELESS	NEST LABS	ZEBRA PRINT A4 - SELECTIVE
EXTREME NETWORKS WIRELESS - SERVICE	NETGEAR - BASIC CBU	ZEBRA PRINT A5 - LEVEL
EZ DUPE-COMPUTER	NETGEAR BUSINESS CLASS	ZEBRA PRINT C1-CARD HIGHEND PRINTER
F5 - BIG	NETGEAR CONSUMER	ZEBRA PRINT C2-MIDTIER CARD PRINTER
F5 DELL FULFILLMENT	NETGEAR SERVICES	ZEBRA PRINT C3 - HIGH CARD SUPPLIES
F5 RENEWALS	NETPATIBLES	ZEBRA PRINT C4 - MED CARD SUPPLIES
FABRIQUE	NETPATIBLES- DS	ZEBRA PRINT C5 - LOW CARD SUPPLIES
FELLOWES	NETSCOUT HARDWARE AND SOFTWARE	ZEBRA PRINT C6 - CARD SOFTWARE
FIBAR	NETSCOUT HH TOOLS HW-SW-SUPPORT	ZEBRA PRINT R1 - RFID



DISTRIBUTOR AUTHORIZATION FORM

Manufacturers:

FILEMAKER	NETSCOUT RENEWALS	ZEBRA PRINT S1 - SUPPLIES
FILEMAKER INC. ED VLA	NETWORK ALLIES	ZEBRA PRINT S2 - WRISTBANDS
FILEMAKER INC. VLA	NEVERWARE INC.	ZEBRA PRINT X1 - OTHER
FIREEYE - HARDWARE	NEW POTATO TECHNOLOGIES	ZEBRA PRINT Z1 - ZEBRA ONECARE
FIREEYE - SUB&SUPPORT	NEXSAN	ZEBRA PRINT Z2 - ZASP
FISHER-PRICE	NEXSAN- SPARE PARTS	ZEBRA PRINT Z3-PROFESSIONAL SERVICE
FITBIT	NIGHT OWL	ZENTERA SYSTEMS
FITBUG	NIXEUS TECHNOLOGY	ZHONE TECHNOLOGIES INC
FLASHFORGE USA	NORAZZA-AV CARE & MEDIA STORAGE	ZHONE TECHNOLOGIES SERVICES
FLUKE NETWORKS	NOVELL	ZIOTECH CORP
FLUKE NETWORKS CORE SERVICES	NOVELL - ALA/SLA	ZOOM TELEPHONICS
FORCEPOINT - NETWORK SECURITY	NOVELL - MAINT RENEWAL STANDARD	ZOOMSWITCH
FORCEPOINT MSP	NOVELL - MEDIA	ZOTAC
FORCEPOINT SERVICES	NOVELL - MLA	ZULUDESK
		ZYNSTRA
		ZYXEL

TAB 4

Product / Services (Appendix B)

Evaluation Process

CSP Terms and Conditions

Appendix B:

PRODUCT / SERVICES SPECIFICATIONS

Region 4 Education Service Center (ESC) is seeking highly qualified vendor(s) for **Total Cloud Solutions** on a national basis. Respondents must be able to accommodate a nationwide demand for products/services and to fulfill obligations as a nationwide Supplier. Vendor(s) shall, at the request of Region 4 ESC and/or TCPN participants, provide these covered products and associated services under the terms of this RFP and the CONTRACT TERMS AND CONDITIONS.

The intent of this solicitation is to establish a contract for a comprehensive product offering with the ability to provide eligible public agencies with multiple solutions to meet their needs. Therefore, we are requesting Respondents to offer product/services and meet the specified requirements as defined below:

Public Cloud Service Providers (CSPs)

For each CSP your company is authorized to resell, please:

- a) Specify the Service Model(s) and Deployment Model(s) supported as defined by SP 800, The NIST Definition of Cloud Computing.
- b) Provide proof of your company's authorization to resell
 - For CSPs primarily engaged in delivering IaaS/PaaS, proof of authorization to resell must come from the CSP
 - For CSPs primarily engaged in delivering SaaS, proof of authorization to resell may come from either the CSP or an authorized distribution channel
- c) Copy of (or link) any current CSP Service Level Agreement (SLA)
- d) Copy of (or link) for any other relevant terms and conditions that may be required by the CSP
- e) CSA STAR Self-Assessment
 - All proposed public CSPs must achieve a LEVEL ONE: CSA STAR Self-Assessment by completing a Consensus Assessments Initiative Questionnaire (CAIQ) or submitting a report documenting compliance with Cloud Controls Matrix (CCM) that is current and publicly available at the CSA Star Registry

Private Cloud Infrastructure

Describe your capability and approach to providing private cloud environments to your Customers. For each CIP your company is authorized to resell, please:

- a) Specify how its solutions are relevant to private cloud infrastructure
- b) Provide proof of your company's authorization to resell
 - Proof of authorization to resell may come from either the CIP or an authorized distribution channel

Cloud Application Development

Describe your capability and approach to:

- a) Modernizing and migrating legacy applications to run on Customer clouds.
- b) Developing and deploying new applications to run on Customer clouds.

Managed Cloud Services

Describe your capability and approach to managing cloud services to Customer running solutions on public and/or private clouds

PRODUCT/SERVICES SPECIFICATIONS (APPENDIX B)

Public Cloud Service Providers

Overview

While there are many IaaS, PaaS, SaaS CSPs in the marketplace, we have chosen to partner and develop expertise around the few dominant players that continue to refine their offerings and receive industry accolades leading to increased customer adoption and market share. Our approach to providing services and support from leading CSPs include:

- ✓ Overview of Our IaaS, PaaS, and SaaS Partners
- ✓ Accolades Received by Our IaaS and PaaS Partners
- ✓ NIST Service and Deployment Models
- ✓ Authorizations to Resell CSPs
- ✓ CSP Service Level Agreements
- ✓ Relevant CSP Terms and Conditions
- ✓ CSA Security, Trust and Assurance Registry (STAR) Self-Assessments

IaaS, PaaS, and SaaS Partners

Table 28 summarizes the depth and breadth of our IaaS, PaaS, and SaaS partners who are CSA STAR certified. See our [Value Add](#) section for more details on how we are already marketing the benefits of the contract and engaging additional CSPs to obtain CSA STAR certification to participate on the contract.

Proposed CSP Partner	Depth and Breadth of CSP Offerings
Amazon Web Services (IaaS, PaaS, and SaaS)	AWS offers virtualized multitenant and single-tenant compute, with multitenant storage, along with extensive additional IaaS and PaaS capabilities, including object storage with an integrated CDN (Amazon S3 and CloudFront) and a Docker container service (EC2 Container Service). The AWS Marketplace has an extensive selection of third-party software and services. Enterprise-grade support is extra. It has a multi-fault-domain SLA. Colocation needs are met via AWS Direct Connect. AWS includes SaaS management and developer offerings.
Microsoft Azure (IaaS, PaaS, and SaaS)	Microsoft Azure offers Hyper-V-virtualized multitenant compute (Virtual Machines), with multitenant storage, along with many additional IaaS and PaaS capabilities, including object storage (Blob Storage) and a CDN. The Azure Marketplace offers third-party software and services. Enterprise-grade support is extra. It has a multi-fault-domain SLA. Colocation needs are met via Azure ExpressRoute. Azure includes SaaS management and developer offerings.
Google Cloud Platform (IaaS, PaaS, and SaaS)	Google Cloud Platform (GCP) combines an IaaS offering (Compute Engine), an aPaaS offering (App Engine) and a range of complementary IaaS and PaaS capabilities, including object storage and a Docker container service (Container Engine). Compute Engine VMs are KVM-virtualized and metered by the minute. Enterprise-grade support is extra. It has a multi-fault-domain SLA. Colocation needs are met via partner exchanges (Google Cloud Interconnect). GCP includes SaaS management and developer offerings.
IBM (SoftLayer) (IaaS, PaaS, SaaS)	SoftLayer offers both multitenant and single-tenant Citrix-XenServer-virtualized compute (Virtual Servers). It also offers, as part of its cloud, paid-by-the-hour nonvirtualized dedicated servers (Bare Metal Servers). Managed services are available through IBM. There is no support for colocation. Although IBM's aPaaS (Bluemix) is hosted in SoftLayer data centers, the offerings are not directly integrated.
Red Hat OpenShift (PaaS, and SaaS)	Red Hat OpenShift Enables organizations to easily and quickly build, develop, and deploy in nearly any infrastructure, public or private. OpenShift is available on-demand (public or private cloud) or on-premise. Capabilities include: <ul style="list-style-type: none"> • Application Images and Quickstart Templates: Write applications in Java, Node.js, .NET, Ruby, Python, PHP and more. OpenShift includes pre-created quickstart application templates that allow you to build and deploy your favorite application frameworks, databases, and more in one-click. • Database Images: OpenShift provides access to a private database instance with full control. Choose between classic relational and modern NoSQL datastores including MariaDB, MySQL, PostgreSQL, MongoDB, Redis, and SQLite. The OpenShift platform allows developers to choose the right tool for the job, and make a different choice for each project as needed. • Red Hat JBoss Middleware for OpenShift: Images and templates provide the powerful capabilities of JBoss Middleware as cloud based services on OpenShift. Developers can build applications, integrate with other

	systems, orchestrate using rules and processes, and deploy across hybrid environments. <ul style="list-style-type: none"> • Container Catalog, Docker Hub, and more: OpenShift allows organizations to take advantage of a large community of Docker-formatted Linux containers. From enterprise-ready containers in Red Hat Container Catalog to community registries such as Docker Hub, OpenShift's ability to work directly with the Docker API helps it unlock a new world of content for developers.
Microsoft Office 365 (SaaS)	Office 365 a group of software and services subscriptions, which together provide productivity software and related services—e.g. the use of Microsoft Office apps on Windows and macOS, cloud storage space on Microsoft's OneDrive. For business users, Office 365 offers service plans providing e-mail and social networking services through hosted versions of Exchange Server, Skype for Business Server, SharePoint and Office Online, and integration with Yammer, as well as access to the Microsoft Office software.
Microsoft Dynamics CRM Online (SaaS)	Dynamics CRM Online is a suite of cloud-based customer relationship management services that focus on Sales, Marketing, and Service (help desk) sectors.
Salesforce.com (PaaS, and SaaS)	Salesforce.com offers CRM, social and mobile cloud technologies to connect with customers, partners and employees in entirely new ways.
NetSkope (SaaS)	Netskope's cloud-scale security platform provides context-aware governance of all cloud usage in the enterprise in real time, whether accessed from the corporate network, remotely, or even from a mobile app or sync client. The Netskope Active Platform can be deployed 100% in the cloud, as an on-premises appliance, or via a hybrid configuration that includes both.
SAP (SaaS)	SAP Cloud Platform is comprised of comprehensive application development services and capabilities. It enables customers to achieve business agility, create a truly integrated and optimized enterprise, and accelerate digital transformation across the business
Symantec (SaaS)	Symantec produces software for security, storage, backup and availability - and offers professional services to support its software.

Table 28 – Depth and Breadth of CSA STAR-registered CSP Offerings

Accolades Received by Our CSP Partners

The voice of well-respected and independent 3rd-parties is generally the best way to substantiate claims. **Table 29** summarizes accolades received by our proposed CSPs from the leading research firms covering the IaaS, PaaS, SaaS markets.

Proposed CSP Partner	Industry Accolades
Amazon Web Services	<ul style="list-style-type: none"> • Gartner Magic Quadrant for Cloud Infrastructure as a Service, Worldwide (2016): Leader • Gartner Magic Quadrant for Data Management Solutions for Analytics (2017): Leader • Gartner Critical Capabilities for Public Cloud Infrastructure as a Service, Worldwide (2016): 1st place in all categories. • Gartner Magic Quadrant for Operational Database Management Systems (2016): Leader • Gartner Magic Quadrant for Data Management Solutions for Analytics (2017): Leader • Gartner Magic Quadrant for Public Cloud Storage Services, Worldwide (2016): Leader • Forrester Wave™: Database-As-A-Service, Q2 '17: Leader • Forrester Wave™: Big Data NoSQL, Q3 2016: Leader • Forrester Wave™: Enterprise Public Cloud Platforms for CIOs, Q4 '14: Leader
Microsoft Azure	<ul style="list-style-type: none"> • Gartner Magic Quadrant for Cloud Infrastructure as a Service, Worldwide (2016): Leader • Gartner Critical Capabilities for Public Cloud Infrastructure as a Service, Worldwide (2016): 2nd place in all categories. • Gartner Magic Quadrant for Operational Database Management Systems (2016): Leader • Gartner Magic Quadrant for Data Management Solutions for Analytics (2017): Leader • Gartner Magic Quadrant for Public Cloud Storage Services, Worldwide (2016): Leader • Gartner Magic Quadrant for Business Intelligence and Analytics (2017): Leader • Gartner Magic Quadrant for Disaster Recovery as a Service (2016): Leader • Gartner Magic Quadrant for Identity and Access Management as a Service (2016): Leader • Forrester Wave™: Database-As-A-Service, Q2 '17: Leader • Forrester Wave™: Enterprise Public Cloud Platforms for CIOs, Q4 '14: Leader
Google Cloud Platform	<ul style="list-style-type: none"> • Gartner Magic Quadrant for Cloud Infrastructure as a Service, Worldwide (2016): Visionary • Gartner Critical Capabilities for Public Cloud Infrastructure as a Service, Worldwide (2016): 3rd or 4th place in

	all categories. <ul style="list-style-type: none"> ● Gartner Magic Quadrant for Operational Database Management Systems (2016): Niche Player ● Gartner Magic Quadrant for Public Cloud Storage Services, Worldwide (2016): Visionary ● Forrester Wave™: Database-As-A-Service, Q2 '17: Strong Performer ● Forrester Wave™: Big Data NoSQL, Q3 2016: Strong Performer ● Forrester Wave™: Enterprise Public Cloud Platforms for CIOs, Q4 '14: Strong Performer
IBM (SoftLayer)	<ul style="list-style-type: none"> ● Gartner Magic Quadrant for Cloud Infrastructure as a Service, Worldwide (2016): Niche Player ● Gartner Critical Capabilities for Public Cloud Infrastructure as a Service, Worldwide (2016): Top 10 in all categories. ● Gartner Magic Quadrant for Operational Database Management Systems (2016): Leader ● Gartner Magic Quadrant for Data Management Solutions for Analytics (2017): Leader ● Gartner Magic Quadrant for Public Cloud Storage Services, Worldwide (2016): Niche Player ● Gartner Magic Quadrant for Business Intelligence and Analytics (2017): Visionary ● Gartner Magic Quadrant for Disaster Recovery as a Service (2016): Leader ● Gartner Magic Quadrant for Identity and Access Management as a Service (2016): Visionary ● Gartner Magic Quadrant for Data Center Outsourcing and Infrastructure Utility Services (2016): Leader ● Forrester Wave™: Database-As-A-Service, Q2 '17: Strong Performer ● Forrester Wave™: Big Data NoSQL, Q3 2016: Leader ● Forrester Wave™: Enterprise Public Cloud Platforms for CIOs, Q4 '14: Strong Performer
Red Hat OpenShift	<ul style="list-style-type: none"> ● HostingAdvice Developer's Choice: Innovation in App Deployment (2017) ● InfoWorld Technology of the Year (2016) ● CODiE SIIA Best Platform as a Service (2016) ● Gartner Magic Quadrant for OpenShift Online (2015): Visionary ● InfoWorld Technology of the Year (2015) ● Gartner Magic Quadrant for Enterprise Application Platform as a Service (2014): Visionary ● InfoWorld Best Open Source Application Development Tools (2014) ● InfoWorld Best Open Source Data Center and Cloud Software (2014) ● American Technology Awards Best in Cloud Computing (2014) ● DeveloperWeek Top Innovator for PaaS (2014)
Microsoft Office 365	<ul style="list-style-type: none"> ● Gartner Magic Quadrant for Social Software in the Workplace (2015): Leader ● Gartner Magic Quadrant for Unified Communications (2015): Leader
Microsoft Dynamics CRM Online	<ul style="list-style-type: none"> ● Gartner Magic Quadrant for Sales Force Automation (2016): Leader ● Gartner Magic Quadrant for CRM Customer Engagement Center (2016): Leader ● Gartner Magic Quadrant for Field Service Management (2016): Visionary ● The Forrester Wave™: CRM Suites for Enterprise Organizations, Q4 2016 ● The Forrester Wave™: CRM Suites for Midsize Organizations, Q4 2016
Salesforce.com	<ul style="list-style-type: none"> ● Gartner Magic Quadrant for the CRM Customer Engagement Center (2017): Leader ● Gartner Magic Quadrant for Enterprise High-Productivity Application Platform as a Service (2017): Leader ● Gartner Magic Quadrant for Sales Force Automation (2016): Leader
NetSkope	<ul style="list-style-type: none"> ● Gartner CASB Platforms Deliver the Best Features and Performance (2017) ● Cybersecurity Excellence Award winner in the Data Leakage Prevention (2017) ● CRN 100 Coolest Cloud Security Vendors (2017) ● CRN's Overall Winner for Product of the Year (2016) ● Gartner Cool Vendors in Security Intelligence (2014)
SAP	<ul style="list-style-type: none"> ● Gartner Magic Quadrant for the CRM Customer Engagement Center (2017): Challenger ● Gartner Magic Quadrants for Corporate Performance Management (2016): Leader ● Gartner Magic Quadrant for Data Quality Tools (2016): Leader ● Gartner Magic Quadrant Report for Multichannel Campaign Management (2017): Leader
Symantec	<ul style="list-style-type: none"> ● Gartner Magic Quadrant for Endpoint Protection Platforms (2017): Leader ● Gartner Magic Quadrant for Data Loss Prevention (2016): Leader ● Gartner Magic Quadrant for Secure Web Gateways (2016): Leader

Table 29 – Accolades Received by Our CSP Partners

NIST Service and Deployment Models

Table 30 summarizes the service and deployment models—as defined by NIST—of our proposed CSPs.

Proposed CSP Partner	Service Models	Deployment Models
Amazon Web Services (AWS)	IaaS, PaaS, SaaS	Private, Public, Hybrid, Community
Microsoft Azure	IaaS, PaaS, SaaS	Private, Public, Hybrid, Community
Google Cloud Platform	IaaS, PaaS, SaaS	Private, Public, Hybrid, Community
IBM (SoftLayer)	IaaS, PaaS, SaaS	Private, Public, Hybrid, Community
Red Hat OpenShift	PaaS, SaaS	Private, Public, Hybrid, Community
Microsoft Office 365	SaaS	Private, Public, Hybrid, Community
Microsoft Dynamics CRM Online	SaaS	Private, Public, Hybrid, Community
Salesforce.com	PaaS, SaaS	Private, Public, Hybrid
NetSkope	SaaS	Private, Public, Hybrid
SAP	SaaS	Private, Public, Hybrid
Symantec	SaaS	Private, Public, Hybrid

Table 30 – NIST Service and Deployment Models

Authorizations to Resell CSPs

Please see section [Vendor Certifications \(if applicable\)](#), for proof of authorization to resell our proposed CSPs.

CSP Service Level Agreements

Table 31 provides a link to our proposed CSPs’ Service Level Agreements who are recognized CSA STAR registrants.

Proposed CSP Partner	Link to CSP SLAs
Amazon Web Services (AWS)	https://aws.amazon.com/legal/service-level-agreements/
Microsoft Azure	https://azure.microsoft.com/en-us/support/legal/sla/?v=17.23h
Google Cloud Platform	Current SLAs can be found at: (a) Google App Engine: https://cloud.google.com/appengine/sla ; (b) Google Cloud SQL: https://cloud.google.com/cloud-sql/sla ; (c) Google Cloud Storage: https://cloud.google.com/storage/sla ; (d) Google Prediction API: https://cloud.google.com/prediction/sla ; (e) Google BigQuery Service: https://cloud.google.com/bigquery/sla ; (f) Google Compute Engine: https://cloud.google.com/compute/sla ; (g) VPN: https://cloud.google.com/vpn/sla ; (h) Google Cloud DNS: https://cloud.google.com/dns/sla ; and (i) Google Cloud Datastore: https://cloud.google.com/datastore/sla .
IBM (SoftLayer)	https://www-05.ibm.com/support/operations/us/en/documents.html
Red Hat OpenShift	https://access.redhat.com/support/offerings/openshift/sla
Microsoft Office 365	http://www.microsoftvolumelicensing.com/Downloader.aspx?DocumentId=12397
Microsoft Dynamics CRM Online	http://www.microsoftvolumelicensing.com/Downloader.aspx?DocumentId=12397
Salesforce.com	https://www.salesforce.com/company/legal/agreements.jsp
NetSkope	https://www.netskope.com/terms-of-use/ https://www.netskope.com/privacy-policy/
SAP	https://assets.cdn.sap.com/agreements/product-use-and-support-terms/cls/en/service-level-agreement-for-sap-cloud-services-english-v5-2017.pdf
Symantec	https://www.symantec.com/products/messaging-security/email-security-cloud/sla-performance-metrics

Table 31 – CSP Service Level Agreements

Relevant CSP Terms and Conditions

Table 32 provides a link to our proposed CSPs' Terms and Conditions who are recognized CSA STAR registrants.

Proposed CSP Partner	Link to Relevant Terms and Conditions
Amazon Web Services (AWS)	Provided as an Attachment in Section CSP Terms and Conditions , located at the end of Tab 4.
Microsoft Azure	Provided as an Attachment in Section CSP Terms and Conditions , located at the end of Tab 4.
Google Cloud Platform	https://cloud.google.com/cloud/terms/service-terms
IBM (SoftLayer)	Provided as an Attachment in Section CSP Terms and Conditions , located at the end of Tab 4.
Red Hat OpenShift	https://cloudsecurityalliance.org/star-registrant/red-hat-openshift/#self
Microsoft Office 365	http://www.microsoftvolumelicensing.com/Downloader.aspx?DocumentId=12397
Microsoft Dynamics CRM Online	http://www.microsoftvolumelicensing.com/Downloader.aspx?DocumentId=12397
Salesforce.com	https://www.salesforce.com/company/legal/agreements.jsp
NetSkope	https://www.netskope.com/terms-of-use/ https://www.netskope.com/privacy-policy/
SAP	https://assets.cdn.sap.com/agreements/general-terms-and-conditions/cls/general-terms-and-conditions-for-sap-cloud-services-direct-united-states-english-v2-2017.pdf
Symantec	https://www.symantec.com/content/en/us/enterprise/eulas/b-backup-exec.cloud-eula-eng.pdf

Table 32 – Relevant CSP Terms and Conditions

CSA STAR Self-Assessments

The CSA STAR program includes a self-certifying registry of documentation available from CSPs to help potential customers assess a CSP's security posture to make the best procurement decisions. To enter the registry, CSPs complete either:

- **A Cloud Controls Matrix (CCM).** As a controls framework, the CSA CCM provides organizations with the needed structure, detail and clarity relating to information security tailored to cloud computing; or
- **The Consensus Assessments Initiative Questionnaire (CAIQ).** Based upon the CCM, the CAIQ provides a set of Yes/No questions a cloud consumer and cloud auditor may wish to ask of a cloud provider to ascertain their compliance to the Cloud Controls Matrix and CSA best practices.

Table 33 provides links to our proposed CSPs who have submitted CSA STAR registries. We are working with our other CSPs to complete the necessary documentation so they may also become CSA STAR registrants.

Proposed CSP Partner	Link to CSA STAR Self-Assessment
Amazon Web Services (AWS)	https://cloudsecurityalliance.org/star-registrant/amazon-aws/#self
Microsoft Azure	https://cloudsecurityalliance.org/star-registrant/microsoft-azure/#self
Google Cloud Platform	https://cloudsecurityalliance.org/star-registrant/google/#self
IBM (SoftLayer)	https://cloudsecurityalliance.org/star-registrant/softlayer/#self
Red Hat OpenShift	https://cloudsecurityalliance.org/star-registrant/red-hat-openshift/#self
Microsoft Office 365	https://cloudsecurityalliance.org/star-registrant/microsoft-office-365/
Microsoft Dynamics CRM Online	https://cloudsecurityalliance.org/star-registrant/microsoft-dynamics-crm-online/
Salesforce.com	https://cloudsecurityalliance.org/star-registrant/salesforce-com-inc/#self
NetSkope	https://cloudsecurityalliance.org/star-registrant/netskope/#self
SAP	https://cloudsecurityalliance.org/star-registrant/sap/#self
Symantec	https://cloudsecurityalliance.org/star-registrant/symantec-corp/#self

Table 33 – Links to CSA STAR Self-Assessments

Private Cloud Infrastructure

Overview

Most private clouds are built on a virtualized infrastructure, but virtualization does not equate to cloud. The key aspects in developing a private cloud infrastructure include one or all the following components:

- **Virtualization.** The foundation of most clouds is a virtualized infrastructure. Virtualization has been in the data centers for several years, virtualization provides the building blocks for the cloud environment.
- **Automation.** Reducing manual processes through automation allows IT organizations to become more nimble and agile. Allocating their staff and resources to tasks that provide higher business value, while automating the routine and repeatable tasks.
- **Orchestration.** Once automation is achieved, orchestration takes agility to the next level by arranging and coordinating the automated tasks into a consolidate process or workflow all without requiring human intervention.
- **Self-Service Catalog.** Organizing and displaying the capabilities of an IT organizations' infrastructure to the business owners or application developers allows the enterprise to recognize the benefits a cloud paradigm will provide the business. Exposing the automation and orchestration tasks that have been developed to the line of business and application owners in a user friendly and easy access manner assists in providing the ROI and realization of the cloud benefits.

Approach to Private Cloud Infrastructure

Implementing a private cloud recognizes the realization of benefits with cloud is a union between IT and the business. We not only tackle the technical aspects (hardware, virtualization, automation and orchestration) but the business aspects such as CapEx vs OpEx dollars. Our approach is flexible and agile—we recognize that we might be injected at any point within a customer's cloud journey. The beginning entry point in our cloud framework is the cloud assessment. Our team of engineers works with business stakeholders to understand key business drivers, evaluate current IT state and understand the organization's capacity to implement the foundational technologies of a private cloud. Once the assessment is completed, we can understand where to begin within our approach framework. Our private cloud approach is comprised of the following phases—and each may be implemented in varying degrees based upon the assessment.

Phase 1: Develop a Cloud Strategy. A cloud strategy clearly articulates the benefits, approach and outcomes. Oftentimes customers have implemented a cloud strategy and our role is to understand where they are within the implementation of the strategy and assist in moving it forward. In general, when helping customers develop a private cloud strategy we look at the following components:

- **High Level business case.** Describe the benefits both to the IT and line of business of the private cloud and the expected return on investment.
- **Cloud architecture.** Define the cloud architecture including components of PaaS, IaaS and SaaS. Describe and define security, backup and disaster recovery requirements.
- **Technology selection.** Define the technology that will be used to implement the private cloud such as converged infrastructure, automation tools, configuration tools etc.
- **Monitoring and Management.** Determine how you will manage your private cloud and monitor its health and performance.

Phase 2: Manage Business Process Change. Business process changes are expected and desired in a private cloud implementation. Exposing the ability to order services to the line of business will result in process change. Managing and communicating this change across the organization is a key factor in the successful implementation.

Phase 3: Implementing the cloud technology. Building a private cloud will not succeed without the right technology. Setting technology priorities based upon an implementation plan and cloud strategy is key. Using our assessment as our guide, our engineers work to select and implement the right technologies to achieve the customers' cloud objectives. At a general level these technologies include:

- **Hardware and Storage.** Whether converged systems or commodity hardware. The selection of the hardware and storage platforms provides the foundation of your private cloud.
- **Virtualization Technology.** Whether OVM, VMware, or Red Hat our team will work with our customers to select and implement the appropriate virtualization technology.
- **Automation Tools.** Implementing automation and orchestration tools such as Puppet, Chef and Ansible to automate and orchestrate the various workflow processes.
- **Self Service Provisioning Tools.** Implementing and utilizing self-service tools for service catalogs and monitoring

Phase 4: Manage the Private Cloud. Monitoring the end-to-end health and performance of a private cloud environment is essential for proper cloud management. Without data collection and analytics our customers will not have the information needed to effectively measure the efficiencies or their success. An important part of our approach is building out a monitoring framework and implementing the necessary dashboards and reporting so that the IT department has a view into the performance and operation of the cloud. In some cases, customers want us to completely take operational ownership of the private cloud. In such instances, we utilize our standard manage services component to monitor, manage, report and fix items within the private cloud infrastructure.

Private Cloud Infrastructure Capabilities

Our company maintains a wide variety of technologists on staff skilled and experienced in implementing private cloud infrastructures. Our team consists of various vendor certified engineers such as Oracle Engineered Systems certifications, Red Hat Linux Engineers, Amazon, IBM, Google, and Azure cloud architects, to name a few. As part of our CSP and OEM partners' resale requirements, we are required to take and pass certifications to ensure our knowledge and capabilities of the products. We bring his knowledge and capability to the implementations of our customers.

We also promote using an "*Infrastructure as Code*" (IAC) approach to private cloud whenever possible. This simplifies the adoption of a hybrid cloud when appropriate, and reduces dependence on any hardware or software provider. We have infrastructure engineers capable of designing, installing, and managing data centers, but if necessary—or required by a contract—integrating third parties becomes seamless with this IAC strategy. Additionally, monitoring and maintaining the configuration of the environment is significantly easier when it is standardized and automated with code. This enables remote management of thousands of servers with no more effort than one server.

Please also see section [Managed Cloud Services](#) for more information on our ability to manage private clouds for our customers.

Private Cloud Infrastructure Providers (CIPs)

Table 34 summarizes the depth and breadth of our private cloud infrastructure partners.

Proposed CIP Partner	Hardware/ Software	Depth and Breadth of CIP Offerings
Advanced Clustering Technologies	Hardware	Advanced Clustering Technologies develops high-performance computing (HPC) solutions for organizations with specialized computing needs, including some of the most prestigious national laboratories and universities.
Fujitsu	Hardware	Fujitsu's Integrated System PRIMEFLEX offerings for private cloud includes everything needed to deploy and run powerful consolidation, virtualization and IaaS cloud platforms. IT organizations benefit from increased operational efficiency, shorter time to production and reduced infrastructure-related efforts and costs by up to 50 percent.
HP	Hardware	HP provides comprehensive hardware and software solutions for private and hybrid cloud. HP's cloud infrastructure solution is designed to be inclusive of a customer's existing investments, managing across multiple hypervisors and IaaS providers. The unified hybrid IT ecosystem delivers hosting, automation, and orchestration of traditional and cloud native workloads.
Mellanox	Hardware	Mellanox is a leading supplier of end-to-end Ethernet and InfiniBand intelligent interconnect solutions and services for servers, storage, and hyper-converged infrastructure. Mellanox offers a choice of high performance solutions: network and multicore processors, network adapters, switches, cables, software and silicon, that accelerate application runtime and maximize business results for a wide range of markets including high performance computing, enterprise data centers, Web 2.0, private cloud, storage, network security, telecom and financial services.
Nexsan	Hardware	With the rise of the private cloud, a shift is under way in terms of how storage is managed and data is shared across enterprise applications. Nexsan's UNITY platform combines network-attached storage (NAS) and storage area networking (SAN) functionality in one system capable of being attached via Fibre Channel, Ethernet and SAS connectors.
PacketLight	Hardware	IT managers at campuses require connecting multiple campus data centers and private clouds for creating local optical backbone network across campuses. In many cases the university's network needs are like high-end carrier networks spanning cross country and incorporating OTN and ROADM technologies. These challenges are easily solved by PacketLight's WDM solutions which are not only ideal for ring topologies required in campuses, but also are easy to manage and deploy at all campus nodes while minimizing on necessary space.
Penguin Computing	Hardware	Penguin Computing solutions span compute and application servers, storage and high speed interconnects for High Performance Computing (HPC) and Hyperscale data centers. Core products in these areas are recognized as servers, storage and switches. Penguin Computing On-Demand (POD) allows organizations to utilize a high-performance, bare-metal, HPC computing environment in the cloud without having to invest in on-premise infrastructure.
SafeNet	Hardware	SafeNet Authentication Service allows you to implement authentication in the way that best suits the IT environment. As-a-Service Delivery: SafeNet Authentication Service eliminates complex IT infrastructure and upfront hardware costs through cloud-based service delivery. SafeNet authentication Service offers you guaranteed availability of service, which enterprises around the globe rely on us to deliver. On-premises Implementation: SafeNet Authentication Service Private Cloud Edition (PCE) offers the automation and ease-of-use of SafeNet Authentication Service
Global Velocity	Hardware/ Software	Global Velocity offers its Securio Information-Centric Security solutions in several flexible deployments options for the enterprise: 1) pre-packaged as a hardware appliance or installed on the customer hardware; and 2) as a hybrid implementation utilizing both hardware and cloud services.
Checkpoint	Hardware/ Software	Checkpoint data center appliances combine high-performance, multi-core capabilities with fast networking technologies to provide the highest level of security. By consolidating multiple security technologies into a single security gateway, these appliances are designed to deliver advanced and integrated security solutions to meet data center security needs.
F5	Hardware/ Software	F5 provides specific solution packages that include the required app delivery and security services, integration into private cloud management and orchestration system, consulting, and enterprise support.
Adobe	Software	Adobe is focused on the creation of multimedia and creativity software products, with a more recent foray towards internet application software development. It is best known for Photoshop, an image editing software, Acrobat Reader, the Portable Document Format (PDF) and Adobe Creative Suite, as well as its successor Adobe Creative Cloud. Adobe also offers a PaaS web conferencing services for collaboration, virtual classrooms and large scale webinars.

Proposed CIP Partner	Hardware/ Software	Depth and Breadth of CIP Offerings
Alfresco	Software	Alfresco software manages massive volumes of valuable government documents and records and has hit scalability benchmarks competing products can't match, safeguards sensitive and classified content with robust security controls, and is the only open source product certified to the U.S. DoD 5015.02 standard for records management.
Altova	Software	Altova MissionKit to get the most comprehensive toolkit for XML, SQL, and UML information architecture and application development on the market today.
ESET	Software	ESET provides a host of IT security solutions including endpoint protection, server security, data encryption, virtualization security, 2-factor authentication, data leak prevention, threat intelligence, and mobile and tablet protection.
Intercede	Software	Intercede establishes and maintains trusted digital identities to manage secure access to networks, information and facilities—critical to the protection of data and national security.
Red Hat	Software	Red Hat Cloud Infrastructure is a combination of tightly integrated Red Hat technologies that lets you build and manage an open, private Infrastructure-as-a-Service (IaaS) cloud—at a much lower cost than alternative solutions. Red Hat Cloud Infrastructure is made up of Red Hat's CloudForms, Virtualization, OpenStack Platform, Satellite, and Insights products.
SolarWinds	Software	SolarWinds security, network, database, and systems management products help isolate and address issues specific to private, public, and hybrid cloud implementations.
Symantec	Software	Symantec Hybrid Cloud Security secures critical workloads, wherever they are. Symantec Cloud Workload Protection provides cloud-native security for AWS and Azure workloads. Symantec Data Center Security provides complete server protection, monitoring, and workload micro-segmentation for private cloud and physical on-premises data center environments.
TripWire	Software	TripWire secures data, applications and IT infrastructure in the public, private and hybrid cloud
TrendMicro	Software	Trend Micro's Deep Security can be deployed as software or SaaS and provides security in AWS, Azure, Google, IBM SoftLayer, and Oracle clouds.
Veeam	Software	Veeam Availability Suite combines the industry-leading backup, restore and replication capabilities with advanced monitoring, reporting and capacity planning functionality private and public cloud-based workloads
Connect Solutions	Software/ Managed Services	ConnectSolutions is offers a managed web conferencing service for collaboration, virtual classrooms and large scale webinars.

Table 34 – Private Cloud Infrastructure Providers

Authorizations to Resell CIPs

Please see section [Vendor Certifications \(if applicable\)](#), for proof of authorization to resell our proposed CIPs.

Relevant Private Cloud Implementations

Customer	Private Cloud Infrastructure Implementations
DHS CBP/EDME <i>Enterprise Data Center Support Services</i>	We employ our agile methodology to integrate, implement, operate, administer, support, and maintain all components of the CBP enterprise Database infrastructure. This private cloud infrastructure consists of databases running Datacom/DB, IBM DB2, Microsoft SQL Server, and Oracle systems. Specific tasks include 1) supporting a scalable efficient infrastructure that can automatically provision resources and services; 2) administering, managing and maintaining all database software (e.g. database systems and third party software products); 3) monitoring and maintaining database performance; 4) creating user accounts and granting access permissions after receiving authorization from appropriate CBP resources; 5) providing system stability and uninterrupted systems availability; 6) providing improved system response times and improved processing throughput through automation of manually recurring processes and 7) providing database administration services for all non-production and production database environments which may include defining schemas, tables, indexes etc. Our work supports the migration of CBP's legacy mainframe applications to CBP's private cloud infrastructure as well as commercial cloud infrastructure.
Florida Department of Highway Safety and Motor Vehicles (DHSMV) <i>Enterprise Data Infrastructure Project – Private Cloud Solution</i>	We applied our migration strategies and agile development methodologies to source, design, and configure a private cloud for DHSMV, migrate 40+legacy databases, and perform managed service to keep the private cloud operating efficiently and effectively.
Department of the Interior (DOI)/Bureau of Safety and Environmental Enforcement (BSEE) <i>SuperCluster and Exalytics/Business Intelligence Metadata Development, Integration, and Implementation</i>	This project combined the design and deployment of a private data analytics cloud consisting of an Oracle SuperCluster and Exalytics engineered system. Once installed, we applied our agile methodologies to incrementally construct and deliver an integrated environment utilizing existing software and hardware components to consolidate data from a broad spectrum of information systems and data repositories. Moving to a metadata-driven approach allowed movement away from a canned or custom report-driven approach to a secure data analysis and discovery environment giving information users the power to independently obtain only the information they need--when they need it.
Liberty University <i>Banner ERP/Student and Blackboard Learning Management System</i>	We provided a private cloud solution to host their mission critical applications in November 2013. Since that time, we have continued to provided support and performed several assessments to validate the implementation, review version and patch levels, general hardware/software configurations, and identify any factors that may be negatively affecting performance.
Washington State Board for Community and Technical Colleges <i>Institutional Report Campus Wide Data Warehouse</i>	Washington State Board for Community and Technical Colleges (SBCTC) provides leadership and coordination for Washington's system of 34 public community and technical colleges. SBCTC deploys their services to the colleges and other stakeholders from the executive director's office and Education, Finance, and IT Divisions. Mythics was asked to support several challenges facing SBCTC, including: <ul style="list-style-type: none"> • Lack of a single source of truth for reporting. • A replicated environment overwriting all custom queries. • A move away from PeopleSoft Query due to the lack of control over the environment. • A need for 34 separate reporting environments for each individual College within the system. In 2013, SBCTC invested in a significant transformational project that included consolidated PeopleSoft (HR, Financials, Student) as well as a comprehensive Business Intelligence Data Warehouse solution. We provided a highly-optimized private cloud to support a data warehouse reporting environment, offering each of the multiple SBCTC campus communities with their own reporting environment(s). In addition, we provided access to public business intelligence PaaS and database-as-a-service (DBaaS) solutions. We continue to provide hardware and software support for the private and public cloud solutions.

Table 35 – Relevant Private Cloud Implementations

Cloud Application Development

Overview

Organizations of all sizes, and across all industries, are coping with the complexity, cost, and risk around virtualization permutations of cloud computing layers. As choices increase across layers in the stack—applications, management, virtualization, containerization, servers, storage, networking—the complexity of planning, implementation, and management increases exponentially. Application modernization, transition, hosting, and related security requirements increase the complexity even more. Organizations face a variety of approaches to simplify, standardize, increase efficiency, and reduce risk when expanding a cloud computing model. Approaches range from standardizing on components of a layered stack, standardizing on converged infrastructure, or simply asking the CSP to keep things in check against their needs and requirements.

But while there are many approaches to moving to the cloud, *adopting* the cloud is more complicated than just revising IT policies and procedures and moving workloads to a new location. To help facilitate our customers' adoption of the cloud, we:

- ✓ Employ a Cloud Maturity Model to assess our customers' cloud aspirations and readiness.
- ✓ Provide perspectives on the fundamental changes cloud computing places on our customers' people, processes, and plans—both inside and outside of IT.
- ✓ Develop corporate migration strategies by evaluating opportunities for cloud use and prioritizing application and project portfolios.
- ✓ Evaluate migration options (aka “6 Rs”) for individual applications.
- ✓ Follow an Agile methodology (Scrum) when performing cloud migrations, developing new applications, or building private clouds—or any IT project we undertake—to improve quality and increase visibility while reducing risks and costs.
- ✓ Integrate our delivery practices into our customers' DevOps methodologies to produce rapid, frequent, and more reliable solutions without disrupting other services.
- ✓ Maximize use of automation and orchestration tools like Docker, Ansible, Chef, and Terraform

Cloud Maturity Continuum

To provide cloud solutions that produce the best outcomes for our customers, we identify where an organization sits in our cloud maturity continuum—a model to help organizations develop an effective strategy for their cloud adoption journey portrayed based on their cloud maturity depicted in **Figure 3** on the next page. This continuum defines characteristics that determine the stage of maturity, transformation activities within each stage that must be completed to move to the next stage, and outcomes that are achieved across four stages of organizational maturity, including project, foundation, migration, and optimization. By assessing the customer's cloud appetite and readiness, we get a clearer understanding of the challenges our customers might face in adopting, or furthering their use of, cloud solutions. To fully benefit from the cloud, the whole organization must transform and adopt it. Because this transformation can be complicated, we can assist organizations to mature their use of cloud services through various organizational perspectives.

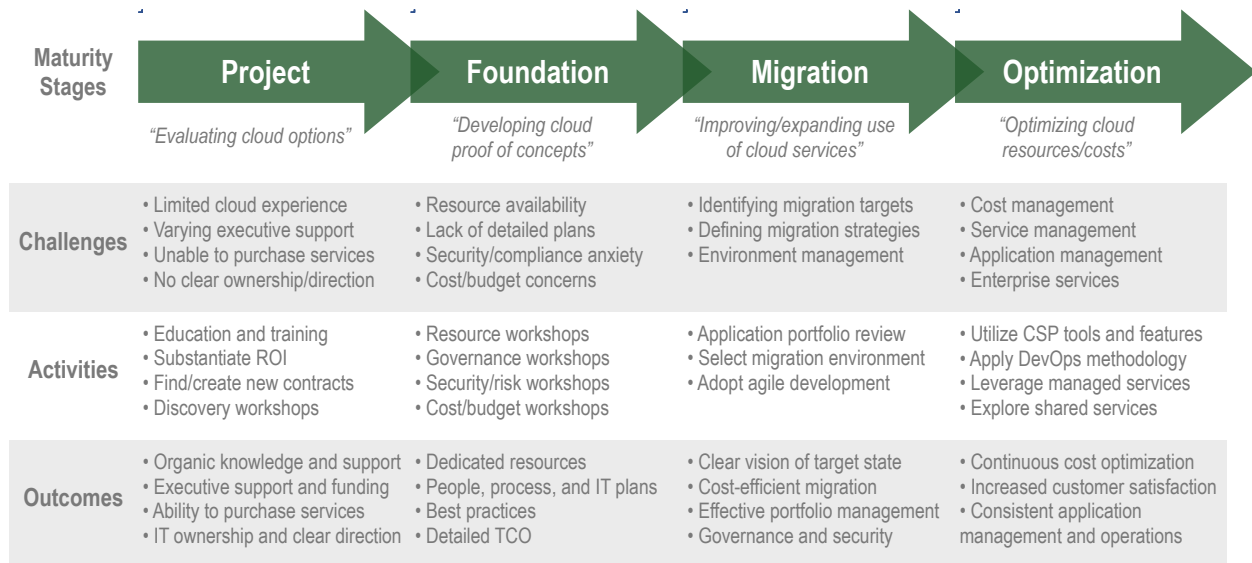


Figure 3 – The Cloud Maturity Continuum

Cloud Adoption Perspectives

Cloud computing promises increased flexibility, business agility, and potentially lowers costs. However, adopting cloud changes how organizations obtain, use, and manage IT—as well as how they budget and pay for technology services. To realize the benefits of cloud computing, organizations must identify and address gaps in its processes and staff—and apply governance and structure to maximize business value and minimize business risks. To successfully incorporate cloud computing, we help our customers tackle the fundamental changes necessary to processes and staff competency—both inside and outside of IT—by assessing the areas described in **Table 36**:

Perspective	Description of What We Do
Business Evaluation	Ensure IT is aligned with business needs and that IT investments can be traced to demonstrable results. This includes taking into consideration the new cloud services consumption model, accurately quantifying and evaluating the benefits of IT investments, and identifying and eliminating preconceived financial and technology constraints on business agility.
Roles and Responsibilities	Updating staff skills and organizational processes to optimize and maintain the workforce. This includes projecting personnel needs to ensure competencies are in place at the right time, appropriately incentivizing employees, developing realistic and obtainable career paths, ensuring knowledge and skills align to organizational policies, and managing the impact of business and cultural change related to cloud adoption.
Cloud Governance	Aligning of IT strategy and goals with the rest of the organization's business strategy and goals. This includes determining cloud-eligibility for workloads and prioritizing the move to cloud services, assessing capability to manage one or several related projects and complete them on time and on budget, identifying, adding, and mapping cloud-centric Key Performance Indicators (KPIs) to successful business outcomes, and making appropriate changes to the procurement, distribution, and management IT systems, services, and software licenses and support.
Platform, Architecture and Applications	Updating the staff skills and organizational processes necessary to delivering and optimizing cloud solutions and services. This includes understanding and communicating the structure and design of all types of cloud architectures—to correctly provision compute, network, storage, and database services, as well as developing architecture standards and the capability to continuously integrate and deploy applications.
Security	Selecting and implementing security controls, including, but not limited to, identity and access management, logging and auditing, infrastructure protection, data security, incident response, compliance with regulatory requirements and industry standards (i.e. ISO, FedRAMP, SOC, HIPAA, FERPA, GLBA, IRS 1075, etc.)
Operations	Ensuring overall system health and reliability, including monitoring service and application performance, provisioning/de-provisioning services, managing system changes and releases, reporting and analytics, business continuity and disaster recovery, and defining and managing to internal service level agreements.

Table 36 – Cloud Adoption Perspectives

High-Level Cloud Migration Strategy

Fundamentally, the process of migrating legacy workloads to, or developing new applications in, the cloud isn't new—justifying the benefits of the new systems, assessing gaps in the existing systems, planning, coding, testing, deploying, etc.—nevertheless, the enormity of change required can prove intimidating to many organizations.

We help our customers navigate migration complexity by evaluating their opportunities and prioritizing workload portfolios. Regardless of the origin—whether because of a compelling condition or simple gut instinct—successful migration begins when its value is quantified, qualified and communicated to all stakeholders. In this early phase, we help organizations justify the projected business and financial value of the migration. As migration targets are justified, they are placed into a portfolio and evaluated with respect to technical dynamics such as legacy architectures, relationships, dependencies, target environments, licensing requirements (and constraints), and other factors to determine where target workloads are found on a migration complexity/risk continuum (low, medium, high?).

With a variety of cloud service providers available in the marketplace, determining the best fit for workloads can be difficult. We can provide cloud brokering services that present the business and technical pros and cons of various providers and make a recommendation for the optimum location.

Once completed, migration efforts move to the application level.

Cloud Modernization Model

We believe cloud adoption occurs across the entire cloud modernization lifecycle. Our cloud modernization model, depicted in **Figure 4** below balances the complexity of choice with best in class standard tools from our trusted partners and CSPs. This normalized method joins our strong partnerships, our experience with process and technology, along with public sector, K-12, and higher education customer history. We take a full life cycle approach to assist with cloud adoption, including workload assessment, security requirements, documentation, modernization, virtualization, technical engineering, migration scheduling, business process alignment, data preparation, interface transition planning, training, service transition planning, and full migration planning and support (cutover, back out, and go-live).

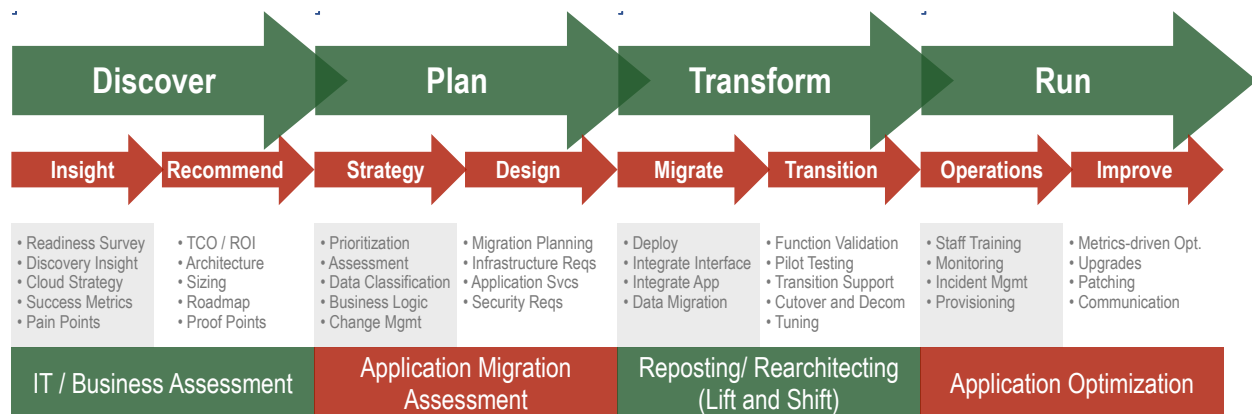


Figure 4 – Cloud Modernization Model

As CSPs continue to roll out innovative tools to make cloud computing more economically viable, it is important to ensure organizations are aligning the correct solution for the specific use case. In complex environments, upgrades or changes can have unforeseen implications through the entire computing stack—especially when migrating on-premise solutions to the cloud. Modernization projects in complex, business critical environments require expert planning and consideration to all related components. As organizations migrate legacy applications to the cloud it's important to determine which cloud model best supports the application. Just as it makes sense to use a private cloud deployment in some cases and public cloud or hybrid cloud deployment models in other cases, it also makes sense to pick the right cloud service for your

organization’s initiatives. Sometimes a niche SaaS provides the best overall value. Other times a robust and proven IaaS provides broad options. Many of our customers are finding a handful of CSPs are offering integrated solutions up and down the service layers, from cloud storage in IaaS to analytics and middleware rigging in PaaS to HCM, CX, EPM, SCM, and ERP in the SaaS layer.

We help customers determine which applications are suited for replacement with a CSP SaaS offering, which applications may require re-architecting and/or re-coding in a PaaS model, or a “lift and shift” for a mission critical legacy application to IaaS. Additionally, we identify and mitigate potential risk areas to ensure business continuity during and after the modernization process—and to avoid downstream interoperability issues.

To better help organizations, we employ a comprehensive cloud assessment methodology to walk customers through analyzing current business and IT environments to derive a cloud strategy in direct alignment with business objectives. Through this an organization can gain:

- A profound analysis of the potential implications and options of their cloud modernization project.
- Guidance on the optimal approach to achieve their goals.
- Accelerated adoption of their unique cloud strategy.

While the power of cloud can eliminate many challenges, we understand that migration to cloud can be intimidating at the same time. Our implementation and support services help organizations navigate which cloud deployment model best fits each application and organizations modernization effort.

Modernizing and Migrating Legacy Applications

In June 2011, Gartner identified 5 ways to migrate application to the cloud: *rehost, refactor, revise, rebuild, and replace*. Over time, the names were updated and a sixth migration option, “*retain*”, was brought into the cloud lexicon and are now commonly referred to as the “*6 Rs*” described in **Table 37**. We can support all these migration paths and integrating various ones together for a complete enterprise IT modernization that takes advantage of the power of a hybrid cloud environment.

Migration Choice	Description of What We Do
Retire	In some cases, after inventorying an organization’s IT portfolio, certain applications are found to have extended past their useful life and are simply decommissioned.
Retain	After analyzing an organization’s IT portfolio, there may be reasons to keep an application where it is—perhaps it has been upgraded recently or the ROI for migration isn’t as great as other available priorities.
Rehosting	Known as “ <i>lift-and-shift</i> ”, rehosting efforts focus on redeploying an application from its legacy hardware environment to a similar cloud-based environment—changing only the application’s infrastructure configuration. Rehosting is the most migration common strategy because an application can be migrated quickly. However, the primary advantage of IaaS—migrating systems quickly, without modifying their architecture—can be a disadvantage as the scalability and automation of IaaS might not be realized.
Replatforming	Perhaps better described as lift, alter, and shift, replatforming is like rehosting but explores options to take advantage of “X-as-a-service” solutions, such as reducing the costs associated with managing and purchasing a database by replacing with a PaaS service that takes over administrative functions like backing up and patching—allowing administrators to focus on business functionality. Similarly, legacy analytics software can be replaced by cloud-based analytics services.
Repurchasing	Focuses on replacing one or more existing applications with a commercial SaaS solution. For instance, replacing a proprietary, in-house customer relationship management system with Salesforce.com or NetSuite CRM. While this option avoids investing in a full-scale development team and lays, in some cases, more desirable responsibility at the feet of business units, the resulting system can, if not carefully implemented, be prone to inconsistent data, unfamiliar semantics, data access issues, and vendor lock-in.
Refactoring	Efforts focus on rethinking how an application is architected and developed, typically using proprietary CSP features, motivated by a need to add features, stability, scalability, or performance absent from the current environment. Advantages include reusing the organizations investments in software, frameworks, containers and strategic code, although capabilities may be missed and vendor lock-in presents a risk. Refactoring efforts range from the simple (increasing performance, scalability through cloud services) to the complex (re-architecting for a specific CSP or a total application rewrite integrating multiple clouds)

Table 37 – The “6 Rs” of Cloud Migration

Our path for migrating and deploying applications to the cloud combines an application of the cloud maturity continuum, cloud modernization model, and the “6 Rs” to our customer’s deployment pipeline. Figure 5 outlines our decision tree for planning application migration and deployments—whether the targets are legacy or “Off-the-Shelf” applications.

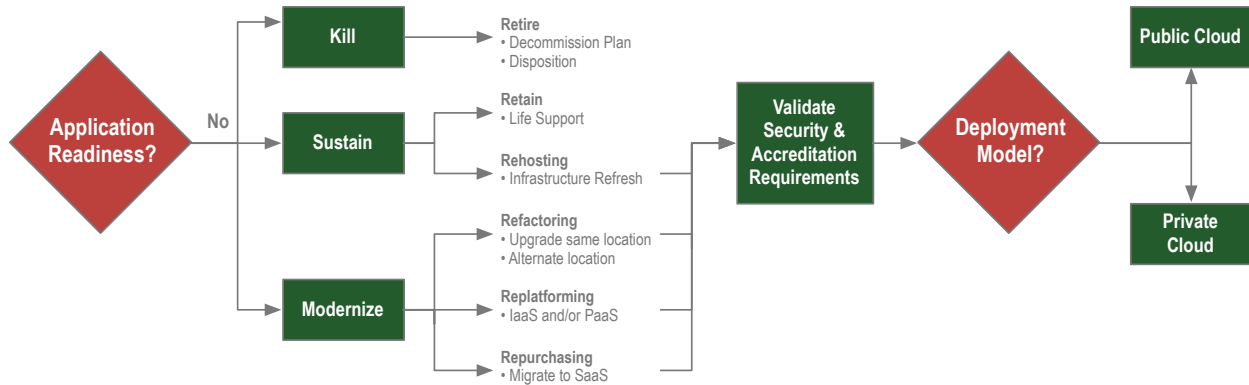


Figure 5 – Application Migration Decision Tree

Agile Development

We have adopted an agile project management framework incorporating the principles of *Scrum* and *Kanban* to support the fast-paced and dynamic nature of our public-sector customers’ IT initiatives.

- **Scrum.** A team approach adhering to the core values of agile project management with an emphasis on continuous improvement, scope flexibility, team input, and delivering quality products.
- **Kanban.** A lean, visual-based work management technique that identifies how much unfinished work is in progress—including bottlenecks and queues—to analyze and improve the quality and flow of work.

Our agile approach to project delivery differs greatly from the traditional, undeviating waterfall methodology. Rather than complete discrete analysis, design, coding, and testing phases in a linear fashion, the agile approach treats these phases as continuous activities. The benefits of our agile approach are significant:

- ✓ **Improved quality.** Testing begins on day one.
- ✓ **Increased visibility.** Project features are released continuously.
- ✓ **Reduced risk.** Feedback is provided early and often.
- ✓ **Reduced costs.** Changes can be incorporated at any time.

The central element of our process is the Scrum Team, a small group usually comprised of fewer than 10 people. Our project manager (or ScrumMaster) ensures the team abides by our agile principles, follows our processes and removes impediments to facilitate team productivity. All our agile projects share the same eight core principles described in **Table 38**:

Agile Principle	Description
Customer Collaboration	Partnering with customers to identify and deliver what matters most
Adapting to Change	A core tenant of the agile “movement”, planning for, and responding to, changes based on priority and value
Lean Thinking	Focus on the big picture, minimizing waste and amplifying learning
Transparency	Integrating stakeholders into the process with open and proactive communication across organizational boundaries minimizes surprises
Continuous Improvement	Evolving the product and process as part of iterative planning and delivery.
Results-oriented	Early and frequent delivery of tangible benefits
Execution Excellence	Investing time in quality and architecture to avoid rework and technical debt
Security and Reliability	Building integrity into IT systems and safeguarding customer data and intellectual property.

Table 38 – Agile Principles

Scrum Process

Our Scrum process ensures we develop the right solutions for our customers’ requirements and within their budgets and timelines. Our resources are highly-trained and certified Project Management Professional (PMPs), ScrumMasters, and technology experts—experienced in applying agile methods for success in wide-ranging scenarios and environments.

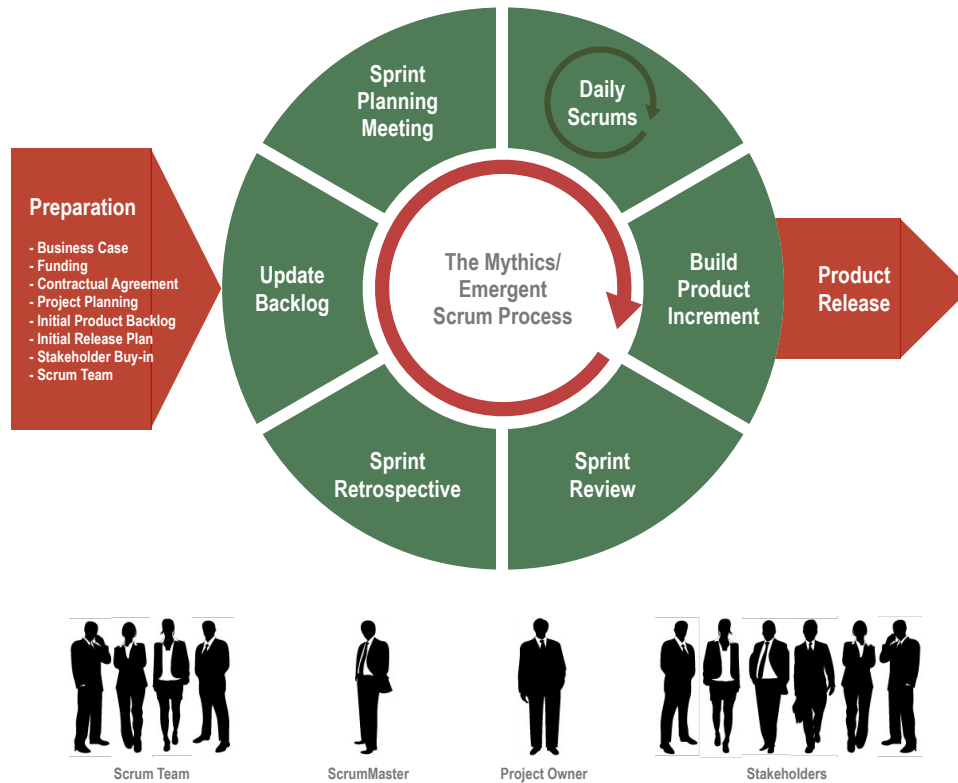


Figure 6 – The Mythics/Emergent Scrum Process

Assigned to the Scrum Team is the Product Owner, the person who represents the interest of the customer’s Stakeholders—the ones who have the requirements and for whom the team is developing software—and provides the vision, direction and prioritization of the work product being delivered by the team.

As illustrated in **Figure 6**, our Scrum Team’s work is governed by a Product Backlog—a prioritized list of features, requirements and other deliverables—that helps the team break down the product into smaller, more manageable pieces and build it incrementally in a series of short time periods (typically 1-4 weeks) called Sprints. Sprints are planned by the team, pulling a small chunk of items from the top of the Product Backlog to create a Sprint Backlog, and then deciding how to complete those items during the upcoming Sprint.

During a Sprint, the team meets in a Daily Scrum, to assess progress and make necessary adjustments. Towards the end of a Sprint, product is delivered to the customer. Sprints conclude with a review of the product and a retrospective of the team’s work process, relationships, tools, and overall performance. If necessary, the Product Backlog is updated based on the retrospective, as well as any changes deemed necessary by the Stakeholders. Once the Sprint is complete, the team chooses another chunk from the Product Backlog and another Sprint is planned and executed.

DevOps

DevOps is an application lifecycle management approach where an agile and collaborative relationship between software developers and IT operations staff produces rapid, frequent, and more reliable software releases without disrupting other services. In many organizations, quality assurance, security, and even compliance and regulatory oversight teams are more tightly integrated with development and operations and throughout the application lifecycle. However, there is no single DevOps topology that fits all organizations. Factors, such as the organization’s product set, environment, managerial structure—even the strength and effectiveness of leadership and the business culture—all have an impact on how, and how well, an organization implements DevOps. For instance, one organization may have the strength of leadership and culture to ensure collaboration between software developers and IT operations staff while another may have a single group that shares both development and operational responsibilities. Early adopters of cloud computing may have even adopted IaaS and/or outsourced its IT operations.

Oftentimes, an organization’s developers are ready to implement a more agile methodology well before the operations teams are ready to meet the development release cycles. In these cases, we can provide the training and resources necessary to transform the delivery part of the equation and release the power of a true DevOps solution.

We integrate our delivery practices into our customers’ DevOps methodologies to support their objectives to increase the frequency and accuracy of new releases and drive down associated costs. A key factor in meeting these objectives is employing tools—offered natively through the CSPs and by our 3rd party software partners such as Red Hat, HashiCorp, Docker and others—to manage the complexity of operations. We employ such tools to provision infrastructure automatically, manage configurations, mechanically deploy new releases, manage logs, secure the environment, and monitor and optimize overall performance for our customers.

Breaking monolithic applications into “*microservices*” is a best practice for DevOps teams, where “two-pizza” teams of 6-8 developers each focus on a different aspect of the overall solution. Mythics can provide project management to ensure governance for security and data integrity, as well as managing the infrastructure the microservices are deployed to. This embodies the quality assurance, management, and administration aspects of DevOps that are not usually planned for as organizations seek more of a continuous delivery paradigm. Mythics can coordinate and deliver on the complete DevOps lifecycle.

Relevant Cloud Application Development Experience

Table 39 provides a representative list of migration and development projects where we have integrated our agile development methodology into our customer’s DevOps practices:

Customer Project Name	Description
Department of Homeland Security (DHS)/Customs and Border Patrol (CBP)/Cargo Systems Program Directorate (CSPD) <i>Agile Application Development/O&M Support</i>	We apply our migration strategies to identify the CSPD applications for development, migration, and/or maintenance. Once identified, we employ our agile methodology to prioritize application features and continuously deploy new functionality aligned to CBP DevOps procedures. Specific tasks include Cargo systems application development, database migrations, operational maintenance support services, as well as any required transition support services.
DHS CBP/Enterprise Data Management & Engineering (EDME) <i>Cloud Computing Environment (C3E) and Identity, Credential and Access Management (ICAM)</i>	We employ our agile methodology to design and deploy cloud services in the CBP C3E aligned to CBP DevOps procedures. Specific tasks include Cargo systems application development, database migrations, operational maintenance support services, as well as any required transition support services. CBP also requires technical, configuration, and program management support for the migration of distributed and mainframe applications, databases, capacity planning, security management, and operations and maintenance/sustainment for current and emerging technology, in accordance with DHS and CBP standards and policies. Specific tasks include C3E engineering and infrastructure design and support, migrations, operations and maintenance, and identity and access management.

Customer Project Name	Description
DHS CBP/EDME <i>Enterprise Data Center Support Services</i>	We employ our agile methodology to integrate, implement, operate, administer, support, and maintain all components of the CBP enterprise Database infrastructure. This private cloud infrastructure consists of databases running Datacom/DB, IBM DB2, Microsoft SQL Server, and Oracle systems. Specific tasks include 1) supporting a scalable efficient infrastructure that can automatically provision resources and services; 2) administering, managing and maintaining all database software (e.g. database systems and third party software products); 3) monitoring and maintaining database performance; 4) creating user accounts and granting access permissions after receiving authorization from appropriate CBP resources; 5) providing system stability and uninterrupted systems availability; 6) providing improved system response times and improved processing throughput through automation of manually recurring processes and 7) providing database administration services for all non-production and production database environments which may include defining schemas, tables, indexes etc. Our work supports the migration of CBP's legacy mainframe applications to CBP's private cloud infrastructure as well as commercial cloud infrastructure.
DHS CBP/Targeting & Analysis Systems Program Directorate (TASPD) <i>Unified Process Engineering</i>	We apply our migration strategies to identify the TASP applications for development, migration, and/or maintenance. Once identified, we employ our agile methodology to prioritize application features and continuously deploy new functionality aligned to CBP DevOps procedures. Specific tasks include Link Analysis (an artificial intelligence application), Intelligence Reporting System (IRS), Automated Targeting System - Global Enrollment System(ATS-GES) planning, requirements definition and analysis, systems design, coding and testing, production implementation, integration and operations and maintenance, and identity and access management.
DHS CBP/Border Enforcement and Management Systems Division (BEMSD) <i>Seized Asset and Case Tracking System (SEACATS)</i>	We apply our migration strategies and agile development methodologies, again under the umbrella of CBP's DevOps procedures, to analyze, plan, and develop a product roadmap and backlog for the migration of legacy SEACATS applications to a cloud-based solution, the migration and refactoring of legacy databases to an Oracle database management system, as well as an ongoing operational maintenance support activities for the newly developed and refactored SEACATS applications. The scope also includes cross-functional support for the agile teams.
DHS United States Citizenship and Immigration Services (USCIS) USCIS Office of Information Technology (OIT) <i>Transformation Architecture</i>	We applied our agile methodologies and high-level business consulting practices to transform the USCIS Electronic Immigration System (ELIS) architecture for future ELIS and related systems development. Critical to this transformation was adopting and employing the Open Source cloud services provided by the DHS Development Test as a Service (DTaaS) located in the DHS enterprise private cloud. Once completed, we have continued to provide the services of highly skilled and collaborative development teams to validate the candidate architecture through migrating benefits previously created on the legacy ELIS architecture to the refactored and simplified candidate ELIS architecture, otherwise known as ELIS 2.
DHS USCIS/OIT <i>Freedom of Information Act (FOIA) Information Processing System (FIPS) Mainframe Migration</i>	We apply our migration strategies and agile development methodologies, this time under the umbrella of USCIS' DevOps procedures, to provide development and support for the USCIS Freedom of Information Act (FOIA) Information Processing System (FIPS) application, including project management, systems maintenance activities, corrective and adaptive maintenance, production support, software development, testing, deployment, training, and change, configuration, and release management.
DHS USCIS/Immigrant Visa Content Service (IVCS) <i>Agile Application Development and Sustainment for the Immigrant Visa Content Service (IVCS)</i>	The Immigrant Visa Modernization (IVm) Program is a collaborative effort by USCIS, Department of State and CBP. We delivered the supporting system's capabilities utilizing our agile Scrum methodology, consisting of 3 week Sprints defined within the 6-month release cycles. The scrum team managed an overall product backlog utilizing USCIS toolsets (JIRA) and worked with the IVCS Product Owner and OIT Project Manager to continually groom the backlog and prepare stories for sprint planning activities. The application was delivered on the DHS private cloud located at Data Center 1.
DHS United States Coast Guard (USCG)/HQ <i>USCG Logistics Information Management System (CG-LIMS)</i>	Though not a cloud-based solution, we applied our agile methodologies to configure a Commercial off the Shelf (COTS) tool to match the Coast Guard business model. The CG-LIMS system supports the USCG Modernization goal of a single, unified logistics system that improves mission-readiness, operational effectiveness, and decision-making by enabling decision support at the enterprise and tactical level. CG-LIMS is the authoritative source for the configuration management of all enrolled Coast Guard assets by providing total asset visibility throughout the enterprise and is the tool through which maintenance is managed, and by which the supply chain is driven.
Florida Department of Highway Safety and Motor Vehicles (DHSMV) <i>Enterprise Data Infrastructure Project – Private Cloud Solution</i>	We applied our migration strategies and agile development methodologies to source, design, and configure a private cloud for DHSMV, migrate 40+ legacy databases, and perform managed service to keep the private cloud operating efficiently and effectively.

Customer Project Name	Description
Department of the Interior (DOI)/Bureau of Safety and Environmental Enforcement (BSEE) <i>SuperCluster and Exalytics/Business Intelligence Metadata Development, Integration, and Implementation</i>	This project combined the design and deployment of a private data analytics cloud consisting of an Oracle SuperCluster and Exalytics engineered system. Once installed, we applied our agile methodologies to incrementally construct and deliver an integrated environment utilizing existing software and hardware components to consolidate data from a broad spectrum of information systems and data repositories. Moving to a metadata-driven approach allowed movement away from a canned or custom report-driven approach to a secure data analysis and discovery environment giving information users the power to independently obtain only the information they need--when they need it.
Department of State (DOS)/Consular Affairs (CA) <i>ConsularOne</i>	ConsularOne is a modernization effort replacing existing CA applications with a single, all-in-one platform suite of citizen and non-citizen services. Using our agile development methodology, we built a back-end fee collection service known as Enterprise Payment Service (EPS) to modernize the transaction processes for all CA fee services and streamline payment collection. Like many of our other projects, this one is ongoing and will soon implement interface with Pay.gov to collect payments for all services offered by CA. The solution has been designed so that it can be leveraged by ConsularOne as well as all legacy applications.
DHS Transportation Security Administration (TSA) <i>Cloud Migration</i>	We applied all our cloud capabilities to architect TSA's cloud transformation strategy, including analysis of: <ul style="list-style-type: none"> • Commercial cloud provider services/features; • Case studies (successful and not successful) for migration of federal IT to commercial cloud providers to extract lessons learned; • Architectural guidance for the selected commercial cloud providers; • Securely and cost effectively connecting to the selected commercial cloud providers; • Identifying data security risks and mitigation strategies for all data hosted or processed at commercial cloud providers; • Consolidating and optimizing TSA's data systems in the process of migrating them to a commercial cloud provider; • Introducing automation and orchestration services required to make optimal use of cloud services; • Converting TSA systems to a more heterogeneous technology to make it easier to leverage the best existing cloud-based services for each need; • Strategies, licensing impact, and issues related to the migration of TSA's existing applications to commercial cloud providers; • Predicting costs and performance impacts with respect to the change to consumption-based metering in the cloud; • Potential TSA use cases for cloud implementation to drive reductions in capacity required at government-owned data centers; • Government policies and procedures that impede migration of TSA systems to a commercial cloud environment, along with potential mitigations; and • Key technical decision points encountered during the analysis of and transition toward usage of commercial cloud services.

Table 39 – Relevant Cloud Application Development Experience.

Managed Cloud Services

Overview

As detailed in response to [Question 10. Other factors relevant to this section as submitted by the proposer](#), we help customers overcome their cloud computing challenges and further their cloud initiatives. We provide managed cloud service to all sorts of customers—from those lacking resources and/or experience to others strategically adopting a subscription model to manage cloud spend and optimize use of the cloud. Our managed cloud services help organizations lower IT costs while improving the overall performance of the systems supporting their business.

Approach and Capabilities

Our approach to providing managed cloud services is driven by our customers’ desire to simplify cloud management, lower IT costs, and reduce cloud security and compliance risks. Each managed cloud service in our portfolio provides remote 24x7x365 fault system monitoring and incident resolution managed through a single point of contact and on a fixed monthly budget. Our core solution areas support federal, state and local government agency clouds to ensure high availability systems and enable high transaction throughput. **Table 40** summarizes our managed cloud services capabilities.

Capabilities	Description		
Core Services	<ul style="list-style-type: none"> Remote monitoring, notification and incident resolution: 24x7x365 for critical systems 8x5 for non-critical systems or non-production environments Proactive Maintenance Problem Resolution Patch Management and Bug Patching 		
Performance Management	<ul style="list-style-type: none"> Service Level Objectives (SLOs) Service Level Agreements (SLAs) 		
Solution Areas	<table border="0"> <tr> <td> <ul style="list-style-type: none"> Infrastructure (public and/or private) Operating Systems Databases Data Warehousing Data Backup </td> <td> <ul style="list-style-type: none"> Disaster Recovery Middleware Analytics Applications (custom and COTS) Security and Identity Management </td> </tr> </table>	<ul style="list-style-type: none"> Infrastructure (public and/or private) Operating Systems Databases Data Warehousing Data Backup 	<ul style="list-style-type: none"> Disaster Recovery Middleware Analytics Applications (custom and COTS) Security and Identity Management
<ul style="list-style-type: none"> Infrastructure (public and/or private) Operating Systems Databases Data Warehousing Data Backup 	<ul style="list-style-type: none"> Disaster Recovery Middleware Analytics Applications (custom and COTS) Security and Identity Management 		
Optional Services	<ul style="list-style-type: none"> System enhancements Performance Tuning Road Mapping Technology Refreshes Other Custom Requirements 		

Table 40 – Managed Cloud Services Capabilities

Customer Satisfaction

To ensure customer satisfaction, 30 days after the service initiation, our dedicated service delivery manager provides a thorough review of the stability and performance of the customer’s environment and recommended changes. Each quarter we provide an “in-progress-review” of the customer’s environment to review incidents, discuss patterns and potential problems, and propose recommendations—though these reviews may occur more frequently if the customer’s environment continues to be problematic.

Incident Resolution and Escalation Workflow

Our incident handling process is transparent to our customers. The resolution and escalation workflow diagram in **Figure 1** below depicts how we resolve and escalate incidents.

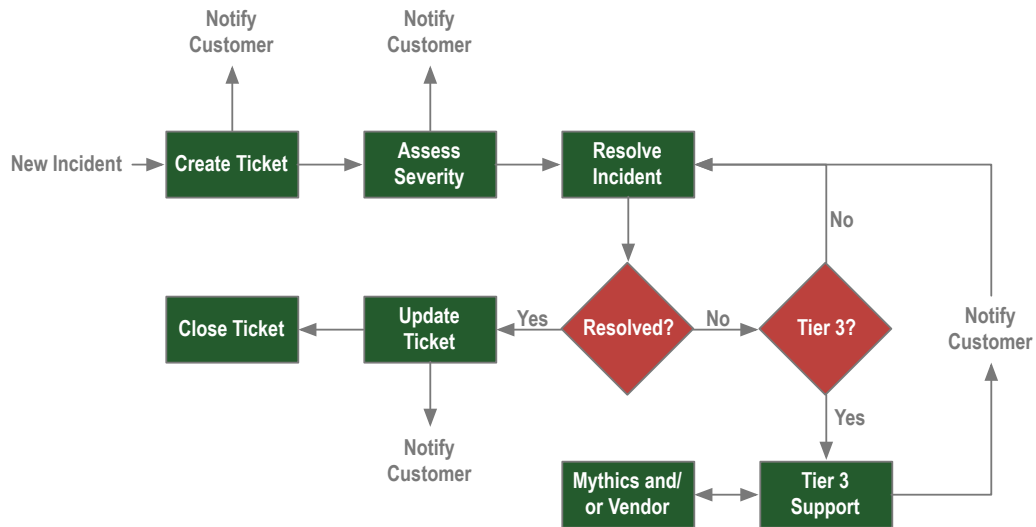


Figure 7 – Incident Resolution and Escalation Process

New incidents are initiated and logged as tickets in our Service Desk which trigger a notification to the customer. Once our team receives a ticket, we review the incident and assess its severity, again notifying the customer of our findings. In compliance with our SLO or SLA, we resolve the incident to the customer’s satisfaction. Difficult or advanced incidents may require Tier support from our engineers or, in some cases, reach back to the vendor. If Tier 3 support is required, our customer is notified of the need. Once the issue is resolved, the team updates the ticket, notifies the customer, then closes the ticket.

Relevant Managed Cloud Services

Customer	Managed Service(s)
CPA Global	Performance tuning, monitoring, and incident resolution services for public cloud database software.
Massachusetts Bay Transportation Authority	Performance tuning, monitoring, and incident resolution services for private cloud database software and hardware.
Advocate Health	Performance tuning, monitoring, and incident resolution services for real-time data integration and database replication.
Florida Department of Highway Safety & Motor Vehicles (DHSMV)	Performance tuning, monitoring, and incident resolution services for private cloud operating systems, database software and hardware.
Alaska Department of Natural Resources	Performance tuning, monitoring, and incident resolution services for private cloud PaaS, including middleware, content management, and database software.
New York Property Underwriters Insurance (NYPUA)	Performance tuning, monitoring, and incident resolution services for database software and financial management system.
New York City District Attorney Bronx County	Performance tuning, monitoring, and incident resolution services for database software.
City of Wilson	Performance tuning, monitoring, and incident resolution services for database software.
South Carolina Legislative Services Agency	Performance tuning, monitoring, and incident resolution services for private cloud PaaS, including middleware, and database software.
Alaska Division of Retirement and Benefits	Performance tuning, monitoring, and incident resolution services for private cloud PaaS, including middleware, and database software.
Administrative Office of the Illinois Courts	Performance tuning, monitoring, and incident resolution services for private cloud database software and hardware.
Colorado Department of Labor and Employment	Performance tuning, monitoring, and incident resolution services for customer resource management and database software.
NPR	Performance tuning, monitoring, and incident resolution services for database software.
Sandals Resorts International	Performance tuning, monitoring, and incident resolution services for database software.
Idaho National Laboratory	Performance tuning, monitoring, and incident resolution services for public cloud human resource management software.

Table 41 – Relevant Managed Cloud Services

EVALUATION PROCESS

Products/Pricing (40 Points)

1. Scope and breadth of products available (Refer to Appendix A)

Please refer to the content found in the following subsections addressed in Product/Services Specifications (Appendix B):

- [Public Cloud Service Providers](#). Details our ability to offer services and support from the top Public CSPs
- [Private Cloud Infrastructure](#). Describes our ability to offer private cloud infrastructure (hardware, licenses, support, and maintenance) and architect/build private cloud environments
- [Cloud Application Development](#). Provides details our ability to modernize/migrate legacy application as well as develop/deploy new applications on public and/or private clouds
- [Managed Cloud Services](#). Details our ability to develop, integrate, optimize and support solutions running on public and/or private clouds

2. Ability of Customers to verify that they received contract pricing

Our Price List Management (PLM), CRM, and ERP systems combine to ensure we only quote products and services that are on contract and at or below the contract price. Our quotes contain up-to-date information, including the list price, the discount percentage offered, and net price to the customer.

PLM is a robust processing engine designed and built to track manufacturer price lists and resulting contract modifications through the entire life cycle. PLM prepares properly formats contract catalog updates and ingests customer approvals so that our contract offerings reflect the most current line item information. It's auditing and logging capabilities feed our quoting system the information necessary for customers to ensure items contained in customer quotes and delivery orders are on contract and offered at, or below, the contract price.

PLM Features	PLM Benefits
Import and Analysis of Vendor Price Lists	<ul style="list-style-type: none"> ✓ Imports and analyzes manufacturer price lists to identify deltas with existing contract line items and associated pricing.
Contract Modifications	<ul style="list-style-type: none"> ✓ Generates contract modifications for submission. ✓ Applies contract rules, including agreed-upon discounts, to determine allowable modifications. ✓ Accepts contract modification approvals.
Logging and Auditing	<ul style="list-style-type: none"> ✓ Tracks status of contract modifications. ✓ Maintains complete historical auditing of each manufacturer price list, contract line item, and contract modification.
Quoting	<ul style="list-style-type: none"> ✓ Serves as repository to the Emergent quoting system. ✓ Ensures only in-scope, approved and "then-current" products and services are quoted ✓ Ensures applicable contract discounts are applied to "then-current" product and service pricing

Table 42 – Features and benefits of our Price List Management System

3. Payment methods

To efficiently process orders, we require customers to include the following information on their purchase order (at a minimum):

- Mythics/Emergent Quote Number
- Product/Services Names
- Product Metrics
- Reference of TCPN Contract Number
- Contract CLINs
- Product Quantities

Payment methods for orders received by fax, email or through regular mail can be processed as a purchase order or via procurement card. We will accept procurement cards with the following banking affiliations:

- VISA
- MasterCard
- American Express

4. Other factors relevant to this section as submitted by the proposer

Our corporate Supply Chain Risk Management (SCRM) policies for identifying and adding new vendors to the contract support the priorities of our public-sector customers—improving service to constituents through innovation, increasing return on IT investments, and securing sensitive information. The relationships we obtain—whether strategic, tactical, or opportunistic—ensure information flow is accurate, enabling smart, cost-effective, secure procurements. We have the capacity to form secure relationships and add technology enhancements to the contract in as little as a day continuously refreshing the availability and competitiveness of products over the contract term.

Our SCRM policies are designed to identify, evaluate, and minimize supply chain risks prior to formalizing teaming relationships. Outputs of our process include signed manufacturer reseller agreements, vendor teaming arrangements, distribution sourcing contracts, as well as transparent partner supply chain policies which are each an essential element of a secure supply chain. Terms and conditions found in each supplier contract include specific warranties, representations, certifications, requirements, and commitments regarding the authenticity, veracity, condition, and merchantability of products that are distributed. If applicable, we disclose the manufacturer's standards and certifications that mitigate, reduce, or eliminate supply chain and related security issues. If we have not previously identified itself as an authorized reseller, we will either identify the item as coming from a third party, an unknown source, or provide item level information on the provenance or product level authorization that mitigates supply chain risk.

Corporate Policies and Procedures in Place to Reduce Risk

We base our corporate SCRM policies on notional frameworks described in NIST SP 800-161, the Open Trusted Technology Provider Standard (O-TTPS), as well as ISO 9001:2008 and the ISO/IEC 27036 standards. We have established a corporate SCRM compliance level, brought internal procedures into compliance, identified and resolved gaps in current program support activities, educated employees on their SCRM roles, and inserted a process to collect and assess supplier SCRM policies during the onboarding process. Our corporate SCM approach includes SCRM policies to reduce risk, by specifically:

- Determining our internal risk tolerance to reduce the risk we introduce into the supply chain
- Limiting customer vulnerabilities through a transparent supply chain
- Recovering associated costs through efficiencies rather than passing costs to customers

Our SCRM policies are dynamic, incorporating changes made to industry standards, working environment, partner base, and customer requirements as they occur. As new contracts come online, we amend supplier agreements with contract flow downs. Our SCRM policies establish:

- An enterprise approach to managing risks and vulnerabilities backed by corporate leadership
- Processes supporting our customers, while requiring manufacturer and supplier participation
- Information security assurances to protect against cyber attacks
- Logistics assurances to foster an environment that prevents internal threat
- Defined manufacturer, vendor, and supplier on-boarding process
- Employee responsibility and awareness through constant reinforcement
- Introducing customers to our approach to reducing the risk of counterfeiting, tainting, and product substitution among other hazards

Our corporate SCRM policies are auditable. We have contracted with Interos Solutions, Inc., (Interos) to independently assess our SCRM program. Annual audits are conducted by Interos to ensure our leadership and workforce complies with our corporate SCM and SCRM policies. Results of each audit and recent SCRM events are evaluated to determine changes and updates to our corporate SCM and SCRM policies. Our policies communicate our SCRM compliance level to employees, customers, and supplier partners, described on the next page.

**Internal SCRM
Compliance**

Establishes internal supply chain standards and compliance guidelines for our employees. Elements of this document also serve as the baseline for responding to customer SCRM requirements. This document defines the background checks and drug screenings required of all employees, as well as the financial standing and foreign ownership disclosures required of our corporate leadership. Physical security requirements such as badging and visitor verification are described, as well as cybersecurity requirements such as firewall and anti-virus updates and password expiration dates. Product marking, packaging, and distribution requirements for both physical and logical delivery are defined for each manufacturer, vendor, or supplier. Customer satisfaction surveys delivered to inquire into customer satisfaction around a product, interactions with our employees, and security assurance based on our published policies are described.

**Partner SCRM
Compliance**

Contributes to a flowing supply chain by normalizing receiving activities to reduce variability, controlling visibility into partner activity, and enabling continuous process improvement. This document serves to memorialize each of our partner's corporate SCRM policies, procedures, and activities specifically as it relates to counterfeiting, tainting, product substitution, and other risks related to supply chain management. The document describes the relationship between parties that includes authorized manufacturer reseller, distribution partner, and other authorized party, etc. Additional partner information is also documented, similar in fashion to our internal compliance document including employee confidence and corporate leadership, physical and cyber security, business continuity, product marking, packaging and distribution, and participation in SCRM activities.

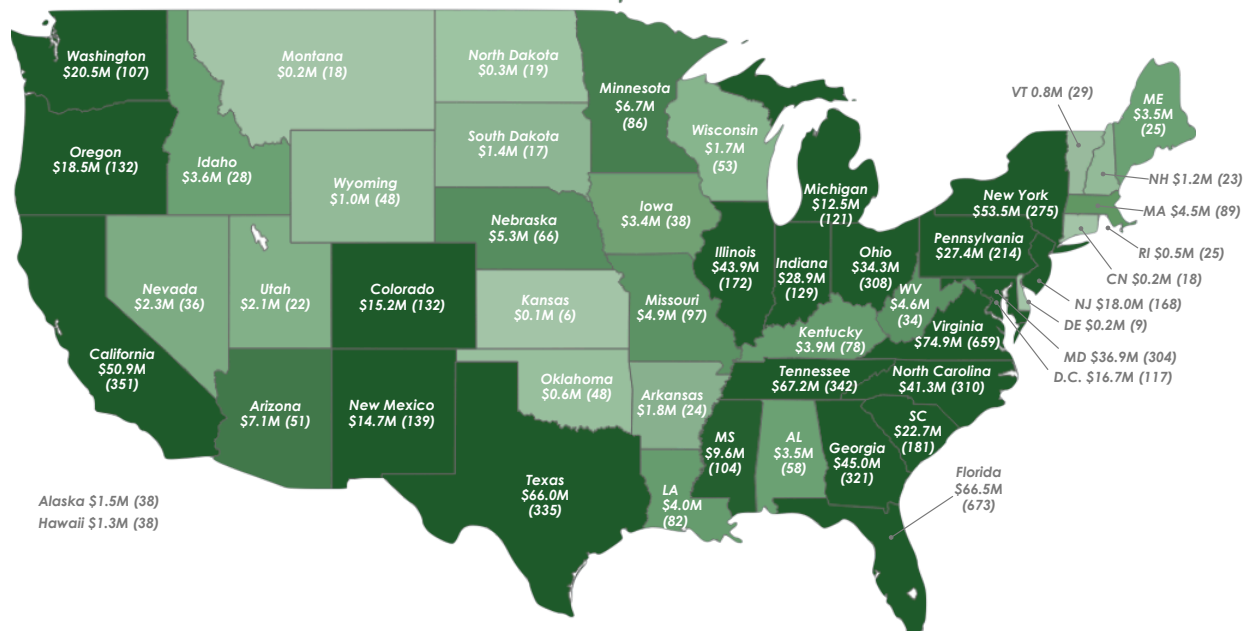
Security Compliance

Describes the proprietary measures we take to secure and protect our facilities, equipment, resources, and IT systems from threats.

Performance Capability (25 Points)

1. Ability to deliver products and services nationally

In the previous three calendar years (2014-2016), we have processed 6,797 purchase orders from agencies eligible for cooperative purchasing in all 50 States valued at over \$854M. The following map validates our ability to deliver products and services nationally—exhibiting actual revenue and the total number of purchase orders by state:



Total Mythics and Emergent revenue (and number of purchase orders) by agencies eligible for cooperative purchasing—by State (calendar years 2014-2016)

In the previous three calendar years (2014-2016), our consulting organization has delivered 372 projects to agencies eligible for cooperative purchasing in 32 States. Our consulting organization employs 148 highly skilled and certified sales and delivery resources with expertise across the scope of this contract. These resources are located across 24 states, from New Hampshire to Florida, Minnesota to Louisiana, and from the Rockies to California—and everywhere in between. And our consulting organization is unlike others. Most of our technical resources are used on project-based activities—shorter engagements (e.g. days, weeks, maybe months) versus the more common staff augmentation opportunities that, incidentally, inflate our competitors’ engineering staff numbers.

All our projects are delivered following the same project management methodology and controlled by the same quality management system as described in our response to [Question 15. Describe your company’s Customer Service Department \(hours of operation, number of service centers, etc.\)](#)

2. History of processing orders and how quickly a quote can be provided

In the previous three calendar years (2014-2016), we have efficiently processed 21,941 purchase orders. The orders we process are complex—our average order size is over \$100k and usually requires negotiating vendor terms and conditions. Our quotes are similarly complex and—depending on the magnitude of products and services requested—may only take an hour or possible weeks to develop. The time it takes to produce a quote is influenced by the pre-sales activities described in response to [Question 2. Sales force training.](#)

3. Ability to meet service and warranty needs and support of members

We described in our response to [Question 15. Describe your company's Customer Service Department \(hours of operation, number of service centers, etc.\)](#) that because our business model combines two distinct activities—reselling 3rd-party products and services and providing our own professional and managed services—our approach to meeting service and warranty needs and support of members is multi-dimensional.

Supporting 3rd-party Products and Services

We resell 3rd-party hardware, software, and cloud services, including provider-supplied maintenance, warranty, and support and we are bound by our reseller agreements to offer only applicable OEM, software publisher, and/or CSP commercial warranties as well as required support. With respect to technical questions, most issues are resolved per the terms dictated by the applicable 3rd-party's standard warranty, support, service level agreements accompanying each purchase order.

However, in terms of overall account support, we encourage our customers to speak directly with our sales representatives—who have access to the customers' support agreements contained in our NetSuite ERP and CRM systems—to resolve any issues should the OEM, software publisher, or CSP documentation be unclear. We also employ and make available our certified, in-house technical staff to augment the coverage provided our partners. Pre-sales technical discussion are offered at no extra charge, as are some “lighter” post-award issues.

Managed Services Support

Covered in greater detail in the previous Services section, our consulting organization provides a wide-range of custom-tailored support plans and services for our customers.

4. Customer service/problem resolution

We use NetSuite's ERP and CRM solutions to track and manage the complete customer lifecycle from initial point of contact to billing and ongoing customer support. NetSuite ERP runs all our critical back-office operations and financial business processes including accounting, inventory and supply chain and order management. NetSuite CRM provides complete customer lifecycle management from marketing automation, opportunity management, order management and customer service. NetSuite CRM delivers a real-time, 360-degree view of our customers experience from initial lead generation and opportunity creation through order processing management, support renewals and ongoing service.

Highlights of our customer service/problem resolution approach include:

1. Customer Lifecycle Management
2. Customer Excellence Team
3. Customer Advocate Program
4. Independent Customer Surveys and Net Promoter Score

Customer Lifecycle Management

We leverage and customize NetSuite CRM to create customer account information from initial point of customer contact. As we identify and qualify leads, our sales teams capture customer contact information, requirements, and general information about the account, including specifics about the customer's existing IT environment and existing projects. As a transaction progresses from a lead to an opportunity, we produce itemized quote for products and services, pricing and contract fees.

When we receive a customer purchase order, our sales team uploads all relevant documents related to the opportunity including the customer purchase order, customer quote and any necessary information, such as our justification for, and partner approval of, lower pricing and/or customer-specific terms and conditions. Once completed, our sales team creates a sales order initiating automated process flows in our ERP system notifying our accounting/finance department to process the customer purchase order.

Our Accounting Department reviews and validates all sales order documentation then creates and submits an order package for review by the sales manager, our Contract Team, and any other pertinent business unit to ensure accuracy and contract compliance. After all required teams have reviewed and approved the order package, our Finance and Accounting Team submits the order to the relevant partner(s) for processing and fulfillment.

Once completed, our ERP triggers a notification to our Accounts Receivable and Payable Teams to create the required invoices based on the agreed upon payment and acceptance terms and track the receipt of partner(s) invoices so they can be paid as customer invoices are collected. By utilizing this single system for all phases of ordering, processing, delivery and billing, we can effectively and efficiently manage our customers' requirements and resolve any issues on an on-going basis. This also allows us to create contract reports in a timely and efficient manner due to the information we capture throughout the entire sales lifecycle process.

Customer Excellence Team

Our Customer Excellence Team resolves customer complaints, issues and/or challenges by evaluating each incident and assigning a severity level to streamline its review, response and resolution. We categorize incidents into 3 severity levels described in **Table 43**.

Severity Level	Description
Severity Level 1: Critical Impact	Critical service impact or extreme level of dissatisfaction. <ul style="list-style-type: none"> Notify customer issue has been received immediately via electronic response and a follow-up phone call. Executive Team and Executive Sales Management are notified of the issue and, in most cases, directly contact the customer to personally discuss. Assigned Customer Excellence resource resolves via executive team, sales manager or sales representative within 24 hours. Customer Excellence resource notifies customer and the executive team that the issue is resolved and archives the incident for Customer Excellence monthly reporting.
Severity Level 2: Moderate Impact	Potential service impact or restrained level of dissatisfaction. <ul style="list-style-type: none"> Notify customer issue has been received immediately via electronic response and a follow-up phone call within 4 hours. Assigned Customer Excellence resource resolves via sales manager or sales representative within 24 hours. Customer Excellence resource notifies customer that the issue is resolved and archives the incident for Customer Excellence monthly reporting.
Severity Level 3: No Service Impact	Non-critical issue, general questions or documentation request. <ul style="list-style-type: none"> Notify customer issue has been received immediately via electronic response and a follow-up phone call within 8 hours, ideally with the information requested. Assigned Customer Excellence resource resolves via sales representative within 48 hours. Customer Excellence resource notifies customer that the issue is resolved and archives the incident for Customer Excellence monthly reporting.

Table 43 – Incident Severity Levels

Customer Advocate Program

Inspired by “*patient advocate*” programs at top hospitals, we provide our customers with another avenue to periodically discuss and provide feedback on the overall quality care of our customers, in a more personal manner. Topics are not limited to the specific project, and, in fact, usually spans across broader aspects of their technology footprint, including training needs, invoicing questions, HW/SW licensing options, etc. Our customer advocate team works closely with our project teams and our customer POCs to customize the frequency and depth of interactions to tailor the experience for each customer. The goal is to provide the right level of interaction, based on each customer’s individual needs.

Independent Customer Surveys

Please also our response to [Question 1. Offeror’s reputation in the marketplace](#), specifically information related to our *Independent Customer Surveys* and *Net Promoter Score and Calculation*.

5. Invoicing process

As described above, we utilize NetSuite as a single integrated ERP and CRM solution to manage the complete customer lifecycle from initial point of contact to billing and ongoing customer support. NetSuite ERP runs all our critical back-office operations and financial business processes including accounting, inventory and supply chain and order management. NetSuite CRM provides complete customer lifecycle management from marketing automation, opportunity management, order management and customer service. **Table 44** describes our invoicing procedures:

Procedure	Activities
Accepting Customer Purchase Order	<ul style="list-style-type: none"> • Sales Representative (Sales) receives and confirms receipt of Customer Purchase Order (PO) • Sales reviews Customer PO. If changes are required, Sales notifies customer and receives updated Customer PO • Sales creates Sales Order (SO) and updates opportunity status in NetSuite • Accounting Representative (Accounting) is notified of pending SO in NetSuite • Accounting quality checks SO and accompanying paperwork. If changes are required, Accounting notifies Sales and receives updated Customer PO • Accounting accepts Mythics SO
Submitting Vendor Purchase Order	<ul style="list-style-type: none"> • Accounting creates vendor Purchase Order (PO) package • Sales receives notification of pending vendor PO package in NetSuite for approval • Sales reviews vendor PO package. If changes are required, Sales notifies Accounting and receives updated vendor PO package • Sales Manager reviews vendor PO package. If changes are required, Sales Manager notifies Sales and receives updated vendor PO package. • Contract Representative (Contracts) notified of vendor PO package in NetSuite for approval • Contracts review the vendor PO package against vendor approval, if necessary. If changes are required, Contracts notify Sales and receive updated vendor PO package. • Accounting receives notification of approved vendor PO package and releases it to vendor.
Tracking Delivery Confirmation and Submitting Invoices	<p>After vendor PO package is sent to vendor, Accounting submits Customer Invoice:</p> <ul style="list-style-type: none"> • In most cases, licenses are invoiced immediately because customer can download the software instantly. • Services are invoiced upon Project Manager approval. Billing terms are dependent upon Customer Acceptance Terms in the contract. • Cloud services are invoiced monthly upon validation of consumption • Hardware is invoiced upon Customer Delivery Confirmation. • Internal Hardware Tacking Team performs daily updates for all outstanding hardware shipments. • Because partial deliveries may take place, partial invoices may be submitted. • Hardware and License Support is invoiced after vendor processes the vendor PO package and provides customer tracking identification, unless other billing terms are required. • Upon receipt, Sales submits customer tracking identification to Customer. • Training credits are invoiced immediately. Other Training is invoiced according to billing terms.
Collections and Payment	<ul style="list-style-type: none"> • Estimated payments may be requested from customers before the invoice due date. • Collections calls are made within one week after an invoice is past due. • Application of Customer Payment in NetSuite closes the open invoice. • We provide closeout assistance upon customer request provided purchase requirements has been fulfilled and all payment obligations have been met.

Table 44 – Invoicing Procedures

6. Contract implementation/Customer transition

- Please see overall marketing approach in our responses to [Marketing/Sales \(Questions 17-25\)](#)
- Please see our response to [Question 13. What is your strategy to increase market share?](#)
- Please see our response to [Question 18. Describe how your company will demonstrate the benefits of this contract to eligible entities if awarded](#)
- Please see our response to [Question 19. Explain how your company plans to market this agreement to existing government customers.](#)

7. Financial condition of vendor

We have been in business and remained profitable for 17 straight years. The financial condition is strong and supports a \$50 million line of credit with Wells Fargo bank.

Please also refer to our “*Independent Auditor’s Report*” under [Vendor Certifications \(if applicable\)](#) in [Tab 3](#).

8. Offeror’s safety record

We are OSHA compliant and due to our low risk, industry, and office environment are not required to maintain a history of any accidents or incidents.

9. Other factors relevant to this section as submitted by the proposer

AWS offers the most succinct description of what is known as the “*Shared Responsibility Model*” illustrated in **Figure 8** below. This concept is essential to evaluating the security of *any* CSP solution, that customers understand and distinguish between “*security of the cloud*” versus “*security in the cloud*”:

- “*Security of the cloud*” means security measures that the **CSP** implements and operates.
- “*Security in the cloud*” means security measures that the **customer** implements and operates, related to the security of customer content and applications that make use of CSP services or customer supplied software (usually as “*bring your own license*” or “*BYOL*”).

Customers retain control of what security they choose to implement to protect their own content, platform, applications, systems and networks, no differently than they would for applications in an on-site datacenter.

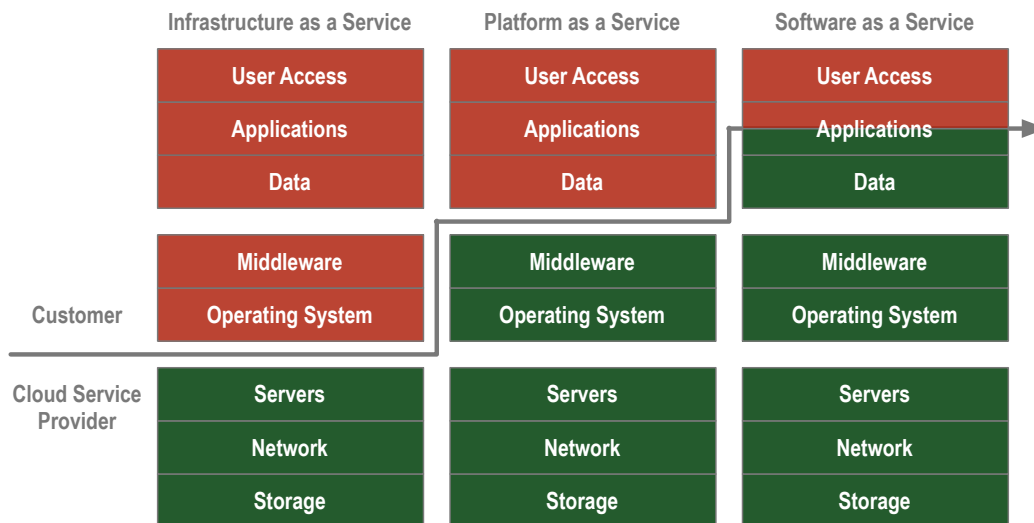


Figure 8 – Shared Responsibility. Understanding the obligations of a CSP (green) and its customers (red) is critical to ensuring accountability for different aspects of security—and must work together to ensure full coverage.

Security Of the Cloud

Because responsibilities differ depending on cloud service model and CSP, there is no standard shared responsibility model. All CSP terms and conditions contain language that designate areas of responsibility—especially concerning data protection and information security—and each CSP has their own position and interpretations. To recognize cloud security responsibilities, customers must understand the service-level agreements they have with CSPs—and the more CSPs they do business with, the interrelationships between parties becomes increasingly complex.

The same is true for customers, as most, if not all, States have passed laws regulating the collection and use of personal data; some have introduced (or even passed) legislation related to data breaches. Complicating matters, several federal privacy laws exist regulating the collection and use of personal information in the

financial, health, and electronic communications industries, as well as activities in other sectors that use personal information. As a result, there is a piecemeal system of federal and state laws and regulations that can sometimes contradict one another.

In absence of a single, comprehensive national law regulating the collection and use of personal data, most CSPs have adopted best practices in the form of self-regulatory guidelines, industry certifications and attestations, and other frameworks—some of which have accountability and enforcement components that are increasingly relied upon by progressive regulators, such as:

- CSA STAR Consensus Assessments Initiative Questionnaire (CAIQ)
- Federal Risk and Authorization Management Program (FedRAMP)
- Family Educational Rights and Privacy Act (FERPA)
- Federal Information Processing Standard (FIPS) PUB 140-2
- Federal Information Security Management Act (FISMA)
- Health Insurance Portability and Accountability Act (HIPAA)
- ISO 9001, 27001, 27017, 27018

Because situations and conditions may change during the contract, we recommend TCPN and Region 4 ESC avoid unnecessary issues introduced by other cloud contracts, specifically incorporating certain regulatory requirements and industry standards into the master contract. This is due to the dynamic nature of the industry, where new requirements and standards are introduced frequently over time. Our proposed solution takes advantage of the continuing efforts of CSPs negotiating state-level agreements for other contracts. This will ensure “then-current” and applicable special terms and conditions are provided at the time of sale.

Security In the Cloud

In a 2015 report, [Top Predictions for IT Organizations and Users for 2016 and Beyond](#), Gartner predicted by 2020, 95% of cloud security failures will be the customer’s fault, stating that “*only a small percentage of the security incidents impacting enterprises using the cloud have been due to vulnerabilities that were the provider’s fault.*” And has proven to be true, poor governance and a lack of training and education have contributed to poorly securing cloud services under the customer’s control. Gartner concluded that most cloud users “*will use cloud access security broker products to monitor and manage their use of SaaS and other forms of public cloud, reflecting the growing recognition that although clouds are usually secure, the secure use of public clouds requires explicit effort on the part of the cloud customer.*”

To address security issues, our portfolio of proposed CSPs contains a significant number of cybersecurity services—which supplements our ability to secure customer environments in the most popular public clouds.

Practical and Current Example of Share Responsibility

*UpGuard...discovered the open database of 198 million voters on June 12, and it was secured on June 14...About 1.1 terabytes of data was available to download and not password protected... Some of the exposed information, like voter registration, is public record, but states have different ways of letting people access it and rules on how it can be used... Deep Root's database on the open Amazon S3 storage server highlights the years-long effort by companies to stockpile data about American voters.*¹

*In what is the largest known data exposure of its kind...a misconfigured database containing the sensitive personal details of over 198 million American voters was left exposed to the internet by a firm working on behalf of the Republican National Committee (RNC)...The data, which was stored in a publicly accessible cloud server owned by Deep Root Analytics, included 1.1 terabytes of entirely unsecured personal information compiled by DRA...In total, the personal information of potentially near all of America’s 200 million registered voters was exposed, including names, dates of birth, home addresses, phone numbers, and voter registration details, as well as data described as “modeled” voter ethnicities and religions.*²

¹ <http://money.cnn.com/2017/06/19/technology/voter-data-leaked-online-gop/index.html>

² <https://www.upguard.com/breaches/the-rnc-files>

Qualification and Experience (25 Points)

1. Offeror's reputation in the marketplace

Nothing speaks better to our approach to customer service than our results. We retain an independent, third-party vendor (ERC) to conduct semi-annual quality surveys for our entire professional and managed services portfolio. We encourage regular, open and honest feedback from our customers to ensure we are meeting or, ideally, exceeding their expectations. We aggregate customer feedback and ratings into an overall quality score for our organization—monitored and reviewed by our executive team to ensure we continue to provide the highest quality service to our customers. We consistently see positive results, with our most recent survey of 26 customer projects (of which 13 were for state and local customers) ending between September 1, 2016 and March 31, 2017 achieving the following results:

Topic	Average Score (On a scale of 0-10, with 10 being the highest)
My [VENDOR] point of contact had the knowledge and expertise to manage my project.	9.42
How would you rate the staff in communication skills?	8.90
How would you rate the staff in timeliness?	9.10
How would you rate the staff in technical expertise?	9.19
Considering your total experience with the staff so far, how satisfied are you overall?	9.14
My project is on time.	8.29
My project is on budget.	9.19
[VENDOR] is solving the issue they were hired to complete.	9.33
How satisfied are you with your total experience with [VENDOR]?	9.19
How likely would you be to recommend [VENDOR] for projects in the future?	9.43
Net Promoter Score	100 (perfect)

Table 45 – Net Promoter Score. We are most proud of our perfect Net Promoter Score—an index ranging from -100 to 100 measuring the willingness of customers to recommend a company's products or services to others. It serves as a proxy for us to determine the customer's overall satisfaction with our product or service as well as their loyalty to us.

Net Promoter Score and Calculation

Customers are surveyed on one single question: “On a scale of 0 to 10, how likely are you to recommend this company's product or service to a friend or a colleague?” Based on their rating, customers are classified in 3 categories: promoters, passives and detractors where:

- **Promoters.** Answer 9 or 10. They love the company's products and services. They are typically repeat buyers—enthusiastic evangelist who recommend the company to other potential buyers.
- **Passives.** Give a score of 7 or 8. They are somewhat satisfied but could easily switch to a competitor's offering if given the opportunity. They probably wouldn't spread any negative word-of-mouth, but are not enthusiastic enough about the company's products or services to promote them.
- **Detractors.** Give a score lower or equal to 6. They are not particularly thrilled by the product or the service. They won't purchase again from the company and could potentially damage the company's reputation through negative word of mouth.

The Net Promoter Score (NPS) is determined by subtracting the percentage of customers who are detractors from the percentage who are promoters. What is generated is a score between -100 and 100. At one end of the spectrum, if all customers gave a score lower or equal to 6, this would lead to a NPS of -100. On the other end of the spectrum, if all customers answered with a 9 or 10, then the total Net Promoter Score would be 100.

2. Reputation of products and services in the marketplace

- Please see our response to [Public Cloud Service Providers](#), specifically [Accolades Received by Our CSP Partners](#).
- Please also see our response to [Private Cloud Infrastructure Providers \(CIPs\)](#)

3. Past relationship with Region 4 ESC and/or TCPN members

In the previous three calendar years (2014-2016), we have sold to 1,842 different agencies eligible for cooperative purchasing in all 50 States. Of those agencies, 672 are Certain Public Agencies or political subdivisions and local governments in the states/districts reference in the TCPN and Region 4 ESC Total Cloud Solutions RFP Number 17-10—listed in **Table 46** below:

Certain Public Agencies and Political Subdivisions			
Alabama Department of Economic and Community Affairs	Hawaii Department of Hawaiian Homeland	New Jersey Transit	Tennessee Administrative Office of the Courts
Alabama Department of Finance	Hawaii Department of Transportation	New Jersey Turnpike Authority	Tennessee Board of Regents
Alabama Department of Human Resources	Hawaii Employer Union Health Benefits Trust Fund	New Mexico Administrative Office of the Courts	Tennessee Bureau of Investigation
Alabama DOT	Hofstra University	New Mexico Department of Finance and Administration	Tennessee Comptroller of the Treasury
Alabama Governor's Office	Idaho Department of Fish and Game	New Mexico Department of Game and Fish	Tennessee Courts
Alameda County	Idaho Department of Health and Welfare	New Mexico Department of Health	Tennessee Department of Children's Services
Alaska Department of Fish and Game	Idaho Office of the State Controller	New Mexico Department of Highway	Tennessee Department of Environment and Conservation
Alaska Department of Health and Social Services	Idaho Public Employee Retirement System	New Mexico Department of IT	Tennessee Department of Finance and Administration
Alaska Department of Natural Resources	Idaho DOT	New Mexico Department of Public Safety	Tennessee Department of Health
Alaska DOT	Illinois Administrative Office of the Illinois Courts	New Mexico Department of Tax and Revenue	Tennessee Department of Human Services
Alaska Division of Retirement and Benefits	Illinois Central Management Services	New Mexico DOT	Tennessee Department of Labor and Workforce Development
Albany County	Illinois Department of Public Health	New Mexico Department of Workforce Solutions	Tennessee Department of Revenue
Antelope Valley College	Illinois DOT	New Mexico Educational Retirement Board	Tennessee DOT
Arizona Department of Revenue	Illinois Environmental Protection Agency	New Mexico Environmental Department	Tennessee District Attorneys General Conference
Arizona Radiation Regulatory Agency	Illinois Housing Development Authority	New Mexico Human Services Department	Tennessee TennCare
Arizona State Board of Dental Examiners	Illinois Law Enforcement Alarm System	New Mexico Public Employee's Retirement Association	Tennessee Treasury Department
Arkansas Commission of Law Enforcement	Illinois Metropolitan Water Reclamation District of Greater Chicago	New Mexico Secretary of State	Tennessee Wildlife Resources Agency
Arkansas Department of Health and Human Services	Illinois Regional Transportation Authority	New York City Administration for Children's Services	Texas Commission on State Energy Communications
Arkansas Office of the Courts	Illinois Rock River Water Reclamation District	New York City Department of Buildings	Texas Comptroller of Public Accounts
Arkansas State Highway and Transportation Department	Illinois State Library System	New York City Department of City Planning	Texas Department of Family and Protective Services
Barneget Township	Illinois State Police	New York City Department of Design and Construction	Texas Department of Information Resources

Certain Public Agencies and Political Subdivisions			
Beaver County	Illinois State Toll Highway Authority	New York City Department of Education	Texas Department of State Health Services
Beaverton School District	Indiana Auditor of the State	New York City Department of Environmental Protection	Texas Employees Retirement System
Bryant and Stratton College	Indiana Commission on Public Records	New York City Department of Finance	Texas Guaranteed Student Loan Corporation
Cajon Valley Union School District	Indiana Department of Corrections	New York City Department of Health and Hygiene	Texas Historical Commission
California Air Resources Board	Indiana Department of Environmental Management	New York City Department of Health and Mental Hygiene	Texas Houston Independent School District
California Commission on Teacher Credentialing	Indiana Department of Revenue	New York City Department of Investigation	Texas Lottery
California Department of Consumer Affairs	Indiana DOT	New York City Department of Sanitation	Texas Medicaid
California Department of Corrections and Rehabilitation	Indiana Family and Social Services Administration	New York City District Attorney Bronx County	Texas Municipal Retirement System
California Department of Fish and Game	Indiana OIT	New York City DOITT	Texas Racing Commission
California Department of Health Care Services	Indiana Public Retirement System	New York City Financial Information Services Agency	Texas Tarrant County
California Department of Industrial Relations	Indiana State Budget Agency	New York City Fire Department	The College of New Rochelle
California Department of Motor Vehicles	Indiana State Police	New York City Health and Hospitals Corporation	Toms River Regional School District
California Department of Pesticide Regulation	Iowa Cedar Falls Utilities	New York City Housing Authority	Town of Brunswick
California Department of Public Health	Iowa DOT	New York City Housing, Preservation, and Development	Town of Hartford
California Department of Technology	Iowa Department of Human Services	New York City Human Resources Administration	Town of Henrietta
California DOT	Iowa Public Employees Retirement System	New York City Javits Center	Town of Malta
California Gold Coast Transit	Jackson County School District	New York City Metropolitan Transportation Authority	Town of Manchester
California Healthcare Eligibility, Enrollment and Retention	Jefferson County	New York City Office of Payroll Administration	Town of Northumberland
California Institute of Technology	Judicial Council of California	New York City Office of the Mayor	Tri-County Technical College
California Legislative Counsel Bureau	Kansas Turnpike Authority	New York City Parks and Recreation	Trident Technical College
California Legislative Data Center	Kauai County	New York City Police Department	Tulane University
California Prison Healthcare Services	Kentucky Louisville Metro Government	New York City School Construction Authority	Tulare County
California Public Employees Retirement System	Kentucky Office of the Attorney General	New York City Transit Authority	Uinta County
California Secretary of State	Kentucky Retirement Systems	New York Department of Health	Union County
California State Treasurer	Kern County	New York Law School	University of Buffalo
California State Water Resources Control Board	King County	New York Media Services Center	University of California San Francisco
Capital District Transit Authority	Lafayette Parish	New York Office of General Services	University of California San Diego
Carteret County Schools	Lander University	New York OIT Services	UCLA
Charleston County	Livonia City Hall	New York Office of Mental Health	University of California Santa Barbara
Chelan County	Los Angeles County	New York Office of the Attorney General	University of California-Davis

Certain Public Agencies and Political Subdivisions			
Cherry Hill Township	Louisiana Department of Child and Family Services	New York State Courts	University of Cincinnati
City and County of San Francisco	Louisiana Department of Corrections	New York State Department of Financial Services	University of Connecticut
City College of San Francisco	Louisiana Department of Environmental Quality	New York State Insurance Fund	University of Delaware
City of Auburn	Louisiana Department of Health and Hospitals	New York State Thruway Authority	University of Duke
City of Aurora	Louisiana Department of Natural Resources	New York Stony Brook Medicine	University of Florida
City of Eugene	Louisiana Department of Public Safety	New York University	University of Hawaii
City of Everett	Louisiana DOT and Development	Norfolk Public School District	University of Houston
City of Glendale	Louisiana Division of Administration	North Carolina Department of Administration	University of Idaho
City of La Mesa	Louisiana Office of Group Benefits	North Carolina Department of Agriculture	University of Illinois
City of Lewiston	Louisiana Office of Technology Services	North Carolina Environment and Natural Resources	University of Kentucky
City of Los Angeles	Louisiana State Employee Retirement Systems	North Carolina Department of Health and Human Services	University of Louisiana at Lafayette
City of Monroe	Louisiana State University	North Carolina Department of Insurance	University of Louisville
City of New Orleans	Madison County	North Carolina Department of Public Instruction	University of Mary Washington
City of New York	Madison County School District	North Carolina Department of Public Safety	University of Maryland
City of Park City	Maine OIT	North Carolina Department of Public Safety	University of Maryland Baltimore County
City of Riverside	Maine Public Employee Retirement System	North Carolina Department of Revenue	University of Massachusetts Medical School
City of Roseville	Marion County	North Carolina Department of State Treasurer	University of Miami
City of Rye	Maryland Administrative Office of the Courts	North Carolina Division of Parks and Recreation	University of Michigan
City of Sacramento	Maryland Board of Nursing	North Carolina Office of State Controller	University of Mississippi
City of Salem	Maryland Chesapeake Employers' Insurance Company	North Carolina State Ports Authority	University of Nevada Las Vegas
City of San Diego	Maryland Department of Education	North Dakota Department of Corrections	University of New England
City of San Jose	Maryland Department of Environment	North Dakota IT Department	University of New Mexico
City of San Marcos	Maryland Department of General Services	North Dakota IT Department	University of North Alabama
City of Santa Ana	Maryland Department of Health and Mental Hygiene	Northeast Community College	University of North Carolina
City of Santa Rosa	Maryland Department of IT	Northwest Florida Beaches International Airport	University of North Carolina Greensboro
City of Shreveport	Maryland Department of Juvenile Justice	Oakland City Hall	University of North Dakota
City of Simi Valley	Maryland Department of Public Safety and Correctional Services	Ocean County	University of North Florida
City of Slidell	Maryland Department of the Environment	Ohio Department of Administrative Services	University of North Georgia
City of Tacoma	Maryland DOT	Ohio DOT	University of Northern Iowa

Certain Public Agencies and Political Subdivisions			
City University of New York	Maryland General Assembly	Ohio Environmental Protection Agency	University of Oklahoma
Clackamas County	Maryland Geological Survey	Ohio Legislative Information Systems	University of Pennsylvania
Clark County	Maryland Governor's Office	Ohio OAKS Service Assurance	University of Pittsburgh
Clatsop County	Maryland Health Benefit Exchange	Ohio Police and Fire Fighter Pension Fund	University of Portland
Clinton County	Maryland Labor Relations Board	Ohio Secretary of State	University of Rhode Island
College of Saint Rose	Maryland MD Governor's Office	Oklahoma Department of Transportation	University of Rochester
Colorado Department of Labor and Employment	Maryland Motor Vehicle Administration	Oklahoma Public Employee Retirement System	University of San Francisco
Colorado Governor's OIT	Maryland National Capital Park and Planning Commission	Oklahoma Regents for Higher Education	University of Scranton
Colorado Regional Transportation District	Maryland National Parks and Plan Commission	Oklahoma State Department of Health	University of South Carolina
Columbia University	Maryland office of the Attorney General	Oklahoma State Election Board	University of South Florida
Concordia College	Maryland Office of The Comptroller	Oklahoma Tax Commission	University of Southern Mississippi
Conewago Township	Maryland Port Administration	Oklahoma Tourism and Recreation Department	University of Tennessee
Connecticut Department of Revenue	Maryland State Board of Elections	Orange County	University of Texas at Austin
Contra Costa County	Maryland State Department of Education	Oregon Bureau of Labor and Industries	University of Texas at Dallas
Cowlitz County	Maryland State Highway Administration	Oregon Department of Administrative Services	University of the District of Columbia
Cumberland County	Maryland State Police	Oregon Department of Agriculture	University of Toledo
Delaware County	Maryland State Workers Compensation	Oregon Department of Consumer and Business Services	University of Vermont
Deptford Township	Maryland Transit Administration	Oregon Department of Human Services and Health Authority	University of Virginia
District of Columbia Government	Maryland Transportation Authority	Oregon Department of Public Safety Standards and Training	University of Wisconsin
Douglas County	Massachusetts Boston Water and Sewer Commission	Oregon Employment Department	Utah Department of Health
East Brunswick Public School District	Massachusetts Executive Office of Education	Oregon Eugene Water and Electric Board	Utah State University
East Windsor Regional School District	Massachusetts Executive Office of Public Safety and Security	Oregon Institute of Technology	Utah Valley University
Eastern Oregon University	Massachusetts Port Authority	Oregon Liquor Control	Ventura County
Evergreen State College	Michigan Department of Licensing and Regulatory Affairs	Oregon Pacific States Marine Fisheries Commission	Vermont Department of Taxes
Fairfax County School District	Michigan Department of Treasury	Oregon State University	Village of Chittenango
Fairfield Public School District	Michigan Economic Development Corp.	Oregon University System	Village of Ridgewood
Florida Agency for Health Care Administration	Michigan Library of Michigan Foundation	Pemberton Township	Virginia Department of Accounts
Florida Agency for State Technology	Middlesex Community College	Pennsylvania Administrative Office of Pennsylvania Courts	Virginia Dept. of Agriculture and Consumer Service
Florida Department of Administrative Services	Minnesota Department of Administration	Pennsylvania Commonwealth Technology Center	Virginia Department of Alcoholic Beverage Control
Florida Department of Agriculture and Consumer Services	Minnesota Metropolitan Council	Pennsylvania Department of Revenue	Virginia Department of Conservation and Recreation

Certain Public Agencies and Political Subdivisions			
Florida Department of Business and Professional Regulation	Minnesota State Lottery	Pennsylvania Library System of Lancaster County	Virginia Department of Criminal Justice
Florida Department of Children and Families	Minnesota State Retirement System	Pennsylvania Office of Administration	Virginia Department of Environmental Quality
Florida Department of Economic Opportunity	Mississippi Attorney General's Office	Pennsylvania OIT	Virginia Department of General Services
Florida Department of Environmental Protection	Mississippi Department of Education	Phillipsburg School District	Virginia Department of Health
Florida Department of Financial Services	Mississippi Department of Employment Security	Portland Public Schools	Virginia Department of Juvenile Justice
Florida Department of Health	Mississippi Department of Environmental Quality	Princeton University	Virginia Department of Labor and Industry
Florida Department of Highway Safety and Motor Vehicles	Mississippi Department of Public Safety	Ramapo College of New Jersey	Virginia Department of Medical Assistance Services
Florida Department of Law Enforcement	Mississippi DOT	Raritan Valley Community College	Virginia Department of Mines, Minerals and Energy
Florida Department of Management Services	Mississippi Department of Wildlife, Fisheries and Parks	Rensselaer Polytechnic Institute	Virginia Department of Motor Vehicles
Florida Department of Revenue	Mississippi Division of Medicaid	Rhode Island Department Human Services	Virginia Department of Social Services
Florida Department of State	Mississippi Emergency Management Agency	Rhode Island DOT	Virginia Department of Taxation
Florida DOT	Mississippi IT Service	Rhode Island State Legislature	Virginia DOT
Florida Energy Authority	Mississippi Institutions of Higher Learning	Rider University	Virginia Employment Commission
Florida Fish and Wildlife Conservation Commission	Mississippi Insurance Department	Rockefeller University	Virginia Lottery
Florida Association of Court Clerks and Comptroller	Mississippi Secretary of State	Rowan University	Virginia Polytechnic Institute and State University
Florida House of Representatives	Missouri Consolidated Health Care Plan	Roxbury Township School District	Virginia Retirement System
Florida Office of the Governor	Missouri Department of Conservation	Sacramento County	Virginia State Corporation Commission
Florida Office of the State Courts Administrator	Missouri Office of State Courts Administrator	Salt Lake County	Virginia State Police
Florida School for the Deaf and the Blind	Missouri Public School and Education Employee Retirement	San Bernardino County	Virginia State University
Florida State Board of Administration	Missouri Sheriffs' Association	San Diego State University	Virginia Supreme Court
Fulton County	Missouri State Courts	San Jacinto College District	Virginia Western Community College
George Fox University	Modesto City Hall	San Jose State University	Washington County, Oregon
Georgia Administrative Office of the Courts	Monmouth County	San Juan Unified School District	Washington County, Utah
Georgia Court of Appeals	Monroe County	San Mateo County	Washington Department of Corrections
Georgia Department of Administrative Services	Montana Department of Administration	Santa Maria Bonita School District	Washington Department of Natural Resources
Georgia Department of Audits	Montana Department of Natural Resources	Secretary of Commonwealth of Massachusetts	Washington Department of Social and Health Services
Georgia Department of Behavioral Health	Montana Department of Public Health and Human Services	Shepherd University	Washington Metropolitan Area Transit Authority
Georgia Department of Community Health	Montana State Bar of Montana	Snohomish County	Washington State Board for Community and Tech Colleges
Georgia Department of Corrections	Montclair Public Schools	Snow College	Washington State Community College

Certain Public Agencies and Political Subdivisions			
Georgia Department of Driver Services	Montclair State University	Solano Community College	Washington State Department of Health
Georgia Department of Human Resources	Monterey County	Solano County	Washington State Department of Information Services
Georgia Department of Human Services	Montgomery County	Sonoma County	Washington State Healthcare Authority
Georgia Department of IT	Mt. Sinai School of Medicine	South Carolina Budget and Control Board	Washington State Library Commission
Georgia Department of Law	Multnomah County	South Carolina Criminal Justice Academy	Washington Suburban Sanitary Commission
Georgia Department of Natural Resources	Nebraska Department of Insurance	South Carolina Dept. of Health and Environmental Control	Wayne County
Georgia Department of Revenue	Nebraska Workers Compensation Court	South Carolina Department of Health and Human Services	West Virginia Administrative Office of the Courts
Georgia DOT	Nevada Department of Administration	South Carolina Department of Insurance	West Virginia Department of Administration
Georgia Employees Retirement System	Nevada Dept. of Employment Training and Rehabilitation	South Carolina Department of Motor Vehicles	West Virginia Department of Commerce
Georgia Correctional Industries	Nevada Department of Motor Vehicles	South Carolina Department of Natural Resources	West Virginia Department of Environmental Protection
Georgia Governor's Office of Consumer Protection	Nevada DOT	South Carolina DOT	West Virginia Department of Health and Human Services
Georgia Office of Student Achievement	Nevada Division of Human Resource Management	South Carolina Division of State IT	West Virginia Department of Tax
Georgia Office of the Lieutenant Governor	Nevada Secretary of State	South Carolina Judicial Department	West Virginia DOT
Georgia Ports Authority	New Hampshire DOT	South Carolina Law Enforcement Division	West Virginia Health Care Authority
Georgia Public Safety Training Center	New Hampshire OIT	South Carolina Legislative Services Agency	West Virginia Insurance Commission
Georgia Secretary of the State	New Jersey Department of Banking and Insurance	South Carolina Lexington School District One	West Virginia Network
Georgia State Accounting Office	New Jersey Department of Children and Families	South Carolina Office of the State Auditor	West Virginia State Auditor's Office
Georgia State Board of Pardons and Paroles	New Jersey Department of Environmental Protection	South Carolina Office of the Treasurer	West Virginia State Police
Georgia State Board of Workers Compensation	New Jersey Department of Health and Senior Services	South Carolina State Ports Authority	West Virginia State University
Georgia State Road and Tollway Authority	New Jersey Department of Human Services	South Dakota Department of Health	West Virginia University
Georgia Technology Authority	New Jersey Department of Labor	South Dakota Department of Social Services	Westmoreland County
Gonzales County	New Jersey Department of Law and Public Safety	South Dakota DOT	Wyoming Department of Education
Grant County	New Jersey Department of Treasury	Southeastern Louisiana University	Wyoming Department of Enterprise Technology Services
Greene County	New Jersey Division of Gaming	Southern Oregon University	Wyoming Department of Health
Greenville Technical College	New Jersey Environmental Infrastructure Trust	Springfield Public Schools	Wyoming Department of Revenue
Hamilton County	New Jersey Motor Vehicle Commission	Stanford University	Wyoming DOT
Harris County	New Jersey Office of Homeland Security and Preparedness	Stanislaus County	Wyoming Department of Workforce Services
Hawaii County	New Jersey OIT	State University of New York	York College

Table 46 – Common Customers

4. Experience and qualification of key employees

- Experience and qualifications of our *key employees* can be found in our response to [Question 7. Please provide contact information for the person\(s\) who will be responsible for the following areas, including resumes.](#)
- Experience and qualifications of additional *functional support personnel* can be found in response to [Question 13. What is your strategy to increase market share?](#)

5. Location and number of sales persons who will work on this contract

Sales Teams	Number	Location
Technology Sales	123	Primarily Northern Virginia and Virginia Beach offices, with representation across the U.S.
Consulting Sales	27	Primarily Northern Virginia and Virginia Beach offices, with representation across the U.S.

Table 47 – Location and Number of Sales Resources

- More information about our sales team can be found in response to [Question 5. List the total number of sales persons employed by your organization within the United States, broken down by market.](#)
- More information about our sales team locations can be found in response to [Question 6. List the number and location of offices, or service centers for all states being offered in solicitation. Additionally, list the names of key contacts at each location with title, address, phone and e-mail address.](#)
- Also see our response to [Question 1. Ability to deliver products and services nationally.](#)

6. Past experience working with the government sector

Mythics was founded in 2000 by two former Oracle employees who saw a need for a better Oracle resale partner dedicated to the federal and state and local markets. In 2006, Emergent was established for the same reason—but for non-Oracle technologies—to help public-sector organizations achieve their missions by providing and implementing an entire range of technology products and support services. Our proactive, efficient, reliable, accurate, and responsive approach, sound financial management, and highly qualified and knowledgeable employees—qualities that ensure customer satisfaction—has enabled us to achieve double-digit growth in each of the previous 15 years. Through pre-sales, sales, delivery, and support services, we help our government customers discover the benefits of the technologies we offer—as it exists today and as new products and services become commercially available.

We maximize customer investments beyond simply providing products and services discounts. We not only know our vendors’ products, services, and support, we know how to navigate their complicated internal processes—ordering, legal, contracts, fulfillment, support, etc.—better than their other partners. Our relationship produce streamlined procurements and reduce our customers’ associated acquisition costs. As a result, we have become a trusted advisor to thousands of agencies eligible to purchase off this contract.

Public-sector Contract Vehicles

We hold and successfully manage some of the best and largest public-sector, IT contract vehicles. In terms of revenue, Mythics has consistently been a top GSA contract holder and Emergent is a top-ten contributor to two of the federal government’s premier Government-wide Acquisition Contracts (SEWP V and CIO-CS). Mythics hold TCPN’s Oracle contract and Emergent is a recent awardee for NASPO’s Cloud contract. Complimenting these overarching and sector-wide vehicles are scores federal Blanket Purchase Agreements (BPAs) and state-wide purchasing contracts. **Table 48** on the next page lists our current contract vehicles.

Mythics Emergent Group Subsidiaries	Federal Contract Vehicles	State and Local Contract Vehicles	
Mythics, Inc.	Federal	12. PEPPM – Oracle CA	25. Missouri Commercial Off the Shelf Software (COTS) Contract
	1. General Services Administration IT Schedule 70	13. California Multiple Award Schedules (CMAS)	26. New Mexico Statewide Price Agreement Contract
	2. Department of Defense ESI/SmartBuy BPA	14. Florida IT Equipment, Software & Services	27. NYS OGS Enterprise Systems
	3. U.S. Air Force BPA	15. Georgia Technology Authority - Cloud Services Agreement	28. Carolinas HealthCare System: Master HW, SW License and Services Agreement
	4. Department of Homeland Security BPA	16. Illinois Oracle Statewide Master Contract	29. North Carolina, Charlotte Cooperative Purchasing Alliance (CCPA)
	5. Department of State BPA	17. Indiana Knowledge Services Master Agreement	30. Ohio State Term Schedule
	6. Department of Energy BPA	18. Iowa DoT Addendum	31. Oklahoma Oracle Products, Support, Education, and Training
	7. U.S. Census Bureau BPA	19. Commonwealth of Kentucky Finance and Administration Cabinet Contract	32. South Carolina Statewide Contract for Oracle Software
	8. U.S. Department of Veterans Affairs BPA	20. Maryland Hardware Master Contract	33. Tennessee State Contract Oracle Software and Support
	9. U.S Army Cloud Computing Enterprise Transformation (ACCENT)	21. Maryland DoIT Consulting and Technical Services+ (CATS+)	34. Texas DIR Contract
	10. The Cooperative Purchasing Network (TCPN)	22. Maryland COTS 2012 Master Contract	35. State of Virginia Contract (Software)
11. Pennsylvania Education Purchasing Program for Microcomputers (PEPPM) – Oracle PA	23. Michigan Oakland County CLEMIS	36. Commonwealth of Virginia Contract (Services)	
	24. Minnesota Software State Contract		
Emergent, LLC	Federal	7. Department of Agriculture BPA	State and Local
	1. General Services Administration IT Schedule 70	8. Department of Energy BPA - Adobe	14. NASPO ValuePoint Cloud Solutions
	2. Department of Defense ESI/SmartBuy BPA	9. Department of Energy BPA – Red Hat	15. Maryland COTS 2012 Master Contract
	3. NASA SEWP V (GWAC) Group A	10. Department of Interior BPA	16. Ohio State Term Schedule
	4. NASA SEWP V (GWAC) Group D	11. Department of Transportation BPA	17. PEPPM – Google PA
	5. NIH CIO-CS (GWAC)	12. Internal Revenue Service BPA	18. PEPPM – Google CA
	6. Department of Health and Human Services BPA	13. U.S Army Cloud Computing Enterprise Transformation (ACCENT)	19. PEPPM – AWS PA
			20. PEPPM – AWS CA

Table 48 – Public-sector Contract Vehicles

7. Exhibited understanding of cooperative purchasing

Please see our response to [Question 24. Describe your company’s implementation and success with existing cooperative purchasing programs, if any, and provide the cooperative’s name\(s\), contact person\(s\) and contact information as reference\(s\).](#)

8. Past litigation, bankruptcy, reorganization, state investigations of entity or current officers and directors

No Mythics, Inc. or Emergent, LLC officer or director is or has been involved in any litigation, bankruptcy proceedings or reorganization plans, state investigations, except for the litigation described in our response to [Question 16. Provide information regarding whether your firm, either presently or in the past, has been involved in any litigation, bankruptcy, or reorganization.](#)

9. Minimum of ten (10) customer references relating to the scope of products and services requested within this RFP

Please see [Tab 5](#) for a list of customer references relating to the scope of products and services requested within the RFP.

10. Other factors relevant to this section as submitted by the proposer

Over the past 18 months, public-sector organizations have accelerated their adoption of cloud computing. Many of our customers are experimenting with, if not fully utilizing, several public clouds. Some have even deployed their own private clouds. Our experience echoes that of industry observers and research firms—the integration of one or more public and/or private clouds (hybrid cloud) is the preferred strategy. But regardless of how they arrived at this destination—having established an enterprise cloud-first policy or a simple, opportunistic cloud experiment gone viral—organizations must adjust to this new paradigm.

CSPs evolve quickly and release increasingly complex (and quite different) services. Integrating a CSP’s services into an organization’s IT environment requires an appropriate cloud governance model—the decision-making processes, criteria and policies with respect to planning, architecting, acquiring, deploying, and managing cloud services. Integrating into a hybrid cloud environment only increases the complexity.

This is where we come in. We not only provide cloud services, we help our customers overcome cloud computing challenges and support their cloud initiatives. The following best practices detail how:

Overcoming Cloud Computing Challenges (Best Practices)

On August 9, 2006, Google CEO Eric Schmidt first used the term “cloud computing” in its modern context at an industry conference. Since that time, cloud adopters have faced many challenges, from the initial anxieties of CSP reliability, predictability and business continuity; scaling resources quickly and autonomously; and transfer bottlenecks to vendor lock in and lack of education, as well as the omnipresent issues of data privacy and information security. As cloud computing has left the confines of the IT department, so have the challenges facing our customers. The section below lists and describes the major cloud computing challenges our customers face and what we do to help solve them.

**Lack of resources/
experience** Lacking cloud resources and expertise introduce risk, such as overpaying for services where cheaper alternatives exist, increasing the chance of a security incident, or prolonging the return on cloud investments. We offer our skilled cloud resources to customers—some as part of pre-sales efforts and others as paid professional or managed services. Since we have relationships with all the major IaaS/PaaS CSPs, we can reach back to the providers themselves to help architect solutions and resolve problems. We also provide training and education to our customers.

**Data Privacy and
Information
Security** As stated before, Gartner predicted by 2020, 95% of cloud security failures will be the customer’s fault. Our IaaS and PaaS CSPs are ISO 27001 certified—meaning they have policies and procedures in place for systematically managing an organization’s sensitive data. A critical tenet of ISO 27001 is “plan-do-check-act” (PDCA), an iterative, process improvement methodology. In the shared responsibility model, we help our customers plan security processes ahead of time, do the difficult work of integrating these processes, check they are being followed and act quickly in cases of non-compliance.

**Managing Cloud
Spend** Cloud spend is difficult to budget, manage, and, without the right checks and balances, can grow out of control. We provide our customers visibility into their cloud costs, providing them the ability to accurately forecast and account for their cloud spend. Each of our proposed CSP offers some level of billing and cost management tools to its customers as the first step in managing cloud spend. In addition, there are hundreds of proprietary third-party solutions that promise to provide insight into cloud spend by analyzing utilization logs. We help customers choose the right mix of CSP-provide tools and third-party solutions appropriate for their environments.

Compliance with Regulatory Requirements	In response to federal privacy laws regulating the collection and use of personal information, our proposed CSPs have established assurance programs for healthcare, finance, and government. Unfortunately, each CSP's implementation may be quite different from another. We help our customers navigate the differences between CSPs—where their terms and conditions and SLAs may contrast—so that our customer have a better understand of their rights, remedies, and exposure in hybrid environments.
Cloud Governance	<p>Cloud governance is a set of organizational policies or principles put in place to secure cloud-based applications and data. Ideally, cloud governance supplements or is integrated into an existing IT governance system.</p> <p>Like the issue of compliance with regulatory requirements, each CSP implements security differently and, as a result, has vastly different terms and conditions relating to application and data security. We engage with our customers early to better understand their existing IT governance policies so we can recommend CSPs best suited for their requirements—not just from a purely technical perspective.</p>
Managing Multiple Cloud Services	SLAs differ by CSP and managed cloud service provider. Integrating a variety of CSPs into a hybrid environment supplemented by a hodgepodge of managed cloud service providers leads to a nightmare scenario determining rights, remedies, and exposure in all situations. We provide managed services that normalize the various SLAs into a single offering—where there is “one throat to choke”.
Complexity of Building and Integrating Private Cloud	<p>Private clouds differ from traditional data centers in that many of the underlying details of the infrastructure are abstracted through virtualization and different, duplicate services are replaced by shared services. Building a private cloud requires a more disciplined approach and introduces unforeseen issues—organizational control of IT resources, determining a common architecture to satisfy all parties, even changes to software licensing models.</p> <p>We help our customer build successful private clouds by understanding their requirements of the business—including operational, security, and regulatory concerns. We determine the anticipated organizational workloads to identify and select the right hardware, software, and networking—and adopting proprietary or open standards. Design of a private cloud also requires a well-thought out security plan, specifically identity and access management. Aside from technical architecture design, we help customers define their governance processes and environment management practices. Once determined, we build, test, and support the resulting solution.</p>

Supporting Cloud Initiatives (Best Practices)

The section below lists and describes our customers' common cloud initiatives.

Optimizing Existing Cloud Use	<p>AWS, Microsoft Azure, Google Cloud, and IBM Bluemix each offer different pricing models, discounting options (reserved instances, committed use, etc.), and regular price cuts. Figuring out which provider has the most cost-effective services is a daunting task. While there are several 3rd-party solutions that can automate some of the decision making, it's important to understand where costs are accumulated.</p> <p>We help customers model their cloud server, storage, and database environments and compare alternatives so they choose the right resources and budget cloud costs accordingly. Once operational, we monitor server running hours, read/write requests, storage and archival usage, data transfer costs, and other transactions to provide feedback on how to best optimize their cloud usage.</p>
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Moving More Workloads to the Cloud

As organizations become more comfortable with cloud infrastructure services, they inevitably begin to accelerate application migration and delivery by moving their workloads to the cloud.

We help our customers navigate the complexities of cloud computing, from the overarching business strategies affecting people, processes and plans to the eventual movement of applications. Our methodologies incorporate industry standards and best practices (PMP, ISO, “6 Rs”, agile development (Scrum) and DevOps.

Please see our response in section [Cloud Application Development](#) for details.

Expanding Use of Public Clouds

Expanding the use of public clouds introduces complexities on many levels—service functionality, pricing practices, SLAs, etc. Our proposed IaaS and PaaS CSPs offer a broad range of cloud services: compute, raw storage, database, networking and delivery, analytics, security and identity management, mobile services, application services, Internet of Things, business productivity, along with both proprietary and open developer and management tools.

When expanding the use of public clouds, we help our customers choose whether to go “deeper” with an existing provider or “wider” by integrating other CSPs. Because we represent all the top brands, we also streamline the procurement of these resources.

Supporting a Cloud First Strategy

A cloud first strategy is a simple concept: As an organization updates or develops new applications, it should ask, “will this work in the cloud?” It’s hard to imagine organizations planning, designing, and implementing any cloud infrastructure other than a hybrid environment. We offer a range of hardware, software, and services (CSP plus our own professional and managed services) to support our customer’s cloud first strategies—at both the business and technical levels.

Expanding use of Containers

The concept of “virtualizing” computing resources enables multiple operating systems and multiple applications to run on the same server at the same time. It’s the enabling technology for cloud computing—maximizing and allocating the use of infrastructure. The concept of “containerization” is the next step in the evolution of cloud computing. In layman’s terms, a container is a software bucket comprising everything necessary to run software virtually anywhere. The benefit of containerization is portability—where organizations can deploy and seamlessly shift workloads to any cloud.

We help our customers incorporate the use of containers when we migrate legacy applications and deploy new applications to their clouds.

Adopting DevOps

DevOps is an application lifecycle management approach where an agile and collaborative relationship between software developers and IT operations staff produces rapid, frequent, and more reliable software releases without disrupting other services.

See our response to section [DevOps](#) for more details on how we incorporate DevOps into our delivery methodology.

Expanding use of private clouds

A private cloud is IT infrastructure entirely dedicated to a single tenant. Private clouds are generally hosted on-site or in a 3rd-party hosting center. Organizations are drawn to public clouds due to disadvantages associated with public clouds—lack of total security, data transfer fees, and performance. For instance, organizations facing regulatory requirements—such as HIPAA, HITECH, FERPA, GLBA, and IRS 1075—may choose to have greater control over their computing environments. Disadvantages do exist with private clouds—primarily the costs associated initial outlays (hardware, software, support, training). However, many organizations have found private clouds to be a more cost-effective option in the long run.

See our response to section [Private Cloud Infrastructure](#) for more details on our approach and capabilities.

Value Add (10 Points)

1. Marketing plan and capability

Our marketing team creates and delivers nationwide campaigns to generate opportunities where our proposed CSPs solve the business challenges facing our state and local customers. Upon the award of a contract, we will incorporate TCPN's Total Cloud Solutions contract into our marketing activities:

- **Nationwide Technology Events.** Our Nationwide Technology Events are designed to share perspective on industry best practices. The proposed services provided by our CSPs helps public-sector entities gain operational efficiencies, enforce regulatory compliance, reduce costs, and improve constituent services. In each Technology Event, attendees are presented information on one or more specific CSP.
- **Sponsorship and Access to High Profile Technologists.** Like our Nationwide Technology Events, we also provide access to some of the most well-known technologists in the world. These events typically drive tremendous audiences, which affords us the opportunity to highlight the contract.
- **Trade Shows.** We invest in show room floors at trade shows throughout the country to showcase our full-service capabilities—promoting new solutions and new contracts—to generate demand.
- **Virtual Technology Webinars.** We host Virtual Technology Webinars as a service to our existing and prospective customers to learn more about the technology we represent. Each webinar is well attended and serves as a demand generation opportunity. We promote our contract vehicles as a part of our webinar series.
- **Dedicated Web and Social Media Support.** In support of a contract award, we will maintain a landing page featuring the TCPN and Region 4 ESC logos, links to the appropriate websites, a summary of contract and services offered, as well as any due diligence documents including, but not limited to a copy of solicitation, a copy of contract and any amendments, and marketing materials. In addition, we will provide a soft-copy Contract Guide explaining the contact's quote and ordering procedures. Other web and social media promotions will include Twitter, Facebook, and LinkedIn.
- **Formal Press Releases and Promotions via Emergent News.** Our support of the program will be released as a formal press release—subject to approval—to the US News one newswire via PR Newswire. These announcements generate visibility and are archived on our news site to help promote the contract. Further press release will be generated to support marketing initiatives.
- **Collateral and Campaigns.** Working in conjunction with our marketing team, we will develop collateral to enable us to effectively communicate the benefits of the contract to our current customers including the pricing and additional value offered through the contract. Campaigns, including direct mail, advertisements in regional or national publications, and participation in trade shows, will feature prominent TCPN and Region 4 ESC placements.

Please also see our responses to:

- [Question 17. Detail how your organization plans to market this contract within the first ninety \(90\) days of the award date. This should include, but not be limited to:](#)
- [Question 18. Describe how your company will demonstrate the benefits of this contract to eligible entities if awarded.](#)
- [Question 19. Explain how your company plans to market this agreement to existing government customers.](#)
- [Question 21. Describe how you intend on train your national sales force on the Region 4 ESC agreement](#)

2. Sales force training

Selling technology solutions—hardware, software, and cloud services—requires a combination of sales and engineering skills. Our sales teams are staffed by account managers and supported by certified pre-sales engineers—creating a team approach to selling. Our account managers core responsibility is on maintaining customer relationships and selling what we offer, while our pre-sales engineers make sure the products and services we offer are relevant and effective to meet the needs of the customer. Through the pre-sales efforts, we ascertain customer requirements, design a solution to meet the requirements, promote the solution stakeholders, and adjust the solution as necessary.

In terms of training, we train our sales team to sell and our technical staff to engineer solutions. Because we cannot afford to send a small army on every sales call, we also educate our sales and pre-sales engineers to identify if they need additional support, who should be engaged, what the issue is, and when and how they should engage. We cover topics such as finance/accounting, contracts, legal, contract vehicles, and operations. We go into greater details where and when necessary. For example, if a sales team is focused on using a single contract vehicle, in a single market (federal versus SLED), etc.

- Due to the scope and magnitude of this contract, we anticipate our training activity will increase significantly—and outside of just sales. Please also see our response to [Question 21. Describe how you intend on train your national sales force on the Region 4 ESC agreement.](#)

3. Other factors relevant to this section as submitted by the proposer

Please see our recommendations described in [Tab 7](#).

CSP TERMS AND CONDITIONS

Due to the page count, we have included a copy of current AWS, Microsoft, and IBM terms and conditions as a separate electronic file named “Tab 4 – CSP Terms and Conditions” on the flash drives.

TAB 5

References (Appendix F)

Reference #1: Using Microsoft Azure Solution: CPA Global

CPA Global	
Contact Information	Ujjowl Bose 2318 Mill Road 12th Floor Alexandria VA 22314 (425) 553-9611 ubose@cpaglobal.com
Period of Performance	9/2015 – 4/2017
Dollar Value	\$ 257k

In August 2015, CPA Global decided to host their customer’s application on the Microsoft Azure cloud. We helped CPA Global design, deploy, and operate and maintain Oracle 12c Database, Oracle GoldenGate and Oracle Enterprise Manager (OEM) in the Azure cloud. Performed over a series of phases, we designed the overall database architecture, developed a migration plan for the move to Azure, migrated and validate the data, and performed tuning and optimization. To ensure active-active replication, we installed Golden Gate on an Azure VM and configured backup of production databases from Azure to local attached storage.

Reference #2: Using Amazon Web Solution (AWS): USCIS

U.S. Citizenship and Immigration Services <i>Agile Application Development and Sustainment for the Immigrant Visa Content Service (IVCS)</i>	
Contact Information	Sheila Murali, Contracting Officer Representative (COR) 111 Massachusetts Ave NW Washington D.C. 20001 202-272-0930 sheila.m.murali@uscis.dhs.gov
Period of Performance	06/10/2016 – 6/30/2017
Dollar Value	\$2.7M

Per the requirements of the contract, we leveraged the established standard tools and processes defined in the USCIS Technical Architecture to align with and stay consistent with the evolving Agile methodology in use at USCIS. We worked with the program office to manage the existing IVCS Product Backlog and identify additional functionality to meet the evolving requirements of the Immigrant Visa Modernization program, as it relates to IVCS and ELIS (an AWS hosted application) support. We staffed and provided a project team experienced in Agile application and program development and familiar with the required supporting infrastructure.

We assigned a project manager to manage the day-to-day activities of the team to perform activities such as:

- System and corrective maintenance
- Production, testing, and deployment support
- Change configuration and release management
- New functionality in support of the ELIS project
- DevOps support for the proposed new functionality for the IVCS system

Reference #3: Academic/Education Leveraging a Cloud Solution: Liberty University

Liberty University <i>Banner ERP/Student and Blackboard Learning Management System</i>	
Contact Information	Josh Frejosky, Director- IT Communications 1900 12th Street Lynchburg, VA 24502 434-592-3280 jefrejosky@liberty.edu
Period of Performance	11/2013 - present
Dollar Value	\$2.2M

Liberty University is the largest Christian University in the nation and continues to witness significant growth with their on-campus and online programs. Liberty’s central IT organization needed to create an infrastructure to provide database capacity on demand—reducing turnaround time for projects requiring new databases and lessening database administration tasks such as patching.

Overall, Liberty’s objectives included:

- Supporting significant student population growth, database sprawl and environment complexity (40+ DB servers)
- Improving end user and student user application performance
- Improving the Business Intelligence Office reporting capabilities
- Improving redundancy and high availability of production systems
- Increasing manageability, ease of use
- Decreasing infrastructure complexity
- Centralizing administration of IT systems

We provided a private cloud solution to host their mission critical applications in November 2013. Since that time, we have continued to provide support and performed several assessments to validate the implementation, review version and patch levels, general hardware/software configurations, and identify any factors that may be negatively affecting performance.

Reference #4: Using a PaaS Solution: MPHA

Minneapolis Public Housing Authority (MPHA) <i>Financial and Procurement System</i>	
Contact Information	Shabbir Yusufali, IT Director 1001 Washington Ave N. Minneapolis MN 55401 612-342-1477 syusufali@mplspha.org
Period of Performance	7/10/2015 – current
Dollar Value	\$200k

In August of 2015, and later renewed in 2016, Minneapolis Public Housing Authority became one of its first public-sector consumers of Oracle’s Business Intelligence Cloud Service (BICS), a public PaaS service. We deployed Dilytics’ Insight solution on top BICS, helping to integrate the solution with Oracle’s E-Business Suite which now serves as the ERP for MPHA’s Financial and Procurement program.

Due to the success of this effort, MPHA has since expanded their cloud environment to include additional PaaS and IaaS and are contemplating further adoption of SaaS solutions.

Reference #5: Has Purchased an IaaS Solution: ESC20

Education Service Center, Region 20 (ESC20)	
Contact Information	Jim Metzger, Coordinator III 1314 Hines Avenue San Antonio, TX 78208-1899 (210) 370-5204 jim.metzger@esc20.net
Period of Performance	
Dollar Value	\$140k

Originally, ESC20 contemplated a hardware refreshment requiring a significant software license purchase. After determining it would be out of their budget, we presented a comparable cloud solution—later determined to be in ESC20’s best interest—to adopt cloud rather than continue with an on-premise solution. The solution consisted of Oracle compute, storage, database, and infrastructure monitoring services. This decision to invest in IaaS has enabled ESC20 to migrate legacy applications to the cloud.

Reference #6: Private Cloud Infrastructure: SBCTC

Washington State Board for Community and Technical Colleges (SBCTC) <i>Institutional Report Campus Wide Data Warehouse</i>	
Contact Information	Mike Scroggins, Director of Information and Technology 1300 Quince Street SE Olympia, WA 98504 360.704.4377 msscroggins@sbdtc.edu
Period of Performance	1/2014 - present
Dollar Value	\$12M+

Washington State Board for Community and Technical Colleges (SBCTC) provides leadership and coordination for Washington's system of 34 public community and technical colleges. SBCTC deploys their services to the colleges and other stakeholders from the executive director's office and Education, Finance, and IT Divisions.

Mythics was asked to support several challenges facing SBCTC, including:

- Lack of a single source of truth for reporting.
- A replicated environment overwriting all custom queries.
- A move away from PeopleSoft Query due to the lack of control over the environment.
- A need for 34 separate reporting environments for each individual College within the system.

In 2013, SBCTC invested in a significant transformational project that included consolidated PeopleSoft (HR, Financials, Student) as well as a comprehensive Business Intelligence Data Warehouse solution. We provided a highly-optimized private cloud to support a data warehouse reporting environment, offering each of the multiple SBCTC campus communities with their own reporting environment(s). In addition, we provided access to public business intelligence PaaS and database-as-a-service (DBaaS) solutions. We continue to provide hardware and software support for the private and public cloud solutions.

Reference #7: Private Cloud Infrastructure and Agile Development: CBP

U.S. Customer and Border Patrol CBP Cloud Computing Environment (C3E) and Identity, Credential, and Access Management (ICAM)	
Contact Information	Charlene Miller Parker, Contracting Officer Representative (COR) 7501 Boston Blvd Springfield, VA 22153 (571)468-0270 Charlene.Miller-Parker @cbp.dhs.gov
Period of Performance	02/01/2017 – present
Dollar Value	\$5.4M

We support the engineering and operations of various products and services across the CBP enterprise. The primary, mandatory objective is to provide 24 hour a day, seven days a week, 365 days a year (24x7x365) systems availability and reliability. All work is conducted in accordance with DHS/CBP/OIT policies, standards, directives, processes, procedures and practices--including the application of agile methods to develop work products and artifacts compliant with current and future policies, standards, processes, procedures, and guidelines. The products we support are critical to functions such as Database Operations, Identity and Access Management, and System Monitoring and Administration. Specific tasks we perform include:

- **CBP Cloud Computing Environment (C3E).** We manage and monitor the C3E infrastructure and ensure the availability of the databases and applications running it. Performance requirements include:
 1. Monitoring of the cloud environment to include, hardware components, software and services.
 2. Ensuring compliance with NIST, DHS and CBP Security Requirements – including reporting on non-compliance.
 3. Monitoring and managing the C3E databases replicated at other DHS datacenters.
 4. Monitoring strategy implementation
 5. Patching and updating the CBP cloud computing environment OEM infrastructure. Perform event and incident Management and support continuous monitoring activities
 6. Program Management
 7. Ensuring the Cloud Team properly implements all captured customer requirements for monitoring.
 8. Supporting Root Cause Analysis (RCA) activities to include the collection, analysis and synopsis of required supporting data.
 9. Provisioning servers and databases.
 10. Backing up infrastructure based on government provided requirements.
 11. Implementing and maintaining cloud management tools, including but not limited to: enterprise monitoring, provisioning/de- provisioning, and patching.
 12. Continuing support for consolidation of disparate cloud management tools, where feasible, to support CBP’s heterogeneous environment and provide “single pane of glass” management of different technology stacks
- **Identity Credential and Access Management (ICAM).** Engineering (on-boarding and integration), operations (troubleshooting and patching) and management support services, with the required skills, qualifications and expertise to manage and implement the CBP ICAM program and its associated services.

Reference #8: Developed Application to the Cloud: NYC DOE

New York Department of Education (NYC DoE) Oracle Service Cloud for HR Connect	
Contact Information	Helene Miele, HR Connect, Division of Human Resources 65 Court Street Brooklyn, NY 11201 718-935-2017 hmiele@schools.nyc.gov
Period of Performance	03/29/16 - 10/31/16
Dollar Value	\$800k

We provided NYC DoE with consulting services to support the implementation of Oracle Right Now CX Cloud Services application for their HR Connect program. The scope of service provided included:

- Installation and configuration of Oracle Right Now CX Cloud Services, specifically Foundation Service for Knowledge Management and Incident Management.
- Configuration of the Customer Portal (CP) Standard Widgets.

Specific tasks included:

- Project Management
- Best Practices Consulting
- Platform Install and Setup Support
- Agent Scripting and Scheduling Configuration Services
- Chat Configuration Services
- Virtual Assistant Configuration Services
- Data Migration
- Data Integrations
- Open Methods Integration Services
- Production Deployment and Cutover Support
- Knowledge Transfer and Training

Reference #9: Cloud Transformation Services: TSA

Transportation Security Administration (TSA) Cloud Transformation Services	
Contact Information	Milton F. Lawler, Program and Management Analyst (571) 227-4068 Milton.Lawler@tsa.dhs.gov
Period of Performance	08/24/2016 – 02/23/2018
Dollar Value	\$1.29M

We continue to provide cloud architecture subject matter experts (SME) responsible for guiding the TSA cloud transformation team through the technical and non-technical hurdles inherent in TSA’s transition to the cloud, specifically:

- Supporting the TSA cloud transformation initiative to coordinate cloud transformation activities through:
- Agile methodologies for the areas of requirement gathering, system design and testing and other project management activities both at team and program levels
- Highly complex, multi-contractor, DHS agile projects for the implementation of cloud computing environments.
- Build cross-team schedules for cloud transformation initiative to support overall organizational deadlines by working with TSA stakeholders to plan, execute Agile Release Planning and combine it with iterative reviews.
- Track cross-team progress against schedules by implementing agile tools to gather metrics to monitor and report progress at the program level and team level
- Working with project managers and teams to identify dependencies, risks, and impediments, and work with government and contractor staff to develop mitigation strategies
- Working with project teams running the Oracle-based infrastructure components to track progress of analyzing and redesigning these components as needed to efficiently operate in a commercial cloud
- Reviewing TSA cloud transition artifacts for quality and consistency with executive direction
- Analyzing cloud implementation management processes and identify potential process improvements
- Evaluate feasibility of implementing Agile management methods
- Identifying business problems with new and existing applications that cloud computing can address
- Creating and managing a migration roadmap by assessing applications and workloads, building a business case, and developing a technical approach
- Supporting the government cloud transition manager with development and/or delivery of executive-level status briefings and other artifacts

Reference #10: Private Cloud and Managed Cloud Services: Florida DHSMV

Florida Department of Highway Safety and Motor Vehicles (DHSMV) Enterprise Data Infrastructure Project	
Contact Information	Tiffany Elkins, Chief of Strategic Business Operations 2900 Apalachee Parkway Tallahassee, FL 32399 850-408-6748 TiffanyElkins@flhsmv.gov
Period of Performance	11/7/2016 – current
Dollar Value	\$12.3M

The Florida Department of Highway Safety and Motor Vehicles (DHSMV) is currently revising and updating many of its databases and related systems to further enhance its public safety mission. To update its databases and ensure a cost-effective, scalable, efficient government platform, we deployed a private cloud solution and are providing managed services.

We applied our migration strategies and agile development methodologies to source, design, and configure a private cloud for DHSMV, migrate 40+ legacy databases, and perform managed cloud services to keep the private cloud operating efficiently and effectively.

Private Cloud

We configured hardware and software into a scalable architecture to meet future demand and provide sufficient levels of security and interoperability to ensure stakeholders are comfortable with critical infrastructure being hosted in a cloud environment. The solution requires ongoing network connectivity and replication of all data from the production environment to the Disaster Recovery (DR) environment. The solution's Production, Stage and Development/Test Environments are hosted at a data center approved by DHSMV, with the DR Environment hosted at a separate geographically diverse location selected by DHSMV. It also supports encrypted communication between cloud framework and all target systems.

Managed Cloud Services

We provide the following managed services as part of our overall SLA with DHSMV:

- Manage all hardware, firmware, storage server software, network switch software, hypervisor and any other element required to ensure the successful and continuous operation of the solution.
- Provide hardware maintenance and support services, and software maintenance and support services.
- Responsible for all OS patching, software patching, back-up services and other operational services.
- Responsible for the acquisition and maintenance of all software licenses.
- Responsible for all hardware refresh at intervals agreed upon by both parties.

Our SLA meets the following customer requirements:

- Production database backups to support a 14-day cycle (consisting of 2 full backups plus 12 incremental backups assuming a 10% change rate).
- Infrastructure monitoring 7x24x365.
- Customer Self-provisioning (CPU, Memory, Storage).
- Provide 7x24 helpdesk (monitoring/helpdesk/issue response).
- Uptime 99.9% (excluding planned maintenance).
- Provides a full description of Vendor's Issue Management processes.
- Provides DHSMV Database Analysts (DBA's) unlimited access to administer all DHSMV databases and restricts access to DHSMV Databases except for the following purposes:
 1. Performing backups;
 2. Performing patching; or
 3. Performing upgrades.
- Additional database access may be granted and provided in writing by DHSMV, through the Contract Manager, on an as-needed basis. Requests for additional access must be submitted in writing in advance.

TAB 6

Pricing (Appendix C)

Appendix C:

PRICING

Electronic Price Lists

- Respondents must submit products, services, warranties, etc. in price list.
- Prices listed will be used to establish the extent of a manufacturer's product lines, services, warranties, etc. that are available from a particular offeror and the pricing per item.
- Services such as installation, delivery, tech support, training, and other services must be priced or listed as free in order to be offered on the contract. Unlisted services will not be accepted.
- Electronic price lists must contain the following: *(if applicable)*
 - Manufacturer part #
 - Vendor part # (if different from manufacturer part #)
 - Description
 - Manufacturer's Suggested List Price and Net Price
 - Net price to Region 4 ESC (including freight)
- Media submitted for price list must include the respondents' company name, name of the solicitation, and date on Flash Drive (i.e. Pin or Jump Drives) only.

Not to Exceed Pricing

- Region 4 ESC request discount off a publicly verifiable price and shall be inclusive of the administrative fee as stated in Article 9; 9.6.
- Region 4 ESC requests pricing be submitted as not to exceed for any participating entity.
- Unlike fixed pricing the awarded vendor can adjust submitted pricing lower if needed but, cannot exceed original pricing submitted for solicitation.
- Vendor must allow for lower pricing to be available for similar product and service purchases.

ELECTRONIC PRICE LISTS

The cloud computing market is a dynamically changing environment where new entrants appear daily and existing players are constantly adding more service options to their portfolios, in some cases weekly. Because of the constant change to availability of products/services, we are providing the following discount structure as an alternative to Electronic Price Lists. By doing so, we believe TCPN and Region 4 ESC would benefit by ensuring the entire scope of the contract is competitively priced and having a streamlined process for future contract modifications.

Product/Service Category	Discount
CSPs: IaaS/PaaS	<ul style="list-style-type: none"> ● \$0k-15k (monthly spend): 0% ● \$15k+ (monthly spend): 1% ● Reserved/Committed instances: 0%
CSPs: SaaS CSP Support	<ul style="list-style-type: none"> ● 2% ● 0%
Software Publisher Licenses	<ul style="list-style-type: none"> ● 2%
- Software Support	<ul style="list-style-type: none"> ● 0%
- Software Subscriptions	<ul style="list-style-type: none"> ● 0%
OEM Hardware	<ul style="list-style-type: none"> ● 2%
- Hardware Extended Warranty	<ul style="list-style-type: none"> ● 2%
Professional Services, provided by:	
- Mythics Emergent Group	<ul style="list-style-type: none"> ● 2%
- CSP, Software Publisher, or OEM	<ul style="list-style-type: none"> ● 0%
- Other 3rd-party	<ul style="list-style-type: none"> ● 2%
Managed Services, provided by:	
- Mythics Emergent Group	<ul style="list-style-type: none"> ● 3%
- CSP, Software Publisher, or OEM	<ul style="list-style-type: none"> ● 0%
- Other 3rd-party	<ul style="list-style-type: none"> ● 3%

NOTE: Please see our suggestion for increasing the CSP discounts in our response to [Question 27](#). [Please provide any suggested improvements and alternatives for doing business with your company that will make this arrangement more cost effective for your company and Participating Public Agencies.](#)

NOT TO EXCEED PRICING

Product/service category discounts are a minimum discount offered from our vendors' "then-current" price lists and are inclusive of the administrative fee. Vendors may offer products/services in one or more product/service categories. Additional discounts at the opportunity level may be offered based on factors including, but not limited to, purchase quantity.

TAB 7

Value Add (Appendix G)

Appendix G:

VALUE ADD

Please include any additional products and/or services not included in the scope of the solicitation that you think will enhance and/or add value to this contract for participating agencies. Your marketing plan and salesforce training plan as detailed in Appendix F will also be taken into account when evaluating your company's value add score. Any additional products or services offered in this section will only be considered by Region 4 ESC if auditable pricing is offered for them in Appendix C. Any products or services for which pricing is not offered will not be considered a part of any contract awarded as a result of this RFP.

All products or services offered in this section are subject to the same requirements as products offered in Appendix B. Respondents must provide detailed descriptions of any additional products and services being offered as a part of their proposal, and Region 4 ESC reserves the right to reject any value add products or services which it deems to be unrelated to the scope of this RFP.

E-rate

Please note services offered are subject to the E-rate discount program as defined by the Federal Communications Commission (FCC). If your company anticipates in participating in this program as a value add to the contract, Respondents must commit to completing a FCC Form 498 and submit to the Universal Service Administrative Co. (USAC). Respondents that have already gone through this process shall provide your company's unique nine-digit Service Provider 498 ID.

ADDITIONAL PRODUCTS AND/OR SERVICES

Engaging Additional In-Scope Vendors

We are already working with many CSPs and private cloud infrastructure OEMs—finalizing our reseller authorizations and/or encouraging their efforts to achieve CSA STAR Registry self-certification—so they may become eligible to participate on the contract. **Table 49** provides a representative sample of the depth and breadth of public and private cloud partners for whom we are already engaged.

Proposed CSP Partner	Depth and Breadth of CSP Offerings
Fujitsu Cloud Services (IaaS, PaaS)	Fujitsu Cloud IaaS Trusted Public S5 is Xen-virtualized and comes in two flavors — a fully multitenant service, and a Dedicated service with single-tenant compute and a multitenant back end. Fujitsu also has regional offerings that use different technology platforms, and carry the Fujitsu Cloud IaaS Private Hosted brand in conjunction with a region name or the "Global" designation. Fujitsu has launched Cloud Service K5, a new OpenStack-based, KVM-virtualized offering with a variety of tenancy models. Managed services are optional.
Actifio (Software)	Actifio provides data virtualization software for IT operations to deliver data-as-a-service across hybrid cloud environments.
Aerohive (Software, SaaS)	Aerohive's HiveManager NG is a next-generation cloud network management solution combining streamlined configuration workflows, real-time client and event monitoring, simplified troubleshooting, versatile RF planner tools and API integrations.
Appthority (Software, SaaS)	Appthority MTP provides threat protection, integrations with existing management systems (EMM), security reporting tools (SIEM), and simple on-device iOS and Android endpoint protection for the mobile workforce.
ATADData (Software, SaaS)	ATADATA's ATAsphere is a workload mobility platform solution that maps, manages and migrates an any-to-any combination of on-premises, hypervisors, private clouds and public clouds through a simple console interface, completely agentless operations, borderless automation and portability.
Attivo Networks (Software, SaaS)	Attivo's ThreatMatrix Platform is a distributed deception and decoy solution designed to deceive, detect, and defend against BOT, Advanced Persistent Threat (APT), stolen credential, and ransomware attacks.
Authentic8 (Software, SaaS)	Authentic8's Silo isolates all web code in a secure, remote container giving users a benign display of the web content.
Barracuda (Software, Hardware)	Barracuda provides network, email, web and web application security appliances. In addition, they offer load balancing, access control, and application security for applications spanning physical data centers, virtual data centers, and the cloud.
Bay Dynamics (Software, SaaS)	Bay Dynamics' Risk Fabric software platform calculates the value of risk associated with specific threats and vulnerabilities, that when mitigated, measurably reduces cyber risk exposure. Using Risk Fabric, stakeholders across the business can prioritize their remediation activities and direct their limited resources at the risks that matter most.
BeyondTrust (Software, SaaS)	BeyondTrust's risk intelligence platform reveals critical risks hidden within volumes of user and system data. BeyondTrust also offers PaaS and SaaS capabilities around Identity Access Management, Password/Privilege Management, and Cloud Security.
Bit9+CarbonBlack (Software, SaaS)	Carbon Black develops endpoint security software that detects malicious behavior and prevents malicious files from attacking an organization. Its Endpoint Security Platform helps organizations of all sizes replace legacy antivirus technology, lock down systems, and arm incident response teams with advanced tools to proactively hunt threats.
Bluvector (Software, SaaS)	BluVector helps security teams respond to malicious threats by applying supervised machine learning so security teams can detect and respond to advanced security threats at up to 80% faster.
Catbird (Software, SaaS)	Catbird's software suite of products provide visibility into, and protection of, private clouds and virtual Data Centers.
ChargePoint (Software, SaaS)	ChargePoint operates the world's largest and most open EV charging network with nearly 29,000 charging spots. ChargePoint stations set the industry standard for functionality and aesthetics and their innovative, cloud-based software gives station owners flexibility and control of charging operations. Stations on the ChargePoint network are independently owned businesses which set their own pricing, access settings and much more.
Checkmarx (Software, SaaS)	Checkmarx provides comprehensive solutions for automated security code review. The company pioneered the concept of a query language-based solution for identifying technical and logical code vulnerabilities.
Citrix Cloud (Software, PaaS, SaaS)	Citrix Cloud provides securely manages digital workspaces, integrating apps, desktops, and data, and managing everything from a single console to simplify IT management, streamline upgrades, and reduce infrastructure.
CloudOne	CloudOne enhances and automates customer acquisition strategies by seamlessly plugging your business into

(Software, SaaS)	several highly-reputable external data companies for behavior monitoring and data hygiene; digital "drip" printing and email deployment for just-in-time fulfillment.
CloudPath Networks (Software, SaaS)	Cloudpath provides software solutions and services that simplify the adoption of standards-based security, including WPA2-Enterprise and 802.1X, in diverse BYOD environments. Cloudpath offers an automated, self-service provisioning model for deploying and maintaining standards-based security across a wide array of user-owned and IT-owned device types in a scalable, sustainable manner.
Concur (Software, SaaS)	Concur provides travel and expense management services to businesses.
csg INVOTAS (Software, SaaS)	CSG InvoTas offers automated threat response capabilities built on carrier-grade activation technology.
Cybersponse (Software, SaaS)	CyberSponse provides automated incident response (IR) solutions for cybersecurity threat management to dramatically improve the efficiency and the effectiveness efforts against cyber-attacks by managing, monitoring, reporting, and analyzing an organization's entire IT Security infrastructure and processes.
Cyphort (Software, SaaS)	Cyphort's Anti-SIEM helps security teams regain visibility and control, accelerate incident response, and ensure a stronger security posture for the organization through advanced threat detection, analytics, and mitigation.
DataCore (Software, SaaS)	DataCore develops storage virtualization software.
Docker (Software, SaaS)	Docker is an open platform for developers and system administrators to build, ship and run distributed applications.
Double-Take (Software, SaaS)	Double-Take provides software solutions designed to protect data, minimize downtime and maximize resources for the modern data center. They are the only company to deliver workload migrations, high availability, disaster recovery and data sharing – across multiple operating systems, on any storage platform and in any physical, virtual or Cloud-based environment.
Extreme Networks (Software, Hardware)	Extreme Networks provides open and standards-based, high-performance, software-defined network architecture and analytics for enterprise, cloud and big data/HPC data centers.
Fidelis (Software, SaaS)	Fidelis offers a next generation intrusion prevention solution delivered from the cloud.
FireEye (Software, SaaS)	FireEye cyber security products combat advanced persistent threats (APTs) and protect against cyber-attacks that bypass traditional signature-based tools such as antivirus software, next-generation firewalls, and sandbox tools.
Firemon (Software, SaaS)	The Firemon Platform continuously analyzes, visualizes and improves existing network security infrastructure and firewall management.
Fortinet (Software, SaaS)	Fortinet provides a hybrid (physical and virtual) security fabric, providing security services, flexibility, scalability, and manageability at both the edge and in the core, in the physical and virtual environments of the cloud.
Infinera (Software, SaaS)	Infinera enables an infinite pool of intelligent bandwidth that the next communications infrastructure is built upon. Infinera offers an end-to-end portfolio of packet-optical solutions for the long-haul, metro, and cloud.
Infocyte (Software, SaaS)	Infocyte HUNT automates a traditional services-heavy forensics and continuous monitoring process, making it simple for organization's IT and security teams to discover and respond to malware and persistent threats.
Ixia (Software, SaaS)	The CloudLens platform provides visibility across all cloud environments - public, private, and hybrid clouds. The platform provides the framework to scale virtual taps and data filtering to meet the elastic demands cloud customers expect.
LogRhythm (Software, SaaS)	LogRhythm offers visibility into cloud services from a single pane of glass and continuously collects, normalizes, and analyzes SaaS forensic data from cloud deployments and the broader, distributed IT environment.
LookingGlass (Software, SaaS)	LookingGlass enables governments to gain network situational awareness and provides tactical and strategic decision support through the collection, processing and delivery of cyber threat-related information and intelligence.
MetricStream (Software, SaaS)	MetricStream simplifies Governance, Risk, and Compliance (GRC) for modern and digital enterprises, including government agencies, by strengthening risk management, regulatory compliance, vendor governance, and quality management while driving business performance.
NetApp (Hardware, Software, PaaS, SaaS)	NetApp data protection enables continuous data availability and maintains DR and backup service levels with no disruptions, even during technology refreshes, upgrades, and major maintenance activity. NetApp Cloud Sync Service delivers secure, fast, and automated data synchronization Software as a Service—to rapidly convert data to cloud object format and copy in and out of the cloud for maximum analytic efficiency.
NNT Workplace Solutions (Software, SaaS)	Change Tracker Gen 7 provides accurate and effective File Integrity Monitoring solution guaranteeing the integrity of secure IT systems and reporting any changes as they occur.
Onwire (Software, SaaS)	OnWire's OnCloud – Identity and Access Management, is the only Identity and Access Management (IAM) Software-as-a-Service (SaaS) solution that has been assessed for FedRAMP accreditation. OnCloud features a

	robust set of capabilities with a simplified dashboard for administration and self-service, and realizes cloud-computing benefits by using a traditional solution delivery model and managed services.
Ostrato (Software, SaaS)	Ostrato's cloudSM™ is a hybrid cloud orchestration software platform that provides Enterprises with a single pane of glass for the provisioning, governance, management, and reporting of cloud-based services and applications in a multi-cloud environment.
Planview (Software, SaaS)	By integrating planning and execution, Planview's project portfolio management software enables IT leaders to optimize project portfolios, balance capacity against demand, and link plans and resources to project execution.
Plexxi (Software, SaaS)	Plexxi's software-defined network enables organizations to make compute, storage, and networking available to infrastructure consumers as a cloud-like service. Organizations can implement true hyper-converged infrastructure that includes compute, storage, and the hyper-converged network, and through software, deliver datacenter resources in a very granular fashion.
PulseSecure (Software, SaaS)	Pulse Cloud Secure securely provide workers anytime access to Hybrid IT environments. Out of the box features, like single sign-on (SSO), eliminates the need for multiple passwords and provides automatic access to applications and services. In addition, Cloud Secure inter-operates with third party identity and access management (IAM) vendors for added service flexibility.
Quest (Software, SaaS)	Quest offers a broad range of PaaS and SaaS options supporting Azure cloud management, security, workforce mobility, and data-driven insight
Rapid7 (Software, SaaS)	Rapid7 transforms data into insight, empowering IT and security professionals to protect their organizations. Their solutions are powered by advanced analytics and an unmatched understanding of the attacker mindset. This makes it easy to collect data, transform it into prioritized and actionable insight, and get it to the people who can act on it—all in an instant.
RedOwl (Software, SaaS)	RedOwl enables security teams to proactively monitor for high risk behavior inside the enterprise. Its security analytics platform provides context by fusing structured and unstructured data to identify and disrupt malicious, compromised, and negligent users.
Strata Cloud (Software, SaaS)	StrataCloud's Virtualization Management Center (VMC) provides centralized management of VMware-based infrastructure.
SailPoint (Software, SaaS)	SailPoint's identity management solution links people, applications, data and devices to create an identity-enabled enterprise.
Seceon (Software, SaaS)	Seceon OTM provides a simple, fully automated approach to detecting and stopping the threats that matter. It combines behavioral analysis, machine learning and dynamic threat intelligence to deliver visibility, holistic threat detection and containment of threats in real-time.
SentinelOne (Software, SaaS)	SentinelOne offers real-time, next-generation endpoint protection software across major threat vectors.
Tenable Network Security (Software, PaaS)	Tenable's cloud-based VM platform is built for today's dynamic IT assets. View and track all resources with accuracy, leverage pre-built integrations and quickly build new ones to enhance vulnerability management program, and benefit from a customer-friendly licensing approach.
ThreatConnect (Software, SaaS)	The ThreatConnect Platform helps understand adversaries, automate workflows, and mitigate threats faster using threat intelligence by offering a suite of products designed for teams of all sizes and maturity levels.
Trustwave (Software, SaaS)	Trustwave helps businesses fight cybercrime, protect data and reduce security risk. With cloud and managed security services, integrated technologies and a team of security experts, ethical hackers and researchers, Trustwave enables businesses to transform the way they manage information security and compliance programs.
Varonis (Software, SaaS)	The Varonis Metadata Framework allows enterprises to map, analyze, manage and migrate unstructured data. The Varonis Metadata Framework assimilates, synthesizes and analyzes metadata and platforms, and automates execution of sophisticated governance, migration, and retention tasks for human generated big data—using regular computing infrastructure. The Varonis framework collects metadata non-intrusively, in real-time, without the need for native OS auditing.
Veriato (Software, SaaS)	Veriato employee monitoring software provides visibility into the online and communications activity of employees and contractors.
Xirrus (Software, SaaS)	Xirrus XMS-Cloud is a solution for deploying and managing Wi-Fi networks with complete control and visibility anywhere, anytime—easily and with minimal operational overhead.

Table 49 – CSPs Working Towards CSA STAR Certifications

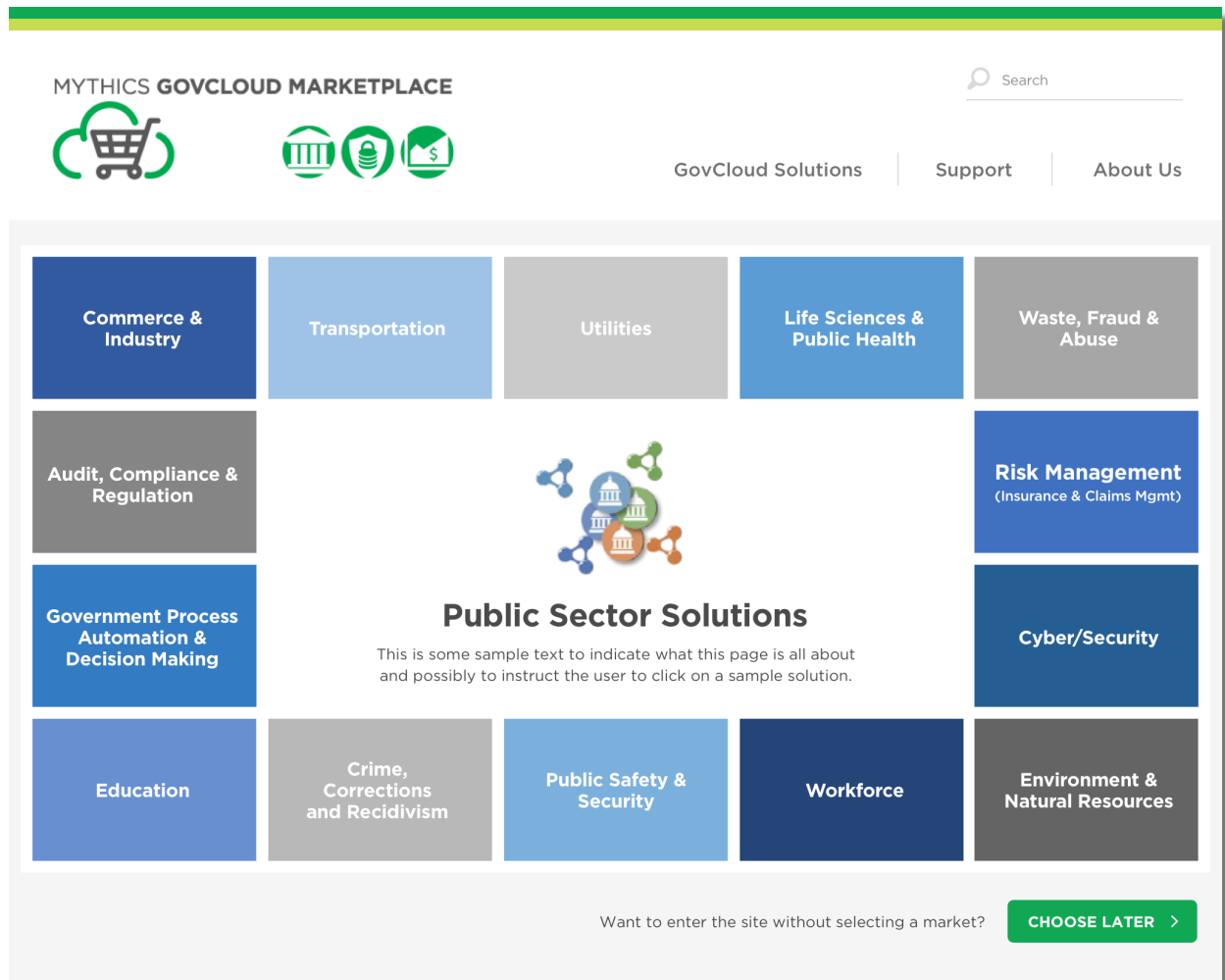
Cooperative Cloud Marketplace

Much has been said about cloud computing’s ability to spur innovation—transforming public-sector IT departments from cost centers into strategic departments capable of delivering resourceful and ingenious new business services. For example, how many times has your child missed the school bus? How stressed are you when the school bus doesn’t drop off your child at the scheduled time? This happens every day—and in every school system across the country. Yet, most school systems have GPS installed their school buses.

What if an application like this existed—where parents can easily locate their child’s bus at any time—and was available and could be shared with other school systems? But given existing procurement rules and associated costs, developing such an application may be cost-prohibitive—developing a statement of need, performing a cost benefit analysis, gathering requirements, developing and releasing a solicitation, evaluating bidders, making an award, managing the project, etc.

Sharing Innovation Through Cooperative Cloud Marketplace

We believe eligible entities would benefit from a multi-platform, innovation-sharing “GovCloud Marketplace” where such applications reside—ready for download, configuration, and consumption. Applications and solutions developed by us, other 3rd-parties, or even other eligible entities—in some cases, providing value to their constituents without having to invest in procurement cycles altogether by having a pre-competed, cooperative purchasing program as the driving acquisition mechanism. The following three (3) screenshots provide a glimpse into our proposed idea—identifying possible solution categories, how customers would browse offerings, find details about each, and ultimately, how they could easily procure the solution.



MYTHICS GOVCLOUD MARKETPLACE

Search

GovCloud Solutions | Support | About Us

Commerce & Industry | Transportation | Utilities | Life Sciences & Public Health | Waste, Fraud & Abuse

Audit, Compliance & Regulation | Risk Management (Insurance & Claims Mgmt)

Government Process Automation & Decision Making | Cyber/Security





Education | Crime, Corrections and Recidivism | Public Safety & Security | Workforce | Environment & Natural Resources

Public Sector Solutions

This is some sample text to indicate what this page is all about and possibly to instruct the user to click on a sample solution.

Want to enter the site without selecting a market? [CHOOSE LATER >](#)

MYTHICS GOVCLOUD MARKETPLACE


GovCloud Solutions
Support
About Us

PUBLIC SECTOR SOLUTIONS

- > Platform as a Service
- > Infrastructure as a Service
- > ERP/HCM
- > Cyber/Security
- > **Government Process Automation**
- > Workforce
- > Education
- > Higher Ed
- > Transportation
- > Utilities
- > Life Sciences & Public Health
- > Waste, Fraud & Abuse
- > Infrastructure as a Service
- > ERP/HCM
- > Cyber/Security

Government Process Automation


This is some introductory copy to describe the selected market.



Electronic Procurement Information and Contract Subscription Service (EPICS2)

Transform and modernize your procurement processes, tools and services with EPICS2.


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
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Government Process Automation

Electronic Procurement Information and Contract Subscription Service (EPICS2)

Procurement Challenges


Procurement is complicated, yet vital for organizations of all sizes, and across all state and local government entities. Often there are challenges to processing procurements timely and correctly and many organizations struggle with little to no transparency to the status of each request. When combined with complex policies that can lead to misinterpretations, manual procedures, and an endless cycle of phone calls and emails to validate requests, many procurements teams are being overwhelmed. Some organizations are confronted with high staff turnover and retirements, which result in loss of institutional knowledge on the current manual processes and workarounds. This introduces incredible risk that normal business operations can be successfully sustained in the future.

Procurement Modernization Opportunity

Electronic Procurement Information and Contract Subscription Service (EPICS2tm) is a modern subscription service that is built from decades of experience in government procurement services to augment and transform your existing acquisition processes. EPICS2tm utilizes state and local government templates, delivers defined procurement task management and creates a secure library of the best procurement documents, which can be leveraged by all. This unique service enables said agencies to standardize purchase requests, streamline purchasing processes, and manage the end-to-end lifecycle of procurement processing for both IT and Non IT goods and professional services.

Highlights Include:

- **Powerful Dashboards** - out of the box common dashboards for managing workload, completing tasks, and tracking status
- **Process Flows & Alerting** - automated routing, approvals/rejections, business rule validation, and task management to ensure standardization and compliance
- **Increased Communication & Collaboration** - role based tasks combined with archived on-screen conversations



Get a Quote

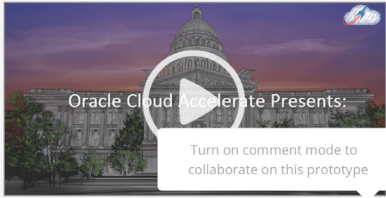
To find a contract select a state below this is some additional text to describe the process of getting a quote. Some additional text to describe the process of getting a quote.

GET QUOTE

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Resources

- Cloud Computing Solutions by Mythics
- Mythics Oracle University Training Solutions
- Mythics Oracle Database Cloud Rapid Success Solutions
- Oracle Database Backup Cloud Concierge Solutions
- Mythics Oracle Java Cloud Rapid Success Solutions
- Oracle Java Workload Migration to Oracle Cloud
- Mythics Oracle Process Cloud Rapid Success Solutions



Tuesday, June 27, 2017 @ 2:00PM CST

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E-rate

Mythics Emergent Group anticipates participating in the E-rate discount program as defined by the Federal Communication Commission (FCC) for each manufacturer that confirms it is or becomes a participant in the program. We commit to completing a FCC Form 498 and will submit to the Universal Service Administrative Co. (USAC) as appropriate.

TAB 8

Required Documents

Additional Required Documents (Appendix H)

Acknowledgement & Acceptance of Region 4 ESC Open Records Policy (Page 4)

Appendix H:

ADDITIONAL REQUIRED DOCUMENTS

- DOC #1 Clean Air and Water Act
- DOC #2 Debarment Notice
- DOC #3 Lobbying Certification
- DOC #4 Contractor Requirements Certification
- DOC #5 Antitrust Certification Statements
- DOC #6 Implementation HB 1295 (Certificate of Interested Parties)
- DOC #7 EDGAR Certifications

FOR VENDORS INTENDING TO DO BUSINESS IN NEW JERSEY:

- DOC #8 Ownership Disclosure Form
- DOC #9 Non-Collusion Affidavit
- DOC #10 Affirmative Action Affidavit
- DOC #11 Political Contribution Disclosure Form
- DOC #12 Stockholder Disclosure Certification

New Jersey vendors are also required to comply with the following New Jersey statutes when applicable:

All anti-discrimination laws, including those contained in N.J.S.A. 10:2-1 through N.J.S.A. 10:2-14, N.J.S.A. 10:5-1, and N.J.S.A. 10:5-31 through 10:5-38.

Compliance with Prevailing Wage Act, N.J.S.A. 34:11-56.26, for all contracts within the contemplation of the Act.

Compliance with Public Works Contractor Registration Act, N.J.S.A. 34:11-56.26

Bid and Performance Security, as required by the applicable municipal or state statutes.

DOC #1

Clean Air and Water Act

I, the Vendor, am in compliance with all applicable standards, orders or regulations issued pursuant to the Clean Air Act of 1970, as Amended (42 U.S. C. 1857 (h), Section 508 of the Clean Water Act, as amended (33 U.S.C. 1368), Executive Order 117389 and Environmental Protection Agency Regulation, 40 CFR Part 15 as required under OMB Circular A-102, Attachment O, Paragraph 14 (1) regarding reporting violations to the grantor agency and to the United States Environment Protection Agency Assistant Administrator for the Enforcement.

Potential Vendor: Mythics Emergent Group, Inc.

Title of Authorized Representative: Vice President

Mailing Address: 1439 N. Great Neck Road, Virginia Beach, VA 23454

Signature:  _____

DOC #2

Debarment Notice

I, the Vendor, certify that my company has not been debarred, suspended or otherwise ineligible for participation in Federal Assistance programs under Executive Order 12549, "Debarment and Suspension", as described in the Federal Register and Rules and Regulations.

Potential Vendor: Mythics Emergent Group, Inc.

Title of Authorized Representative: Vice President

Mailing Address: 1439 N. Great Neck Road, Virginia Beach, VA 23454

Signature: 

LOBBYING CERTIFICATION

Submission of this certification is a prerequisite for making or entering into this transaction and is imposed by Section 1352, Title 31, U.S. Code. This certification is a material representation of fact upon which reliance was placed when this transaction was made or entered into. Any person who fails to file the required certification shall be subject to civil penalty of not less than \$10,000 and not more than \$100,000 for each such failure.

The undersigned certifies, to the best of his/her knowledge and belief, that:

1. No Federal appropriated funds have been paid or will be paid 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 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 contract or cooperative agreement, the undersigned shall complete and submit Standard Form LLL, "Disclosure of Lobbying Activities," 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 sub-recipients shall certify and disclose accordingly.



Signature of Offeror

Vice President

6/20/2017

Date

DOC #4 CONTRACTOR CERTIFICATION REQUIREMENTS

Contractor's Employment Eligibility

By entering the contract, Contractor warrants compliance with the Federal Immigration and Nationality Act (FINA), and all other federal and state immigration laws and regulations. The Contractor further warrants that it is in compliance with the various state statues of the states it is will operate this contract in.

Participating Government Entities including School Districts may request verification of compliance from any Contractor or subcontractor performing work under this Contract. These Entities reserve the right to confirm compliance in accordance with applicable laws.

Should the Participating Entities suspect or find that the Contractor or any of its subcontractors are not in compliance, they may pursue any and all remedies allowed by law, including, but not limited to: suspension of work, termination of the Contract for default, and suspension and/or debarment of the Contractor. All costs necessary to verify compliance are the responsibility of the Contractor.

The offeror complies and maintains compliance with the appropriate statutes which requires compliance with federal immigration laws by State employers, State contractors and State subcontractors in accordance with the E-Verify Employee Eligibility Verification Program.

Contractor shall comply with governing board policy of the Region 4 ESC Participating entities in which work is being performed.

Acknowledged

Fingerprint and Background Checks

If required to provide services on school district property at least five (5) times during a month, contractor shall submit a full set of fingerprints to the school district if requested of each person or employee who may provide such service. Altemately, the school district may fingerprint those persons or employees. An exception to this requirement may be made as authorized in Governing Board policy. The district shall conduct a fingerprint check in accordance with the appropriate state and federal laws of all contractors, subcontractors or vendors and their employees for which fingerprints are submitted to the district. Contractor, subcontractors, vendors and their employees shall not provide services on school district properties until authorized by the District.

The offeror shall comply with fingerprinting requirements in accordance with appropriate statutes in the state in which the work is being performed unless otherwise exempted.

Contractor shall comply with governing board policy in the school district or Participating Entity in which work is being performed.

Acknowledged

Business Operations in Sudan, Iran

In accordance with A.R.S. 35-391 and A.R.S. 35-393, the Contractor hereby certifies that the contractor does not have scrutinized business operations in Sudan and/or Iran.


Signature of Offeror

Vice President

6/20/2017
Date

DOC #5

**ANTITRUST CERTIFICATION STATEMENTS
(Tex. 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 proposal, 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 proposal, 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 proposal 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.

Vendor Mythics Emergent Group, Inc.

Address 1439 N. Great Neck Road

Virginia Beach, VA 23454

Phone 757-412-4362

Fax 757-412-1060

Offeror 

Signature

Scott Needleman
Printed Name
Vice President

Position with Company

Authorizing Official 

Signature

Scott Needleman
Printed Name
Vice President

Position with Company

Implementation of House Bill 1295

Certificate of Interested Parties (Form 1295):

In 2015, the Texas Legislature adopted House Bill 1295, which added section 2252.908 of the Government Code. The law states that a governmental entity or state agency may not enter into certain contracts with a business entity unless the business entity submits a disclosure of interested parties to the governmental entity or state agency at the time the business entity submits the signed contract to the governmental entity or state agency. The law applies only to a contract of a governmental entity or state agency that either (1) requires an action or vote by the governing body of the entity or agency before the contract may be signed or (2) has a value of at least \$1 million. The disclosure requirement applies to a contract entered into on or after January 1, 2016.

The Texas Ethics Commission was required to adopt rules necessary to implement that law, prescribe the disclosure of interested parties form, and post a copy of the form on the commission's website. The commission adopted the Certificate of Interested Parties form (Form 1295) on October 5, 2015. The commission also adopted new rules (Chapter 46) on November 30, 2015, to implement the law. The commission does not have any additional authority to enforce or interpret House Bill 1295.

Filing Process:

Starting on January 1, 2016, the commission will make available on its website a new filing application that must be used to file Form 1295. A business entity must use the application to enter the required information on Form 1295 and print a copy of the completed form, which will include a certification of filing that will contain a unique certification number. An authorized agent of the business entity must sign the printed copy of the form and have the form notarized. The completed Form 1295 with the certification of filing must be filed with the governmental body or state agency with which the business entity is entering into the contract.

The governmental entity or state agency must notify the commission, using the commission's filing application, of the receipt of the filed Form 1295 with the certification of filing not later than the 30th day after the date the contract binds all parties to the contract. The commission will post the completed Form 1295 to its website within seven business days after receiving notice from the governmental entity or state agency.

Information regarding how to use the filing application will be available on this site starting on January 1, 2016.

https://www.ethics.state.tx.us/whatsnew/elf_info_form1295.htm

Last Revision: February 16, 2016

CERTIFICATE OF INTERESTED PARTIES

FORM 1295

1 of 1

Complete Nos. 1 - 4 and 6 if there are interested parties.
Complete Nos. 1, 2, 3, 5, and 6 if there are no interested parties.

OFFICE USE ONLY CERTIFICATION OF FILING

Certificate Number:
2017-226043

Date Filed:
06/20/2017

Date Acknowledged:

1 Name of business entity filing form, and the city, state and country of the business entity's place of business.

Mythics Emergent Group, Inc.
Virginia Beach, VA, VA United States

2 Name of governmental entity or state agency that is a party to the contract for which the form is being filed.

Region 4 Education Service Center

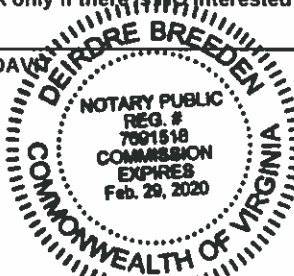
3 Provide the identification number used by the governmental entity or state agency to track or identify the contract, and provide a description of the services, goods, or other property to be provided under the contract.

17-10
Total Cloud Solutions

4	Name of Interested Party	City, State, Country (place of business)	Nature of interest (check applicable)	
			Controlling	Intermediary
	Wergley, Albert	Virginia Beach, VA United States	X	
	Needleman, Scott	Virginia Beach, VA United States	X	
	Welborn, Richard	Virginia Beach, VA United States	X	
	Newman, Gary	Virginia Beach, VA United States	X	
	LaRose, R. Scott	Virginia Beach, VA United States	X	
	Hillier, Michael	Virginia Beach, VA United States	X	

5 Check only if there is ~~NO~~ interested Party.

6 AFFIDAVIT I swear, or affirm, under penalty of perjury, that the above disclosure is true and correct.



[Handwritten Signature]
Signature of authorized agent of contracting business entity

AFFIX NOTARY STAMP/ SEAL ABOVE

Sworn to and subscribed before me, by the said VICE PRESIDENT, this the 20th day of June, 2017, to certify which, witness my hand and seal of office.

[Handwritten Signature]
Signature of officer administering oath

Deirdre E. Breeden
Printed name of officer administering oath

Talent Acquisition Coordinator
Title of officer administering oath

EDGAR CERTIFICATIONS
ADDENDUM FOR AGREEMENT FUNDED BY U.S. FEDERAL GRANT

TO WHOM IT MAY CONCERN:

REGION 4 EDUCATION SERVICE CENTER is in the process of ensuring that all policies and procedures involving the expenditure of federal funds are compliant with the new Education Department General Administrative Guidelines ("EDGAR"). Part of this process involves ensuring that all current vendors agree to comply with EDGAR. You must complete this form and return to REGION 4 EDUCATION SERVICE CENTER along with your proposal.

The following certifications and provisions are required and apply when REGION 4 EDUCATION SERVICE CENTER expends federal funds for any contract resulting from this procurement process. Pursuant to 2 C.F.R. § 200.326, all contracts, including small purchases, awarded by the Agency and the Agency's subcontractors shall contain the procurement provisions of Appendix II to Part 200, as applicable.

REQUIRED CONTRACT PROVISIONS FOR NON-FEDERAL ENTITY CONTRACTS UNDER FEDERAL AWARDS
APPENDIX II TO 2 CFR PART 200

(A) 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 REGION 4 EDUCATION SERVICE CENTER expends federal funds, REGION 4 EDUCATION SERVICE CENTER 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 _____ Initials of Authorized Representative of Vendor

(B) 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 REGION 4 EDUCATION SERVICE CENTER expends federal funds, REGION 4 EDUCATION SERVICE CENTER 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. REGION 4 EDUCATION SERVICE CENTER also reserves the right to terminate the contract immediately, with written notice to vendor, for convenience, if REGION 4 EDUCATION SERVICE CENTER believes, in its sole discretion that it is in the best interest of REGION 4 EDUCATION SERVICE CENTER to do so. Vendor will be compensated for work performed and accepted and goods accepted by REGION 4 EDUCATION SERVICE CENTER as of the termination date if the contract is terminated for convenience of REGION 4 EDUCATION SERVICE CENTER. Any award under this procurement process is not exclusive and REGION 4 EDUCATION SERVICE CENTER reserves the right to purchase goods and services from other vendors when it is in REGION 4 EDUCATION SERVICE CENTER's best interest.

Does Vendor agree? YES _____ 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 REGION 4 EDUCATION SERVICE CENTER 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 _____ Initials of Authorized Representative of Vendor

(D) Davis-Bacon Act, as amended (40 U.S.C. 3141-3148). When required by Federal program legislation, all prime construction contracts in excess of \$2,000 awarded by non-Federal entities must include a provision for compliance 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. The non-Federal entity must place a copy of the current prevailing wage determination issued by the Department of Labor in each solicitation. The decision to award a contract or subcontract must be conditioned upon the acceptance of the wage determination. The non-Federal entity must report all suspected or reported violations to the Federal awarding agency. The contracts must also include a provision for compliance 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 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 non-Federal entity must report all suspected or reported violations to the Federal awarding agency.

Pursuant to Federal Rule (D) above, when REGION 4 EDUCATION SERVICE CENTER 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 _____ 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 by the non-Federal entity in excess of \$100,000 that involve the employment of mechanics or laborers must include a provision for compliance 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 must be 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 REGION 4 EDUCATION SERVICE CENTER 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 REGION 4 EDUCATION SERVICE CENTER resulting from this procurement process.

Does Vendor agree? YES _____ 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 REGION 4 EDUCATION SERVICE CENTER, the vendor certifies that during the term of an award for all contracts by REGION 4 EDUCATION SERVICE CENTER resulting from this procurement process, the vendor agrees to comply with all applicable requirements as referenced in Federal Rule (F) above.

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

(G) 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 REGION 4 EDUCATION SERVICE CENTER, the vendor certifies that during the term of an award for all contracts by REGION 4 EDUCATION SERVICE CENTER member resulting from this procurement process, the vendor agrees to comply with all applicable requirements as referenced in Federal Rule (G) above.

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

(H) 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 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 REGION 4 EDUCATION SERVICE CENTER, the vendor certifies that during the term of an award for all contracts by REGION 4 EDUCATION SERVICE CENTER resulting from this procurement process, the 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 _____ Initials of Authorized Representative of Vendor

(I) 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 REGION 4 EDUCATION SERVICE CENTER, the vendor certifies that during the term and after the awarded term of an award for all contracts by REGION 4 EDUCATION SERVICE CENTER 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 _____ Initials of Authorized Representative of Vendor

RECORD RETENTION REQUIREMENTS FOR CONTRACTS INVOLVING FEDERAL FUNDS

When federal funds are expended by REGION 4 EDUCATION SERVICE CENTER 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. The Vendor further certifies that Vendor 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 _____ Initials of Authorized Representative of Vendor

CERTIFICATION OF COMPLIANCE WITH THE ENERGY POLICY AND CONSERVATION ACT

When REGION 4 EDUCATION SERVICE CENTER 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 _____ Initials of Authorized Representative of Vendor

CERTIFICATION OF COMPLIANCE WITH BUY AMERICA PROVISIONS

Vendor certifies that Vendor is in compliance with all applicable provisions of the Buy America Act. Purchases made in accordance with the Buy America Act must still follow the applicable procurement rules calling for free and open competition.

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

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

Vendor agrees that the Inspector General of the Agency 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 _____ Initials of Authorized Representative of Vendor

CERTIFICATION OF APPLICABILITY TO SUBCONTRACTORS

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

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

Vendor agrees to comply with all federal, state, and local laws, rules, regulations and ordinances, as applicable. It is further acknowledged that vendor certifies compliance with all provisions, laws, acts, regulations, etc. as specifically noted above.

Vendor's Name: Mythics Emergent Group, Inc.

Address, City, State, and Zip Code: 1439 N. Great Neck Road, Virginia Beach, VA 23454

Phone Number: 757-412-4362 Fax Number: 757-412-1060

Printed Name and Title of Authorized Representative: Scott Needleman, Vice President

Email Address: SLCcontracts@mythics.com

Signature of Authorized Representative:  Date: 6/20/2017

DOC #8

**OWNERSHIP DISCLOSURE FORM
(N.J.S. 52:25-24.2)**

Pursuant to the requirements of P.L. 1999, Chapter 440 effective April 17, 2000 (Local Public Contracts Law), the offeror shall complete the form attached to these specifications listing the persons owning 10 percent (10%) or more of the firm presenting the proposal.

Company Name: Mythics Emergent Group, Inc.

Street: 1439 N. Great Neck Road

City, State, Zip Code: Virginia Beach, VA 23454

Complete as appropriate:

I _____, certify that I am the sole owner of _____, that there are no partners and the business is not incorporated, and the provisions of N.J.S. 52:25-24.2 do not apply.

OR:

I _____, a partner in _____, do hereby certify that the following is a list of all individual partners who own a 10% or greater interest therein. I further certify that if one (1) or more of the partners is itself a corporation or partnership, there is also set forth the names and addresses of the stockholders holding 10% or more of that corporation's stock or the individual partners owning 10% or greater interest in that partnership.

OR:

I Scott Needleman, an authorized representative of Mythics Emergent Group, Inc., a corporation, do hereby certify that the following is a list of the names and addresses of all stockholders in the corporation who own 10% or more of its stock of any class. I further certify that if one (1) or more of such stockholders is itself a corporation or partnership, that there is also set forth the names and addresses of the stockholders holding 10% or more of the corporation's stock or the individual partners owning a 10% or greater interest in that partnership.

(Note: If there are no partners or stockholders owning 10% or more interest, indicate none.)

Name	Address	Interest
Michael Hillier	1439 N. Great Neck Road, Virginia Beach, VA 23454	51%
R. Scott LaRose	1439 N. Great Neck Road, Virginia Beach, VA 23454	49%

I further certify that the statements and information contained herein, are complete and correct to the best of my knowledge and belief.

6/20/2017
Date


Authorized Signature and Title

DOC #9

NON-COLLUSION AFFIDAVIT

Company Name: Mythics Emergent Group, Inc.

Street: 1439 N. Great Neck Road

City, State, Zip Code: Virginia Beach, VA 23454

State of Virginia
~~New Jersey~~
City
County of Virginia Beach

I, Scott Needleman of the City of Virginia Beach
Name City

in the County of Virginia Beach, State of Virginia
of full age, being duly sworn according to law on my oath depose and say that:

I am the Vice President of the firm of Mythics Emergent Group, Inc.
Title Company Name

the offeror making the Proposal for the goods, services or public work specified under the attached proposal, and that I executed the said proposal with full authority to do so; that said offeror has not directly or indirectly entered into any agreement, participated in any collusion, or otherwise taken any action in restraint of free, competitive bidding in connection with the above proposal, and that all statements contained in said proposal and in this affidavit are true and correct, and made with full knowledge that Region 4 ESC relies upon the truth of the statements contained in said proposal and in the statements contained in this affidavit in awarding the contract for the said goods, services or public work.

I further warrant that no person or selling agency has been employed or retained to solicit or secure such contract upon an agreement or understanding for a commission, percentage, brokerage or contingent fee, except bona fide employees or bona fide established commercial or selling agencies maintained by

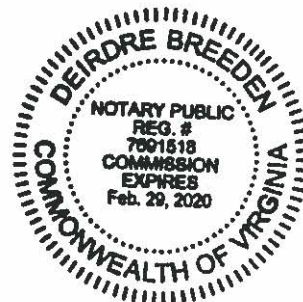
Mythics Emergent Group, Inc.
Company Name


Vice President
Authorized Signature & Title

Subscribed and sworn before me
this 20th day of June, 2017

Deirdre E. Breuden
Notary Public of Fairfax County
My commission expires February 29, 2020

SEAL



DOC #10

**AFFIRMATIVE ACTION AFFIDAVIT
(P.L. 1975, C.127)**

Company Name: Mythics, Inc.
Street: 1439 N. Great Neck Road
City, State, Zip Code: Virginia Beach, VA 23454

Proposal Certification:

Indicate below your compliance with New Jersey Affirmative Action regulations. Your proposal will be accepted even if you are not in compliance at this time. No contract and/or purchase order may be issued, however, until all Affirmative Action requirements are met.

Required Affirmative Action Evidence:

Procurement, Professional & Service Contracts (Exhibit A)
Vendors must submit with proposal:

- | | |
|--|------------|
| 1. A photo copy of their <u>Federal Letter of Affirmative Action Plan Approval</u> | _____ |
| OR | |
| 2. A photo copy of their <u>Certificate of Employee Information Report</u> | X
_____ |
| OR | |
| 3. A complete <u>Affirmative Action Employee Information Report (AA302)</u> | _____ |

Public Work – Over \$50,000 Total Project Cost:

- A. No approved Federal or New Jersey Affirmative Action Plan. We will complete Report Form AA201-A upon receipt from the _____
- B. Approved Federal or New Jersey Plan – certificate enclosed _____

I further certify that the statements and information contained herein, are complete and correct to the best of my knowledge and belief.

6/20/17
Date


Vice President
Authorized Signature and Title

P.L. 1995, c. 127 (N.J.A.C. 17:27)
MANDATORY AFFIRMATIVE ACTION LANGUAGE

PROCUREMENT, PROFESSIONAL AND SERVICE
CONTRACTS

During the performance of this contract, the contractor agrees as follows:

The contractor or subcontractor, where applicable, will not discriminate against any employee or applicant for employment because of age, race, creed, color, national origin, ancestry, marital status, sex, affectional or sexual orientation. The contractor will take affirmative action to ensure that such applicants are recruited and employed, and that employees are treated during employment, without regard to their age, race, creed, color, national origin, ancestry, marital status, sex, affectional or sexual orientation. Such action shall include, but not be limited to the following: employment, upgrading, demotion, or transfer; recruitment or recruitment advertising; layoff or termination; rates of pay or other forms of compensation; and selection for training, including apprenticeship. The contractor agrees to post in conspicuous places, available to employees and applicants for employment, notices to be provided by the Public Agency Compliance Officer setting forth provisions of this non-discrimination clause.

The contractor or subcontractor, where applicable will, in all solicitations or advertisement for employees placed by or on behalf of the contractor, state that all qualified applicants will receive consideration for employment without regard to age, race, creed, color, national origin, ancestry, marital status, sex, affectional or sexual orientation.

The contractor or subcontractor, where applicable, will send to each labor union or representative of workers with which it has a collective bargaining agreement or other contract or understanding, a notice, to be provided by the agency contracting officer advising the labor union or workers' representative of the contractor's commitments under this act and shall post copies of the notice in conspicuous places available to employees and applicants for employment.

The contractor or subcontractor, where applicable, agrees to comply with any regulations promulgated by the Treasurer pursuant to P.L. 1975, c. 127, as amended and supplemented from time to time and the Americans with Disabilities Act.

The contractor or subcontractor agrees to attempt in good faith to employ minority and female workers trade consistent with the applicable county employment goal prescribed by N.J.A.C. 17:27-5.2 promulgated by the Treasurer pursuant to P.L. 1975, C.127, as amended and supplemented from time to time or in accordance with a binding determination of the applicable county employment goals determined by the Affirmative Action Office pursuant to N.J.A.C. 17:27-5.2 promulgated by the Treasurer pursuant to P.L. 1975, C.127, as amended and supplemented from time to time.

The contractor or subcontractor agrees to inform in writing appropriate recruitment agencies in the area, including employment agencies, placement bureaus, colleges, universities, labor unions, that it does not discriminate on the basis of age, creed, color, national origin, ancestry, marital status, sex, affectional or sexual orientation, and that it will discontinue the use of any recruitment agency which engages in direct or indirect discriminatory practices.

The contractor or subcontractor agrees to revise any of its testing procedures, if necessary, to assure that all personnel testing conforms with the principles of job-related testing, as established by the

statutes and court decisions of the state of New Jersey and as established by applicable Federal law and applicable Federal court decisions.

The contractor or subcontractor agrees to review all procedures relating to transfer, upgrading, downgrading and lay-off to ensure that all such actions are taken without regard to age, creed, color, national origin, ancestry, marital status, sex, affectional or sexual orientation, and conform with the applicable employment goals, consistent with the statutes and court decisions of the State of New Jersey, and applicable Federal law and applicable Federal court decisions.

The contractor and its subcontractors shall furnish such reports or other documents to the Affirmative Action Office as may be requested by the office from time to time in order to carry out the purposes of these regulations, and public agencies shall furnish such information as may be requested by the Affirmative Action Office for conducting a compliance investigation pursuant to Subchapter 10 of the Administrative Code (NJAC 17:27).

Signature of Procurement Agent

Certification 53070

CERTIFICATE OF EMPLOYEE INFORMATION REPORT RENEWAL

This is to certify that the contractor listed below has submitted an Employee Information Report pursuant to N.J.A.C. 17:27-1.1 et. seq. and the State Treasurer has approved said report. This approval will remain in effect for the period of **15-JUL-2017** to **15-JUL-2020**

**MYTHICS INC.
1439 N GREAT NECK ROAD
VIRGINIA BEACH VA 23454**



A handwritten signature in black ink, appearing to read "Ford M. Scudder".

FORD M. SCUDDER
State Treasurer



State of New Jersey

CHRIS CHRISTIE
Governor
KIM GUADAGNO
Lt. Governor

DEPARTMENT OF THE TREASURY
DIVISION OF PURCHASE & PROPERTY
CONTRACT COMPLIANCE AUDIT UNIT
EEO MONITORING PROGRAM
P.O. BOX 206
TRENTON, NJ 08625-0206

FORD M. SCUDDER
State Treasurer

ISSUANCE OF CERTIFICATE OF EMPLOYEE INFORMATION REPORT

Enclosed is your Certificate of Employee information Report (hereinafter referred to as the "Certificate" and issued based on the Employee Information Report (AA-302) form completed by a representative of your company or firm. Immediately upon receipt, this certificate should be forwarded to the person in your company or firm responsible for ensuring equal employment opportunity and/or overseeing the company or firm's contracts with public agencies. Typically, this person may be your company or firm's Human Resources Manager, Equal Employment Opportunity Officer or Contract Administrator. If you do not know to whom the certificate should be forward, kindly forward it to the head of your company or firm. Copies of the certificate should also be distributed to all facilities of your company or firm who engage in bidding on public contracts in New Jersey and who use the same federal identification number and company name. The certificate should be retained in your records until the date it expires. This is very important since a request for a duplicate/replacement certificate will result in a \$75.00 fee.

On future successful bids on public contracts, your company or firm must present a photocopy of the certificate to the public agency awarding the contract after notification of the award but prior to execution of a goods and services or professional services contract. Failure to present the certificate within the time limits prescribed may result in the awarded contract being rescinded in accordance with N.J.A.C. 17:27-4.3b.

Please be advised that this certificate has been approved only for the time periods stated on the certificate. As early as ninety (90) days prior to its expiration, the Division will forward a renewal notification. Upon the Division's receipt of a properly completed renewal application and \$150.00 application fee, it will issue a renewal certificate. In addition, representatives from the Division may conduct periodic visits and/or request additional information to monitor and evaluate the continued equal employment opportunity compliance of your company or firm. Moreover, the Division may provide your company or firm with technical assistance, as required. Please be sure to notify the Division immediately if your company's federal identification number, name or address changes.

If you have any questions, please call (609) 292-5473 and a representative will be available to assist you.

Enclosure(s) (AA-01 Rev. 11/11)

C. 271 POLITICAL CONTRIBUTION DISCLOSURE FORM Public Agency Instructions

This page provides guidance to public agencies entering into contracts with business entities that are required to file Political Contribution Disclosure forms with the agency. **It is not intended to be provided to contractors.** What follows are instructions on the use of form local units can provide to contractors that are required to disclose political contributions pursuant to N.J.S.A. 19:44A-20.26 (P.L. 2005, c. 271, s.2). Additional information on the process is available in Local Finance Notice 2006-1 (www.nj.gov/dca/lgs/lfn/menu.shtml).

1. The disclosure is required for all contracts in excess of \$17,500 that are **not awarded** pursuant to a "fair and open" process (N.J.S.A. 19:44A-20.7).
2. Due to the potential length of some contractor submissions, the public agency should consider allowing data to be submitted in electronic form (i.e., spreadsheet, pdf file, etc.). Submissions must be kept with the contract documents or in an appropriate computer file and be available for public access. **The form is worded to accept this alternate submission.** The text should be amended if electronic submission will not be allowed.
3. The submission must be **received from the contractor** and on file at least 10 days prior to award of the contract. Resolutions of award should reflect that the disclosure has been received and is on file.
4. The contractor must disclose contributions made to candidate and party committees covering a wide range of public agencies, including all public agencies that have elected officials in the county of the public agency, state legislative positions, and various state entities. The Division of Local Government Services recommends that contractors be provided a list of the affected agencies. This will assist contractors in determining the campaign and political committees of the officials and candidates affected by the disclosure.
 - a. The Division has prepared model disclosure forms for each county. They can be downloaded from the "County PCD Forms" link on the Pay-to-Play web site at www.nj.gov/dca/lgs/p2p. They will be updated from time-to-time as necessary.
 - b. A public agency using these forms **should edit them to properly reflect the correct legislative district(s)**. As the forms are county-based, **they list all legislative districts** in each county. **Districts that do not represent the public agency should be removed from the lists.**
 - c. Some contractors may find it easier to provide a single list that covers all contributions, regardless of the county. These submissions are appropriate and should be accepted.
 - d. The form may be used "as-is", subject to edits as described herein.
 - e. The "Contractor Instructions" sheet is intended to be provided with the form. It is recommended that the Instructions and the form be printed on the same piece of paper. The form notes that the Instructions are printed on the back of the form; where that is not the case, the text should be edited accordingly.
 - f. The form is a Word document and can be edited to meet local needs, and posted for download on web sites, used as an e-mail attachment, or provided as a printed document.
5. It is recommended that the contractor also complete a "Stockholder Disclosure Certification." This will assist the local unit in its obligation to ensure that contractor did not make any prohibited contributions to the committees listed on the Business Entity Disclosure Certification in the 12 months prior to the contract. (See Local Finance Notice 2006-7 for additional information on this obligation) A sample Certification form is part of this package and the instruction to complete it is included in the Contractor Instructions. **NOTE: This section is not applicable to Boards of Education.**

C. 271 POLITICAL CONTRIBUTION DISCLOSURE FORM Contractor Instructions

Business entities (contractors) receiving contracts from a public agency that are NOT awarded pursuant to a "fair and open" process (defined at N.J.S.A. 19:44A-20.7) are subject to the provisions of P.L. 2005, c. 271, s.2 (N.J.S.A. 19:44A-20.26). This law provides that 10 days prior to the award of such a contract, the contractor shall disclose contributions to:

- any State, county, or municipal committee of a political party
- any legislative leadership committee*
- any continuing political committee (a.k.a., political action committee)
- any candidate committee of a candidate for, or holder of, an elective office:
 - of the public entity awarding the contract
 - of that county in which that public entity is located
 - of another public entity within that county
 - or of a legislative district in which that public entity is located or, when the public entity is a county, of any legislative district which includes all or part of the county. The disclosure must list reportable contributions to any of the committees that exceed \$300 per election cycle that were made during the 12 months prior to award of the contract. See N.J.S.A. 19:44A-8 and 19:44A-16 for more details on reportable contributions.

N.J.S.A. 19:44A-20.26 itemizes the parties from whom contributions must be disclosed when a business entity is not a natural person. This includes the following:

- individuals with an "interest" ownership or control of more than 10% of the profits or assets of a business entity or 10% of the stock in the case of a business entity that is a corporation for profit
- all principals, partners, officers, or directors of the business entity or their spouses
- any subsidiaries directly or indirectly controlled by the business entity
- IRS Code Section 527 New Jersey based organizations, directly or indirectly controlled by the business entity and filing as continuing political committees, (PACs). When the business entity is a natural person, "a contribution by that person's spouse or child, residing therewith, shall be deemed to be a contribution by the business entity." [N.J.S.A. 19:44A-20.26(b)] The contributor must be listed on the disclosure. Any business entity that fails to comply with the disclosure provisions shall be subject to a fine imposed by ELEC in an amount to be determined by the Commission which may be based upon the amount that the business entity failed to report. The enclosed list of agencies is provided to assist the contractor in identifying those public agencies whose elected official and/or candidate campaign committees are affected by the disclosure requirement. It is the contractor's responsibility to identify the specific committees to which contributions may have been made and need to be disclosed. The disclosed information may exceed the minimum requirement. The enclosed form, a content-consistent facsimile, or an electronic data file containing the required details (along with a signed cover sheet) may be used as the contractor's submission and is disclosable to the public under the Open Public Records Act. The contractor must also complete the attached Stockholder Disclosure Certification. This will assist the agency in meeting its obligations under the law.

NOTE: This section does not apply to Board of Education contracts.

* N.J.S.A. 19:44A-3(s): "The term "legislative leadership committee" means a committee established, authorized to be established, or designated by the President of the Senate, the Minority Leader of the Senate, the Speaker of the General Assembly or the Minority Leader of the General Assembly pursuant to section 16 of P.L.1993, c.65 (C.19:44A-10.1) for the purpose of receiving contributions and making expenditures."

List of Agencies with Elected Officials Required for Political Contribution Disclosure

N.J.S.A. 19:44A-20.26

County Name:

State: Governor, and Legislative Leadership Committees

Legislative District #s:

State Senator and two members of the General Assembly per district.

County:

Freeholders

County Clerk

Sheriff

{County Executive}

Surrogate

Municipalities (Mayor and members of governing body, regardless of title):

USERS SHOULD CREATE THEIR OWN FORM, OR DOWNLOAD FROM WWW.NJ.GOV/DCA/LGS/P2P A COUNTY-BASED, CUSTOMIZABLE FORM.

DOC #12

STOCKHOLDER DISCLOSURE CERTIFICATION

Name of Business:

I certify that the list below contains the names and home addresses of all stockholders holding 10% or more of the issued and outstanding stock of the undersigned.

OR

I certify that no one stockholder owns 10% or more of the issued and outstanding stock of the undersigned.

Check the box that represents the type of business organization:

- Partnership Corporation Sole Proprietorship
- Limited Partnership Limited Liability Corporation Limited Liability Partnership
- Subchapter S Corporation


Sign and notarize the form below, and, if necessary, complete the stockholder list below.

Stockholders:

Name: Michael Hillier	Name: R. Scott LaRose
Home Address: 1439 N. Great Neck Road, Virginia Beach, VA 23454	Home Address: 1439 N. Great Neck Road, Virginia Beach, VA 23454
Name:	Name:
Home Address:	Home Address:
Name:	Name:
Home Address:	Home Address:

Subscribed and sworn before me this 20th day of June, 2017.
(Notary Public)

My Commission expires: February 29th, 2020


(Affiant)
SCOTT NEEDLEMAN, VP
(Print name & title of affiant)

(Corporate Seal)

ACKNOWLEDGMENT AND ACCEPTANCE
OF REGION 4 ESC's OPEN RECORDS POLICY

Signature below certifies complete acceptance of Region 4 ESC's Open Records Policy, except as noted below (additional pages may be attached, if necessary).

Check one of the following responses to the Acknowledgment and Acceptance of Region 4 ESC's Open Records Policy below:

- We acknowledge Region 4 ESC's Open Records Policy and declare that no information submitted with this proposal, or any part of our proposal, is exempt from disclosure under the Public Information Act.

(Note: All information believed to be a trade secret or proprietary must be listed below. It is further understood that failure to identify such information, in strict accordance with the instructions below, will result in that information being considered public information and released, if requested under the Public Information Act.)

- We declare the following information to be a trade secret or proprietary and exempt from disclosure under the Public Information Act.

(Note: Offeror must specify page-by-page and line-by-line the parts of the response, which it believes, are exempt. In addition, Offeror must specify which exception(s) are applicable and provide detailed reasons to substantiate the exception(s).

6/20/2017
Date


Vice President
Authorized Signature & Title