TECHNICAL PROPOSAL FOR ALABAMA COMMUNITY COLLEGE SYSTEM

JOINT PURCHASING AGREEMENT

BID #: ACCS-2022-01

DUE: FEB 11, 2022

SUBMITTED BY: LOCKSTEP TECHNOLOGY GROUP

LETTER OF TRANSMITTAL

February 11, 2022
Evaluation Committee
Alabama Community College System
Joint Purchase Agreement Initiative
135 South Union Street Suite#135
Montgomery, Alabama 36104

RE: Joint Purchasing Agreement Bid #: ACCS-2022-01

To Whom it May Concern,

On behalf of Lockstep Technology Group, it is our pleasure to present the enclosed response to Alabama Community College System (ACCS) RFP for Joint Purchasing Agreement Bid #: ACCS-2022-01.

Founded in 2008, Lockstep Technology Group is an IT consulting firm that partners with organizations in planning, developing, and implementing enterprise-class technology solutions. For over 13 years Lockstep has been a trusted IT Consulting company with extensive engineering and technical capability. Lockstep has ten solid years designing, migrating/implementing, securing, and supporting large-scale networking deployments in the state/local government and education spaces. By leveraging proven designs and over 60 years of combined networking experience Lockstep has helped many public sector entities realize the power of solid designs and smart implementations through our partnerships. The networks Lockstep positions are stable, secure and provide the needed visibility for troubleshooting, maintenance, and security.

The enclosed proposal for ACCS takes into consideration all the requirements and the vision set forth by ACCS. We are partnering with Extreme Networks to provide software-driven solutions from the enterprise edge to the cloud that are agile, adaptive, and secure to enable digital transformation. This includes network infrastructure, wireless and security solutions. In addition, we are partnering with Nutanix to provide software-based hyperconverged infrastructure (HCI) to deliver a full infrastructure stack that integrates compute, virtualization, storage, networking, and security to power any application at any scale. Palo Alto is also a company that we have partnered with for years to provide Next Generation Firewalls. Lockstep has extensive experience and engineering that we can utilize to support the various Palo Alto products.

We appreciate the time invested in review of this response and look forward to a long, successful partnership between Alabama Community College System and Lockstep Technology Group. As I am the authorized representative for Lockstep Technology Group, please feel free to contact me at either 404-729-1200 or bpurcell@lockstepgroup.com should any questions arise regarding our submission.

Sincerely,

Brian Purcell
Vice President, Sales
Lockstep Technology Group

EVALUATION SUBMISSION FORM

Appendix E - Evaluation Submission form

The purpose of this form is to provide a single summary document per submitting vendor that references required materials. This document is intended to assist the Evaluation Committee easily find specific items of information during the evaluation process and to assist participating agency personnel in locating specific vendor information after the award of the bid.

Vendor Contact Information

This will be published for participating agencies to streamline the vendor contact process. Vendors may not have all these departments/positions/titles. Please complete this information as accurately as possible. If the information below changes, please send a revised version of this page to **JPA-Notification@accs.edu.**

Vendor Name: Wescott Technologies, LLC dba Lockstep Technology Group Last **Updated: 2/11/2022**
JPA Website Address: https://www.accs.edu/index.cfm/vendors/active-rfps-rfbs-or-rfqs/2022-joint-purchase-agreement/

	Name(s)	Phone	E-mail Address(s)
Primary Contact	Wesley Greer	678-860-0514	wgreer@lockstepgroup.com
Sr. Account/Sales Manager(s)	Brian Purcell	404-729-1200	bpurcell@lockstepgroup.com
Sales Operations Lead	Liz Jackson	678-438-3790	ljackson@lockstepgroup.com
Technical Support	Ken Dreon	404-558-0994	kdreon@lockstepgroup.com

BID INFORMATION INDEX

Please complete the following form to assist the Evaluation Committee in finding specific information as related to your bid response.

	Status	Page Number(s)
Product and Services Delivery	Completed	13
Geographic Coverage	Completed	17
Availability of Technical Support	Completed	17
Problem Resolution	Completed	20
Customer Satisfaction	Completed	21
Value Added Services	Completed	22
Reporting	Completed	49
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References	Completed	55
Pricing Level and Guarantee	Completed	59
Financial Documentation	Completed	64

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ALJPA Requirement:

Vendors must describe their ability to provide professional services, technology equipment including related products and support services to the System and the various authorized entities.

Lockstep Response:

Lockstep has multiple T&M type of contracts to provide professional services ranging from ad-hoc hourly support to retainer models. When higher service levels are needed, we have retainer models that guarantee as low as 1-hour response times. Our ad-hoc T&M service model is primarily how we work with other colleges either through a reduced cost, pre-purchased block of time or just ad-hoc billing at our published rates. Our contracts are custom, and the service levels can be adjusted to meet our customer's needs for operation.

T&M Retainer – Engineering services on an ongoing, as-needed basis to be completed over a set course of time; usually a minimum of one year. Hours will be invoiced monthly for time used. Hourly rate is determined by the number of hours purchased. Hours are used on a scheduled basis, scheduled through email or phone, and during normal business hours. Out of hours or emergency use are 2 hours.

T&M Project – Engineering services for a specific job or project to be invoiced monthly for time used. Hourly rate is determined by the number of hours purchased and is estimated to include all work associated with the specified job or project.

T&M Ad-Hoc – Engineering services to be used outside of any agreement or project. Ad-hoc is generally used for emergency situations in which the customer does not have hours to use with the contractor. Hourly rate is based on the severity of the situation and whether services are rendered after hours. T&M Ad-hoc time is invoiced monthly. Hours are used on a scheduled basis, scheduled through email or phone, and during normal business hours. Out of hours or emergency use are 2 hours.

A typical SLA on a T&M contract is 4 hours to respond. However, if required, we can build a custom contract with 2-hour response time.

All time is tracked with our central ticketing system. The ticketing system is maintained by our 24X7 OSC who serves as the first level of troubleshooting. If a ticket is escalated by the OSC it is assigned to our engineering pool. Lockstep maintains escalation engineers for higher level issues.

Most support is remote but onsite is available if required. Remote support only incurs the time the engineers spend working on the issue. Onsite support is billed for the trip one-way and then the engineers time onsite.

*We will track time spent serving ACCS through use of a Project Manager (PM) who will work with the engineering team to schedule time at ACCS. Time Detail Reports (TDR) are also used to show ACCS the number of hours worked, and what was completed for a requested period.

a. Planning

Lockstep believes that project success requires strong planning, thus placing top priority on the planning phase of any project. The Lockstep approach for any project is to apply an "engineering first" methodology towards defining the proper foundation at time of planning phase. By consulting with our customers in a technology agnostic fashion, Lockstep ensures the following are understood before making consultative recommendations for the definition and progression of the project:

- The business driver(s) for the project/implementation.
- Who are the key stakeholders sponsoring the project?
- What technologies are being addressed as part of the project?
- How many systems or people are affected by the pending implementation?
- What staffing resources are needed from Lockstep to support the project?
- What are the implementation timeframes?
- What is the desired state to signify the successful completion of the project?
- Creation of a success criteria.
- Outline the change management requirements in the event changes are required.
- Define ongoing support requirements or required customer training/turnover.
- Define documentation/procedure development expectations.

The "Lockstep Process" assigns a Project Manager and a lead engineering resource to each project to ensure the technical and management aspects are covered from the beginning. Planning is performed in conjunction with multiple engineering and business liaison resources depending on the skillset(s) required and the extent of the project.

b. Project Coordination

Lockstep believes that Project Coordination requires resource allocation, communication and documentation. Prior to inception of the project, a proper, well defined project path will be documented.   This document will outline assumptions, resources and success criteria. Communication methodology as well as expectations on timing, approach and desired state are clearly defined and agreed upon.

For projects performed by Lockstep, the central point of contact is the project manager (when the project is defined) and the account manager. The account manager is the liaison assigned to FCS who is responsible for gathering the initial requirements either through ongoing consulting/planning or through customer request. Once the need/requirement is identified as a

project, a project manager is coupled with a delivery engineer who has overall responsibility for the technical/communication aspects of the engagement. As projects are defined and planned, the personnel resources are identified and allocated to the project. A communications schedule will be defined, and the Lockstep team will meet as required (minimum of weekly for our internal team). Customer update schedules will be defined as a regular event to be handled by the project manager and the services delivery manager.

c. Field Procedure

Lockstep field procedures rely on a solidified plan derived by the project teams. The coordination phase will define what type of resource is needed and will deliver a timeline of the project and its progression. Between the project manager and services delivery engineer, the field team will have a "roadmap" of what needs to be accomplished to conduct a successful project/implementation. Tasks are tracked closely by the project manager. Items requiring a change to the project or deliverable will be addressed through a pre-defined change management process. Lockstep's field engineers report to the services delivery manager who has overall responsibility for the quality of the project. A checklist is developed with any requirements or test procedures to ensure there is a complete delivery of all system objectives and totally meets customer expectations.

d. Costing

The "Lockstep Process" focuses on a transparent, effective and competitive project costing history, based upon years of experience in multiple HIGHER EDUCATION environments. Lockstep not only leverages historical projects as references but also market analysis to ensure appropriate costing models for given projects. Historically, Lockstep has accomplished the goal of providing effective and accurate project delivery within a defined budget. If a fixed fee estimate is agreed upon and the project remains within the agreed upon boundaries, Lockstep will deliver the project at or under the estimated timeframe and cost. A long history across many of the technical domains defined in the RFQ allows Lockstep to have key historical examples of projects closely related to most of the items. Lockstep also provides Georgia HIGHER EDUCATIONs with cost-effective pricing based upon the project complexity, skillset(s) required and timeframe to help control costs.

e. Valuation techniques for business requirements

Lockstep delivers successful services for multiple Georgia based College Systems on a continuing basis. This experience across many other College Systems has enabled Lockstep to understand best practices and effectiveness that benefits all customers. This includes:

- The realized benefit to the College System of the desired architecture /implementation/ analysis
- The ongoing support costs including maintenance and management of the architecture
- The skillsets required to provide ongoing support for the implementation
- Realized benefits to the College System to facilitate innovation or stability to the system
- Relevant life of the desired architecture

Lockstep will assess technology (currently deployed or desired) to ensure it is a fit across the metrics as outlined above. Lockstep partners with clients, many through long term multiyear

relationships, allowing Lockstep to provide insight into the College's architecture that helps drive the direction of desired or required technologies. An example of this is the Lockstep analytics platform that was developed to provide a view across all colleges proactively depicting things like slow logon events or high latency trends, ensuring a positive user experience. Through this "big data" analysis a focus can be recommended to proactively address problem areas where capacity or lack of proper implementation can be addressed. This provides a path to recommend pointed architecture/implementations/analysis to cost effectively address a system's progression.

The selection criteria for product or architecture recommendations are from an agnostic engineering perspective. Often, Lockstep can provide multiple ways to address the requirement, including a no cost alternative in addition to multiple paid-for products or architectures. This best of breed, technology agnostic approach ensures the clients are able to select the best solution to meet their needs and budgets. Lockstep will also recommend products or architectures that are not part of the current Lockstep product offering but are the right solution. For any product or architecture recommendation, the process below is followed:

- The product/architecture must meet the customer's minimum requirements with the potential to exceed them over time.
- The product/architecture must have a good vendor support structure or Lockstep needs to support it directly for the customer.
- The ongoing costs associated with keeping the product/architecture must be well defined and within reasonable ongoing support costs.
- The solution must be relevant over the desired period defined by the customer.

f. How Lockstep defines the Statement of Work

Lockstep utilizes its 15-year history working with Education and corporate customers to define the items for a statement of work. The SOW approach is to:

Identify the requirements through a request or a co-developed concept or requirement.
Justify the requirement in terms of:

- Relevancy as a solution considering how the solution fits into the College System's operational requirement.
- The ability of the College System to support the solution through the existing technical support staff, as augmented by Lockstep or through a managed service.
- The cost to acquire and support the solution over the period of relevancy.
- The desired lifecycle of the solution.
- Testing/success criteria definition.

After gathering the required data and ensuring it is a fit for the College System, Lockstep will determine which resources will be required based on skillsets, delivery restrictions/requirements and support requirements after the implementation. Lockstep is flexible based upon customer's requirements and can provide Statement of Works for either fixed fee or time and materials engagements.

ALJPA Requirement:

Map with an indication of the locations where products may be delivered plus the number and type of support personnel or other resources that may be employed to service procuring entity purchase orders (a very basic example map for a fictitious company is provided in Appendix B). The narrative in response to this specification should include, at a minimum, a general overview of the proposed services and an overview of how the services are to be provided in the locations indicated.

Lockstep Response:

Lockstep is headquartered in Peachtree Corners, GA and has satellite offices in Kennesaw, GA and Piedmont, SC. Roughly 100 employees report to these offices including all management, administrative, engineering, sales and Operations Service Center (OSC) employees. All Quoting, purchasing, invoicing, and reporting generates from Peachtree Corners, while our Kennesaw office location is where equipment can be delivered for staging and configuration. Lockstep also has the prospect of using a Chelsea AL warehouse where product staging can occur locally if required.

The following page includes maps highlighting each location.

▲ Satellite Office Location - 3411 Wooten Lake Rd   Kennesaw, GA 30144

■ Headquarters Location -   190 Technology Pkwy Ste 125 Peachtree Corners GA 30092

US Highways
Interstate Highways
0   50 KM   50 Miles
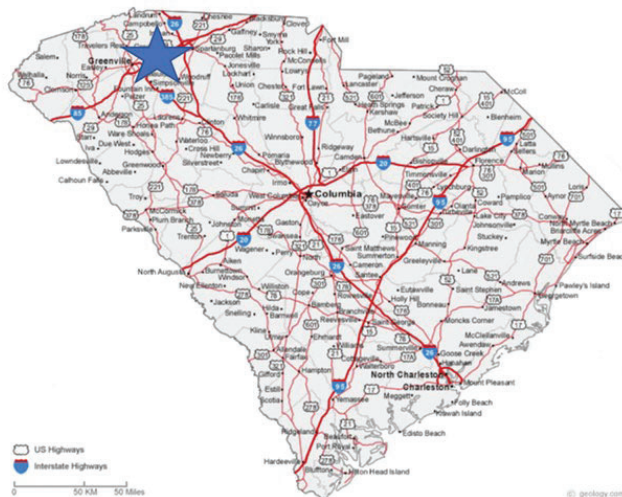
110 Connector Park CT, Piedmont SC 29673

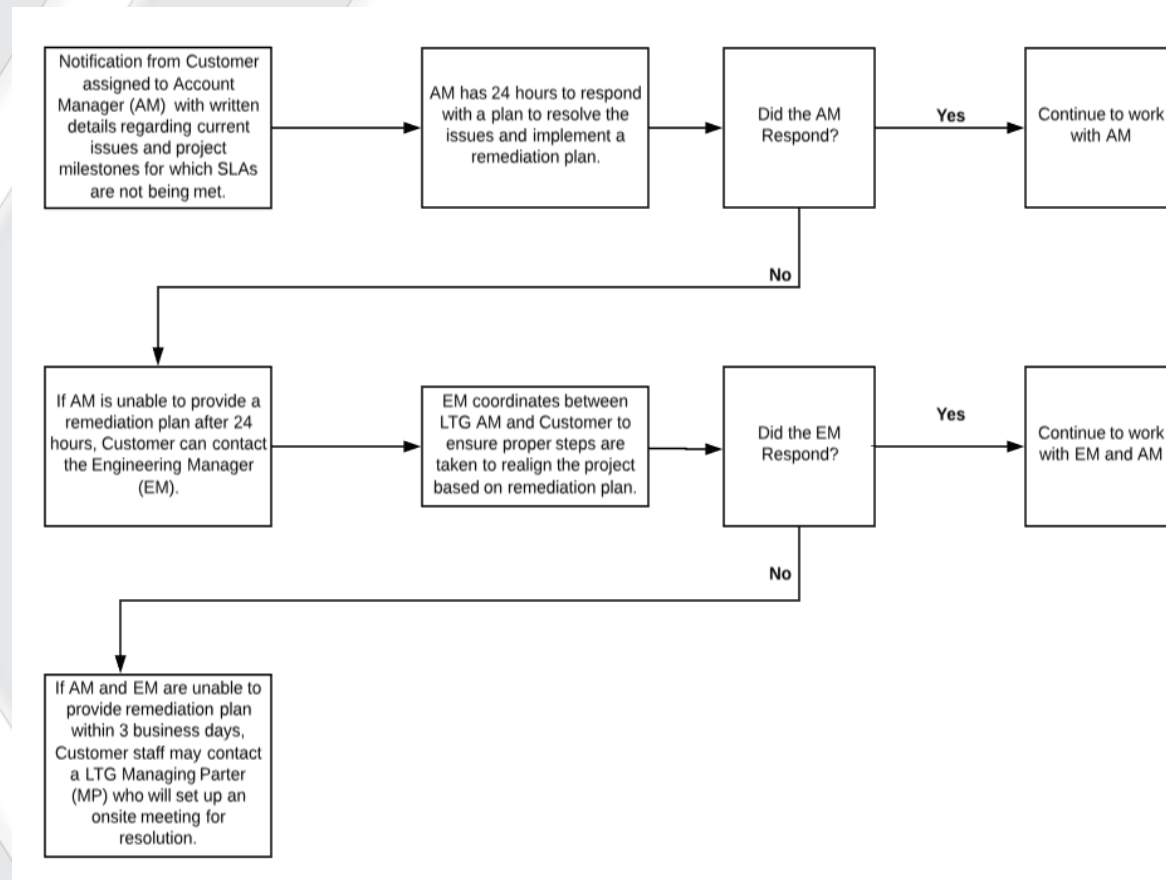★ Satellite Office Location - 104 Foothills Pkwy
Chelsea, AL 35043

ALJPA Requirement:

Vendors must thoroughly describe their procedures for resolving customer problems and complaints including timelines and escalation measures.

Lockstep Response:

Lockstep Technology Group will provide a project manager that will be assigned to per project conducted with an ALJCA college. This individual will coordinate support through the Lockstep Technology Group engineering team and the equipment manufacturer for timely resolution of all support issues. ALJCA will also have a designated email address to which they may send both sales and support requests. Lockstep has a core value of responsiveness that has been a trademark of our 10+ years in business. We will provide a quick escalation path for problem resolution within three business days if issues arise.

If SLA's are not being met, the following procedures will ensure timely resolution:

1. Notification to ACCS assigned Project Manager: ACCS may contact the project manager with written details regarding current issues and project milestones for which SLAs are not being meet. The ACCS assigned project manager will then have 24 hours to respond with a plan to resolve the issues and implement a remediation plan.

2. Notification to Lockstep Engineering Manager: If the ACCS assigned project manager is unable to provide a satisfactory remediation plan after 24 hours, ACCS may contact a Lockstep Engineering Manager. The Engineering Manager will coordinate between the Lockstep Project Manager and the ACCS project team to ensure proper tactical steps are taken to realign the project to resolve all issues based on the remediation plan.

In the unlikely event that the ACCS assigned Project Manager and Engineering Manager are unable to provide a satisfactory remediation plan within 3 business days, ACCS staff may contact a Lockstep Managing Partner who will setup an onsite meeting with Lockstep and ACCS staff to define an action plan for issue resolution and remediation.

CUSTOMER SATISFACTION

ALJPA Requirement:

Vendors must submit customer satisfaction statistics or survey results concerning the quality of the products and/or services offered.

Lockstep Response:

Throughout Lockstep's 15+ years in business, we have a track record of retaining 85% of current customers. 87% of Lockstep customers have continued to do business with us for over 5 years.

ALJPA Requirement:

Vendors must thoroughly describe their ability to provide value added technical services including:

- Installation, Training or directly related optional services

- Geographic area where the services may be provided

Lockstep Response:

Lockstep prides itself on maintaining a well-rounded group of engineering talent. The approach is to cross-train all engineers on regular architectures like virtualization, storage, Active Directory, etc. Lockstep maintains a hierarchy of senior engineers that function as services delivery engineers. The field engineers report to a senior engineer for all projects. Expertise is outlined in the table below based upon Lockstep's experience. These services can be performed in the state of Alabama.

.MICROSOFT

1.	IDENTITY MANAGEMENT
Supported Functions	•System planning and design •Multifactor authentication implementation •ADFS to O365 Migration •Public cloud and on-prem deployment •Staff/student account management automation •Staff training and end user education
Summary	Experience with multiple large education clients in planning and implementing ADFS on premise and in the cloud and migrating ADFS to O365. Enabling campus-wide multifactor authentication on premise and in O365 with group-based licensing, connections to Azure AD, and text/phone/app password creation. Robust account management practice with highly efficient automated account provisioning and deprovisioning.
References:	

Anderson University - ADFS and MFA Migration. May 2018.
Ronald Oppatt, roppatt@andersonuniversity.edu, (864) 328-1422

Cartersville City Schools - Enterprise Application in Azure AD. 2016/Ongoing
Kristy Hovers, khovers@cartersvilleschools.org, (770) 387-5571

Georgia Gwinnett College - ADFS and MFA Implementation. June 2018.
Kevin Schmidt, kschmidt@ggc.edu, (678) 407-5301

2. **OFFICE 365 APPLICATIONS (INCLUDING EMAIL)**	
Supported Functions	•Mail flow planning and design •Phased, seamless exchange migrations •Managed as a service •Security center configuration •Spam rule migration •Licensing automation •Training
Summary	Lockstep has extensive experience migrating large education and distributed environments from Exchange to O365 using a phased approach with systematic shifting of resources and users with ongoing testing and communication with users regarding changes to the mail system. Lockstep engineers ensure that firewall, networking, and spam rules are carefully configured to maximize security and performance.
References:	

Marietta City Schools - O365 Migration. January 2018
Thomas Maxwell, tmaxwell@marietta-city.k12.ga.us, (678) 209-7573

Cartersville City Schools - Enterprise Application in Azure AD. 2017/Ongoing
Kristy Hovers, khovers@cartersvilleschools.org, (770) 387-5571

City of Smyrna - O365 Migration. October 2018
Chris Addicks, caddicks@smyrnaga.gov, (678) 631-5523

Atlanta Housing Authority - O365 Exchange, SharePoint, OneDrive, and Teams. July 2018.
David Hudson, David.Hudson@atlantahousing.org, (404) 817-7439

3.	INTUNE
Supported Functions	•System planning and design •Implementation •Public cloud deployment •Managed as a service •Policy planning •User Portal Development •Best practice analysis •Preproduction testing •Training
Summary	Lockstep is experienced in completely configuring and deploying Intune in education environments, including cloud deployments. Lockstep's Intune implementation includes working with on-site personnel to develop organizational groups, device profiles, compliance policy rules and remediation, and custom user portals. Critically, Lockstep trains IT staff on Intune management and ongoing support including password policies, device wiping, and deploying to new devices as needed.
References:	
Georgia Southwestern State University - SCCM, Intune Deployment, Training. March 2018. Tim Faircloth, tim.faircloth@gsw.edu, (229) 931-5076	

4.	AZURE
Supported Functions	•System planning and design •Cloud server/storage sizing •OPEX/CAPEX calculations and analysis •Implementation •Datacenter to cloud migration •Workload migration automation •Automated Vnet provisioning •Business continuity/DR infrastructure •Managed as a service
Summary	Lockstep performs work in Azure including supporting complicated and large environments. Lockstep performs cloud migration road mapping including detailed cost analysis for determining when cloud infrastructure is economically beneficial.

Lockstep has developed migration plans and custom automations for moving very large customer facing environments into colocation facilities including all new virtualization systems and the replication of all data.

Lockstep has connected colocations to Azure using ExpressRoute, enabling a private connection instead of using IPsec.

Lockstep performs cloud migration assessments to determine what cloud services will meet the client's budget by mapping server to server relationships, workloads and application relationships (AppStacks) and determining the average spend based upon the relationships to run the workloads in the various cloud providers (Azure, Amazon and Google)

References:
Telular - Datacenter to Azure Migration with ExpressRoute. 2016/Ongoing Vic Elarde, velarde@telular.com, (312) 379-8314 Georgia Gwinnett College - ADFS and MFA Implementation. June 2018. Kevin Schmidt, kschmidt@ggc.edu, (678) 407-5301 Walton Communities - Managed Services. November 2017. Tim Berger, tberger@waltoncommunities.com, (678) 424-5424

5.	SCCM
Supported Functions	•System planning and design •Implementation •Public and private cloud deployment •Managed as a service •Optimization •Advanced automation •Upgrades and patching •Training
Summary	Lockstep has experience with multiple large education clients in planning and implementing SCCM to manage thousands of endpoints consisting of multiple domains, user types, and operating systems. Lockstep has the ability to package drivers, applications, thick and light client images, certificates, and updates/patches for Windows and Office.

	Advanced services include deploying SCCM in the cloud, on-prem/cloud hybrid deployments, and advanced automation. SCCM services can be offered as a service and training for IT staff in SCCM is available.

References:	

Georgia Southwestern State University - SCCM, Intune Deployment, Training. March 2018/Ongoing.
Tim Faircloth, tim.faircloth@gsw.edu, (229) 931-5076

Buford City Schools - SCCM Deployment, June 2015.
Jason Downs, jason.downs@bufordcityschools.org, (770) 945-5035

Forsyth County School System - SCCM Deployment, Training, As-a-Service. November 2017/Ongoing
Tim Fleming, tfleming@forsyth.k12.ga.us, (770) 887-2461

Cartersville City Schools - SCCM Deployment, Training, As-a-Service. 2016/Ongoing
Kristy Hovers, khovers@cartersvilleschools.org, (770) 387-5571

6.	GROUP POLICY

Supported Functions	- Analyze current GPOs and make recommendations for modification, addition or optimization - Help more centrally configure systems to be more secure or manageable - Provide architectures using Windows Firewall and GPO for management to help provide a cost-effective segregation systems for data protection - Utilize GPO to lock down desktops and servers helping to enhance the security posture - Create software deployment/restriction policies - Provide the analysis through our Analytics product to make optimization recommendations to enhance end-user experience - Created custom GPO policies (.adm/.admx files) when needed to help administer an environment
Summary	Lockstep is uniquely capable of managing the high number of policy settings that come with educational IT.

	Lockstep has performed cleanup and analysis for clients with unused or misapplied policies. Lockstep assists our education clients in automating what would otherwise be the impossible task of effectively managing policy settings.
	Carefully managing user accounts and group policies also functions as an important step in securing a school's network from potential hacks.

References:
Hall County Board of Education - . November 2013. Jay Smith, Jay.Smith@hallco.org, (770) 534-6313
Marietta City Schools - Project work. Ongoing Thomas Maxwell, tmaxwell@marietta-city.k12.ga.us, (678) 209-7573
Atlanta Public Schools - 2016/Ongoing Roanna Washington, rwashington@atlanta.k12.ga.us, (678) 467-5868

7.	SQL

Supported Functions	•System planning and design •Implementation •Public cloud deployment •Always-on cluster deployment •Managed as a service •Server tuning and performance optimization •Advanced automation •Data continuity, including point-in-time recovery •Training
Summary	Lockstep has performed SQL migrations from on-premise to public cloud. Lockstep has also configured HA clustering for reliability and availability of databases in case of failure. Through our managed services we provide the care and feeding required to maintain a working system state.

References:
Telular – SQL On-Premise to Azure Migration 2016/Ongoing Vic Elarde, velarde@telular.com, (312) 379-8314

8.	SHAREPOINT

Supported Functions	•System planning, design, and implementation strategy •SharePoint site development

	•Policy and permission configuration •File tracking and control hierarchies and permissions configuration •SharePoint audit systems
Summary	Lockstep works with clients to use SharePoint for document management and storage as well as an informative tool for disseminating information to key user groups. Lockstep specialists assist in developing SharePoint sites with elements such as calendars, company directories, FAQs, announcements, training information, and other desired information sources. Lockstep can configure policies for controlling file access, file moves, and company surveys. Lockstep also provides final-mile training of end users, which can be particularly useful when implementing new technologies such as sharepoint lists or policies such as onedrive storage spaces.

References:
West Carolina Rural Telephone Cooperative - SharePoint on O365. November 2018. Bobby Clark, bobby.clarke@wctel.com, (864) 446-9270 Atlanta Housing Authority - O365 Exchange, SharePoint, OneDrive, and Teams. July 2018. David Hudson, David.Hudson@atlantahousing.org, (404) 817-7439

9. BUSINESS INTELLIGENCE

Supported Functions	•IT analytics dashboard development •Security monitoring dashboards •Performance monitoring
Summary	Lockstep has experience developing IT analytics dashboards and data using Microsoft PowerBI. This includes developing Microsoft SQL databases for data ingestion and repository along with customer dashboards designed to highlight business level analysis related to IT operations, security, and performance monitoring.

References:
Forsyth County School System - IT Operations Analytics. May 2018 Curt Godwin, cgodwin@forsyth.k12.ga.us, (770) 757-6477

Atlanta Public Schools - Networking Performance Analytics. June, 2018
Roanna Washington, rwashington@atlanta.k12.ga.us, (678) 467-5868

.GOOGLE

1. GOOGLE APPS FOR EDUCATION

Supported Functions	•Ad hoc support in existing education customer environments
Summary	Lockstep works with education clients including multiple large and small school districts and higher education facilities across the state of Georgia. As part of our regular support of our clients we are often tasked with working with and around Google Apps for Education. Lockstep's breadth of experience in a diverse range of educational IT environments contributes to our ability to work with Google applications.
References:	
Marietta City Schools - Operational support. Ongoing Thomas Maxwell, tmaxwell@marietta-city.k12.ga.us, (678) 209-7573	

2. YOUTUBE

Supported Functions	•Granular video whitelisting •Firewall-level student access control
Summary	Lockstep has worked with education clients to implement complex firewall level controls for schools so that YouTube can be used as an education tool.
References:	
Marietta City Schools - Operational support. Ongoing Thomas Maxwell, tmaxwell@marietta-city.k12.ga.us, (678) 209-7573 Ware County Schools – Operational support Ongoing Dr. Dennis Wainwright, dwainwright@ware.k12.ga.us, (912) 283-8656 ext. 142	

3. CHROME

Supported Functions	•Group policy management •Chrome Enterprise deployment and configuration

	•Always on VPN configuration and management •Deployment of Chrome OS
Summary	Lockstep has worked to deploy and integrate Chrome OS, into our education client's environment securely. This allows for our education customers to have the same level of access and control, with a limited operating system.
References:	

Ware County Schools – Chromebook Deployment June 2016
Dr. Dennis Wainwright, dwainwright@ware.k12.ga.us, (912) 283-8656 ext. 142

Madison County Board of Education – Palo Alto and Chromebook Deployment. July 2018
Amy Denman, adenman@madison.k12.ga.us, (706) 795-5029

.VMWARE

1.   VIRTUALIZATION PLATFORM

Supported Functions	•System planning and design •Implementation •Public cloud deployment •Always-on cluster deployment •Managed as a service •Server tuning and performance optimization •Advanced automation •Data continuity, including point-in-time recovery •Training
Summary	Virtualization including VMware ESX infrastructure is the foundation of almost every project that Lockstep undertakes. Lockstep engineers hold advanced certifications in various applicable VMware products and are cross-trained to enable seamless project completion. Lockstep manages virtualization infrastructures including compute and storage as a service and as regular project work. Lockstep provides ongoing support for on-premises and cloud deployments across multiple educational IT environments
References:	

Atlanta Public Schools - Troubleshooting and ongoing support. Ongoing

Roanna Washington, rwashington@atlanta.k12.ga.us, (678) 467-5868

Cartersville City Schools - As-a-Service. Ongoing
Kristy Hovers, khovers@cartersvilleschools.org, (770) 387-5571

Marietta City Schools - Project work. Ongoing
Thomas Maxwell, tmaxwell@marietta-city.k12.ga.us, (678) 209-7573

Forsyth County School System - vSAN managed as-a-Service. Ongoing
Tim Fleming, tfleming@forsyth.k12.ga.us, (770) 887-2461

2.	NSX / SOFTWARE DEFINED NETWORKING
Supported Functions	•VMware NSX Certified •NSX-certified engineers on staff
Summary	Lockstep has been involved with NSX since its launch. We have obtained all the requisite trainings and certifications to be NSX Certified by VMware.

3.	AIRWATCH
Supported Functions	•Profile creation and management for multiple Exchange Active-sync deployments •Device migration to new managed profiles •Apple certificate registration •Certificate-based authentication for user email •Certificate authority template and auto registration configuration
Summary	Lockstep configures, manages, and maintains AirWatch in two of the environments that we work in, including profile creation and management, device migration, certificate registration, and certificate-based authentication for user email.
**References:**

Cartersville City Schools - As-a-Service. Ongoing
Kristy Hovers, khovers@cartersvilleschools.org, (770) 387-5571

The Georgia Lottery - Exchange and AirWatch Troubleshooting and Remediation May 2018
Bill Tucker, btucker@galottery.org, (404) 215-5124

1.	PROCESS IMPROVEMENTS, AUTOMATION, DOCUMENTATION
Supported Functions	•System planning and design •Infrastructure assessment and documentation •Technology lifecycle management •Implementation •Managed as a service •QoS testing and optimization •Automated switch deployment •Network business continuity planning •Network monitoring and alerting •Training
Summary	Lockstep has built its K12 business over the past decade on the strength of our campus networking expertise. Lockstep has guided multiple educational customers from initial IT Infrastructure Assessment to system planning to remediation and district-wide implementation. Lockstep has multiple references for our exhaustive documentation and systematic approach to networking, including the integration and upgrade of heterogenous environments. Lockstep provides final-mile networking services including customized network monitoring, alerting, and QoS optimization.

References:

Ware County Schools - System Assessment. June 2016
Dr. Dennis Wainwright, dwainwright@ware.k12.ga.us, (912) 283-8656 ext. 142

Madison County Board of Education - Infrastructure Assessment and Redesign. June 2018
Amy Denman, adenman@madison.k12.ga.us, (706) 795-5029

Forsyth County School System - Infrastructure Assessment. November 2017
Tim Fleming, tfleming@forsyth.k12.ga.us, (770) 887-2461

Atlanta Public Schools - Networking Assessment. August 2018
Roanna Washington, rwashington@atlanta.k12.ga.us, (678) 467-5868

Buford City Schools - Infrastructure Assessment, April 2013
Jason Downs, jason.downs@bufordcityschools.org, (770) 945-5035

2.	**SYSTEMS INTEGRATIONS AND UPGRADES**

Supported Functions	•System planning and design •Infrastructure assessment and documentation •Technology lifecycle management •Implementation •Managed as a service •QoS testing and optimization •Automated switch deployment •Network business continuity planning •Network monitoring and alerting •Training
Summary	Lockstep has guided multiple educational customers from initial IT Infrastructure Assessment to system planning to remediation and district-wide implementation. Lockstep's engineers have experience across a wide range of switching manufacturers and has completely implemented and manages networks including datacenter core switches, top of rack switches, routers, edge switches, and wireless infrastructure. Lockstep specializes in highly resilient networks and implements all integrations and upgrade with minimal impact to regular network operations. Lockstep provides final-mile networking services including customized network monitoring, alerting, and QoS optimization.
References:	

Forsyth County School System - district-wide switch refresh and upgrades. March 2016 - current
Tim Fleming, tfleming@forsyth.k12.ga.us, (770) 887-2461

Atlanta Public Schools - Networking design and switch deployment. September 2018
Roanna Washington, rwashington@atlanta.k12.ga.us, (678) 467-5868

Buford City Schools - district-wide switch refresh and upgrades. March 2013 - current
Jason Downs, jason.downs@bufordcityschools.org, (770) 945-5035

Marietta City Schools - Project work. Ongoing
Thomas Maxwell, tmaxwell@marietta-city.k12.ga.us, (678) 209-7573

3. APPLICATION LOAD AND STRESS TESTING

Supported Functions	•Virtual Desktop Stress Testing •Network Analytics
Summary	Lockstep has experience with performing a variety of performance analytics including stressing testing of virtualization systems to support VDI or application delivery. Additionally, Lockstep has developed custom K12 "end-user experience" analytics designed to monitor for system stress or misconfiguration that may result in end-user performance issues. For example, Lockstep has developed a K12 district performance dashboard solution that allows school IT personnel to pinpoint login performance issues, Wi-Fi issues, desktop performance issues, application response failures, network latency issues at a desktop level, etc.

References:

Forsyth County School System - IT Operations Analytics. May 2018
Curt Godwin, cgodwin@forsyth.k12.ga.us, (770) 757-6477

Atlanta Public Schools - Networking Performance Analytics. June 2018
Roanna Washington, rwashington@atlanta.k12.ga.us, (678) 467-5868

4. ACTIVE DIRECTORY AND GROUP POLICY

Supported Functions	•System planning and design •Authentication server design and implementation •Managed as a service •Policy planning •Best practice analysis •Multifactor authentication implementation •ADFS to O365 Migration •Public cloud and on-prem deployment •Staff/student account management automation •Staff training and end user education
Summary	Lockstep has experience with multiple large education clients in planning and implementing Active Directory on-premise and in the cloud and migrating ADFS to O365. Enabling campus-wide multifactor authentication on premise and in O365 with group-based licensing, connections to Azure AD, and text/phone/app password creation.

	Lockstep has written a complete, modular, PowerShell-based student provisioning system that we have deployed in most of our HIGHER EDUCATION accounts. The provisioning system integrates with most of the leading SIS package (Infinite Campus cloud/on-prem, Aspen…) and provides each school district with their own unique workflows and student AD account management.

References:

Forsyth County School System - Dot1x implementation. November 2017.
Tim Fleming, tfleming@forsyth.k12.ga.us, (770) 887-2461

Ware County Schools - Project work. June 2016/Ongoing
Dr. Dennis Wainwright, dwainwright@ware.k12.ga.us, (912) 283-8656 ext. 142

University System of GA Shared Services Center - Dot1x implementation. October 2016.
Jake McNutt, jmcnutt@ssc.usg.edu, (478) 240-6446

5.	**NETWORK CONFIGURATION, MONITORING, REMEDIATION**

Supported Functions	•System planning and design •Infrastructure assessment and documentation •Technology lifecycle management •Managed as a service •QoS monitoring and alerting •Network business continuity planning •Network monitoring and alerting •NOC-based network support •Custom network sensors •Network monitor server load optimization •Training
Summary	Lockstep has extensive experience configuring and monitoring education networks, and has developed dozens of custom sensors for network monitoring tools and has implemented system-wide network monitoring in multiple education IT environments.

References:

Bulloch County Board of Education - PRTG Network Monitoring. January 2015/Ongoing.
Craig Liggett, cliggett@bulloch.k12.ga.us, (912) 212-8660

Forsyth County School System - PRTG Scripts. November 2017.
Tim Fleming, tfleming@forsyth.k12.ga.us, (770) 887-2461

1.	SOFTWARE IMAGING AND PACKAGE DEPLOYMENT
Supported Functions	•System planning and design •Implementation •Public and private cloud deployment •Managed as a service •Optimization •Advanced automation •Upgrades and patching •Training
Summary	Lockstep has experience with multiple large education clients in planning and implementing SCCM to manage thousands of endpoints consisting of multiple domains, user types, and operating systems. Lockstep has the ability to package drivers, applications, thick and light client images, certificates, and updates/patches for Windows and Office. Advanced services include deploying SCCM in the cloud, on-prem/cloud hybrid deployments, and advanced automation. SCCM services can be offered as a service and training for IT staff in SCCM is available.
References:	

Georgia Southwestern State University - SCCM, Intune Deployment, Training. March 2018/Ongoing.
Tim Faircloth, tim.faircloth@gsw.edu, (229) 931-5076

Buford City Schools - SCCM Deployment, June 2015.
Jason Downs, jason.downs@bufordcityschools.org, (770) 945-5035

Forsyth County School System - SCCM Deployment, Training, As-a-Service. November 2017/Ongoing
Tim Fleming, tfleming@forsyth.k12.ga.us, (770) 887-2461

Cartersville City Schools - SCCM Deployment, Training, As-a-Service. 2016/Ongoing
Kristy Hovers, khovers@cartersvilleschools.org, (770) 387-5571

2.	PROCESS IMPROVEMENTS, AUTOMATION, DOCUMENTATION
Supported Functions	• Student provisioning workflow documentation •Stale account remediation. •Automated scripting of account changes •Automated account moves to follow students •Automated account changes upon graduation, etc. •Directory and/or home site creation •Phased deployment with testing
Summary	Lockstep has organically developed a dev-ops approach to process improvement and documentation that incorporates deep system knowledge with an advanced usage of scripting technologies such as PowerShell. This approach allows Lockstep to quickly and efficiently support very large environments with complicated needs. Lockstep's automation prowess plays a key role in all of our K12 projects, including network implementation, firewall migrations, and user account management.
References:	
Hall County Board of Education - Student provisioning. November 2013. Jay Smith, Jay.Smith@hallco.org, (770) 534-6313 Marietta City Schools - Student provisioning. Ongoing Thomas Maxwell, tmaxwell@marietta-city.k12.ga.us, (678) 209-7573	

3.	WORKFLOW CREATION/IMPROVEMENT/MIGRATION/RETIREMENT
Supported Functions	*Student provisioning workflow documentation •Stale account retirement. •Automated scripting of account changes •Automated account moves to follow students •Automated account changes upon graduation, etc. •Directory and/or home site creation •Phased deployment with testing
Summary	Lockstep is uniquely capable of managing the sheer number of users that come with educational IT. Lockstep has performed cleanup for clients with tens of thousands of stale accounts and assists our education clients in automating what would otherwise be the impossible task

	of effectively managing tens of thousands of user accounts as students move from school to school, leave the district, and/or graduate. Carefully managing user accounts and group policies also functions as an important step in securing a school's network from potential hacks.
References:	

Hall County Board of Education - Student provisioning. November 2013.
Jay Smith, Jay.Smith@hallco.org, (770) 534-6313

Marietta City Schools - Student provisioning. Ongoing
Thomas Maxwell, tmaxwell@marietta-city.k12.ga.us, (678) 209-7573

4. TECHNICAL WRITING

Supported Functions	•In-depth and exhaustive documentation •End user and IT user targeted training and instructions •Director-level IT roadmaps •Prioritized action items for immediate remediation •3 year/5-year technology plan consulting and guidance
Summary	Lockstep has multiple references for our exhaustive documentation and systematic approach to IT consultation. Each of our infrastructure/network and security assessments include detailed documentation with findings clearly outlined and remediation steps prioritized for quick response. Lockstep can assist IT leadership with formulating 3 or 5 year plans, including accurate growth estimates and technology lifecycle considerations. Lockstep also provides training on new technologies, practices, policies and procedures as needed to assist with smooth implementation and maximum adoption.
References:	

Georgia Southwestern State University - SCCM, Intune Deployment, Training. March 2018/Ongoing.
Tim Faircloth, tim.faircloth@gsw.edu, (229) 931-5076

Madison County Board of Education - Infrastructure Assessment and Redesign. June 2018
Amy Denman, adenman@madison.k12.ga.us, (706) 795-5029

Forsyth County School System - Infrastructure Assessment. November 2017
Tim Fleming, tfleming@forsyth.k12.ga.us, (770) 887-2461

Atlanta Public Schools - Networking Assessment. August 2018
Roanna Washington, rwashington@atlanta.k12.ga.us, (678) 467-5868

5.	COLLABORATION AND PRODUCTIVITY

Supported Functions	•System planning, design, and implementation strategy •SharePoint site development •Policy and permission configuration •File tracking and control hierarchies and permissions configuration •SharePoint audit systems
Summary	Lockstep works with clients to use SharePoint for document management and storage as well as an informative tool for disseminating information to key user groups. Lockstep specialists assist in developing SharePoint sites with elements such as calendars, company directories, FAQs, announcements, training information, and other desired information sources. Lockstep can configure policies for controlling file access, file moves, and company surveys.

References:

West Carolina Rural Telephone Cooperative - SharePoint on O365. November 2018.
Bobby Clark, bobby.clarke@wctel.com, (864) 446-9270

Atlanta Housing Authority - O365 Exchange, SharePoint, OneDrive, and Teams. July 2018.
David Hudson, David.Hudson@atlantahousing.org, (404) 817-7439

6.	DEVICE MANAGEMENT

Supported Functions	•System planning and design •Implementation •Public cloud deployment •Managed as a service •Policy planning •User Portal Development •Best practice analysis •Preproduction testing •Training

Summary	Lockstep is experienced in completely configuring and deploying Intune in education environments, including cloud deployments. Lockstep's Intune implementation includes working with on-site personnel to develop organizational groups, device profiles, compliance policy rules and remediation, and custom user portals. Critically, Lockstep trains IT staff on Intune management and ongoing support including password policies, device wiping, and deploying to new devices as needed.
References:	
Georgia Southwestern State University - SCCM, Intune Deployment, Training. March 2018. Tim Faircloth, tim.faircloth@gsw.edu, (229) 931-5076 Roanna Washington, rwashington@atlanta.k12.ga.us, (678) 467-5868	

.DATA WAREHOUSE

1. ANALYTICS

Supported Functions	•Analytics analysis and development •Infrastructure capacity metric development •Performance metric development
Summary	Lockstep has experience with performing a variety of performance analytics by leveraging data warehouse solutions along with BI tools including PowerBI and Tableau. Additionally, Lockstep has developed custom K12 "end-user experience" analytics designed to monitor for system stress or misconfiguration that may result in end-user performance issues.
References:	
Forsyth County School System - IT Operations Analytics. May 2018 Curt Godwin, cgodwin@forsyth.k12.ga.us, (770) 757-6477 Atlanta Public Schools - Networking Performance Analytics. June 2018 Roanna Washington, rwashington@atlanta.k12.ga.us, (678) 467-5868	

.PROJECT MANAGEMENT AND BUSINESS ANALYSIS

1.	ENTERPRISE APPLICATION PROJECTS

Supported Functions	•Analytics analysis and development •Infrastructure capacity metric development •Performance metric development
Summary	Lockstep has experience with performing a variety of performance analytics by leveraging data warehouse solutions along with BI tools including PowerBI and Tableau. Additionally, Lockstep has developed custom K12 "end-user experience" analytics designed to monitor for system stress or misconfiguration that may result in end-user performance issues.

References:
Forsyth County School System - IT Operations Analytics. May 2018 Curt Godwin, cgodwin@forsyth.k12.ga.us, (770) 757-6477 Atlanta Public Schools - Networking Performance Analytics. June 2018 Roanna Washington, rwashington@atlanta.k12.ga.us, (678) 467-5868

2.	NETWORK INFRASTRUCTURE PROJECTS

Supported Functions	•System planning and design •Infrastructure assessment and documentation •Technology lifecycle management •Implementation •Managed as a service •QoS testing and optimization •Automated switch deployment •Network business continuity planning •Network monitoring and alerting •Training
Summary	Lockstep has guided multiple educational customers from initial IT Infrastructure Assessment to system planning to remediation and district wide implementation.

| | Lockstep's engineers have experience across a wide range of switching manufacturers and has completely implemented and manages networks including datacenter core switches, top of rack switches, routers, edge switches, and wireless infrastructure.

Lockstep specializes in highly resilient networks and implements all integrations and upgrade with minimal impact to regular network operations.

Lockstep provides final-mile networking services including customized network monitoring, alerting, and QoS optimization. |
|---|---|

References:

Forsyth County School System - district-wide switch refresh and upgrades. March 2016 - current
Tim Fleming, tfleming@forsyth.k12.ga.us, (770) 887-2461

Atlanta Public Schools - Networking design and switch deployment. September 2018
Roanna Washington, rwashington@atlanta.k12.ga.us, (678) 467-5868

Buford City Schools - district-wide switch refresh and upgrades. March 2013 - current
Jason Downs, jason.downs@bufordcityschools.org, (770) 945-5035

Marietta City Schools - Project work. Ongoing
Thomas Maxwell, tmaxwell@marietta-city.k12.ga.us, (678) 209-7573

3.	IT SECURITY PROJECTS

Supported Functions	•Security planning and strategy development •Firewall configuration, migration, and best practice analysis/rule audit •Web filtering configuration and training •Security policy review •Automated password management •Multi-factor authentication configuration •Roles based access control •Executive security summaries with prioritized remediation recommendations
Summary	Lockstep has a fully-developed, dedicated security team including multiple CISSP-certified specialists who work with clients to design and implement security processes and procedures. For our public sections clients, including K12, Lockstep specializes in NIST assessments including NIST 800-171 and 800-53.

Lockstep's security specialists work within the framework of the existing environment to provide maximum security with minimum impact to user experience. |

	Lockstep also provides final-mile training of end users, which can be particularly useful when implementing new technologies such as multi-factor authentication or policies such as mandatory password changes.

<table>
<tr><td colspan="2" align="center">References:</td></tr>
<tr><td colspan="2">

Dekalb County School System - IT Risk and Security Assessment. October 2016
Ken Marshall, ken_marshall@dekalbschoolsga.org, (678) 676-1000

Madison County Board of Education - Infrastructure Assessment and Redesign. June 2018
Amy Denman, adenman@madison.k12.ga.us, (706) 795-5029

Hall County Board of Education - Risk Assessment. April 2017.
Jay Smith, Jay.Smith@hallco.org, (770) 534-6313

Jefferson City Schools - Network and Security Assessment. September 2017.
Logan Carter, lcarter@jeffcityschools.org, (706) 367-2881

Forsyth County School System - IT Risk and Security Assessment. June 2015
Tim Fleming, tfleming@forsyth.k12.ga.us, (770) 887-2461

Ware County Schools - System Assessment. June 2016
Dr. Dennis Wainwright, dwainwright@ware.k12.ga.us, (912) 283-8656 ext. 142

Atlanta Public Schools - IT Risk and Vulnerability Assessment. June 2015
Roanna Washington, rwashington@atlanta.k12.ga.us, (678) 467-5868

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4.	**IT OPERATIONAL HARDWARE DEPLOYMENT PROJECTS**

Supported Functions	•System-wide infrastructure assessments •Technology selection guidance •POCs and technology bake offs •Virtualization infrastructure design and implementation •Storage sizing, system design, and implementation •IT Infrastructure management as a service •Firewall configuration and deployment •Cloud and hybrid cloud based deployments •IT 3 and 5 year plan consulting •Backup and recovery systems including offsite replication and failover

Summary	Lockstep prides itself in providing the best in enterprise-class IT infrastructure to our K12 clients. Our engineers have designed and implemented complete data center build outs including firewalls, load balancers, core switches, virtualization clusters, storage, and backup and recovery systems. The datacenter is where all of Lockstep's areas of expertise and our valuable roster of cross trained and specialized engineers come together to deliver correctly sized, resilient, and effective IT infrastructure for education. Lockstep works with our clients to build systems that stay within budget parameters and can be managed with limited staff. Our engineers are experienced in multiple brands and technologies, enabling them to work effectively in any customer environment.
References:	
Dekalb County School System- Backup and Recovery Infrastructure. September 2017 Ken Marshall, ken_marshall@dekalbschoolsga.org, (678) 676-1000 Ware County Schools - Servers, Storage, Firewall, Switching. 2012/Ongoing Dr. Dennis Wainwright, dwainwright@ware.k12.ga.us, (912) 283-8656 ext. 142 Forsyth County School System - Servers, Storage, Hyperconverged, Firewalls, Switching, SIEM. 2011/Ongoing Tim Fleming, tfleming@forsyth.k12.ga.us, (770) 887-2461	

.SECURITY

1.	NETWORK SECURITY PROCESSES AND PROCEDURES
Supported Functions	•Firewall configuration, migration, and best practice analysis/rule audit •Web filtering configuration and training •Security policy review •Automated password management •Multi-factor authentication configuration •Roles based access control •Executive security summaries with prioritized remediation recommendations
Summary	Lockstep has a fully-developed, dedicated security team including multiple CISSP-certified specialists who work with clients to design and implement security processes and procedures.

	Lockstep's security specialists work within the framework of the existing environment to provide maximum security with minimum impact to user experience. Lockstep also provides final-mile training of end users, which can be particularly useful when implementing new technologies such as multi-factor authentication or policies such as mandatory password changes.

References:
Dekalb County School System - IT Risk and Security Assessment. October 2016 Ken Marshall, ken_marshall@dekalbschoolsga.org, (678) 676-1000 Madison County Board of Education - Infrastructure Assessment and Redesign. June 2018 Amy Denman, adenman@madison.k12.ga.us, (706) 795-5029 Hall County Board of Education - Risk Assessment. April 2017. Jay Smith, Jay.Smith@hallco.org, (770) 534-6313 Jefferson City Schools - Network and Security Assessment. September 2017. Logan Carter, lcarter@jeffcityschools.org, (706) 367-2881 Forsyth County School System - IT Risk and Security Assessment. June 2015 Tim Fleming, tfleming@forsyth.k12.ga.us, (770) 887-2461 Ware County Schools - System Assessment. June 2016 Dr. Dennis Wainwright, dwainwright@ware.k12.ga.us, (912) 283-8656 ext. 142 Atlanta Public Schools - IT Risk and Vulnerability Assessment. June 2015 Roanna Washington, rwashington@atlanta.k12.ga.us, (678) 467-5868

2.	AUDITS INCLUDING PEN TESTING AND VULNERABILITY ASSESSMENTS

Supported Functions	•Comprehensive Security Assessments •Penetration testing •Ransomware risk analysis •Policy analysis and best practice guidance •CIS Benchmark score sheets •Detailed remediation project plans •Open Source Intelligence investigations •Random or full audit of desktops

Summary	Lockstep security assessments offer concise, targeted, and easy-to-implement security analysis that is designed to give you actionable insights into critical aspects of your organization's security posture. Lockstep security services range from OSINT investigations to penetration testing to in-depth security assessments including site audits, personnel interviews, and comprehensive policy review. Lockstep has assisted multiple education clients with assessing their security posture and has assisted with technology selection and services for vulnerability remediation.

References:

Dekalb County School System - IT Risk and Security Assessment. October 2016
Ken Marshall, ken_marshall@dekalbschoolsga.org, (678) 676-1000

Madison County Board of Education - Infrastructure Assessment and Redesign. June 2018
Amy Denman, adenman@madison.k12.ga.us, (706) 795-5029

Hall County Board of Education - Risk Assessment. April 2017.
Jay Smith, Jay.Smith@hallco.org, (770) 534-6313

Jefferson City Schools - Network and Security Assessment. September 2017.
Logan Carter, lcarter@jeffcityschools.org, (706) 367-2881

Forsyth County School System - IT Risk and Security Assessment. June 2015
Tim Fleming, tfleming@forsyth.k12.ga.us, (770) 887-2461

Ware County Schools - System Assessment. June 2016
Dr. Dennis Wainwright, dwainwright@ware.k12.ga.us, (912) 283-8656 ext. 142

Atlanta Public Schools - IT Risk and Vulnerability Assessment. June 2015
Roanna Washington, rwashington@atlanta.k12.ga.us, (678) 467-5868

3.	INCIDENT MANAGEMENT AND REMEDIATION

Supported Functions	•Security incident response as-a-service •Customized SLAs to meet customer requirements •24x7 NOC support •Security incident response team •Remediation professional services •SIEM management as-a-service

	•Standards compliant incident response procedures and documentation
Summary	In addition to ad hoc work, Lockstep offers security services to our clients as retainer agreements and as a service. These agreements allow our clients predictable costs with the highest level of security excellence and allow access to highly trained and certified security experts. Lockstep offers SIEM as-a-service to provide real-time analytics, logging, event correlation, and forensic analysis.

<table>
<tr><td colspan="2" align="center">References:</td></tr>
<tr><td colspan="2">

Hall County Board of Education - Security Retainer. April 2017.
Jay Smith, Jay.Smith@hallco.org, (770) 534-6313

RHA Health Services - Security Retainer, HIPPA Services. August 2018.
Chaitanya Kancharana, chaitanya.kancharana@rhanet.org, (404) 968-2682
</td></tr>
</table>

4.	**SECURITY CONFIGURATION, MONITORING, REMEDIATION**
Supported Functions	•Firewall configuration, migration, and best practice analysis/rule audit •Web filtering configuration and training •Security policy review •Automated password management •Multi-factor authentication configuration •Roles based access control •Executive security summaries with prioritized remediation recommendations •SIEM management as-a-service •Remediation professional services
Summary	Lockstep has a fully developed, dedicated security team including multiple CISSP-certified specialists who work with clients to design and implement security processes and procedures. Lockstep's security specialists work within the framework of the existing environment to provide maximum security with minimum impact to user experience. Lockstep also provides final-mile training of end users, which can be particularly useful when implementing new technologies such as multi-factor authentication or policies such as mandatory password changes. Lockstep is particularly adept at configuring, deploying, and optimizing next-generation firewalls and security appliances in K12 environments. Lockstep's deep project

	experience means that firewalls are properly sized and correctly configured as efficiently as possible.
References:	
Madison County Board of Education - Infrastructure Assessment and Redesign. June 2018 Amy Denman, adenman@madison.k12.ga.us, (706) 795-5029 Hall County Board of Education - Risk Assessment. April 2017. Jay Smith, Jay.Smith@hallco.org, (770) 534-6313 Jefferson City Schools - Network and Security Assessment. September 2017. Logan Carter, lcarter@jeffcityschools.org, (706) 367-2881 Forsyth County School System - IT Risk and Security Assessment. June 2015 Tim Fleming, tfleming@forsyth.k12.ga.us, (770) 887-2461	

ALJPA Requirement:

Vendors must agree to provide quarterly utilization reports to the System based upon the schedule and minimum content as described in this request.

Quarterly reports must be submitted to The System Office to JPA-Notification@accs.edu. The electronic copy must be in the form of a PDF file. Vendors must describe their ability and commitment to meet this requirement and include a sample quarterly report with the bid response. The required report must be compiled and forwarded to the Joint Purchase Agreement Initiative Administrator within two weeks of the end of each quarter.

Vendors may count quarters either from the calendar (i.e., the end of March will be the end of the first quarter) or from the time we awarded you the bid (i.e., May 1 will be the end of the first quarter). An example of the required reporting format is included in Appendix C. Failure to provide the required report in the specified format could result in removal from the contract.

Vendors are encouraged to describe and include additional sample reports. Vendors are encouraged to describe other reporting capabilities such as electronic delivery of reports or direct access to Internet or other databases that may be used to administer the agreements or support marketing.

Lockstep Response:

Quarterly reporting is available. We can provide monthly, quarterly, and yearly reports for our customers entailing product purchased, Professional and Managed services time detail reports, and invoicing details for both products and services. We use our CRM system, Connectwise, as our Professional Services Automation that encompasses our service delivery, product purchases, and financial reporting. We can request pro-active automated reports or create customized reports based on customer needs and specifications.

Sample Report below on PG. 43

Goods Sold to Customer/End User	Invoice Number	Prime/Key Entity	Customer Order Number	Part Number	Item Description	Quantity	End User Bulk Purchase Price	Extended End User Purchase Price	State Contract/Open Market	Manufacturer/Example (Extreme, Nutanix)

LOCKSTEP TECHNOLOGY GROUP
190 TECHNOLOGY PKWY NW STE 125 PEACHTREE CORNERS GA 30092

ALJPA Requirement:

Vendors must describe their ability to provide and maintain, at a minimum, an Internet website that contains the complete ESS as well as product specifications and options.

Vendors are encouraged to describe an existing capability or commitment to implement a website that would provide procuring entities guidance and assistance with product selection, purchase order tracking, reporting or other relevant capability. The ability or commitment to accept and process purchase orders electronically should be thoroughly described. Internet URL's may be provided which reference sites that demonstrate the desired functionality.

Lockstep Response:

Process for Customer accessing the order tracker:

1. Once PO is submitted to Lockstep, Lockstep will respond with acknowledging receipt of PO and providing customer with information for order tracking.

2. Once order is placed with distribution, Lockstep will notify customer.

3. Customer will login to the following URL: https://www.lockstepeducation.com/accs-order-tracking and use the order status tracking number to access their order.

4. If any changes need to be made, customer will inform Lockstep and Lockstep will make the changes to the order.

5. Estimated ship date, serial numbers, and tracking can all be accessed through the order tracker and will be provided by automated emailing system.

ALJPA Requirement:

Vendors must, at a minimum, offer products or services in at least one of the following categories:

Client Computers (Workstations, Desktops, Terminals, Laptops, Tablet, Notebook, Handheld Devices), Servers, Printers, Monitors, Storage, Networking Equipment, Audio and Video Conferencing Equipment, Multimedia Hardware, VOIP/Unified Communications Solutions, Video Surveillance Solutions, Key and Access Control Equipment, Software, Professional Services, Other.

Lockstep Response:

Lockstep can provide all of the product offerings listed above including Networking Equipment, Storage, Servers, Software, Devices, and Professional services.

ALJPA Requirement:

Vendors must provide a comprehensive list of the models or variations available in each of the following categories for which a vendor offers products:

Client Computers (Workstations, Desktops, Terminals, Laptops, Tablet, Notebook, Handheld Devices), Servers, Printers, Monitors, Storage, Networking Equipment, Audio and Video Conferencing Equipment, Multimedia Hardware, VOIP/Unified Communications Solutions, Video Surveillance Solutions, Key and Access Control Equipment, Software, Professional Services, Other.

Lockstep Response:

Lockstep will provide complete product line offerings upon request for Extreme Networks, Nutanix, and Palo Alto Networks via each manufacturer's price list. Lockstep provides services around all product lines

ALJPA Requirement:

Vendors must provide, at a minimum, a licensed operating system with each type of processor, where applicable:

Client Computers (Workstations, Desktops, Terminals, Laptops, Tablet, Notebook, Handheld Devices), Servers, Printers, Monitors, Storage, Networking Equipment, Audio and Video Conferencing Equipment, Multimedia Hardware, VOIP/Unified Communications Solutions, Video Surveillance Solutions, Key and Access Control Equipment, Software, Professional Services, Other.

Lockstep Response:

All licenses are provided in price list.

ALJPA Requirement:

Vendors may propose and provide a wide range of the technical services including installation, training, and technical support:

Client Computers (Workstations, Desktops, Terminals, Laptops, Tablet, Notebook, Handheld Devices), Servers, Printers, Monitors, Storage, Networking Equipment, Audio and Video Conferencing Equipment, Multimedia Hardware, VOIP/Unified Communications Solutions, Video Surveillance Solutions, Key and Access Control Equipment, Software, Professional Services, Other.

Lockstep Response:

Lockstep prides itself on maintaining a well-rounded group of engineering talent. The approach is to cross-train all engineers on regular architectures like virtualization, storage, Active Directory, etc. Lockstep maintains a hierarchy of senior engineers that function as services delivery engineers. The field engineers report to a senior engineer for all projects. Expertise is outlined in the table above based upon Lockstep's experience. These services can be performed in the state of Alabama.

Expertise is outlined in the value-add services section of this RFP.

ALJPA Requirement:

Vendors must identify by name and location both the proposed primary account representative and the marketing supervisor who will be responsible for the performance of the agreement. Any changes to this information must be immediately sent to the Joint Purchase Agreement Administrator.

Lockstep Response:

Primary Account Representative:

Wesley Greer
Regional Director
Lockstep Technology Group
(678) 860-0514
wgreer@lockstepgroup.com
Located in Peachtree Corners, Georgia

Marketing Supervisor:

Brian Purcell
VP, Sales
Lockstep Technology Group
404-729-1200
bpurcell@lockstepgroup.com
Located in Peachtree Corners, Georgia

ALJPA Requirement:

Vendors must submit three (3) references of entities of like size and complexity, and/or entities that have or are currently receiving similar products and services to those proposed by the vendor for this procurement. Each reference must include the name of the contact person, address, telephone number and description of products and services provided.

Lockstep Response:

Forsyth County School System
1120 Dahlonega Highway, Cumming, GA 30040 Curt Godwin, Network Operations Coordinator, (770) 887-2461, CGodwin@forsyth.k12.ga.us Dates of Engagement: 11/2011 – present

Description of Work:

- Performed network architecture and design for production and DR sites, including network core migration.

- Designed and implemented high availability project including recoverability at production and DR sites

- Storage area network design, sizing, and implementation to support production and DR site replication.

- Redesigned District-wide network and wireless architecture to provide standardized platform, centralized management of inventory, backup configurations, and policy deployment using ExtremeSwitching, ExtremeWireless, and Extreme Management Center.

- Reviewed existing firewall policies and capabilities while projecting future bandwidth usage, user count, and application traffic in order to propose a next-generation firewall solution to service 40k+ users.

- Migrated the district from Fortigate firewalls with major performance issues and maxed-out throughput to Palo Alto Networks 5050 firewalls and later 7080 models.

- Configured and implemented Threat Prevention, URL Filtering, User ID, and SSL decryption along with Panorama management.

- Wrote Forsyth County Schools Cybersecurity Policies, Procedures, and Controls for a policy based on the NIST 800-171 Standard and created a control document so they could perform a self-assess compliance.

- Performed end-user optimization for application and network monitoring, allowing Forsyth County Schools to proactively monitor end-user experience.

- Consulted on proper sizing of logging/SIEM architecture to accommodate existing log volume. Configured and implemented customer alerts and reports.

- Lockstep performs managed services for Forsyth's SCCM infrastructure, Backup and Replication services, and proactive network monitoring.

- Implemented a cyber security range that will provide students and staff with a high-fidelity training environment, offering a broad range of attack and defense scenarios

Southern Union State Community College

750 Roberts Street Wadley, AL 36276
301 Lake Condy Road Opelika, AL 36801
321 Fob James Drive Valley, AL 36854

Brad Davis, Assistant Director, IT 256-365-2211   bdavis@suscc.edu
Dates of Engagement: 5/1/20 – Present

Description of Work:

- Performed Network Assessment of current network to determine gaps and needs.

- Advised, designed and installed Hyper-converged solution and VDI capabilities

- Consulted, Designed and installed Dormitory Wireless as well as remediated current wireless issues.

- Assisted in Trouble-shooting various networking issues for wired and wireless network

- Advised on best practices around security Multi-factor authentication and firewalls.

Demopolis City Schools

609 South Cedar Ave. Demopolis, AL 36732
Logan Arnold, Technology Director   334-289-1670 larnold@dcsedu.com
Dates of Engagement: 6/1/19 - Present

Description of Work:

- Advised, Installed Core Switches for Schools

- Consulted, designed and installed Hyperconverged Infrastructure

- Ongoing Professional Services around various needs and areas of IT

- Cyber Security Advisement

Atlanta Public Schools

130 Trinity Ave. SW, Atlanta, GA 30303
Roanna Washington, IT Security Director, (678) 467-5868,
rwashington@atlanta.k12.ga.us
Dates of Engagement: 08/2015 – present

Description of Work:

- Performed extensive data security assessment, including reviewing existing firewall policies and capabilities.

- Forecasted future needs taking into account projected bandwidth usage, user count, and application traffic. Scoped, architected, and proposed a Palo Alto Networks Next Generation Firewall to accommodate 55,000 users.

- Performed end-user experience optimization and implemented proactive application and network monitoring. This allowed APS IT staff to identify issues by measuring performance and end user experience, across their 50,000-student user base, 100 disparate sites, and thousands of endpoints. We were applying to implement this proactive solution for APS to pinpoint these application and network issues during the middle of APS's testing cycle.

- Lockstep gave APS the ability to measure and manage end user experience ensures IT staff are able to meet district wide KPI and SLAs.

- Designed and implemented a highly available DNS, DHCP, and IPAM infrastructure. Reduced long term cost of BlueCat infrastructure. Improved recovery and resiliency, ensuring critical resource availability.

- Performed extensive network assessment, including reviewing existing network policies and capabilities.

- Performed network perimeter security assessment.

- Enhanced the ability to reduce the information risk, and provided a detailed path to resolving high risk security items

- Provided guidance regarding most effective and cost-effective hardware and software upgrade and provided comprehensive documentation of security best practices for system reference and future improvements.

Marietta City Schools

250 Howard Street, Marietta, GA 30060
Thomas Maxwell, IT Director, (770) 422-3500,
tmaxwell@marietta-city.k12.ga.us
Dates of Engagement: 10/2010 – present

Description of Work:

- Performed holistic system lifecycle management including a full system stabilization and migration of datacenter.

- Lockstep has performed services including Active Directory/Exchange/Office 365 migration, student provisioning automation, and centralization of all IT resources, virtualization of platforms.

- Additional services include firewall implementation and configuration, disaster recovery system implementation including a complete DR site, Mitel phone system implementation, and a full network migration for all schools.

- Designed and implemented full scale Extreme switching solution for all schools and sites within the school district. Replaced legacy 3COM solution with modern Extreme switching solution centrally managed by Extreme Management Center product.

ALJPA Requirement:

Vendors must submit with their responses a narrative that describes the baseline (published) pricing and the initial pricing level discount that is proposed, by product class or category in the ESS. The response to this specification is expected to be in the form of a percentage discount from a published, baseline price listing. Vendors must describe the baseline pricing and provide information where the baseline pricing may be accessed and verified. Firm Price – Initial quoted discount levels must remain constant throughout the term of this agreement, subject only to subsequent increased discount amounts.

Lockstep Response:

Lockstep will guarantee that all pricing is at or below published price schedules. This will ensure that manufacturer price drops and discounts are continually passed along to Alabama Community College System. Wherever possible, discounts percentages provided on this proposal will be maintained (or better where possible) by Lockstep Technology Group throughout the contract lifecycle.

Pricing off list is based on previous state contracts has been accepted by other government and school entities.

Extreme Networks

- Product, Software and Licenses @ 47% off published list price (Network Hardware, Network Software, Networking Licenses)
- Cables @ 5% off published list price
- Support @ 6% off published list price

Extreme Networks' MSRP price list will be available to ALJPA members as a base price source.   ACCS members may also request a copy of the price list at the following website:

http://www.extremenetworks.com/government-contract-information/extreme-networks-msrp-price-request

Nutanix

- Appliance platforms including hardware, software, and support options available with the appliance platform will be discounted at minimum of 12% off Nutanix's price list.
- Nutanix services will be discounted at a minimum of 6% off Nutanix's price list.

Palo Alto Networks

- New Hardware and subscription products will be discounted at a minimum of 15% off Palo Alto Networks price list with approved deal registration.

Lockstep Technology Group's Engineering Services

CATEGORY: Engineering Services	
POSITION TYPE	**FEE/RATE (hourly)**
Onsite Senior Systems Engineer	**195 HR**
Remote Senior Systems Engineer	**185 HR**
Project Manager	**150 HR**
Remote Project Manager	**135 HR**
Security Services Engineer	**225 HR**

LOCKSTEP TECHNOLOGY GROUP

The following is an overview of the competencies of the Lockstep Technology Group Security Team. This list is not exhaustive, but a brief overview. The expertise listed below are all examples of work we are currently doing for other customers. https://lockstepgroup.com/

1. **Information Security Industry Certifications:**
   - Certified Information Systems Security Professional (CISSP)
   - Certified Information Systems Security Officer (CISSO)
   - Certified Ethical Hacker – Master (CEH-M)
   - Certified Penetration Testing Engineer (CPTE)
   - ISO 27001 Lead Implementer/Lead Auditor
   - Certified Information System Auditor (CISA)
   - PCI Qualified Security Assessor (QSA)
   - Certified Information Security Manager (CISM)

2. **Technical Expertise:**
   - Many adversarial engagements for clients of all sizes including:
     - External/Internal Penetration Testing
     - Lateral Movement
     - Privilege Escalation
     - Phishing
   - Active Directory Expertise
     - Security Best Practice Examination
     - Development of Secure AD Environment
   - Vulnerability Management
     - Find/Assess Vulnerabilities
     - Remediation Plan Development
   - Product Installation and Optimization
     - Network Access Control (NAC)
     - Endpoint Detection and Response (EDR)
     - Security Incident and Event Management (SIEM)
     - Identity and Access Management (IAM)
     - Email Security
     - Cloud Security

3. **Security Governance Expertise:**
   - Risk Program Development
     - Create an Organizational Risk Management Program
     - Conduct Risk Assessments
   - Policy and Procedure Development
     - Information Security Policies and Procedures
     - Business Continuity Planning
     - Disaster Recovery Planning
     - Training and Testing Plans
   - Compliance Audit Assistance
     - PCI-DSS
     - HIPAA/HITECH
     - NIST, CIS
     - SOC 2, ISO 27001

TECHNICAL SUPPORT

ALJPA Requirement:

The vendor agrees to maintain a toll-free technical support telephone line. The line shall be accessible to procuring entity personnel who wish to obtain competent technical assistance regarding the installation or operation of products supplied by the vendor.

Lockstep Response:

Lockstep maintains a 24/7 technical support call down line, the number to dial is (800) 918-6520.

WEBSITE MAINTENANCE

ALJPA Requirement:

Vendor agrees to maintain and support an Internet website for access to the ESS, configuration assistance, product descriptions, product specifications and other aids in accordance with instructions provided by the contract. In addition, vendor may provide electronic commerce assistance for the electronic submission of purchase orders, purchase order tracking and reporting.

Lockstep Response:

Process for Customer accessing the order tracker:

6. Once PO is submitted to Lockstep, Lockstep will respond within 1 full business day acknowledging receipt of PO and providing customer with order status tracking number and URL for Order Tracking.

2. Order status tracking number will be our PO number to distribution.

7. Once order is placed with distribution, Lockstep will set the customer up in our internal order tracking tool.

8. Customer will login to the following URL: https://www.lockstepeducation.com/accs-order-tracking and use the order status tracking number to access their order.

9. If any changes need to be made, customer will inform Lockstep and Lockstep will make the changes to the order.

10. Estimated ship date, serial numbers, and tracking can all be accessed through the order tracker and will be provided by automated emailing system.

SAMPLE ORDERING REPORT AND SHIPPING/TRACKING INFO

Thank you for ordering from . For your information, the following items have shipped.
If your order results in multiple shipments, you will receive more than one shipment confirmation e-mail.

Your PO:	Testing	Ship To:	Glenna Test Company 5350 Techdata Dr Clearwater, FL 33760

Tracking #

1Z3955110300123847

LINE NUMBER	QUANTITY ORDERED	QUANTITY RELEASED	QUANTITY BACKORDERED	AVAILABLE SHIP DATE	ETS DATE*	ACTUAL SHIP DATE*	SHIP VIA	WAREHOUSE
1)	1	0	1		2012-03-26		FEDX GRND	Miami
Mfr# F2N028-06 OPEN		BELKIN COMPONENTS Belkin PRO Series - Display cable - HD-15 (M) - HD-15 (M) - 6 ft						
2)	1	0	1		2012-03-26		FEDX GRND	Miami
Mfr# BN0011 OPEN		CREATIVE LABS AUDIGY 2 NX SND CRD						

BUNDLE COMPONENTS	MFR PART#	QTY. ORD.	QTY. SHP.	QTY. B.O.	AVAILABLE SHIP DATE	ETS DATE*	ACTUAL SHIP DATE
	10273285	1	0	1		2012-03-26	N/A
	Mfr# FM065UT#ABA OPEN	Z400 WS X/2.66 3GB 500GB DVDR 6DIMM W7P					
	10300030	1	0	1		2012-03-26	N/A
	Mfr# WL048AT OPEN	ATI FIREPRO V3800 512MB VIDADPT PCIE SBY					
	10273607	3	0	3		2012-03-26	N/A
	Mfr# FX698UT OPEN	HP 1GB (1X1GB) DDR3-1333 ECC MEMORY SBY					

If you do not want to receive any future notifications from this service please click here

VENDOR DISCLOSURE STATEMENT

ALJPA Requirement:

Act 2001-955 requires the disclosure statement to be completed and filed with all proposals, bids, contracts, or grant proposals to the State of Alabama in excess of $5,000. In circumstances where a contract is awarded by competitive bid, the disclosure statement shall be required only from the person receiving the contract and shall be submitted within ten (10) days of the award

Lockstep Response:

Lockstep will complete and file the disclosure statement within 10 days, if awarded contract.

FINANCIAL DOCUMENTATION

ALJPA Requirement:

Each response must be accompanied with the following documentation:
1. State of Alabama Disclosure Statement (Notarized)
2. Certificate of Compliance
3. Immigration Status Form
4. Current W-9
5. E-Verify Memorandum of Understanding with Articles (13 Pages)

Lockstep Response:

The required documentation is included on the following pages.