



**HIGH TIDE
TECHNOLOGY**

Norman Chandler
President
High Tide Technology
5151 Hampstead High Street, Suite 200
Montgomery, Alabama 36116

February 8, 2024

Alabama Community College System
Joint Purchase Agreement Initiative
135 South Union Street, Suite #135
Montgomery, Alabama 36104

Re: Joint Purchasing Agreement RFB 2024 Letter of Transmittal Bid # ACCS-2024 JPA

High Tide Technology, LLC is pleased and excited to provide our submission to Alabama Community College System and other Alabama Higher Education entities in response to your request for bid.

| | | |
|-----------------------------------|---|----------------|
| Submitting Organization: | High Tide Technology, LLC | |
| Person Authorized to Obligate: | Norman Chandler, President | |
| Person authorized to Negotiate: | Norman Chandler, President | (334) 260-7774 |
| Person for Clarification: | Norman Chandler, President | (334) 260-7774 |
| Conditions Governing Procurement: | High Tide Technology, LLC accepts the conditions. | |
| Receipt of Amendments: | High Tide Technology, LLC acknowledges receipt of any and all amendments. | |

Your consideration of our submission is greatly appreciated.

Sincerely,

Norman Chandler, CPA CPCU CFE





**HIGH TIDE
TECHNOLOGY**

TABLE OF CONTENTS

- A. Letter of Transmittal
- B. Evaluation Submission Form
- C. Table of Contents
- D. Response to General Requirements and Specifications
- Appendix A – Map
- Appendix B – 2021 Customer Satisfaction Survey and Results
- Appendix C – Quarterly Usage Report
- Appendix D – Equipment and Services Schedule





RESPONSE TO GENERAL REQUIREMENTS AND SPECIFICATIONS

Our response to each of the required specifications is listed below. We have used the same numbering as used in the RFB.

3.20 Insurance

HT maintains minimum insurance requirements per RFB and shall provide evidence of such coverage upon notification of award and prior to issuance of contract.

3.22 Product and Services Delivery Overview

Today's evolving technology and rapidly changing resource requirements demand flexibility from successful corporations. These corporations must be able to quickly and efficiently respond to changes in the market place in order to be competitive. The number and qualifications of personnel required today may not satisfy tomorrow's skill needs. Companies need access to qualified people at the right time and the right price. High Tide Technology, LLC (HT) can support this need because PEOPLE are our business.

HT has been providing cost-efficient technical and professional services personnel to clients since 2006. Experienced HT employees have delivered customer solutions in the areas of development, telecommunications, project management, data center operations, training, information technology and asset management, digital forensics, incident response, disaster recovery planning and information assurance audits.

These professional resources come from an active resume database of over 1,000 resources, most of whom have an average of 15+ years' experience in their functional area. HT maintains long term employee and customer relationships and strives to treat employees and clients with the utmost respect.

Headquartered in Montgomery, Alabama, HT has successfully grown by establishing a reputation for offering superior customer service and for being financially sound. Our business is built on the principles of Honesty and Integrity, Respect for the Individual and Responsiveness to Customer Needs. In addition to providing people, HT has the ability to develop and manage customized business solutions to address a client's needs and pull together a team of experienced personnel to execute and administer a project through our internal billing and operational systems. Furthermore, our IT audit abilities and incident response teams are universally recognized. (Please see Appendix A for map.)

HT offers end-to-end "professional solutions for industry" by focusing on our core competency, PEOPLE, thus allowing our clients to focus on the success of their business.





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Our Services

HT has a wealth of talented resources that can deliver a variety of business solutions in a number of functional areas. Listed below is a sample of our areas of expertise:

AMAZON PARTNER NETWORK

HT is an AWS (Amazon Web Services) Partner. Being an AWS partner allows HT to offer its clients a multitude of services through the different programs offered by AWS. Some of the services offered through AWS are:

- Virtual Servers
- Virtual Cloud Networking
- Cloud Storage Services
- Database Management
- Website Analytics
- Enterprise Applications
- Mobile Services
- Developer Tools
- Management Tools
- Security Services
- Application Services

All of the above are accessible to AWS members; however, as an AWS partner, we are able to help clients with all of the services listed above plus many more.

Amazon Cloud Storage Hosting Costs – negotiable beginning at 5% below catalog pricing.

- The HT cloud service can be used for business continuity purposes, offsite backup, retention, archive, content distribution, temporary static hosting. Hosting center is located in Alabama, with redundant locations in domestic US locations. Additional services, such as enhanced regulatory protection are available, additional fees apply.





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TECHNOLOGY**

BROCADE PARTNER

Brocade is a company that mostly sells switches; however, they also offer other hardware and services for clients. As a Brocade Partner, HT has the ability to quote and sell Brocade equipment to any and all clients. Some of Brocade's offerings are:

- Data Center Switches
- Campus Network Switches
- Routers
- Software Networking
- Mobile Networking
- Storage Networking
- Network Management

HT is one of only two Montgomery-based companies that are Brocade resellers.





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Blackberry/CYLANCE PARTNER

HT is a Cylance MSSP (multi-tenant console) partner, as well as a traditional reseller. Being a Blackberry/Cylance Partner allows us to offer their full line of products and services. Some of those offerings are:

- Cylance PROTECT
- Cylance PROTECT + ThreatZero
- Compromise Assessment
- Penetration Testing
- Emergency Incident Response
- Forensic Investigation
- Blackberry UES (Unified Endpoint Security)
- Blackberry UEM (Unified Endpoint Management)
- Blackberry CEM (Critical Event Management)

Blackberry/Cylance is the first company to apply artificial intelligence, algorithmic science and machine learning to cyber security and improve the way companies, governments and end users proactively solve the world's most difficult security problems. Using a breakthrough mathematical process, Blackberry/Cylance quickly and accurately identifies what is safe and what is a threat, not just what is in a blacklist or whitelist. By coupling sophisticated math and machine learning with a unique understanding of a hacker's mentality, Blackberry/Cylance provides the technology and services to be truly predictive and preventive against advanced threats.

MALWAREBYTES PARTNER

As a Malwarebytes Partner and through the PartnerBytes program, HT is uniquely positioned to provide another solution to tackle Endpoint Detection and Response (EDR). Malwarebytes (MWB) goes beyond the alerts and reimaging to fix the damage. EDR employs features to include web protection, exploit mitigation, application behavior protection, machine learning, ransomware mitigation, and so much more.





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SALVAGEDATA PARTNER

As a SalvageData partner, HT has the ability to give clients another recovery option. With SalvageData, we are able to recover client data even if a backup was never made. Some of the storage devices that we can recover are:

- Internal and External HDDs
- SSDs
- Raid Devices
- Physical and Virtual Servers
- Windows-based and Mac-based devices
- Apple and Android mobile devices and tablets
- Exchange Servers
- SQL Servers
- Storage Tapes

SalvageData gives HT one more option when ensuring clients that we can recover their important data, no matter the issue.





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HT employees are also proficient in the network disciplines as they are delivering the following in Network Planning:

- Network Design
- Network Engineering
- Network Testing
- Network Performance Analysis
- Equipment Infrastructure Support

HT personnel are trained and experienced in supporting most equipment technologies such as:

- Central Office Switches
- PBX Systems
- CPE (Customer Premises Equipment)
- Peripherals
- Outside & Inside Technologies that connect these services

PROJECT MANAGEMENT

HT has delivered project management and project support at various levels for a number of clients in both corporate settings and event management. We have both certified and non-certified project managers with years of applied experience. Having this broad range of experiences and certifications allows us to offer varied price levels.

Other areas with applications to the industry include Networking Solutions, which include the following:

- WAN/LAN, VPN and Wireless
- Networks
- Firewall Design & Implementation
- Network Security & Intrusion Detection
- Voice Over IP Telephony
- Video Conferencing & Video Streaming
- WAN/LAN Intercom & Paging Systems
- Fault Tolerant & High Availability





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Security and Access Control Services Include:

- Digital Forensics
- Physical and Logical Media Recovery
- Regulatory Compliance Audits
- Incident Handling and Incident Triage

TRAINING

HT can provide clients a complete cross-section of training disciplines from course development through course delivery. Our employees have the experience and platform skills to accomplish this for both technical and generic curriculums.

Generic curriculum areas of expertise include:

- Sales Skills
- Leadership
- General Management/Supervisory
- Coaching

Other more technically oriented areas include:

- Telecommunications
- Fundamentals
- Digital Forensics
- Network Technology
- Data Communications
- Disaster Recovery and Business Continuity Planning

HT employees have the knowledge and expertise to deliver these platforms to a client's internal or external audiences.

CYBER SECURITY SERVICES

HT offers a complete portfolio of assessment services that allow organizations to identify critical security vulnerabilities that may be exploited. Existing security may be improved to reduce the risk of a successful attack.





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Incident Response

HT investigates and resolves technology security events ranging from single system compromises to enterprise-wide intrusions by advanced attack groups that span hundreds of thousands of systems. HT focuses on helping clients recover from each incident while minimizing the impact of the event on the organization.

Undetected Assessment

This unique offering applies HT's specialized knowledge of advanced attackers' tactics to evaluate whether they are currently operating undetected in an environment or whether they have been there in the past.

Vulnerability Analysis

HT evaluates systems, applications, and networks for security vulnerabilities that are most likely to be compromised by outside entities. The analysis includes a determination of which vulnerabilities are most serious. HT's vulnerability assessment services uncover deficiencies of security policies based on actual methods that may be used by data thieves in addition to determining deficiencies. HT also provides recommendations to improve security. Deficiencies are prioritized based on risk, probability of occurrence, and the potential disruption.

Litigation Support

HT helps to preserve, collect, analyze, and process electronic evidence. HT consultants regularly provide expert witness testimony.

Other services

Other Cyber security services provided as necessary.





CONTINUED SERVICE AND SUPPORT

HT assists organizations in improving internal teams of incident response. HT reviews current procedures, internal capabilities and technological advancement against leading security best practices. HT also assists in training and on-going consulting services. Our Operational Processes Development and Review include:

- IT Disaster Recovery and Business Continuity
- Business Impact Analysis
- IT Risk Assessment
- Technology Planning and Alignment with Overall Business Plan – Including Optimizing Expenditures and ROI for IT
- System Development Life Cycle (SDLC)
- Data Privacy
- Data Confidentiality
- Data Mining
- Financial Systems
- IT Governance

INFORMATION TECHNOLOGY

HT employees offer a variety of skills including programming, data analysis, web development, digital forensics, backup/contingency planning and user requirements identification and writing. HT offers a wide-variety of security assessments, penetration testing and physical security evaluation.

Asset Management

HT has the ability to stage, assemble, package and distribute a variety of products. Currently, HT is performing asset management through the receipt, tagging and distribution of electronic equipment for a number of public and private entities.

Hosted Services

HT offers hosted solutions for disaster recovery, off-site backup, application, web hosting, as well as helpdesk support. Those services are based on volume, specific user needs; as a result, a pricing schedule cannot be presented, only a range is offered.





CUSTOMER SUPPORT AND SELECT PRICING

HT is located in Alabama. We have the capacity to address the needs of our clients throughout the state. Remote or on-premise resources are available for our territories.

The pricing schedule that accompanies this document is an hourly-based schedule for common services. Additional, ad-hoc solutions are available, as well as bundle or service-on-demand packages. Discounts can be extended based on volume or special needs of the customer.

HT is committed to excellent customer service. Each project is assigned a customer care supervisor. The customer care supervisor oversees the interaction between the resources and the customer. The customer care supervisor will communicate with the customer in numerous outlets: voice, on-site, email, care portal. All interactions with HT initiate a customer satisfaction survey. Those results are reviewed by management and used to address any observed inadequacies. (Please see Appendix B for our 2018 Customer Satisfaction Survey and Results.)

A customer can initiate a complaint to an account manager or customer care supervisor. The interaction can occur via voice or electronic submission. During the regular work week (M-F 8AM-5PM Central), the customer will be contacted within 30 minutes of submission by a HT resource. Issues that are submitted outside of the normal business day will receive a response within four hours, unless a SOW specifies expedited due to the type of engagement. HT representatives provide their cellular contact in addition to physical facility contact information.

3.23 Reporting

We agree to provide quarterly utilization reports to the System based upon the schedule and minimum content as described in the RFB. The Quarterly Usage Report will be sent to the Joint Purchase Agreement Initiative Administrator within two weeks of the end of each quarter. An example of the Quarterly Usage Report can be found in Appendix C. We may count quarters based on standard calendar quarters (i.e., the end of March will be the end of the first quarter) or from the time the bid is awarded (i.e., May 1 will be the end of the first quarter).

Our website at www.iHighTide.com provides for the electronic distribution of reports and documents that are specific to each customer. Each customer has its own portal and log-in for such distribution. Such portals also allow for the acceptance and processing of purchase orders electronically.





HIGH TIDE TECHNOLOGY

3.24 Electronic Commerce

We are committed to implementing additions to our current website at www.iHighTide.com that include the complete ESS as well as product specifications and options. Our website currently provides for the electronic distribution of reports and documents that are specific to each customer. Each customer has its own portal and log-in for such distribution. Such portals also allow for the acceptance and processing of purchase orders electronically.

HT will enable an online chat feature to allow for procuring entities to request guidance and assistance with product selection, purchase order tracking, reporting or other relevant capability. Email and phone communication are also an option for requesting guidance and/or assistance.

3.25 Breadth of Offering

We offer services in the categories of Professional Services and Other.

Breadth of Offering is included at 3.22.

3.26 Primary Account Representative

For all locations:

Primary Account Representatives: Norman Chandler
Simge Lloyd

Marketing Supervisor:
Justin Law





3.27 References

We 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 us for this procurement. Each reference must include the name of the contact person, address, telephone number and description of products and services provided.

Reference #1:

Contact person: W. Greg Price, Troy University
Address: Troy, Alabama
Telephone number: 334-242-9999
Description of products & services provided:
High Tide Technology LLC provides: Ad-hoc IT consulting; system installation, management, and maintenance; cyber security services.

Reference #2:

Contact person: David Perkins, Howard Technology Solutions
Address: 36 Howard Dr., Ellisville, MS 39437
Telephone number: 601-399-5019
Description of products & services provided:
High Tide Technology LLC provides: Ad-hoc IT consulting; system installation, management, and maintenance; security services; server maintenance; software maintenance; off-site data storage; cloud storage; environmental monitoring; system security services.

Reference #3:

Contact person: Rodney Smith
Address: 103 North Perry Street, Montgomery, AL 36104
Telephone number: (334) 625-4400
Description of products & services provided:
Network security and various other security testing in relation to financial reporting; disaster recovery analysis; digital forensics.





3.28 Pricing Level and Guarantee

We must submit with our response 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. We describe the baseline pricing and provide information where the baseline pricing may be accessed and verified. See Appendix D for the Equipment and Services Schedule.

3.29 Oral Presentation and Demonstration

If selected as a finalist, we agree to provide the Evaluation Committee the opportunity to meet with and question the proposed primary account representative at the oral presentation (if deemed necessary by the Evaluation Committee). It is understood the proposed primary account manager is expected to conduct the presentation and will be required to demonstrate their Internet based reporting and electronic commerce capabilities to the Evaluation Committee.

3.30 Equipment and Services Schedule

It is understood that we must submit with our response a complete Equipment and Services Schedule including all the products and services offered, at the initial pricing level state in response to the previous specification. Please see Appendix D for our complete Equipment and Services Schedule.

3.31 Scope of Work

It is understood that we shall deliver computing system products and services to procuring entities in accordance with the terms of this agreement. This Agreement is a contract. Accordingly, we shall provide products or services only upon the issuance and acceptance by us of valid "purchase orders". Purchase orders will be issued to purchase the license for software or to purchase or lease products listed on the ESS. A procuring entity may purchase any quantity of product or service listed in the ESS at the prices stated therein. For large orders, the procuring entity may negotiate quantity price discounts below the ESS price(s) for a given purchase order. We may offer authorized educational institutions educational price discounts that result in prices below the ESS listed prices.





3.32 Title Passage

It is understood and agreed upon that we will pass the title to equipment to the procuring entity upon acceptance.

3.33 Quantity Guarantee

It is understood and agreed upon that this agreement is not an exclusive agreement. Procuring entities may obtain computing system products and services from other vendors on the contract during the agreement term.

3.34 Order of Precedence

Each purchase order that is accepted by HT will become a part of the agreement as to the products and services listed on the purchase order only; no additional terms or conditions will be added to this agreement as the result of acceptance of a purchase order. In the event of any conflict among these documents, the following order of precedence shall apply:

- A. the terms and conditions of this RFB
- B. exhibits to this agreement
- C. the list of products and services contained in the purchase order;
- D. HT's response





3.35 Payment Provisions

It is understood and agreed upon that all payments under this agreement are subject to the following provisions:

A. Acceptance

The procuring entity shall determine whether all products delivered to it meet our published specifications. No payment shall be made for any products until the products have been accepted by the procuring entity. Unless otherwise agreed upon between the procuring entity and us, within thirty (30) days from the date the procuring entity receives written notice from us that payment is requested for services or within thirty (30) days from the receipt of products, the procuring entity shall accept or reject the products or services.

B. Payment of Invoice

Payments shall be submitted to us at the address shown on the invoice. Payment shall be tendered to us within thirty (30) days of the date of the invoice.

In the event an order is shipped incomplete (partial), the procuring entity must pay for each shipment as invoiced by us unless the procuring entity has clearly specified "No Partial Shipments" on each purchase order.

C. Invoices

Invoices shall be submitted to the procuring entity.





3.36 Shipment and Risk of Loss

It is understood and agreed upon that we must ship all products F.O.B. destination regardless of price discounts. Risk of loss or damage to the products shall pass to the procuring entity upon delivery to the procuring entity. We agree to assist the procuring entity with the processing of claims for such loss or damage and to expedite the processing of claims for such loss or damage and to expedite replacement of lost or damaged products. Destination charges shall be included in the product price on the ESS.

All license agreements or sales order contracts, which must be signed prior to delivery of proposed items, are included with the bid response for review by the System. In all cases, should there be a conflict of terms and conditions, those terms and conditions in this REQUEST and any resulting System purchase order will prevail.

Whenever a procuring entity does not accept any product and returns it to us, all related documentation furnished by us shall be returned also. We shall bear all risk of loss or damage with respect to returned products except for loss or damage directly attributable to the negligence of the procuring entity.

Unless otherwise agreed upon by the procuring entity, HT is responsible for the pick-up of returned equipment. Software and documentation will be returned via U.S. Mail at the expense of the procuring entity.

Unless otherwise arranged between the procuring entity and HT, all shipments of products shall be by vendor truck, UPS, or Federal Express Second Day.

3.37 Warranties

It is understood and agreed upon that products are covered under the manufacture's warranties in effect at the time the products are delivered or the warranties in effect at the time of contract award.

3.38 Price Guarantees

It is understood and agreed upon that the procuring entity shall pay the lower of the prices contained in the ESS or an announced promotion price, educational discount price, general price reduction or large order negotiated price. Only general price reduction decreases will apply to all subsequent orders accepted by us after the date of the issuance of the revised prices. We agree to maintain ESS product prices in accordance with the volume price discount guarantees filed. Prices set forth in the ESS are subject to change without prior notice.





3.39 Technical Support

We agree to maintain a toll-free technical support telephone line that is accessible to procuring entity personnel who wish to obtain competent technical assistance regarding the installation or operation of products supplied by us.

3.40 Product Delivery

We agree to deliver products to procuring entities within 30 days after receipt of a valid purchase order unless otherwise negotiated with procuring entity.

3.41 Impracticality of Performance

It is understood and agreed upon that a party shall be excused from performance under this agreement for any period that the party is prevented from performing as a result of an act of God, strike, war, civil disturbance, epidemic, or court order, provided that the party has prudently and promptly acted to take any and all steps that are within the party's control to ensure performance. Subject to this provision, such non-performance shall not be deemed a default or a ground for termination.

3.42 Records and Audit

It is understood and agreed upon that HT will maintain detailed records pertaining to the price of services rendered and products delivered for a period of three years from the date of acceptance of each purchase order. These records shall be subject to inspection by the procuring entity and appropriate governmental authorities with the state of Alabama. The procuring agency shall have the right to audit billings either before or after payment. Payment under this agreement shall not foreclose the right of the procuring entity to recover excessive or illegal payments.

3.43 Use of Subcontractors

It is understood that HT has the ability to sub-contract installation, training, warranty or maintenance services. However, we shall remain solely responsible for the performance of this agreement. All procuring entity payments for products or services shall be made directly to us.





3.44 Indemnification

We indemnify and hold harmless the System from any loss, cost or expense suffered or incurred in connection with any claim, suit or proceeding brought against the System so far as it is based on defects in products provided to the System.

We hereby covenant and agree, at our sole cost and expense during the term of this agreement, to indemnify and hold harmless the System and its officers, agents and employees against and from any and all claims or demands by or on behalf of any person, firm, corporation or governmental authority, arising out of, attributable to or in connection with the use, occupation, possession, conduct or management of the vendor concerning the equipment or services performed and rendered hereunder, including, but without limitation, any and all claims for injury or death to persons or damage to property. We also covenant and agree, at our sole cost and expense, to hold the System and its officers, agents, and employees from and against all judgments, costs, counsel fees, expense and liabilities incurred in connection with any such claim and any action or proceeding brought thereon, and in case any action is brought against the System or against any of its officers, agents, or employees, by reason of any such claim, we upon notice from the System will resist and defend such action or proceeding by qualified counsel. However, the provisions of this Section shall not apply to any claims arising from the negligent or willfully wrongful acts or omissions of the System, or its officers, agents, or employees.

3.45 Website Maintenance

It is understood and agreed upon that HT is 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, we may provide electronic commerce assistance for the electronic submission of purchase orders, purchase order tracking and reporting.

3.46 Ethics

We warrant that we presently have no interest and shall not acquire any interest, direct or indirect, which would conflict in any manner or degree with the performance of services required under this agreement.

We have no owners, officers, partners, board of director members, employees, or holders of more than 5% of the fair market value of our firm or any member of their households that is a public official or public employee (including the System) as defined by the Code of Alabama Section 36-25-1

We understand that system employees are not allowed to accept personal gifts or gratuities.





3.47 Replacement Parts

It is understood that replacement parts may be refurbished with agreement of procuring entity.

3.48 FCC Certification

It is understood and agreed upon that hardware supplied by HT meets all applicable FCC Certifications. Improper, falsely claimed or expired FCC certifications are grounds for contract termination.

3.49 Site Preparation

A procuring entity shall prepare and maintain its site in accordance with written instructions furnished by HT prior to the scheduled delivery date of any equipment or service and shall bear the costs associated with the site preparation.

3.50 Assignment

It is understood and agreed upon that HT will not assign nor transfer any interest in this agreement or assign any claims for money due or to become due under this agreement without prior written approval from procuring entity.

3.51 Survival

It is understood and agreed upon that certain paragraphs of this agreement including but not limited to Patent, Copyright, Trademark, and Trade Secret Indemnification; Indemnification; and Limit of Liability shall survive the expiration of this agreement. Software licensees, lease, warranty and service agreements that were entered into under the terms and conditions of this agreement shall survive this agreement.

3.52 Lease Agreements

It is understood HT has the ability to lease equipment to procuring entities in accordance with terms and conditions approved by the appropriate governing authority for the procuring entity.





3.53 Vendor Disclosure Statement

It is understood that 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.

It is understood that upon being awarded the contract, Alabama State Law requires us to complete a Vendor Disclosure Statement. The completed forms will be returned to the Joint Purchase Agreement Administrator by Monday, February 2024.

It is understood and agreed upon that HT, for the duration of the agreement, will not violate federal immigration law or knowingly employ, hire for employment, or continue to employ an unauthorized alien within the State of Alabama in compliance with the Beason-Hammon Alabama Taxpayer & Citizen Protection Act (Act 2011-535). Upon being awarded the contract, Alabama State Law requires that we must complete the Business Entity Employer Contractor Compliance form as proof that we have enrolled in the E-verify program as required by state law.

It is understood and agreed upon that the terms and commitments contained within the RFB shall not constitute a debt of the State of Alabama in violation of Section 213 of the Constitution of Alabama of 1901, as amended by Amendment Number 26. If any provision of the agreement shall contravene any statute or constitutional provision, either now in effect or which may be enacted during the term of this agreement, then the conflicting provision of this agreement shall be deemed null and void. We understand and acknowledge and agree that its sole and exclusive remedy for any claim which may arise for or relate to this agreement is to file a claim with the Board of Adjustment of the State of Alabama.

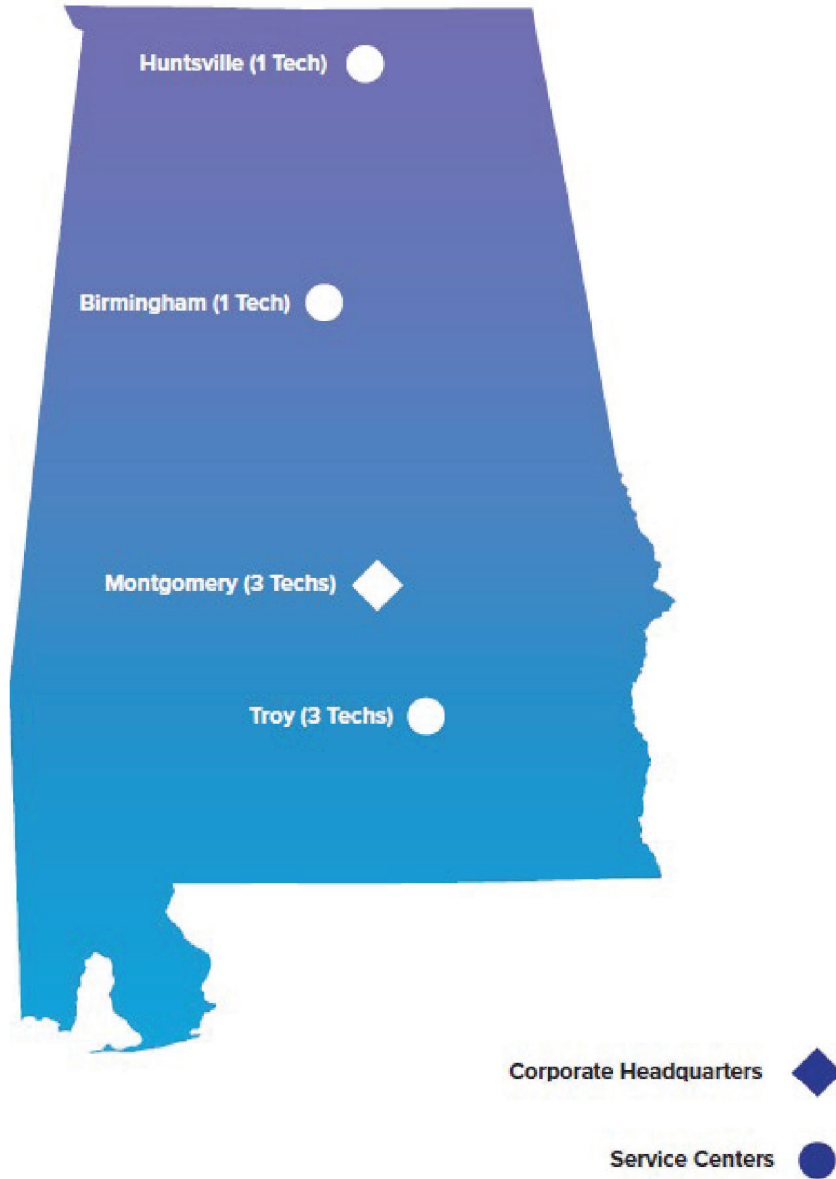
We will comply with all requirements.





APPENDIX A – MAP

ALABAMA





APPENDIX B – QUARTERLY USAGE REPORT

**High Tide Technologies
Quarterly Usage Report
Q1 2023
Contract#: ACCS-2024-01**

| | <u>Service Category</u> | <u>Amount</u> |
|--------------------|-------------------------|---------------------|
| Procuring Entity 1 | Category 1 | \$ 999,999 |
| | Category 2 | \$ 999,999 |
| | Category 3 | \$ 999,999 |
| | Category n | \$ 999,999 |
| | | \$ 3,999,996 |
| Procuring Entity 2 | Category 1 | \$ 999,999 |
| | Category 2 | \$ 999,999 |
| | Category 3 | \$ 999,999 |
| | Category n | \$ 999,999 |
| | | \$ 3,999,996 |
| Procuring Entity 3 | Category 1 | \$ 999,999 |
| | Category 2 | \$ 999,999 |
| | Category 3 | \$ 999,999 |
| | Category n | \$ 999,999 |
| | | \$ 3,999,996 |

Grand Total \$ 11,999,988



APPENDIX C – 2023 CUSTOMER SATISFACTION SURVEY AND RESULTS

1. How likely is it that you would recommend this company to a friend or colleague?

NOT AT ALL LIKELY

EXTREMELY LIKELY

| | | | | | | | | | | |
|---|---|---|---|---|---|---|---|---|---|----|
| 0 | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 |
|---|---|---|---|---|---|---|---|---|---|----|

2. Overall, how satisfied or dissatisfied are you with our company?

- Very satisfied Somewhat dissatisfied
 Somewhat satisfied Very dissatisfied
 Neither satisfied nor dissatisfied

3. Which of the following words would you use to describe our products? Select all that apply.

- Reliable Overpriced
 High quality Impractical
 Useful Ineffective
 Unique Poor quality
 Good value for money Unreliable

4. How well do our products meet your needs?

- Extremely well Not so well
 Very well Not at all well
 Somewhat well

5. How would you rate the quality of the product?

- Very high quality Low quality
 High quality Very low quality
 Neither high nor low quality



6. How would you rate the value for money of the product?

- Excellent Below average
 Above average Poor
 Average

7. How responsive have we been to your questions or concerns about our products?

- Extremely responsive Not so responsive
 Very responsive Not at all responsive
 Somewhat responsive Not applicable

8. How long have you been a customer of our company?

- This is my first purchase 1 - 2 years
 Less than six months 3 or more years
 Six months to a year I haven't made a purchase yet

9. How likely are you to purchase any of our products again?

- Extremely likely Not so likely
 Very likely Not at all likely
 Somewhat likely

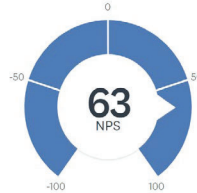
10. Do you have any other comments, questions, or concerns?



HIGH TIDE TECHNOLOGY

Q1

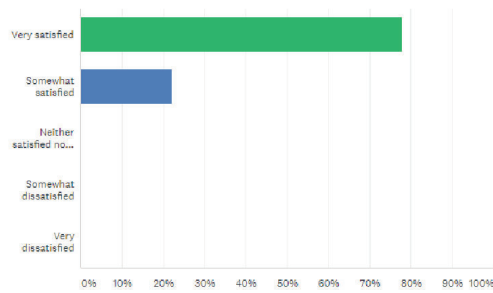
How likely is it that you would recommend this company to a friend or colleague?



| DETRACTORS (0-6) | PASSIVES (7-8) | PROMOTERS (9-10) | NET PROMOTER® SCORE |
|------------------|----------------|------------------|---------------------|
| 0 | 38% | 63% | 63 |

Q2

Overall, how satisfied or dissatisfied are you with our company?

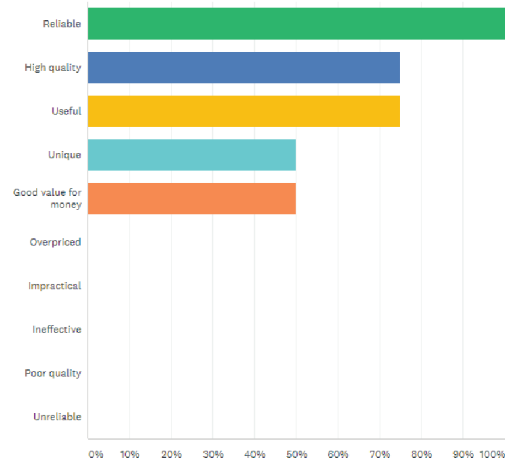


| ANSWER CHOICES | RESPONSES |
|------------------------------------|-----------|
| Very satisfied | 77.78% |
| Somewhat satisfied | 22.22% |
| Neither satisfied nor dissatisfied | 0.00% |
| Somewhat dissatisfied | 0.00% |
| Very dissatisfied | 0.00% |



Q3

Which of the following words would you use to describe our products? Select all that apply.

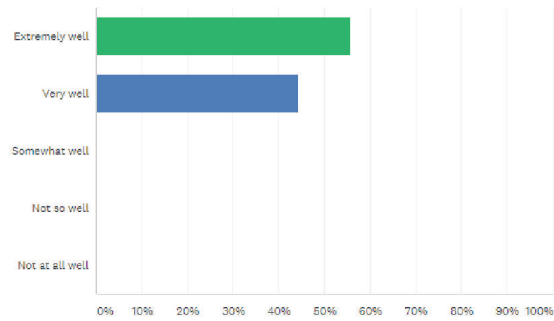


| ANSWER CHOICES | RESPONSES |
|------------------------|-----------|
| ▼ Reliable | 100.00% |
| ▼ High quality | 75.00% |
| ▼ Useful | 75.00% |
| ▼ Unique | 50.00% |
| ▼ Good value for money | 50.00% |
| ▼ Overpriced | 0.00% |
| ▼ Impractical | 0.00% |
| ▼ Ineffective | 0.00% |
| ▼ Poor quality | 0.00% |
| ▼ Unreliable | 0.00% |



Q4

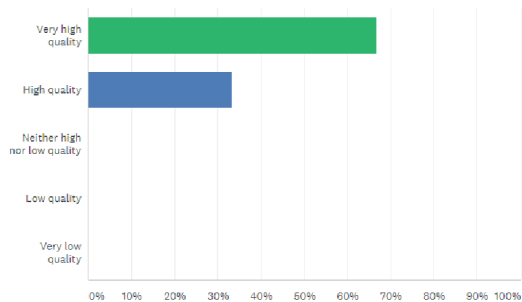
How well do our products meet your needs?



| ANSWER CHOICES | RESPONSES |
|-----------------|-----------|
| Extremely well | 55.58% |
| Very well | 44.44% |
| Somewhat well | 0.00% |
| Not so well | 0.00% |
| Not at all well | 0.00% |

Q5

How would you rate the quality of the product?

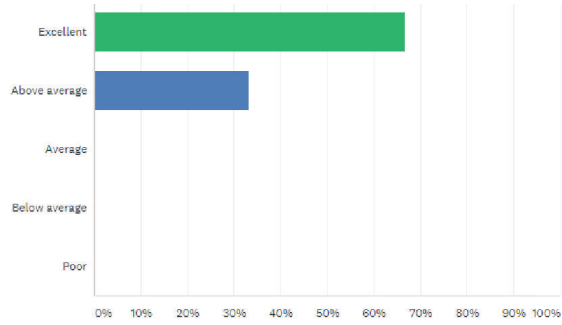


| ANSWER CHOICES | RESPONSES |
|------------------------------|-----------|
| Very high quality | 66.67% |
| High quality | 33.33% |
| Neither high nor low quality | 0.00% |
| Low quality | 0.00% |
| Very low quality | 0.00% |



Q6

How would you rate the value for money of the product?

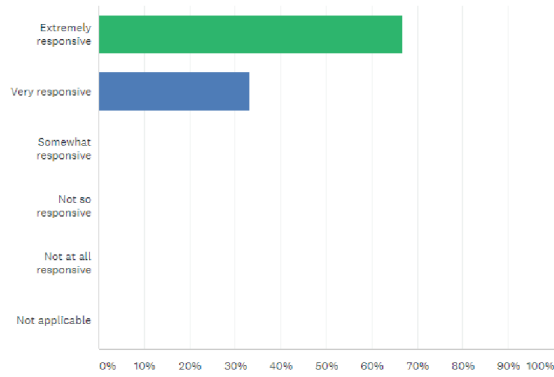


| ANSWER CHOICES | RESPONSES |
|-----------------|-----------|
| ▼ Excellent | 66.67% |
| ▼ Above average | 33.33% |
| ▼ Average | 0.00% |
| ▼ Below average | 0.00% |
| ▼ Poor | 0.00% |



Q7

How responsive have we been to your questions or concerns about our products?

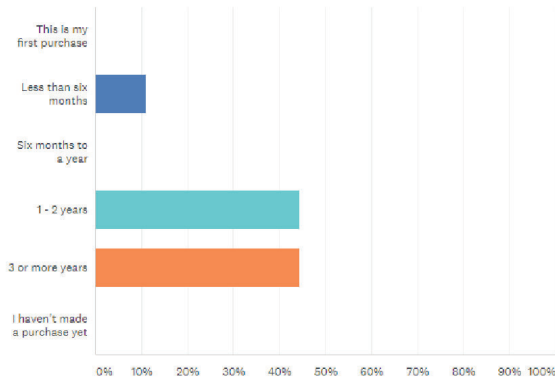


| ANSWER CHOICES | RESPONSES |
|-------------------------|-----------|
| ▼ Extremely responsive | 66.67% |
| ▼ Very responsive | 33.33% |
| ▼ Somewhat responsive | 0.00% |
| ▼ Not so responsive | 0.00% |
| ▼ Not at all responsive | 0.00% |
| ▼ Not applicable | 0.00% |



Q8

How long have you been a customer of our company?

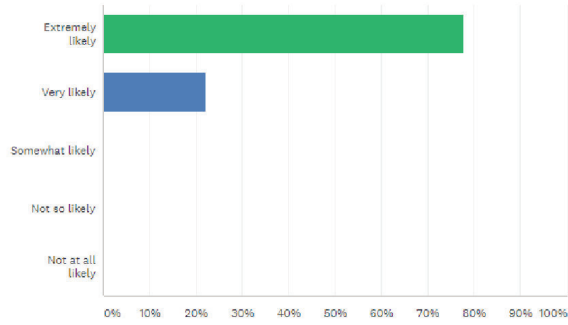


| ANSWER CHOICES | RESPONSES |
|---------------------------------|-----------|
| ▼ This is my first purchase | 0.00% |
| ▼ Less than six months | 11.11% |
| ▼ Six months to a year | 0.00% |
| ▼ 1 - 2 years | 44.44% |
| ▼ 3 or more years | 44.44% |
| ▼ I haven't made a purchase yet | 0.00% |



Q9

How likely are you to purchase any of our products again?



| ANSWER CHOICES | RESPONSES |
|---------------------|-----------|
| ▼ Extremely likely | 77.78% |
| ▼ Very likely | 22.22% |
| ▼ Somewhat likely | 0.00% |
| ▼ Not so likely | 0.00% |
| ▼ Not at all likely | 0.00% |



Network Technician

Minimum/General Experience: Minimum of six (6) years of LAN/WAN network installation and design experience in addition to two (2) years of low-voltage voice, data, or video cabling experience. This individual will have complete familiarity with local area network cabling (Ethernet, token ring) and ANSI/TIA/EIA standards and the National Electric Code. Three additional years of task-specific related experience can be substituted for the minimum educational requirement.

Functional Responsibility: The Network Technician is able to develop telecommunications installation projects from initial concept design through to project completion. Essential skills include conducting job site surveys, building telecommunications closets (including mounting racks, cross-connect blocks, backboards, and grounding hardware), pulling copper and fiber cables (backbone and horizontal) and terminating twisted pair, coaxial, and optical fiber cables. This individual can test twisted pair cables to Category 5 specifications and conduct in-place testing of optical fiber cables. In addition to troubleshooting copper and optical fiber cabling systems, this individual can also perform a cutover (retrofit or upgrade) of a cabling system. A certain amount of direction and supervisory responsibilities over other technicians and close coordination with project managers and support staff are included requirements.

Minimum Education:

- BICSI RCDD certification, or equivalent experience in electrical engineering or related field.
- Bachelor of Science degree plus minimum/general experience.
- Masters or higher degree may be substituted for four (4) years of relevant experience.





Network Installer

Minimum/General Experience: Minimum of two (2) years of LAN/WAN network installation and design experience in addition to two (2) years of low-voltage voice, data, or video cabling experience. This individual will have a working knowledge of local area network cabling (Ethernet, token ring) and ANSIRrWEIA standards and the National Electric Code. Two additional years of task-specific related experience can be substituted for the minimum educational requirement.

Functional Responsibility: The Network Installer is able to participate in telecommunications installation projects from initial design stages through project installation phases. Essential skills include installing cable support systems (cable trays, cable racks, J-hooks, bridle or D-rings), preparing workstation outlet locations (installing wall, floor, or modular furniture jacks), pulling copper and fiber cables (backbone and horizontal) and terminating and testing twisted pair copper and optical fiber cables. Familiarity with splicing copper and optical cable are required skills, in addition to those involved in firestopping walls.

Minimum Education:

- BICSI RCDD certification, or equivalent experience in electrical engineering or related field plus minimum/general experience.
- Bachelor of Science or higher degree may be substituted for three (3) years of relevant experience.

Network Laborer

Minimum/General Experience: Minimum of one years' experience in cabling, wiring, or electrical engineering-related tasks. General aptitude with math, English, and blueprint/diagram reading are required.

Functional Responsibility: The Network Laborer works as an apprentice to the Network Installer. This individual performs calculations, takes measurements, and assists during network and low-voltage voice and data cabling systems installations.

Minimum Education:

- High school diploma plus minimum/general experience.
- A bachelor's degree can substitute for experience requirement. Basic electricity/physics courses are preferred.





Administrative Specialist

Minimum/General Experience: Two years' experience in office administration and developing graphic/artistic presentations for publications and documents (preferably technical documentation). At minimum, one year of specialized experience using commercial automated word processing (e.g., WordPerfect, Word), graphics systems (Harvard, Freelance, etc.), and desktop publishing systems.

Functional Responsibility: Directly supports Program Manager or Project Manager by maintaining personnel and other files; prepares correspondence, schedules and coordinates travel. Assists in the preparation of presentation graphics and supports the development of contract deliverables and reports by developing and updating graphic presentations to improve the quality and enhance the usability of these documents. Responsible for integrating the graphics generated with automated tools and the deliverable documents.

Minimum Education:

- A high school diploma plus minimum/general experience.

Computer and Network Penetration Tester

Minimum/General Experience: 6 years' experience and 2+ years performing in target environment or educational and experience combination noted in the minimum education section.

Functional Responsibility: Performs network and host penetration testing and analysis for multi-vendor network and host-based systems. Designs, develops, engineers, and implements tools to test and circumvent existing security controls and detection systems. Gathers, organizes and documents technical information about an organization's network perimeter and host security posture. Performs remote perimeter risk analyses, which also includes risk assessment of targeted network resources. Generates summary report to include remediation recommendations.

Minimum Education:

- 6 years' experience and 2+ years performing in target environment; **OR**
- A Bachelor's degree in Electrical Engineering, Information Science, Information Systems, Computer Science, Physics, Math, or other related scientific or technical discipline; and 2 years' experience performing in the target environment; **OR**
- A Master's degree in Electrical Engineering, Information Science, Information Systems, Computer Science, Physics, Math, or other related scientific or technical discipline; and one year experience performing in the target environment.





**HIGH TIDE
TECHNOLOGY**

Computer and Network Security Systems Specialist

Minimum/General Experience: 8 years' experience and 4+ years performing in target environment or educational and experience combination noted in the minimum education section

Functional Responsibilities: Analyzes and defines security requirements for Multilevel Security (MLS) issues. Designs, develops, engineers and implements solutions to MLS requirements. Responsible for the implementation and development of the MLS. Gathers and organizes technical information about an organization's mission goals and needs, existing security products and ongoing programs in the MLS arena. Performs risk analyses, which also includes risk assessment. Provides daily supervision and direction to staff.

Minimum Education:

- 8 years' experience and 4+ years performing in target environment; **OR**
- An Associates in Electrical Engineering, Information Science, Information Systems, Computer Science, Physics, Math, or other related scientific or technical discipline; and 5 years' experience performing in the target environment.





Computer Systems Analyst

Minimum/General Experience: Minimum of six years' experience, of which at least four years must be specialized. Specialized experience includes: analysis and design of business applications on complex systems for large-scale computers, including three years' experience in data base management concepts, use of the programming languages. Knowledge of current storage and retrieval methods, one year of systems analysis experience designing technical applications on computer systems and demonstrated ability to formulate specifications for computer programmers to use in coding, testing and debugging of computer programs. General experience includes increasing responsibilities in information systems design and management. Must demonstrate the ability to work independently or under only general direction on requirements that are moderately complex to analyze, plan, program and implement.

Functional Responsibility: Analyzes and develops computer software possessing a wide range of capabilities, including numerous engineering, business and records management functions. Develops plans for automated information systems from project inception to conclusion. Analyzes user interfaces, maintain hardware and software performance tuning, analyze workload and computer usage, maintain interfaces with outside systems, analyze downtimes, analyze proposed system modifications, upgrades and new COTS. Analyzes the problem and the information to be processed. Defines the problem, and develops system requirements and program specifications, from which programmers prepare detailed flow charts, programs, and tests. Coordinates closely with programmers to ensure proper implementation of program and system specifications. Develops, in conjunction with functional users, system alternative solutions.

Minimum Education:

- Bachelor's degree in Computer Science, Information Systems, Engineering, Business, or other related scientific or technical discipline plus minimum/general experience; **OR**
- Ten years of general experience of which eight years are specialized.





Security Analyst I

Minimum/General Experience: Two years of experience in information technology, and knowledge in system engineering and/or design, design assurance or testing for INFOSEC products and system computer networking technology.

Functional Responsibility: Assists more experienced analysts in analyzing and defining security requirements. Assists in performing risk analysis and security audit services and in developing analytical reports. May assist in performing in one or more of the following areas: risk assessment methods and procedures; security of system software generation; security of computer hardware; operating system utility/support software; disaster recovery and contingency planning; telecommunications security; development of security policies and procedures.

Minimum Education:

- A Bachelor's degree in Computer Science, Information Systems, Engineering, Business, or other related scientific or technical discipline plus minimum/general experience; **OR**
- A Master's degree in Computer Science, Information Systems, Engineering, Business, or other related scientific or technical discipline; **OR**
- Seven years of general information technology experience and at least four years of specialized experience.

Security Analyst II

Minimum/General Experience: Five years of experience in information technology, of which at least three years of specialized experience in system engineering and/or design, design assurance or testing for INFOSEC products and system computer networking technology.

Functional Responsibility: Analyzes and defines security requirements and designs, develops, engineers, and implements solutions. Performs risk analysis and security audit services, developing analytical reports as required. May be required to perform in one or more of the following areas: risk assessment methods and procedures; security of system software generation; security of computer hardware; operating system utility/support software; disaster recovery and contingency planning; telecommunications security; development of security policies and procedures.

Minimum Education:

- A Bachelor's degree in Computer Science, Information Systems, Engineering, Business, or other related scientific or technical discipline plus minimum/general experience; **OR**
- A Master's degree in Computer Science, Information Systems, Engineering, Business, or other related scientific or technical discipline plus two years of specialized experience; **OR**
- Eight years of general information technology experience and at least five years of specialized experience.





Lead Functional Analyst

Minimum/General Experience: This position requires a minimum of ten years' experience, of which at least eight years must be specialized. Specialized experience includes developing functional requirements for complex integrated systems. Must demonstrate the ability to work independently or under only general direction.

Functional Responsibility: Analyzes user needs to determine functional and cross-functional requirements. Performs functional allocation to identify required tasks and their interrelationships. Identifies resources required for each task. Provides daily supervision and direction to Senior Functional Analysts.

Minimum Education:

- Bachelor's degree in Computer Science, Information Systems, Engineering, Business, or other related scientific or technical discipline plus minimum/general experience; **OR**
- Master's degree plus eight years of general experience, of which at least six years must be specialized experience; **OR**
- Twenty years of general experience, of which at least fifteen years must be specialized experience.





Senior Information Engineer

Minimum/General Experience: Minimum of ten years' experience, of which at least eight years must be specialized. Specialized experience, in information systems development, functional and data requirements analysis, systems analysis and design, programming, program design and documentation preparation. The following experience is also required: demonstrated experience in the implementation of information engineering projects; systems analysis, design and programming using CASE and IE tools and methods, systems planning, business information planning and business analysis.

Functional Responsibility: Applies business process improvement practices to re-engineer methodologies/principles and business process modernization projects. Applies, as appropriate, activity and data modeling, transaction flow analysis, internal control and risk analysis and modern business methods and performance measurement techniques. Assist in establishing standards for information systems procedures. Develops and applies organization-wide information models for use in designing and building integrated, shared software and database management systems. Constructs sound, logical business improvement opportunities consistent with corporate Information Management guiding principles, cost savings, and open system architecture objectives. Provides daily supervision and direction to staff. Must demonstrate the ability to work independently or under only general direction.

Minimum Education:

- Bachelor's degree in Computer Science, Information Systems, Engineering, Business, or other related scientific or technical discipline plus minimum/general experience; **OR**
- Master's degree in Computer Science, Information Systems, Engineering, Business, or other related scientific or technical discipline plus eight years of general experience is required of which at least seven years must be specialized; **OR**
- PhD in Computer Science, Information Systems, Engineering, Business, or other related scientific or technical discipline plus six years of general experience is required of which at least five years must be specialized; **OR**
- Thirteen years of general experience of which at least eleven years are specialized.





Technical Writer/Editor

Minimum/General Experience: Four years of experience, of which at least two years are specialized experience in editing documents.

Functional Responsibility: Researches, writes, and edits materials for related reports, manuals, briefs, proposals, instructional material, catalogs, technical publications, and/or software and hardware documentation. Obtains technical data from independent observation, review with technical staff members, and/or studies of published materials and existing documentation. Interfaces with users, specialists, analysts, programmers, etc., to obtain background information of technologies, methods, and standards. Revises text and recommends changes in scope, format, and content to ensure conformance with established standards. May edit, standardize, or make changes to material prepared by other writers. Performs final quality assurance on all materials.

Minimum Education:

- A Bachelor's degree in English, Literature, or other related discipline plus minimum/general experience; **OR**
- Seven years of general experience of which at least five years is specialized

Data Entry Clerk

Minimum/General Experience: No experience required.

Functional Responsibility: Basic entry of data into COTS or specialized environment.

Minimum Education:

- High School diploma or equivalent.





Helpdesk Specialist I

Minimum/General Experience: Two or more years' experience serving as a primary contact for clients experiencing technical and/or non-technical issues.

Functional Responsibility: Under direct supervision, provides support to end-users for PC, server or mainframe applications, and hardware. May interact with network services, software systems engineering and/or applications development to restore service and/or identify and correct core problems. Simulates or recreates user problems to resolve operating difficulties. Recommends systems modifications to reduce user problems. Refers more complex problems to intermediate and/or senior level.

Requires ability to diagnose, troubleshoot and client issues by employing strong listening and communication skills. Must have creative problem-solving skills to assist clients. Must be a team player that contributes to the resolution of the client's business problems. Provides ongoing technical support for specialized applications: logs trouble calls, analyzes and corrects problem at source. Advises users of changes in procedures. Identifies problems requiring vendor assistance and coordinates vendor technical support.

Minimum/Education:

- High School diploma or equivalent plus minimum/general experience.

Project Manager

Minimum/General Experience: Six years of project experience managing a team of 3 or more staff, five years of estimating experience, five years of experience using PC based project management software, four years of electronic document management experience and three years' experience using the WWW and browsers.

Functional Responsibility: Provides overall direction for the systems implementation process for a given project and assume ultimate responsibility for its success. Provide project/task supervision and management for members of the project team. Offer interface and status to the customer's project management or equivalent counterpart. Coordinate, plan, supervise and manage project activities for a client to meet all contractual obligations.

Minimum Education:

- Bachelor's degree with formal computer training plus minimum/general experience.





Quality Assurance Analyst

Minimum/General Experience: This position requires a minimum of seven years' experience, of which at least five years must be specialized.

Functional Responsibility: Provides technical and administrative direction for personnel performing software development tasks, including the review of work products for correctness, adherence to the design concept and to user standards, review of program documentation to assure Government standards/requirements are adhered to, and for progress in accordance with schedules. Coordinates with the Project Manager and/or Quality Assurance Manager to ensure problem solution and user satisfaction. Makes recommendations, if needed, for approval of major systems installations. Prepares milestone status reports and deliveries/presentations on the system concept to colleagues, subordinates and end user representatives.

Minimum Education:

- Bachelor's degree in Computer Science, Information Systems, Engineering, Business, or other related scientific or technical discipline plus minimum/general experience; **OR**
- Master's degree in in Computer Science, Information Systems, Engineering, Business, or other related scientific or technical discipline plus three years' general experience, of which two years must be specialized; **OR**
- Fifteen years' general experience, of which at least five years must be specialized.

Trainer I

Minimum/General Experience: Three years of experience in related field, of which a minimum of one year of specialized in the delivery of training instruction and services.

Functional Responsibility: Serves as lead instructor in delivering training programs where the subject matter or process is moderately complex in nature. Conducts research necessary to develop, revise, or select training courses. Prepares training catalogs. Develops instructor materials, such as course outlines, background material, and training aids. Develops student materials, such as course manuals, workbooks, handouts, completion certificates, and course critique forms. Conducts formal classroom courses, workshops, seminars, and computer-based training. May provide task direction to less experienced trainers.

Minimum Education:

- A Bachelor's degree in Computer Science, Information Systems, Engineering, Business, or other related scientific or technical discipline plus minimum/general experience; **OR**
- A Master's degree in Computer Science, Information Systems, Engineering, Business, or other related scientific or technical discipline one year of experience; **OR**
- Seven years IT experience and at least four years of specialized experience.





Trainer II

Minimum/General Experience: Six years of experience in related field, of which a minimum of three years of specialized in the delivery of training instruction and services.

Functional Responsibility: Serves as lead instructor in delivering training/development programs where the subject matter or process is complex in nature. Conducts research necessary to develop, revise, or select training/ development courses. Prepares training catalogs. Develops instructor materials, such as course outlines, background material, and training/development aids. Develops student materials, such as course manuals, workbooks, handouts, completion certificates, and course critique forms. Conducts formal classroom courses, workshops, seminars, and computer-based training. May formulate and provide overall direction for training/development activities within a program. Coordinates for additional functional analysts (subject matter experts) to participate in training/development as needed. May function as team leader for less experienced trainers.

Minimum Education:

- A Bachelor's degree from an accredited college or university in education, training or related field of study plus minimum/general experience; **OR**
- A Master's Degree in Computer Science, Information Systems, Engineering, Business, or other related scientific or technical discipline plus three years' experience; **OR**
- A PhD degree in Computer Science, Information Systems, Engineering, Business, or other related scientific or technical discipline plus one year of experience; **OR**
- Nine years IT experience and at least six years of specialized experience.

Web Technician

Minimum/General Experience: Four+ years' experience with Intel based PCs or Macs and operating systems; four years of experience designing human-machine systems user interfaces; three years' experience with graphic development/presentation software; two years' experience with text searching and retrieval tools; three+ years of experience using the WWW, Netscape Navigator, and MS Internet Explorer; and Working Knowledge of e-mail and FTP.

Functional Responsibility: Work independently, or as a team member, on software development assignments as required by management and the project team. Design the layout, flow, presentation, and human interface for websites. Perform assessments of existing websites against assessment criteria developed by team. Required limited guidance and take full responsibility for design and completion of major tasks assigned. Possess independent judgment and creativity to solve highly complex problems, and the ability to work with other technical personnel.

Minimum Education:

- High School diploma or equivalent and minimum/general experience;





**HIGH TIDE
TECHNOLOGY**

Senior Web Designer

Minimum/General Experience: Two years' experience in target area; six years of experience with Intel based PCs and Windows; three years of cumulative experience with CGI scripting, Perl/Java/C++ programming and/or ActiveX; three years' experience developing client- server applications; three years' experience with text searching and retrieval tools; three years' experience using the WWW, Netscape Navigator, and MS Internet Explorer; two years of experience of e-mail, FTP, dial-up communications, and at least one HTML generating package like MS Front Page.

Functional Responsibilities: Develop and maintain programmatic interfaces and dynamic modules within a website.

Minimum Education:

- Associates degree plus minimum/general experience.



6.5 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. 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: High Tide Technology LLC Date: _____

Website Address: _____

| | Name(s) | Phone Number(s) | E-Mail Address(s) |
|--|----------------|------------------------|--------------------------|
| Primary Contract Executive(s) | | | |
| Senior Account/Sales Manager(s) (by region if necessary) | | | |
| Account/Sales Manager(s) (by region if necessary) | | | |
| Technical Support | | | |

BID INFORMATION INDEX

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

| | Document Name | Page Number(s) |
|--|----------------------|-----------------------|
| Product and Services Delivery Overview | | |
| Geographic Coverage | | |
| Availability of Technical Support | | |
| Problem Resolution | | |
| Customer Satisfaction | | |
| Value Added Services | | |
| Reporting | | |
| Electronic Commerce | | |
| Breadth of Offering | | |
| Primary Account Representative | | |
| References | | |
| Pricing Level and Guarantee | | |

Please refer to documents behind this form



**HIGH TIDE
TECHNOLOGY**

EVALUATION SUBMISSION FORM

Vendor Name: High Tide Technology, LLC

Last Updated: February 8, 2024

JPA Website Address: www.ihightide.com

| | Name(s) | Phone Number(s) | E-mail Address(s) |
|--|--------------------------------|------------------------|--|
| Primary Contract Executive(s) | Norman Chandler Simge Lloyd | (334) 245-1341 | nchandler@ihightide.com slloyd@ihightide.com |
| Sr. Account/Sales Manager(s) | Justin Law | (334) 245-1341 | jlaw@ihightide.com |
| Account/Sales Manager(s) (by region if | Simge Lloyd | (334) 245-1341 | slloyd@ihightide.com |
| Technical Support | Justin Law | (334) 245-1341 | jlaw@ihightide.com |





BID INFORMATION INDEX

| | Document Name | Page Number(s) |
|--|--|-----------------------|
| Product and Services Delivery Overview | D. Response to General Requirements and Specifications | 5-16 |
| Geographic Coverage | D. Response to General Requirements and Specifications, Appendix A | 16, Map |
| Availability of Technical Support | D. Response to General Requirements and Specifications | 16 |
| Problem Resolution | D. Response to General Requirements and Specifications | 16 |
| Customer Satisfaction | D. Response to General Requirements and Specifications | 16 |
| Value Added Services | D. Response to General Requirements and Specifications | 16 |
| Reporting | D. Response to General Requirements and Specifications | 16 |
| Electronic Commerce | D. Response to General Requirements and Specifications | 17 |
| Breadth of Offering | D. Response to General Requirements and Specifications | 17 |
| Primary Account Representative | D. Response to General Requirements and Specifications | 17 |
| References | D. Response to General Requirements and Specifications | 18 |
| Pricing Level and Guarantee | D. Response to General Requirements and Specifications, Appendix D | 19 |

