

Joint Purchasing Agreement Response

BID# ACCS-2024-01

for



ClearWinds
technologies

**13001 Liberty Parkway
Vestavia Hills, Alabama 35242
205-986-4490 www.clearwinds.net**

COPY

**A. LETTER OF TRANSMITTAL**

To: Alabama Community College System
Joint Purchasing Agreement

From: Clear Winds Technologies, Inc.
13001 Liberty Parkway
Vestavia Hills, AL 35242

Date: February 9, 2024

Subject: Bid# ACCS-2024-01

This letter is to transmit that Clear Winds Technologies, Inc. is officially submitting a response to the Request for Bid # ACCS-2024-01 due on February 9, 2024 at 5:00 pm CST.

Stan Sargent, President, is authorized to contractually obligate Clear Winds Technologies, Inc. He can be reached at 205-413-8330.

Craig Davenport, Vice President of Sales, is authorized to negotiate the contract on behalf of Clear Winds Technologies, Inc. He can be reached at 205-876-1505.

Hayden Hathcock, Business Analyst, may be contacted for clarification to any part of this response at 205-876-1528. If further clarification is needed, Craig Davenport, Vice President of Sales, may be contacted at 205-876-1505 or Joey Hopkins, Inside Sales Manager, may be contacted at 205-413-8323.

Clear Winds Technologies, Inc. accepts the Conditions Governing the Procurement

Clear Winds Technologies, Inc. has received all amendments to this RFB.

Respectfully,



Stan Sargent
President





B. Evaluation Submission Form

Vendor Name: Clear Winds Technologies, Inc.

Date: February 9, 2024

Website Address: www.clearwinds.net

	Name(s)	Phone Number(s)	E-mail Address(s)
Primary Contract Executive(s)	Stan Sargent, President	205-413-8330	ssargent@clearwinds.net
	Craig Davenport, VP - Sales	205-876-1505	cdavenport@clearwinds.net
Account/Sales Manager(s) (by region if necessary)	Mark Wilson, Account Manager (North Alabama)	256-762-9606	mwilson@clearwinds.net
	MC Thomas, Account Manager (Central Alabama)	205-382-4347	mcthomas@clearwinds.net
	Joey Tice, Account Manager (South Alabama)	334-733-6753	jtice@clearwinds.net
Technical Support	Help Desk	205-876-1500	itops@clearwinds.net

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Introduction

1.1 Purpose of This Request for Bid

Clear Winds understands

1.2 Summary Scope of Work

Clear Winds agrees and will comply.

1.3 Scope of Procurement

Clear Winds agrees and will comply.

1.4 Definition of Terminology

Clear Winds understands

Conditions Governing the Procurement

2.1 Explanation of Events

Clear Winds agrees and will comply.

2.1.1 Issue of RFB

Clear Winds agrees and will comply.

2.1.2 Clarification and Responses

Clear Winds agrees and will comply.

2.1.3 Deadline to Submit Written Questions

Clear Winds agrees and will comply.

2.1.4 Response to Written Questions/RFB Amendments

Clear Winds agrees and will comply.

2.1.5 Submission of Bid

Clear Winds agrees and will comply.

2.1.6 Bid Evaluation

Clear Winds agrees and will comply.

2.1.7 Selection of Finalists

Clear Winds agrees and will comply.

2.1.8 Clarification from Finalists

Clear Winds agrees and will comply.

2.1.9 Contract Award

Clear Winds agrees and will comply.





General Requirements and Specifications

3.1 Acceptance of Conditions Governing the Procurement

Clear Winds agrees and will comply. ISO Certificate on Page 48

3.2 Incurring Cost

Clear Winds agrees and will comply.

3.3 Vendor Responsibility

Clear Winds agrees and will comply.

3.4 Serving Subcontractors

Clear Winds agrees and will comply.

3.5 Amended Bids

Clear Winds agrees and will comply.

3.6 Vendors' Rights to Withdraw Bid

Clear Winds agrees and will comply.

3.7 Bid Offer Firm

Clear Winds agrees and will comply.

3.8 Disclosure of Bid Contents

Clear Winds agrees and will comply.

3.9 No Obligation

Clear Winds agrees and will comply.

3.10 Legal Review

Clear Winds agrees and will comply.

3.11 Governing Law

Clear Winds agrees and will comply.

3.12 Basis for Bid

Clear Winds agrees and will comply.

3.13 Agreement Terms and Conditions

Clear Winds agrees and will comply.

3.14 Vendor Qualifications

Clear Winds agrees and will comply.

3.15 Change in Vendor Representatives

Clear Winds agrees and will comply.





3.16 Equipment and Services Schedules

Clear Winds agrees and will comply. More information can be found at www.clearwinds.net/contracts

3.17 Benefit of Cost Reduction

Clear Winds agrees and will comply.

3.18 Bid Terms

Clear Winds agrees and will comply.

3.19 Fiscal Funding

Clear Winds agrees and will comply.

3.20 Insurance

Clear Winds agrees and will comply.

3.21 New Products

Clear Winds agrees and will comply.





3.22 Product and Services Delivery Overview

Technology Solutions

Clear Winds offers a variety of infrastructure solutions including:

- Networking and Wireless
- Phone Systems
- Security Solutions
- Virtualization
- Server and Storage solutions
- Active Directory and LDAP
- Database Solutions including Oracle and SQL

Structured Cabling

Clear Winds offers structured cabling solutions for voice, video, and data services. We can design, install, troubleshoot and maintain all of your indoor and outdoor cabling plant including fiber, Cat5E and Cat6, coax, and high density voice cabling infrastructure.

Our cabling technicians maintain BICSI certifications and we have Corning certified installers on staff to ensure that the quality of our structured cabling services is the highest available.

Capabilities:

- BICSI Installer 2, Copper (INSTC®) Certified
- BICSI Installer 2, Optical Fiber (INSTF®) Certified
- Structured Cabling for Data, Voice, and Video
- Fiber Optic and Copper Cabling Design and Installation
- Local Area and Wireless Networking
- Moves, Adds and Changes
- Grounding Systems
- OTDR Equipment
- Certification and Testing of Fiber and Copper Cabling

Managed Services

Clear Winds was built offering managed services, which provided us a solid foundation of offering services across the infrastructure but putting the focus on superior services. To offer this, we are proactive in the services that we offer so that our customer can have a project implemented and supported correctly and also obtain knowledge transfer at the same time.





Clear Winds has been offering proactive and reactive services since inception that not only keeps your network running effectively and efficiently, but it helps you reach your organization's goals. Below are just some of the many services that we offer:

- Asset tracking
- Customer portal with ticket tracking
- Quarterly health check
- Project planning and guidance
- Technology procurement consulting
- IT vendor interface
- Technology research and proposals
- Hardware warranty coordination
- Integrated reporting
- Infrastructure monitoring, alerts, and control
- Server and workstation patch management
- Network services
- Webroot virus protection services
- Security exploit vulnerability services
- Backup monitoring
- Password administration
- Help desk support
- On-site support

Cloud Computing

Clear Winds cloud computing services in our fully redundant data centers. These services include:

- Hosted server
- Disaster recovery
- Online Backup
- Hosted phones
- Exchange
- Hosted Storage
- Email
- Colocation
- Web services.

Certifications and Partnerships

Clear Winds has many certifications and many hours supporting networks, storage systems, etc. Clear Winds certifications include but are not limited to:

- Dell Gold Tier Partner with specializations in client devices, enterprise solutions, and storage
- Cisco Premier Partner with several specializations in collaboration, data center, voice and security
- Ruckus CommScope Elite Solution Provider
- APC Certified in power and data center
- Aruba Silver Partner
- VMWare Enterprise Partner
- Palo Alto Gold Partner
- Check Point Advanced Partner
- Microsoft Certified
- Vertiv Gold Level



Call Flow Procedure

Clear Winds has developed a call flow procedure through its many years of offering managed services in the area. Below are the steps that we take to ensure our customers are handled properly.

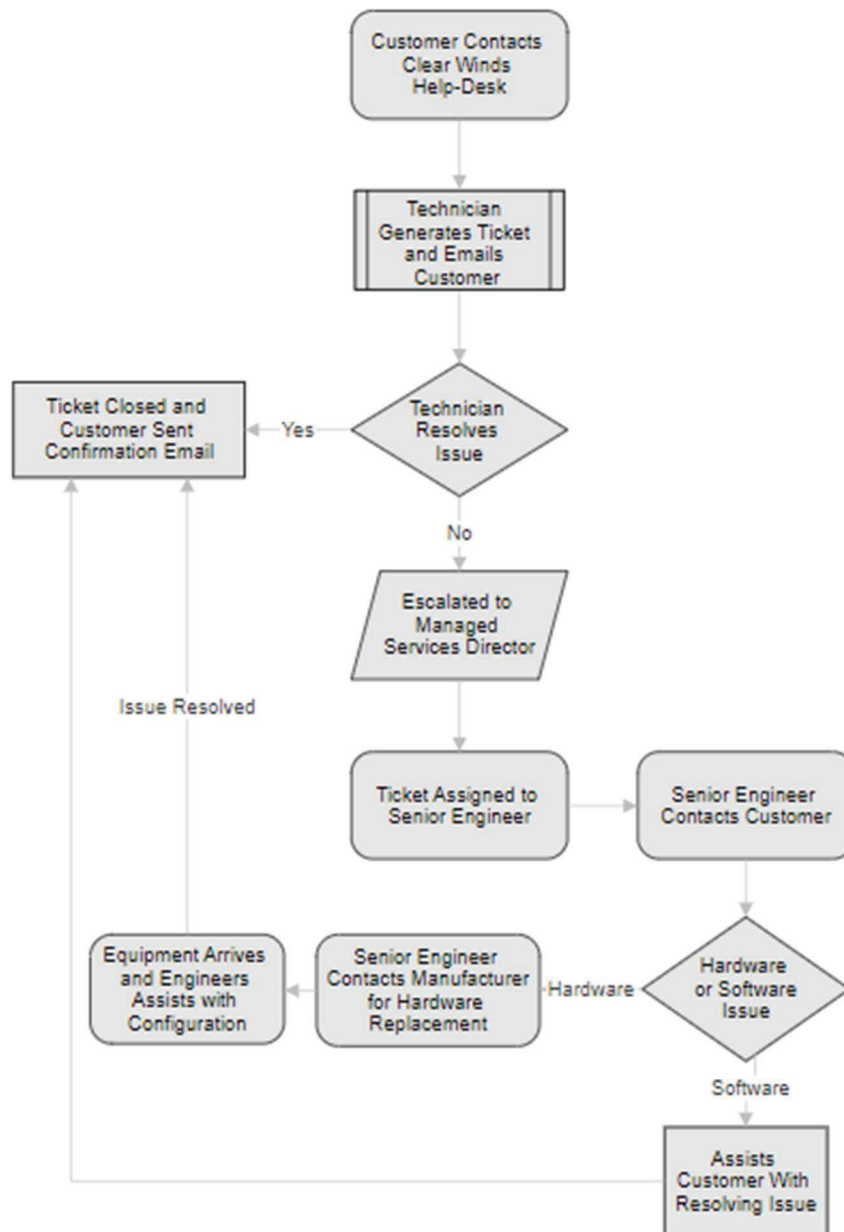
1. The customer contacts Clear Winds or Clear Winds detects an issue on the customer network.
2. An assessment is made on the severity of the issue. Below are the severity levels.

Responses to service requests are divided into four groups. These four groups define their response and level of severity.

- Level I – Level I includes emergency issues and errors isolated to the supported service that renders the product or service inoperative or cause the product or service to fail catastrophically. Clear Winds Technologies and the Customer will commit resources around the clock for problem resolution to obtain a workaround or reduce the severity of the error.
 - Level II – Level II includes an error isolated to the supported service that substantially degrades the performance of the product or materially restricts business. Clear Winds Technologies and the Customer will commit resources during normal business hours for problem resolution to obtain a workaround or reduce the severity of the error.
 - Level III – Level III includes minor service degradation issues and issues of a non-emergency nature. Clear Winds Technologies and the Customer will commit resources during normal business hours for problem resolution.
 - Level IV – Level IV includes service issues of a non-critical nature. Clear Winds Technologies and the Customer will commit resources during normal business hours for problem resolution.
3. A ticket is open in the Clear Winds' iTop ticketing system.
 4. If the customer is unaware of the issue, the customer is contacted at this time.
 5. A Clear Winds resource is either working for a resolution or is dispatched to the customer site to work on the issue.
 6. Escalation can happen at any time; however, the issue is normally routed to an engineer that specializes in the area showing the issue in the first 15 minutes.
 7. The customer is contacted at a minimum of once an hour until the severity of the issue has dropped to a level III or below.
 8. All information about the issue and resolution is tracked in the ticketing system, which the customer has access to.
 9. If a resolution is not established in one hour, the Director of Managed Services is contacted.
 10. If a resolution is not established in four hours, the VP of Operations is notified.

11. If a resolution is not established in 24 hours, the president is notified and a meeting is scheduled with the customer to discuss the customer’s issue and resolution.
12. After the resolution is in place, the engineer records time with an explanation of the events.
13. The ticket is closed and the customer is contacted.
14. Invoices are generated if necessary.

Help Desk Support Flowchart





Customer Satisfaction Survey


Clear Winds Technologies Inc.	
Responses Taken Over A Six-Month Period (August 2023 to January 2024)	
Number of Responses	86
Total Score (Out of 10)	9.77
Engineer Support	9.88
Sales Support	9.53


Clear Winds performs its own customer satisfaction surveys and also has had many organizations perform customer satisfaction surveys. We achieve the highest customer satisfaction. We are continually working with our customers to improve the satisfaction with us and our work.

Operations Map

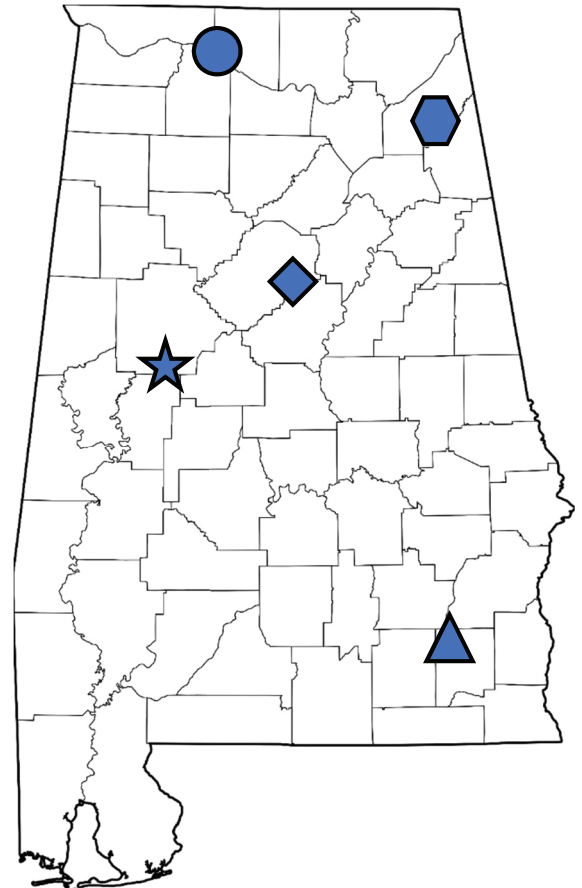
- 
 Corporate Office: 13001 Liberty Parkway
 Birmingham, AL, 35242
 - 3 – Account Executives (Sales)
 - 2 – Inside Sales Representatives (Sales)
 - 7 – Engineers
 - 10 - Technicians
 - 1 – Project Manager

- 
 North Alabama Sales Site: Florence, AL
 - 1 – Account Executive (Sales)
 - 1 - Technician

- 
 East Alabama Technical Site: Fort Payne, AL
 - 1 – Technician

- 
 West Alabama Technical Site: Tuscaloosa, AL
 - 2 – Technicians

- 
 South Alabama Sales Site: Ozark, AL
 - 1 – Account Executive (Sales)
 - 1 – Technician



Full sized map provided on page 46





3.23 Reporting

We assemble these types of reports for a number of our customers. We have attached a sample report we have used for our customers.

Quarterly Report

Clear Winds Technologies			
Quarterly Usage Report			
First Quarter (Jan 2024 - Mar 2024)			
Date	Entity	Description	Invoiced
1-Jan	Loc 1	Category 1	\$25,000.00
10-Jan	Loc 1	Category 2	\$25,000.00
20-Feb	Loc 1	Category 3	\$25,000.00
25-Mar	Loc 1	Category 4	\$25,000.00
		TOTAL	\$100,000.00
5-Jan	Loc 2	Category 1	\$50,000.00
15-Jan	Loc 2	Category 2	\$50,000.00
22-Feb	Loc 2	Category 3	\$50,000.00
30-Mar	Loc 2	Category 4	\$50,000.00
		TOTAL	\$200,000.00
10-Jan	Loc 3	Category 1	\$75,000.00
5-Feb	Loc 3	Category 2	\$75,000.00
15-Feb	Loc 3	Category 3	\$75,000.00
10-Mar	Loc 3	Category 4	\$75,000.00
		TOTAL	\$300,000.00





3.24 Electronic Commerce

Clear Winds will provide and maintain a web site that contains the ESS information by hyperlinks to schedules placed on the Clear Winds site or links to our vendor's web site with the pricing schedule.

Clear Winds will provide a web site that provides product selection, purchase order tracking, reporting and other relevant information by offering email notifications to procuring agency on order receipt, upon expected ship date and upon order shipment. Clear Winds can also receive, accept and process purchase orders via email and ftp upload.

Clear Winds will continue to add features and functionality to its electronic commerce capabilities.





3.25 Breadth of Offering

Client Computers

Clear Winds is a Dell Premier Partner with a Gold Level certification. We offer several Dell models with countless configurations. We also partner with HP and Lenovo to provide their products to round out the offering. From desktops to laptops, from notebooks to tablets, we cover them all.

Dell: All models

HP: All models

Lenovo: All models

Servers

Clear Winds partners with several leading server providers to help our clients stay reliably connected with their data. We offer rack servers, tower servers, rugged servers, and even specialty servers through our partnerships with Dell, HPE/Aruba, and Lenovo.

Dell: All models

HPE/Aruba: All models

Lenovo: All models

Printers

Clear Winds is able to offer commercial printers from HP as well as Lexmark and others.

HP: All models

Lexmark: All models

Monitors

Clear Winds has a longtime partner relationship with Dell and can accommodate for any monitor you would like for your computer. We also offer monitors from HP and Lenovo, so you always have great equipment to choose from.

Dell: All models

HP: All models

Lenovo: All models

Newline Interactive: All Models

ViewSonic: All Models

Storage

Clear Winds works with our clients to find the best storage type for their needs. We use Dell and HPE/Aruba equipment and offer products including direct-attached storage (DAS), network-attached storage (NAS), storage area networks (SAN), and cloud storage.

Dell: All models

HPE/Aruba: All models





Networking Equipment

Clear Winds offers a wide range of networking equipment from a large assortment of vendors, guaranteeing that you will always find your perfect fit. From access points to switches, our wide variety of products will have your network covered.

Check Point: All models

Cisco/Meraki: All models

Commscope/Ruckus: All Models

HPE/Aruba: All models

Extreme: All models

Fortinet: All models

Juniper: All models

Palo Alto: All models

Audio and Video Conferencing Equipment

Clear Winds understands how essential conferences are and how important it is that everything works the way it should. We partner with known equipment manufacturers, consisting of Audio Enhancements, Newline Interactive, and ViewSonic, to be able to support our clients every need.

Audio Enhancements: All models

Extron: All models

Newline Interactive: All models

ViewSonic: All models

Multimedia Hardware

Clear Winds offers a variety of multimedia hardware options, including interactive displays, voice amplification systems, multimedia projectors, screens, intercom systems, and much more. We offer these products from known multimedia brands such as Dell, HP, Lenovo, Newline Interactive, Valcom, and ViewSonic.

Dell: All models

HP: All models

Lenovo: All models

Newline Interactive: All models

Polycom: All models

SMART: All models

Valcom: All models

ViewSonic: All models

VOIP/Unified Communications Solutions

Clear Winds offers many ways to keep our clients connected. We offer solutions from well-known names like Ambit, Cisco, and Mitel that cover countless products to assist with your communication needs. We also offer an in-house solution that many of our clients enjoy.





Ambit: All models
Cisco: All models
Clear Winds Solutions: All models
Mitel: All models

Video Surveillance Solutions

Clear Winds knows how important the safety of our clients is and how important it is that they have video surveillance that works. That is why we partner with ACTi and Cisco to provide well-known and reputable equipment and services.

ACTi: All models
Cisco: All models

Software

Clear Winds knows that while equipment is absolutely essential, good equipment without good software is practically useless. That is why we offer software solutions from top names like Adobe, Cisco, Dell, Microsoft, Vmware, and more. Our selection covers areas including backup, computing, and cybersecurity, computing.

Adobe: All software
Carbon Black: All software
Cisco: All software
Dell: All software
DUO: All software
GoGuardian: All software
Learn Safe: All software
Microsoft: All software
Veeam: All Software
Vmware: All software
Wyse Management: All software

Other

Clear Winds offers a stellar selection of power equipment, including UPS systems, UPS replacement batteries, surge protectors, power strips, and more. We are able to do this with our strategic partnerships with Eaton/Tripp Lite and Vertiv/Liebert. We also work with our manufacturing partners to ensure proper licensing of the equipment that we sell.

Eaton: All models
Liebert: All models
Tripp Lite: All models
Vertiv: All models
Equipment Licensing: All licensing





Services

Clear Winds does not want to be like so many others that will sell you a product but offer no support for it. We have a team of more than 30 engineers, help-desk technicians, and cabling technicians who can help you with any service you might need. We offer services through Dell, HP, and HP/Aruba as well as a wide variety of in-house services to assist in any size project you have.

Clear Winds Technologies: All services

Dell: All services

HP: All services

HPE/Aruba: All services

For these companies, Clear Winds can provide complete services including: design, installation, configuration, staging, training, and support services. More detailed information on these product lines can be found at their web sites listed. Clear Winds has included the price lists from these companies as needed.

Clear Winds can provide services that include assessments, design, implementation, technical support, managed services, training, cloud computing and data center hosting. These services allow Clear Winds to assist customers with their storage, servers, networks, client computers, phone services, video services, etc. Clear Winds is certified in many infrastructure technologies including but not limited to the products that we are offering here. More information on Clear Winds can be found at <http://www.clearwinds.net>

For all devices, Clear Winds will provide the Operating System requested by the client.





3.26 Primary Account Representative

Craig Davenport will be the primary account representatives for this agreement. Joey Hopkins and Hayden Hathcock will serve as secondary account representatives. Michael Thomas will be the marketing supervisor who will be responsible for the performance of the agreement.

Craig Davenport – Vice President of Sales

Clear Winds Technologies – Vestavia Hills, AL

205-876-1505

cdavenport@clearwinds.net

Joey Hopkins – Inside Sales Manager

Clear Winds Technologies, Inc.

205-413-8323

jhopkins@clearwinds.net

Hayden Hathcock – Business Analyst

Clear Winds Technologies, Inc.

205-876-1528

hhathcock@clearwinds.net

Michael Thomas – Director of Marketing

Clear Winds Technologies, Inc.

205-876-1521

mthomas@clearwinds.net





3.27 References

University of Montevallo

- 75 College Drive, Montevallo, AL 35115
- August 2022 – Clear Winds provided multiple types of Dell client devices as well as leading a refresh on the Ruckus networking infrastructure
- Jason Peterson - Technology Coordinator
 - petersonj@montevallo.edu
 - (205) 665-6000

Enterprise State Community College

- 600 Plaza Drive, Enterprise, AL 36330
- July 2023 – Clear Winds performed an extensive IT assessment before being chosen to provide virtual server hosting.
- Matt Rogers - President
 - mrodgers@esc.edu
 - (334) 347-2623

Ozark City Schools

- 860 North US Highway 231, Ozark, AL 36360
- August 2022 – Clear Winds handled a large project to update the HPE Aruba switches and power supply as well as installing all new cabling at five sites.
- Walter Handley - Technology Coordinator
 - walter.handley@Ozarkcityschools.net
 - (334) 774-5197

Franklin County Schools

- 500 N. Coffee Avenue NE, Russellville, AL 35653
- November 2023 – Clear Winds completed a project to upgrade the networking infrastructure with more than 40 new Ruckus switches
- Sandra Guinn – Technology Coordinator
 - sandraguinn@franklin.k12.al.us
 - (256) 332-1360

Washington County Schools

- 229 Granade, Chatom, AL 36518
- May 2022 - Clear Winds provides unlimited incident accidental damage services for every client device in the system
- Jeff Ford – Technology Coordinator
 - jeff.ford@wcbek12.org
 - (251) 847-2401





Alabaster City Schools

- 10111 Hwy 119, Alabaster, AL 35007
- January 2023 – Clear Winds supplied Dell laptops, desktops, Chromebooks, and additional equipment.
- Anthony Kingston – Technology Coordinator
 - anthony.kingston@acsboe.org
 - (205) 663-8400

Choctaw County Schools

- 107 Tom Orr Drive, Butler, AL 36904
- October 2022 – Clear Winds completed a large network revamp including updated Ruckus access points, equipment licensing, and new cabling.
- Pam Bass – Technology Coordinator
 - pbass@choctawal.org
 - (205) 459-3031



**Services**

Clear Winds Technologies: 10%

Dell: 2.5%

HP: 2.5%

HPE/Aruba: 2.5%

3.29 Oral Presentation and Demonstration

Clear Winds agrees and will comply.

3.30 Equipment and Services Schedule

Clear Winds has made the Equipment and Services Schedule available at www.clearwinds.net/contracts with additional links to all other pricing from our vendors.

3.31 Scope of Work

Clear Winds agrees and will comply.

3.32 Title Passage

Clear Winds agrees and will comply.

3.33 Quantity Guarantee

Clear Winds agrees and will comply.

3.34 Order of Precedence

Clear Winds agrees and will comply.

3.35 Payment Provisions

Clear Winds agrees and will comply.

3.36 Shipment and Risk of Loss

Clear Winds agrees and will comply.

3.37 Warranties

Clear Winds agrees and will comply.

3.38 Price Guarantees

Clear Winds agrees and will comply.

3.39 Technical Support

Clear Winds agrees and will comply.

3.40 Product Delivery

Clear Winds agrees and will comply.

3.41 Impracticality of Performance

Clear Winds agrees and will comply.





3.42 Records and Audit

Clear Winds agrees and will comply.

3.43 Use of Subcontractors

Clear Winds agrees and will comply.

3.44 Indemnification

Clear Winds agrees and will comply.

3.45 Website Maintenance

Clear Winds agrees and will comply.

3.46 Ethics

Clear Winds agrees and will comply.

3.47 Replacement Parts

Clear Winds agrees and will comply.

3.48 FCC Certification

Clear Winds agrees and will comply.

3.49 Site Preparation

Clear Winds agrees and will comply.

3.50 Assignment

Clear Winds agrees and will comply.

3.51 Survival

Clear Winds agrees and will comply.

3.52 Lease Agreements

Clear Winds agrees and will comply.

3.53 Vendor Disclosure Statement

Clear Winds agrees and will comply.





Operations Map

- Corporate Office: 13001 Liberty Parkway
 Birmingham, AL, 35242
 - 3 – Account Executives (Sales)
 - 2 – Inside Sales Representatives
 - 7 – Engineers
 - 10 – Technicians
 - 1 – Project Manager
- East Alabama Technical Site: Fort Payne, AL
 - 1 – Technician
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 - 1 – Technician
- North Alabama Sales Site: Florence, AL
 - 1 – Account Executive (Sales)
 - 1 – Technician

