



Technical Proposal for Alabama
Community College System
Joint Purchasing Agreement Bid#
ACCS-2024-01

Submitted By: Lockstep Technology Group



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1.0: Letter of Transmittal

February 9th, 2024
Evaluation Committee
Alabama Community College system
Joint Purchase Agreement Initiative
135 South Union Street Suite #135
Montgomery, Alabama 36104

RE: Joint Purchasing Agreement Bid #: ACCS-204-01

To Whom it May Concern,

On behalf of Lockstep Technology Group, it is our pleasure to present the enclosed response to Alabama Community College System (ACCS) RFP for Joint Purchasing Agreement Bid #: ACCS-2024-01.

Founded in 2008, Lockstep Technology Group is an IT consulting firm that partners with organizations in planning, developing, and implementing enterprise-class technology solutions. For over 15 years Lockstep has been a trusted name with extensive engineering and technical capabilities. In addition to our expertise, we have expanded our reach in the Southeast to be able to offer our customers a wider array of products and services as well as being able to influence parts of the Southeast more intimately than before. With over 100 years of combined networking experience, Lockstep has helped many public sector entities realize the power of solid designs and smart implementations through our partnerships. The networks Lockstep positions are stable, secure and provide the needed visibility for troubleshooting, maintenance, and security.

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

We appreciate the time invested in reviewing this response and look forward to a long, successful partnership between Alabama Community College System and Lockstep Technology Group. As the Vice President of Sales for Lockstep Technology Group, please feel free to contact me at either 770-335-8943 or bob.yarnall@lockstepgroup.com should any questions arise regarding our submission.

Sincerely,

Bob Yarnall
Vice President of Sales

2.0: 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.

Vender Name: Lockstep Technology Group **Date:** 02/09/2024

Website Address: lockstepgroup.com

	Names(s)	Phone Number(s)	E-Mail Address(s)
Primary Sales Contact	Brian Brantley	205-602-2069	brian.brantly@lockstepgroup.com
VP of Sales	Bob Yarnall	770-335-8943	bob.yarnall@lockstepgroup.com
Sales Operations Lead	Nick Ruggeri	404-750-0795	nick.ruggeri@lockstepgroup.com
Technical Support – SVP of Architecture	Ken Dreon	404-558-0994	ken.dreon@lockstepgroup.com

BID INFORMATION INDEX

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

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3.0: Product and Services Delivery Overview

ALJPA Requirement:

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

Lockstep Response:

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

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

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

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

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

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

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

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

3.1: Planning

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

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

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

3.2: Project Coordination

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

For projects performed by Lockstep, the central point of contact is the project manager (when the project is defined) and the account manager. The account manager is the liaison assigned to FCS who is responsible for gathering the initial requirements either through ongoing consulting/planning or through customer request. Once the need/requirement is identified as a project, a project manager is coupled with a delivery engineer who has overall responsibility for the technical/communication aspects of the engagement. As projects are defined and planned, the personnel resources are identified and allocated to the project. A communications schedule will be defined, and the Lockstep team will meet as required (minimum of weekly for our internal team). Customer update schedules will be defined as a regular event to be handled by the project manager and the services delivery manager.

3.3: Field Procedure

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

3.4: Costing

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

3.5: Valuation Techniques of Business Requirements

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

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

Lockstep will assess technology (currently deployed or desired) to ensure it is a fit across the metrics as outlined above. Lockstep partners with clients, many through long term multiyear relationships, allowing Lockstep to provide insight into the College’s architecture that helps drive the direction of desired

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

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

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

3.6: How Lockstep defines the Statement of Work

Lockstep utilizes its 15-year history working with Education and corporate customers to define the items for a statement of work. The SOW approach is to: Identify the requirements through a request or a co-developed concept or requirement. Justify the requirement in terms of:

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

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

4.0: Geographical Coverage

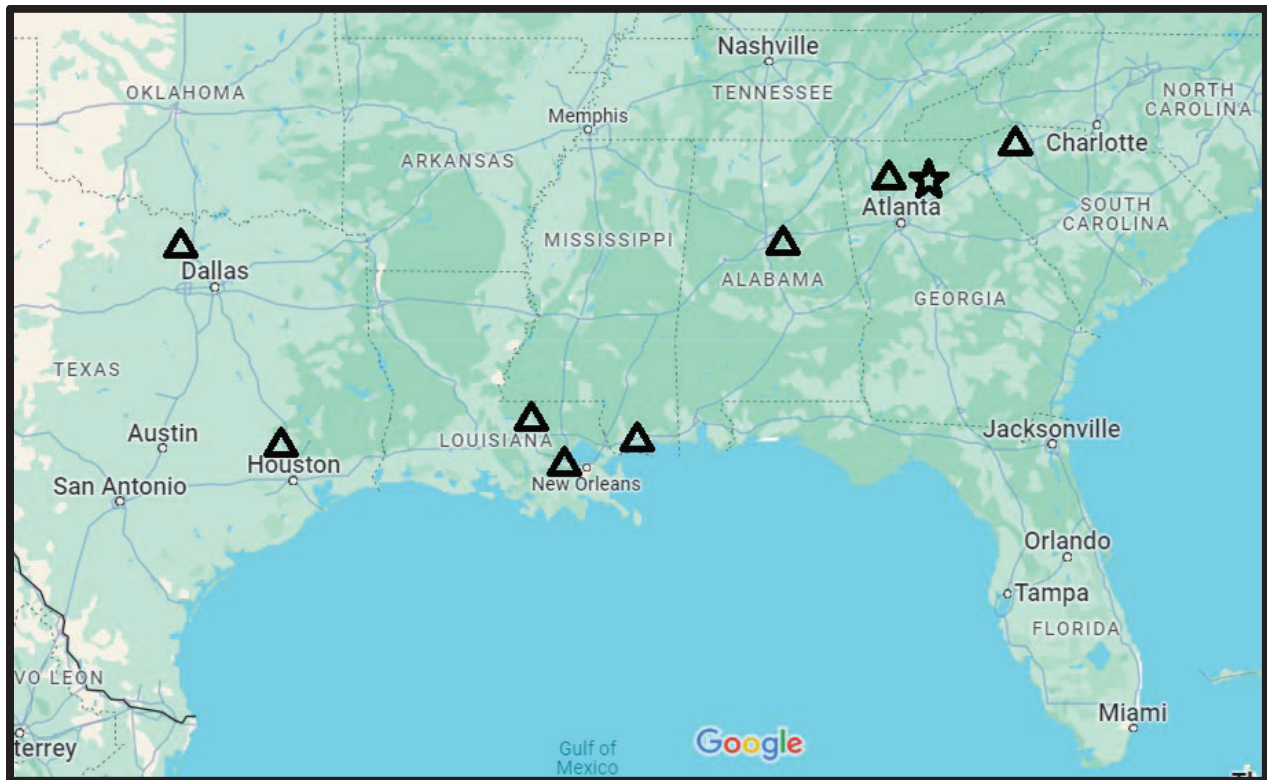
ALJPA Requirement:

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

Lockstep's Response:

Lockstep is headquartered in Peachtree Corners, GA and has satellite offices across the Southeast including Kennesaw, GA, Baton Rouge, LA, New Orleans, LA, Greenville, SC, Birmingham, AL, Biloxi, MS, Dallas, TX and Houston TX. Roughly 500 employees report to these offices including management, administrative, engineering, sales and Operations Service Center (OSC) employees. All quoting, purchasing, invoicing, and reporting generates from Peachtree Corners office, while our Kennesaw office location is where equipment can be delivered for staging and configuration.

The following page includes maps highlighting each location.



Atlanta (Headquarters) ★

190 Technology Pkwy NW Suite 125
Peachtree Corners, GA 30092

SATELLITE OFFICES:

KENNESAW

Wooten Lake Rd. NW
Kennesaw, GA 30144

BATON ROUGE

6867 Bluebonnet Blvd.
Baton Rouge, LA 70810

NEW ORLEANS

3230 W. Esplanade #110
Metairie, LA 70002

GREENVILLE

110 Connector Park CT
Piedmont, SC 29673

BIRMINGHAM

2700 Corporate Dr. Suite 200
Birmingham, AL 35242

BILOXI

2781 Ct. Switzer Sr. Dr.
Biloxi, MS 39531

DALLAS

1160 Mustang Dr.
DFW Airport, TX 75261

HOUSTON

5747 Brittmoore Rd. Suite #200
Houston, TX 77041

5.0: Availability of Technical Support

5.1: Service Level Agreements

Customers can contact the Company help desk via the Lockstep Technology web-based ticketing infrastructure. After hour support packages are offered to those Customer for an additional charge. For the purposes of this Agreement, “respond” is defined as a Company representative contacting the Customer via telephone or email and advising that Company is actively working on the problem, and providing follow up if the problem is unresolved after specified periods of time but does not mean that resolution of the problem complained of will be achieved in the specified time.

5.2: Normal business Hours, Afterhours & Holidays

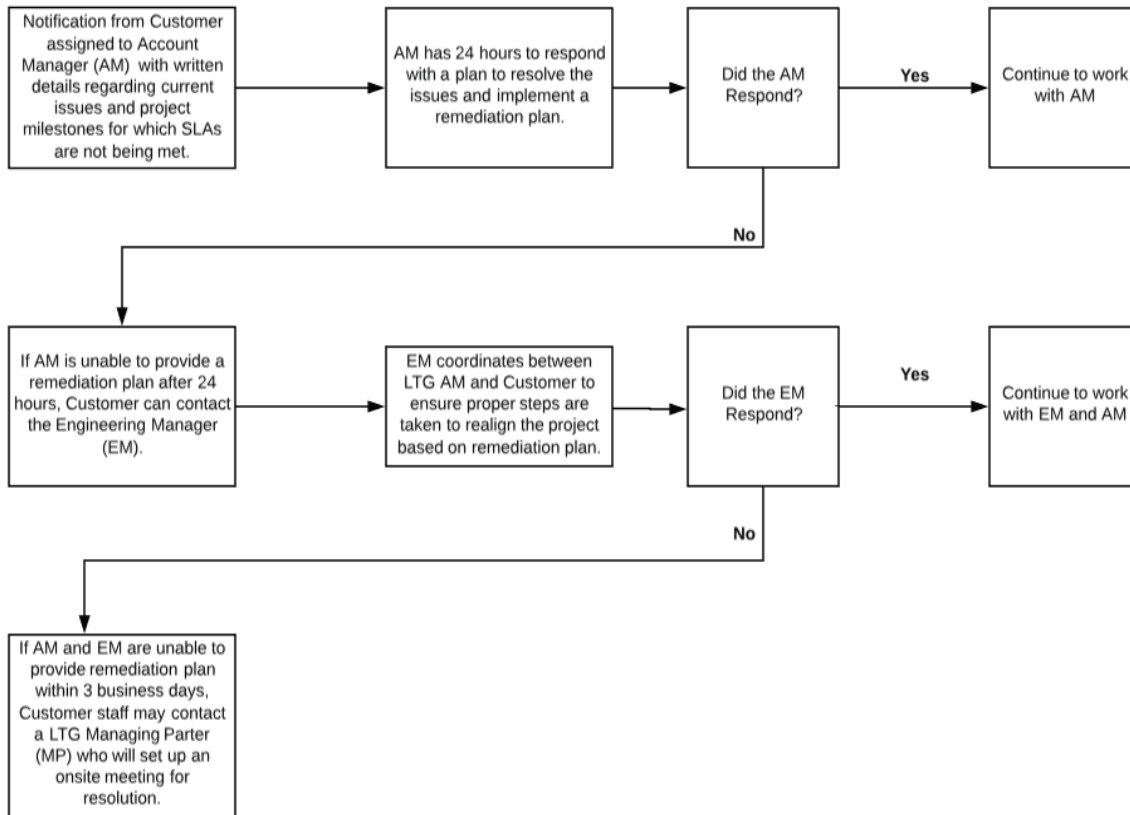
- **Normal Business Hourly Rates:** The current hourly rates cover the time billed Monday – Friday from 6:00 am to 6:00 pm unless otherwise stated.
- **After Hours M-F Business Hourly Rates:** After Hours rate and cover time billed Monday – Friday from 6:00 pm – 6:00 am unless otherwise stated.
- **Weekend and Holiday Business Hourly Rates:** After Hours rates are 2 times the current hourly rates expressed in signed quote or current published rate and covers time billed on Holidays and Saturday – Sunday from 12:00 am – 12:00 pm unless otherwise.

6.0: Problem Resolution

ALJPA Requirement:

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

Lockstep's Response:



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

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

1. Notification to ACCS assigned Project Manager: ACCS may contact the project manager with written details regarding current issues and project milestones for which SLAs are not being met. The ACCS assigned project manager will then have 24 hours to respond with a plan to resolve the issues and implement a remediation plan.
2. Notification to Lockstep Engineering Manager: If the ACCS assigned project manager is unable to provide a satisfactory remediation plan after 24 hours, ACCS may contact a Lockstep Engineering Manager. The Engineering Manager will coordinate between the Lockstep Project Manager and the ACCS project team to ensure proper tactical steps are taken to realign the project to resolve all issues based on the remediation plan.

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

7.0: Customer Satisfaction

ALJPA Requirement:

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

Lockstep's Response:

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

8.0: Value Added Services

ALJPA Requirement:

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

- Installation, Training or directly related optional services
- Geographic area where the services may be provided

Lockstep’s Response:

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

8.1: Microsoft

1. Identity Management

Supported Functions	<ul style="list-style-type: none"> • System planning and design • Multifactor authentication implementation • ADFS to O365 Migration • Public cloud and on-prem deployment • Staff/student account management automation • Staff training and end user education
Summary	<p>Experience with multiple large education clients in planning and implementing ADFS on premise and in the cloud and migrating ADFS to O365</p> <p>Enabling campus-wide multifactor authentication on premise and in O365 with group-based licensing, connections to Azure AD, and text/phone/app password creation.</p> <p>Robust account management practice with highly efficient automated account provisioning and deprovisioning.</p>
References:	
<p>Anderson University - ADFS and MFA Migration. May 2018. Ronald Oppatt, roppatt@andersonuniversity.edu, (864) 328-1422</p> <p>Cartersville City Schools - Enterprise Application in Azure AD. 2016/Ongoing Kristy Hovers, khovers@cartersvilleschools.org, (770) 387-5571</p>	

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

2. Office 365 Applications (Including Email)

Supported Functions	<ul style="list-style-type: none"> • Mail Flow planning and design • Phased, seamless exchange migrations • Managed as a service • Security center configurations • Spam rule migration • Licensing automation • Training
Summary	<p>Lockstep has extensive experience migrating large education and distributed environments from Exchange to O365 using a phased approach with systematic shifting of resources and users with ongoing testing and communication with users regarding changes to the mail system.</p> <p>Lockstep engineers ensure that firewall, networking, and spam rules are carefully configured to maximize security and performance.</p>
References:	
<p>Marietta City Schools - O365 Migration. January 2018 Thomas Maxwell, tmaxwell@marietta-city.k12.ga.us, (678) 209-7573</p> <p>Cartersville City Schools - Enterprise Application in Azure AD. 2017/Ongoing Kristy Hovers, khovers@cartersvilleschools.org, (770) 387-5571</p> <p>City of Smyrna - O365 Migration. October 2018 Chris Addicks, caddicks@smyrnaga.gov, (678) 631-5523</p> <p>Atlanta Housing Authority - O365 Exchange, SharePoint, OneDrive, and Teams. July 2018. David Hudson, David.Hudson@atlantahousing.org, (404) 817-7439</p>	

3. Intune

Supported Functions	<ul style="list-style-type: none"> • System planning and design • Implementation • Public cloud deployment • Managed as a service • Policy planning • User Portal Development • Best practice analysis • Preproduction testing • Training
Summary	<p>Lockstep is experienced in completely configuring and deploying Intune in education environments, including cloud deployments.</p> <p>Lockstep's Intune implementation includes working with on-site personnel to develop organizational groups, device profiles, compliance policy rules and remediation, and custom user portals.</p> <p>Critically, Lockstep trains IT staff on Intune management and ongoing support including password policies, device wiping, and deploying to new devices as needed.</p>
References:	
<p>Georgia Southwestern State University - SCCM, Intune Deployment, Training. March 2018. Tim Faircloth, tim.faircloth@gsw.edu, (229) 931-5076</p>	

4. Azure

Supported Functions	<ul style="list-style-type: none"> • System planning and design • Cloud server/storage sizing • OPEX/CAPEX calculates and analysis • Implementation • Datacenter to cloud migration • Workload migration • Automated Vnet provisioning • Business continuity/DR infrastructure • Managed as a service
Summary	<p>Lockstep performs work in Azure including supporting complicated and large environments. Lockstep performs cloud migration road mapping including detailed cost analysis for determining when cloud infrastructure is economically beneficial.</p> <p>Lockstep has developed migration plans and custom automations for moving very large customer facing environments into colocation facilities including all new virtualization systems and the replication of all data.</p> <p>Lockstep has connected colocations to Azure using ExpressRoute, enabling a private connection instead of using IPsec.</p> <p>Lockstep performs cloud migration assessments to determine what cloud services will meet the client's budget by mapping server to server relationships, workloads and application relationships (AppStacks) and determining the average spend based upon the relationships to run the workloads in the various cloud providers (Azure, Amazon and Google)</p>
References:	
<p>Telular - Datacenter to Azure Migration with ExpressRoute. 2016/Ongoing Vic Elarde, velarde@telular.com, (312) 379-8314</p> <p>Georgia Gwinnett College - ADFS and MFA Implementation. June 2018. Kevin Schmidt, kschmidt@ggc.edu, (678) 407-5301</p> <p>Walton Communities - Managed Services. November 2017. Tim Berger, tberger@waltoncommunities.com, (678) 424-5424</p>	

5. SCCM

Supported Functions	<ul style="list-style-type: none"> • System planning and design • Implementation • Public and private cloud deployment • Managed as a service • Optimization • Advanced automation • Upgrades and patching • Training
Summary	<p>Lockstep has experience with multiple large education clients in planning and implementing SCCM to manage thousands of endpoints consisting of multiple domains, user types, and operating systems.</p> <p>Lockstep has the ability to package drivers, applications, thick and light client images, certificates, and updates/patches for Windows and Office.</p> <p>Advanced services include deploying SCCM in the cloud, on-prem/cloud hybrid deployments, and advanced automation</p> <p>SCCM services can be offered as a service and training for IT staff in SCCM is available.</p>
References:	
<p>Georgia Southwestern State University - SCCM, Intune Deployment, Training. March 2018/Ongoing. Tim Faircloth, tim.faircloth@gsw.edu, (229) 931-5076</p> <p>Buford City Schools - SCCM Deployment, June 2015. Jason Downs, jason.downs@bufordcityschools.org, (770) 945-5035</p> <p>Forsyth County School System - SCCM Deployment, Training, As-a-Service. November 2017/Ongoing Tim Fleming, tfleming@forsyth.k12.ga.us, (770) 887-2461</p> <p>Cartersville City Schools - SCCM Deployment, Training, As-a-Service. 2016/Ongoing Kristy Hovers, khovers@cartersvilleschools.org, (770) 387-5571</p>	

6. Group Policy

Supported Functions	<ul style="list-style-type: none"> • Analyze current GPOs and make recommendations for modification, addition or optimization • Help more centrally configure systems to be more secure or manageable • Provide architectures using Windows Firewall and GPO for management to help provide a cost-effective segregation systems for data protection • Utilize GPO to lock down desktops and servers helping to enhance the security posture • Create software deployment/restriction policies • Provide the analysis through our Analytics products to make optimization recommendations to enhance end-user experience • Created custom GPO policies (.adm / .admx files) when needed to help administer an environment
Summary	<p>Lockstep is uniquely capable of managing the high number of policy settings that come with educational IT</p> <p>Lockstep has performed cleanup and analysis for clients with unused or misapplied policies. Lockstep assists our education clients in automating what would otherwise be the impossible task of effectively managing policy settings</p> <p>Carefully managing user accounts and group policies also functions as an important step in securing a school's network from potential hacks.</p>
References:	
<p>Hall County Board of Education - . November 2013. Jay Smith, Jay.Smith@hallco.org, (770) 534-6313</p> <p>Marietta City Schools - Project work. Ongoing Thomas Maxwell, tmaxwell@marietta-city.k12.ga.us, (678) 209-7573</p> <p>Atlanta Public Schools - 2016/Ongoing Olufemi Aina, oaina@atlanta.k12.ga.us</p>	

7. SQL

Supported Functions	<ul style="list-style-type: none"> • System planning and design • Implementation • Public cloud deployment • Always-on cluster deployment • Managed as a service • Server tuning and performance optimization • Advanced automation • Data continuity, including point-in time recovery • Training
Summary	Lockstep has performed SQL migrations from on-premise to public cloud. Lockstep has also configured HA clustering for reliability and availability of databases in case of failure. Through our managed services we provide the care and feeding required to maintain a working system state.
References:	
Telular – SQL On-Premise to Azure Migration 2016/Ongoing Vic Elarde, velarde@telular.com, (312) 379-8314	

8. Sharepoint

Supported Functions	<p>System planning, design, and implementation strategy</p> <p>SharePoint site development</p> <p>Policy and permission configuration</p> <p>File tracking and control hierarchies and permissions configuration</p> <p>SharePoint audit systems</p>
Summary	<p>Lockstep works with clients to use SharePoint for document management and storage as well as an informative tool for disseminating information to key user groups.</p> <p>Lockstep specialists assist in developing SharePoint sites with elements such as calendars, company directories, FAQs, announcements, training information, and other desired information sources.</p> <p>Lockstep can configure policies for controlling file access, file moves, and company surveys.</p> <p>Lockstep also provides final-mile training of end users, which can be particularly useful when implementing new technologies such as sharepoint lists or policies such as onedrive storage spaces.</p>
References:	
West Carolina Rural Telephone Cooperative - SharePoint on O365. November 2018. Jordan Riley, Jordan.riley@wctel.com, (864) 446-9307	

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

9. Business Intelligence

Supported Functions	<ul style="list-style-type: none"> IT analytics dashboard development Security monitoring dashboards Performance monitoring
Summary	<p>Lockstep has experience developing IT analytics dashboards and data using Microsoft PowerBI.</p> <p>This includes developing Microsoft SQL databases for data ingestion and repository along with customer dashboards designed to highlight business level analysis related to IT operations, security, and performance monitoring.</p>
References:	
<p>Forsyth County School System - IT Operations Analytics. May 2018 Curt Godwin, cgodwin@forsyth.k12.ga.us, (770) 757-6477</p> <p>Atlanta Public Schools - Networking Performance Analytics. June 2018 Olufemi Aina, oaina@atlanta.k12.ga.us</p>	

8.2: Google

1. Google apps for Education

Supported Functions	<ul style="list-style-type: none"> Ad hoc support in existing education customer environments
Summary	<p>Lockstep works with education clients including multiple large and small school districts and higher education facilities across the state of Georgia.</p> <p>As part of our regular support of our clients we are often tasked with working with and around Google Apps for Education.</p> <p>Lockstep's breadth of experience in a diverse range of educational IT environments contributes to our ability to work with Google applications.</p>
References:	
<p>Marietta City Schools - Operational support. Ongoing Thomas Maxwell, tmaxwell@marietta-city.k12.ga.us, (678) 209-7573</p>	

2. Youtube

Supported Functions	<ul style="list-style-type: none"> • Granular video whitelisting • Firewall-level student access control
Summary	Lockstep has worked with education clients to implement complex firewall level controls for schools so that YouTube can be used as an education tool.
References:	
<p>Marietta City Schools - Operational support. Ongoing Thomas Maxwell, tmaxwell@marietta-city.k12.ga.us, (678) 209-7573</p> <p>Ware County Schools – Operational support Ongoing Dennis Wainwright, dwainwright@ware.k12.ga.us, (912) 283-8656 ext. 142</p>	

3. Chrome

Supported Functions	<ul style="list-style-type: none"> • Group policy management • Chrome Enterprise deployment and configuration • Always on VPN configuration and management • Deployment of Chrome OS
Summary	Lockstep has worked to deploy and integrate Chrome OS, into our education client's environment securely. This allows for our education customers to have the same level of access and control, with a limited operating system
References:	
<p>Ware County Schools – Chromebook Deployment June 2016 Dennis Wainwright, dwainwright@ware.k12.ga.us, (912) 283-8656 ext. 142</p> <p>Madison County Board of Education – Palo Alto and Chromebook Deployment. July 2018 Amy Denman, adenman@madison.k12.ga.us, (706) 795-5029</p>	

8.3: VMWare

1. Virtualization Platform

Supported Functions	<ul style="list-style-type: none"> • System planning and design • Implementation • Public cloud deployment • Always-on cluster deployment • Managed as a service • Server tuning and performance optimization • Advance automation • Data continuity, including point in-time recovery • Training
Summary	<p>Virtualization including VMware ESX infrastructure is the foundation of almost every project that Lockstep undertakes.</p> <p>Lockstep engineers hold advanced certifications in various applicable VMware products and are cross-trained to enable seamless project completion.</p> <p>Lockstep manages virtualization infrastructures including compute and storage as a service and as regular project work.</p> <p>Lockstep provides ongoing support for on-premises and cloud deployments across multiple educational IT environments.</p>
References:	
<p>Atlanta Public Schools - Troubleshooting and ongoing support. Ongoing Olufemi Aina, oaina@atlanta.k12.ga.us</p> <p>Cartersville City Schools - As-a-Service. Ongoing Kristy Hovers, khovers@cartersvilleschools.org, (770) 387-5571</p> <p>Marietta City Schools - Project work. Ongoing Thomas Maxwell, tmaxwell@marietta-city.k12.ga.us, (678) 209-7573</p> <p>Forsyth County School System - vSAN managed as-a-Service. Ongoing Tim Fleming, tfleming@forsyth.k12.ga.us, (770) 887-2461</p>	

2. NSX / Software Defined Networking

Supported Functions	<ul style="list-style-type: none"> • VMware NSX Certified • NSX-certified engineers on staff
Summary	Lockstep has been involved with NSX since its launch. We have obtained all the requisite trainings and certifications to be NSX Certified by VMware.

3. AirWatch

Supported Functions	<ul style="list-style-type: none"> • Profile creation and management for multiple Exchange Active-sync deployments • Device migration to new managed profiles • Apple certificate registration • Certificate-based authentication for user email • Certificate authority template and auto resignation configuration
Summary	Lockstep configures, manages, and maintains AirWatch in two of the environments that we work in, including profile creation and management, device migration, certificate registration, and certificate-based authentication for user email.
References:	
Cartersville City Schools - As-a-Service. Ongoing Kristy Hovers, khovers@cartersvilleschools.org, (770) 387-5571	

8.4: Network

1. Process Improvements, Automation, Documentation

Supported Functions	<ul style="list-style-type: none"> • System planning and design • Infrastructure assessment and documentation • Technology lifecycle management • Implementation • Managed as a Service • QoS testing and optimization • Automated switch deployment • Network business continuity planning • Network monitoring and alerting • Training
Summary	<p>Lockstep has built its K12 business over the past decade on the strength of our campus networking expertise.</p> <p>Lockstep has guided multiple educational customers from initial IT Infrastructure Assessment to system planning to remediation and district-wide implementation.</p> <p>Lockstep has multiple references for our exhaustive documentation and systematic approach to networking, including the integration and upgrade of heterogenous environments.</p> <p>Lockstep provides final-mile networking services including customized network monitoring, alerting, and QoS optimization.</p>
References:	
<p>Ware County Schools - System Assessment. June 2016 Dr. Dennis Wainwright, dwainwright@ware.k12.ga.us, (912) 283-8656 ext. 142</p> <p>Madison County Board of Education - Infrastructure Assessment and Redesign. June 2018 Amy Denman, adenman@madison.k12.ga.us, (706) 795-5029</p> <p>Forsyth County School System - Infrastructure Assessment. November 2017 Tim Fleming, tfleming@forsyth.k12.ga.us, (770) 887-2461</p> <p>Atlanta Public Schools - Networking Assessment. August 2018 Olufemi Aina, oaina@atlanta.k12.ga.us</p> <p>Buford City Schools - Infrastructure Assessment, April 2013 Jason Downs, jason.downs@bufordcityschools.org, (770) 945-5035</p>	

2. Systems Integrations and Upgrades

Supported Functions	<ul style="list-style-type: none"> • System planning and design • Infrastructure assessment and documentation • Technology lifecycle management • Implementation • Managed as a service • QoS testing and optimization • Automated switch deployment • Network business continuity planning • Network monitoring and alerting • Training
Summary	<p>Lockstep has guided multiple educational customers from initial IT Infrastructure Assessment to system planning to remediation and district-wide implementation.</p> <p>Lockstep's engineers have experience across a wide range of switching manufacturers and has completely implemented and manages networks including datacenter core switches, top of rack switches, routers, edge switches, and wireless infrastructure. Lockstep specializes in highly resilient networks and implements all integrations and upgrade with minimal impact to regular network operations.</p> <p>Lockstep provides final-mile networking services including customized network monitoring, alerting, and QoS optimization.</p>
References:	
<p>Forsyth County School System - district-wide switch refresh and upgrades. March 2016 - current Tim Fleming, tfleming@forsyth.k12.ga.us, (770) 887-2461</p> <p>Atlanta Public Schools - Networking design and switch deployment. September 2018 Olufemi Aina, oaina@atlanta.k12.ga.us</p> <p>Buford City Schools - district-wide switch refresh and upgrades. March 2013 - current Jason Downs, jason.downs@bufordcityschools.org, (770) 945-5035</p> <p>Marietta City Schools - Project work. Ongoing Thomas Maxwell, tmaxwell@marietta-city.k12.ga.us, (678) 209-7573</p>	

3. Application Load and Stress Testing

Supported Functions	<ul style="list-style-type: none"> • Virtual Desktop Stress Testing • Network Analytics
Summary	<p>Lockstep has experience with performing a variety of performance analytics including stressing testing of virtualization systems to support VDI or application delivery.</p> <p>Additionally, Lockstep has developed custom K12 "end-user experience" analytics designed to monitor for system stress or misconfiguration that may result in end-user performance issues.</p> <p>For example, Lockstep has developed a K12 district performance dashboard solution that allows school IT personnel to pinpoint login performance issues, Wi-Fi issues, desktop performance issues, application response failures, network latency issues at a desktop level, etc.</p>
References:	
<p>Forsyth County School System - IT Operations Analytics. May 2018 Curt Godwin, cgodwin@forsyth.k12.ga.us, (770) 757-6477</p> <p>Atlanta Public Schools - Networking Performance Analytics. June 2018 Olufemi Aina, oaina@atlanta.k12.ga.us</p>	

4. Active Directory and Group Policy

Supported Functions	<ul style="list-style-type: none"> • System planning and design • Authentication server design and implementation • Managed as a service • Policy planning • Best practice analysis • Multifactor authentication implementation • ADFS to O365 Migration • ADFS to O365 Migration • Public cloud and on-prem deployment • Staff / student account management automation • Staff training and end user education
Summary	<p>Lockstep has experience with multiple large education clients in planning and implementing Active Directory on-premise and in the cloud and migrating ADFS to O365.</p> <p>Enabling campus-wide multifactor authentication on premise and in O365 with group-based licensing, connections to Azure AD, and text/phone/app password creation.</p> <p>Lockstep has written a complete, modular, PowerShell-based student provisioning system that we have deployed in most of our HIGHER EDUCATION accounts. The provisioning system integrates with most of the leading SIS package (Infinite Campus cloud/on-prem, Aspen...) and provides each school district with their own unique workflows and student AD account management.</p>
References:	
<p>Forsyth County School System - Dot1x implementation. November 2017. Tim Fleming, t Fleming@forsyth.k12.ga.us, (770) 887-2461</p> <p>Ware County Schools - Project work. June 2016/Ongoing Dr. Dennis Wainwright, d wainwright@ware.k12.ga.us, (912) 283-8656 ext. 142</p> <p>University System of GA Shared Services Center - Dot1x implementation. October 2016. Jake McNutt, j mcnutt@ssc.usg.edu, (478) 240-6446</p>	

5. Network Configuration, Monitoring, Remediation

Supported Functions	<ul style="list-style-type: none"> • System planning and design • Infrastructure assessment and documentation • Technology lifecycle management • Managed as a service • QoS monitoring and alerting • Network business continuity planning • Network monitoring and alerting • NOC-based network support • Custom network sensors • Network monitor server load optimization • Training
Summary	<p>Lockstep has extensive experience configuring and monitoring education networks and has developed dozens of custom sensors for network monitoring tools and has implemented system-wide network monitoring in multiple education IT environments.</p>
References:	
<p>Bulloch County Board of Education - PRTG Network Monitoring. January 2015/Ongoing. Craig Liggett, cliggett@bulloch.k12.ga.us, (912) 212-8660</p> <p>Forsyth County School System - PRTG Scripts. November 2017. Tim Fleming, tfleming@forsyth.k12.ga.us, (770) 887-2461</p>	

8.5: Applications

1. Software Imaging and Package Deployment

Supported Functions	<ul style="list-style-type: none"> • System planning and design • Implementation • Public and private cloud deployment • Managed as a service • Optimization • Advanced automation • Upgrades and patching • Training
Summary	<p>Lockstep has experience with multiple large education clients in planning and implementing SCCM to manage thousands of endpoints consisting of multiple domains, user types, and operating systems.</p> <p>Lockstep has the ability to package drivers, applications, thick and light client images, certificates, and updates/patches for Windows and Office.</p> <p>Advanced services include deploying SCCM in the cloud, on-prem/cloud hybrid deployments, and advanced automation.</p> <p>SCCM services can be offered as a service and training for IT staff in SCCM is available.</p>
References:	
<p>Georgia Southwestern State University - SCCM, Intune Deployment, Training. March 2018/Ongoing. Tim Faircloth, tim.faircloth@gsw.edu, (229) 931-5076</p> <p>Buford City Schools - SCCM Deployment, June 2015. Jason Downs, jason.downs@bufordcityschools.org, (770) 945-5035</p> <p>Forsyth County School System - SCCM Deployment, Training, As-a-Service. November 2017/Ongoing Tim Fleming, tfleming@forsyth.k12.ga.us, (770) 887-2461</p> <p>Cartersville City Schools - SCCM Deployment, Training, As-a-Service. 2016/Ongoing Kristy Hovers, khovers@cartersvilleschools.org, (770) 387-5571</p>	

2. Process Improvements, Automation, Documentation

Supported Functions	<ul style="list-style-type: none"> • Student provisioning workflow documentation • Stale account remediation • Automated scripting of account changes • Automated account moves to follow students • Automated account changes upon graduation, etc. • Directory and/or home site creation • Phased deployment with testing
Summary	<p>Lockstep has organically developed a dev-ops approach to process improvement and documentation that incorporates deep system knowledge with an advanced usage of scripting technologies such as PowerShell.</p> <p>This approach allows Lockstep to quickly and efficiently support very large environments with complicated needs.</p> <p>Lockstep's automation prowess plays a key role in all of our K12 projects, including network implementation, firewall migrations, and user account management.</p>
References:	
<p>Hall County Board of Education - Student provisioning. November 2013. Jay Smith, Jay.Smith@hallco.org, (770) 534-6313</p> <p>Marietta City Schools - Student provisioning. Ongoing Thomas Maxwell, tmaxwell@marietta-city.k12.ga.us, (678) 209-7573</p>	

3. Workflow Creation/Improvement/Migration/Retirement

Supported Functions	<ul style="list-style-type: none"> • Student provisioning workflow documentation • Stale account remediation • Automated scripting of account changes • Automated account moves to follow students • Automated account changes upon graduation, etc. • Directory and/or home site creation • Phased deployment with testing
Summary	<p>Lockstep is uniquely capable of managing the sheer number of users that come with educational IT.</p> <p>Lockstep has performed cleanup for clients with tens of thousands of stale accounts and assists our education clients in automating what would otherwise be the impossible task of effectively managing tens of thousands of user accounts as students move from school to school, leave the district, and/or graduate.</p> <p>Carefully managing user accounts and group policies also functions as an important step in securing a school's network from potential hacks</p>
References:	
<p>Hall County Board of Education - Student provisioning. November 2013. Jay Smith, Jay.Smith@hallco.org, (770) 534-6313</p> <p>Marietta City Schools - Student provisioning. Ongoing Thomas Maxwell, tmaxwell@marietta-city.k12.ga.us, (678) 209-7573</p>	

4. Technical Writing

Supported Functions	<ul style="list-style-type: none"> • In-depth and exhaustive documentation • End user and IT user targeted training and instructions • Director-level and IT user targeted training and instructions • Director level IT roadmaps • Prioritized action items for immediate remediation • 3 year / 5 year technology plan consulting and guidance
Summary	<p>Lockstep has multiple references for our exhaustive documentation and systematic approach to IT consultation. Each of our infrastructure/network and security assessments include detailed documentation with findings clearly outlined and remediation steps prioritized for quick response.</p> <p>Lockstep can assist IT leadership with formulating 3 or 5 year plans, including accurate growth estimates and technology lifecycle considerations.</p> <p>Lockstep also provides training on new technologies, practices, policies and procedures as needed to assist with smooth implementation and maximum adoption.</p>
References:	
<p>Georgia Southwestern State University - SCCM, Intune Deployment, Training. March 2018/Ongoing. Tim Faircloth, tim.faircloth@gsw.edu, (229) 931-5076</p> <p>Madison County Board of Education - Infrastructure Assessment and Redesign. June 2018 Amy Denman, adenman@madison.k12.ga.us, (706) 795-5029</p> <p>Forsyth County School System - Infrastructure Assessment. November 2017 Tim Fleming, tfleming@forsyth.k12.ga.us, (770) 887-2461</p> <p>Atlanta Public Schools - Networking Assessment. August 2018 Olufemi Aina, oaina@atlanta.k12.ga.us</p>	

5. Collaboration and Productivity

Supported Functions	<ul style="list-style-type: none"> • System planning, design, and implementation strategy • SharePoint site development • Policy and permission configuration • File tracking and control hierarchies and permissions configurations • SharePoint audit systems
Summary	<p>Lockstep works with clients to use SharePoint for document management and storage as well as an informative tool for disseminating information to key user groups.</p> <p>Lockstep specialists assist in developing SharePoint sites with elements such as calendars, company directories, FAQs, announcements, training information, and other desired information sources.</p> <p>Lockstep can configure policies for controlling file access, file moves, and company surveys.</p>
References:	
<p>West Carolina Rural Telephone Cooperative - SharePoint on O365. November 2018. Jordan Riley, Jordan.riley@wctel.com, (864) 446-9307</p> <p>Atlanta Housing Authority - O365 Exchange, SharePoint, OneDrive, and Teams. July 2018. David Hudson, David.Hudson@atlantahousing.org, (404) 817-7439</p>	

6. Device Management

Supported Functions	<ul style="list-style-type: none"> • System planning and design • Implementation • Public cloud-deployment • Managed as a Service • Policy planning • User Portal Development • Best practice analysis • Preproduction testing • Training
Summary	<p>Lockstep is experienced in completely configuring and deploying Intune in education environments, including cloud deployments.</p> <p>Lockstep's Intune implementation includes working with on-site personnel to develop organizational groups, device profiles, compliance policy rules and remediation, and custom user portals.</p> <p>Critically, Lockstep trains IT staff on Intune management and ongoing support including password policies, device wiping, and deploying to new devices as needed.</p>
References:	
Georgia Southwestern State University - SCCM, Intune Deployment, Training. March 2018. Tim Faircloth, tim.faircloth@gsw.edu, (229) 931-5076	

8.6: Data Warehouse

1. Analytics

Supported Functions	<ul style="list-style-type: none"> • Analytics analysis and development • Infrastructure capacity metric development • Performance metric development
Summary	<p>Lockstep has experience with performing a variety of performance analytics by leveraging data warehouse solutions along with BI tools including PowerBI and Tableau.</p> <p>Additionally, Lockstep has developed custom K12 "end-user experience" analytics designed to monitor for system stress or misconfiguration that may result in end-user performance issues.</p>
References:	
Forsyth County School System - IT Operations Analytics. May 2018 Curt Godwin, cgodwin@forsyth.k12.ga.us, (770) 757-6477	
Atlanta Public Schools - Networking Performance Analytics. June 2018 Olufemi Aina, oaina@atlanta.k12.ga.us	

8.7: Project Management and Business Analysis

1. Enterprise Application Projects

Supported Functions	<ul style="list-style-type: none"> • Analytics analysis and development • Infrastructure capacity metric development • Performance metric development
Summary	<p>Lockstep has experience with performing a variety of performance analytics by leveraging data warehouse solutions along with BI tools including PowerBI and Tableau.</p> <p>Additionally, Lockstep has developed custom K12 "end-user experience" analytics designed to monitor for system stress or misconfiguration that may result in end-user performance issues.</p>
References:	
<p>Forsyth County School System - IT Operations Analytics. May 2018 Curt Godwin, cgodwin@forsyth.k12.ga.us, (770) 757-6477</p> <p>Atlanta Public Schools - Networking Performance Analytics. June 2018 Olufemi Aina, oaina@atlanta.k12.ga.us</p>	

2. Network Infrastructure Projects

Supported Functions	<ul style="list-style-type: none"> • System planning and design • Infrastructure assessment and documentation • Technology lifecycle management • Implementation • Managed as a service • QoS testing and optimization • Automated switch deployment • Network business continuity planning • Network monitoring and alerting • Training
Summary	<p>Lockstep has guided multiple educational customers from initial IT Infrastructure Assessment to system planning to remediation and district wide implementation.</p> <p>Lockstep's engineers have experience across a wide range of switching manufacturers and has completely implemented and manages networks including datacenter core switches, top of rack switches, routers, edge switches, and wireless infrastructure.</p> <p>Lockstep specializes in highly resilient networks and implements all integrations and upgrade with minimal impact to regular network operations.</p> <p>Lockstep provides final-mile networking services including customized network monitoring, alerting, and QoS optimization.</p>
References:	
<p>Forsyth County School System - IT Operations Analytics. May 2018 Curt Godwin, cgodwin@forsyth.k12.ga.us, (770) 757-6477</p> <p>Atlanta Public Schools - Networking Performance Analytics. June 2018 Olufemi Aina, oaina@atlanta.k12.ga.us</p> <p>Buford City Schools - district-wide switch refresh and upgrades. March 2013 - current Jason Downs, jason.downs@bufordcityschools.org, (770) 945-5035</p> <p>Marietta City Schools - Project work. Ongoing Thomas Maxwell, tmaxwell@marietta-city.k12.ga.us, (678) 209-7573</p>	

3. IT Security Projects

Supported Functions	<ul style="list-style-type: none"> • Security planning and strategy development • Firewall configuration, migration, and best practice analysis/rule audit • Web filtering configuration and training • Security policy review • Automated password management • Multi-factor authentication configuration • Roles based access control • Executive security summaries with prioritized remediation recommendations
Summary	<p>Lockstep has a fully-developed, dedicated security team including multiple CISSP-certified specialists who work with clients to design and implement security processes and procedures. For our public sections clients, including K12, Lockstep specializes in NIST assessments including NIST 800-171 and 800-53.</p> <p>Lockstep's security specialists work within the framework of the existing environment to provide maximum security with minimum impact to user experience.</p> <p>Lockstep also provides final-mile training of end users, which can be particularly useful when implementing new technologies such as multi-factor authentication or policies such as mandatory password changes.</p>
References:	
<p>Dekalb County School System - IT Risk and Security Assessment. October 2016 Monica Davis, monica_davis@dekalbschoolsga.org, (678) 676-0094</p> <p>Madison County Board of Education - Infrastructure Assessment and Redesign. June 2018 Amy Denman, adenman@madison.k12.ga.us, (706) 795-5029</p> <p>Hall County Board of Education - Risk Assessment. April 2017. Jay Smith, Jay.Smith@hallco.org, (770) 534-6313</p> <p>Jefferson City Schools - Network and Security Assessment. September 2017. Miranda Storey, miranda.storey@jeffcityschools.org, (706) 367-2880</p> <p>Forsyth County School System - IT Risk and Security Assessment. June 2015 Tim Fleming, tfleming@forsyth.k12.ga.us, (770) 887-2461</p> <p>Ware County Schools - System Assessment. June 2016 Dr. Dennis Wainwright, dwainwright@ware.k12.ga.us, (912) 283-8656 ext. 142</p> <p>Atlanta Public Schools - IT Risk and Vulnerability Assessment. June 2015 Olufemi Aina, oaina@atlanta.k12.ga.us</p>	

4. IT Operational Hardware Deployment Projects

Supported Functions	<ul style="list-style-type: none"> • System-wide infrastructure assessments • Technology selection guidance • POCs and technology bake offs • Virtualization infrastructure design and implementation • Storage sizing, system design, and implementation • IT Infrastructure management as a service • Firewall configuration and deployment • Cloud and hybrid cloud-based deployments. • IT 3 and 5 year plan consulting • Backup and recovery systems including offsite replication and failover
Summary	<p>Lockstep prides itself in providing the best in enterprise-class IT infrastructure to our K12 clients. Our engineers have designed and implemented complete data center build outs including firewalls, load balancers, core switches, virtualization clusters, storage, and backup and recovery systems.</p> <p>The datacenter is where all of Lockstep's areas of expertise and our valuable roster of cross trained and specialized engineers come together to deliver correctly sized, resilient, and effective IT infrastructure for education.</p> <p>Lockstep works with our clients to build systems that stay within budget parameters and can be managed with limited staff.</p> <p>Our engineers are experienced in multiple brands and technologies, enabling them to work effectively in any customer environment.</p>
References:	
<p>Dekalb County School System- Backup and Recovery Infrastructure. September 2017 Monica Davis, monica_davis@dekalbschoolsga.org, (678) 676-0094</p> <p>Ware County Schools - Servers, Storage, Firewall, Switching. 2012/Ongoing Dr. Dennis Wainwright, dwainwright@ware.k12.ga.us, (912) 283-8656 ext. 142</p> <p>Forsyth County School System - Servers, Storage, Hyperconverged, Firewalls, Switching, SIEM. 2011/Ongoing Tim Fleming, tfleming@forsyth.k12.ga.us, (770) 887-2461</p>	

8.8: Security

1. Network Security Processes and Procedures

Supported Functions	<ul style="list-style-type: none"> • Firewall configuration, migration, and best practice analysis/rule audit • Web filtering configuration and training • Security policy review • Automated password management • Multi-factor authentication configuration • Roles based access control • Executive security summaries with prioritized remediation recommendations
Summary	<p>Lockstep has a fully-developed, dedicated security team including multiple CISSP-certified specialists who work with clients to design and implement security processes and procedures.</p> <p>Lockstep's security specialists work within the framework of the existing environment to provide maximum security with minimum impact to user experience.</p> <p>Lockstep also provides final-mile training of end users, which can be particularly useful when implementing new technologies such as multi-factor authentication or policies such as mandatory password changes.</p>
References:	
<p>Dekalb County School System - IT Risk and Security Assessment. October 2016 Monica Davis, monica_davis@dekalbschoolsga.org, (678) 676-0094</p> <p>Madison County Board of Education - Infrastructure Assessment and Redesign. June 2018 Amy Denman, adenman@madison.k12.ga.us, (706) 795-5029</p> <p>Hall County Board of Education - Risk Assessment. April 2017. Jay Smith, Jay.Smith@hallco.org, (770) 534-6313</p> <p>Jefferson City Schools - Network and Security Assessment. September 2017. Miranda Storey, miranda.storey@jeffcityschools.org, (706) 367-2880</p> <p>Forsyth County School System - IT Risk and Security Assessment. June 2015 Tim Fleming, tfleming@forsyth.k12.ga.us, (770) 887-2461</p> <p>Ware County Schools - System Assessment. June 2016 Dr. Dennis Wainwright, dwainwright@ware.k12.ga.us, (912) 283-8656 ext. 142</p> <p>Atlanta Public Schools - IT Risk and Vulnerability Assessment. June 2015 Olufemi Aina, oaina@atlanta.k12.ga.us</p>	

2. Audits Including Pen Testing and Vulnerability Assessments

Supported Functions	<ul style="list-style-type: none"> • Comprehensive Security Assessment • Penetration testing • Ransomware risk analysis • Policy analysis and best practice guidance • CIS Benchmark score sheets • Detailed remediation project plans • Open-Source Intelligence investigation • Random or full audit of desktops
Summary	<p>Lockstep security assessments offer concise, targeted, and easy-to-implement security analysis that is designed to give you actionable insights into critical aspects of your organization’s security posture.</p> <p>Lockstep security services range from OSINT investigations to penetration testing to in-depth security assessments including site audits, personnel interviews, and comprehensive policy review.</p> <p>Lockstep has assisted multiple education clients with assessing their security posture and has assisted with technology selection and services for vulnerability remediation.</p>
References:	
<p>Dekalb County School System - IT Risk and Security Assessment. October 2016 Monica Davis, monica_davis@dekalbschoolsga.org, (678) 676-0094</p> <p>Madison County Board of Education - Infrastructure Assessment and Redesign. June 2018 Amy Denman, adenman@madison.k12.ga.us, (706) 795-5029</p> <p>Hall County Board of Education - Risk Assessment. April 2017. Jay Smith, Jay.Smith@hallco.org, (770) 534-6313</p> <p>Jefferson City Schools - Network and Security Assessment. September 2017. Miranda Storey, miranda.storey@jeffcityschools.org, (706) 367-2880</p> <p>Forsyth County School System - IT Risk and Security Assessment. June 2015 Tim Fleming, tfleming@forsyth.k12.ga.us, (770) 887-2461</p> <p>Ware County Schools - System Assessment. June 2016 Dr. Dennis Wainwright, dwainwright@ware.k12.ga.us, (912) 283-8656 ext. 142</p> <p>Atlanta Public Schools - IT Risk and Vulnerability Assessment. June 2015 Olufemi Aina, oaina@atlanta.k12.ga.us</p>	

3. Incident Management and Remediation

Supported Functions	<ul style="list-style-type: none"> • Security incident response as-a-service • Customized SLAs to meet customer requirements • 24x7 NOC Support • Security incident response team • Remediation professional services • SIEM management as-a-service • Standards compliant incident response procedures and documentation
Summary	<p>In addition to ad hoc work, Lockstep offers security services to our clients as retainer agreements and as a service. These agreements allow our clients predictable costs with the highest level of security excellence and allow access to highly trained and certified security experts.</p> <p>Lockstep offers SIEM as-a-service to provide real-time analytics, logging, event correlation, and forensic analysis.</p>
References:	
Hall County Board of Education - Security Retainer. April 2017. Jay Smith, Jay.Smith@hallco.org, (770) 534-6313	

4. Security Configuration, Monitoring, Remediation

Supported Functions	<ul style="list-style-type: none"> • Firewall configuration, migration, and best practice analysis/rule audit • Web filtering configuration and training • Security policy review • Automated password management • Multi-factor authentication configuration • Roles based access control • Executive security summaries with prioritized remediation recommendations • SIEM management as-a-service • Remediation professional services
Summary	<p>Lockstep has a fully developed, dedicated security team including multiple CISSP-certified specialists who work with clients to design and implement security processes and procedures.</p> <p>Lockstep's security specialists work within the framework of the existing environment to provide maximum security with minimum impact to user experience. Lockstep also provides final-mile training of end users, which can be particularly useful when implementing new technologies such as multi-factor authentication or policies such as mandatory password changes.</p> <p>Lockstep is particularly adept at configuring, deploying, and optimizing next-generation firewalls and security appliances in K12 environments. Lockstep's deep project experience means that firewalls are properly sized and correctly configured as efficiently as possible.</p>
References:	
<p>Madison County Board of Education - Infrastructure Assessment and Redesign. June 2018 Amy Denman, adenman@madison.k12.ga.us, (706) 795-5029</p> <p>Hall County Board of Education - Risk Assessment. April 2017. Jay Smith, Jay.Smith@hallco.org, (770) 534-6313</p> <p>Jefferson City Schools - Network and Security Assessment. September 2017. Miranda Storey, miranda.storey@jeffcityschools.org, (706) 367-2880</p> <p>Forsyth County School System - IT Risk and Security Assessment. June 2015 Tim Fleming, tfleming@forsyth.k12.ga.us, (770) 887-2461</p>	

9.0: Reporting

ALJPA Requirement:

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

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

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

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

Lockstep's Response:

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

10.0: Electronic Commerce

ALJPA Requirement:

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

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

Lockstep's Response:

Process for Customer accessing the order tracker:

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

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

Customers will have access to our client portal that can be easily accessible on our website. URL: <http://lockstepgroup.com>

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

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

11.0: Breadth Offering

ALJPA Requirement:

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

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

Lockstep's Response:

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

ALJPA Requirement:

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

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

Lockstep's Response:

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

ALJPA Requirement:

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

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

Lockstep's Response:

All licenses are provided in price list.

ALJPA Requirement:

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

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

Lockstep's Response:

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

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

12.0: Primary Account Representative

ALJPA Requirement:

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

Lockstep's Response:

Primary Account Representative:

Brian Brantley
Account Executive
Lockstep Technology Group 205-602-2069
brian.brantley@lockstepgroup.com
Located in Birmingham, AL

Sales Supervisor:

Bob Yarnall VP, Sales
Lockstep Technology Group 770-335-8943
bob.yarnall@lockstepgroup.com
Located in Peachtree Corners, Georgia

13.0: References

ALJPA Requirement:

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

Lockstep's Response:

Name: Forsyth County School System

Address: 1120 Dahlonega Highway, Cumming, GA 30040

Contact: Curt Goodwin, Network Operations Coordinator

Contact phone: 770-887-2461

Contact Email: CGodwin@forsyth.k12.ga.us

Dates of Engagement: 11/2011 - present

Description of Work:

- Performed network architecture and design for production and DR sites, including network core migration.
- Designed and implemented high availability project including recoverability at production and DR sites
- Redesigned District-wide network and wireless architecture to provide standardized platform, centralized management of inventory, backup configurations and policy deployment using ExtremeSwitching, ExtremeWireless, and Extreme Management Center.
- Reviewed existing firewall policies and capabilities while projecting future bandwidth usage, user count, and application traffic in order to process a next generation firewall solution to service 40K+ users.
- Migrated the district from FortiGate firewalls with major performance issues and maxed-out throughput to Palo Alto Networks 5050 firewalls and later 7080 models.
- Configured and implemented Threat Prevention URL Filtering, User ID, and SSL decryption along with Panorama management.
- Wrote Forsyth County Schools Cybersecurity Policies, Procedures, and Controls for a policy based on the NIST 800-17 Standard and created a control document so they could perform a self-assess compliance.
- Performed end-user optimization for application and network monitoring, allowing Forsyth County Schools to proactively monitor end user experience.
- Consulted on proper sizing of logging/SIEM architecture to accommodate existing log volume. Configured and implemented customer alerts and reports.
- Lockstep performs managed services for Forsyth's SCCM infrastructure, Backup and Replication services and proactive network monitoring.
- Implemented a cyber security range that will provide students and staff with a high-fidelity training environment, offering a broad range of attack and defense scenarios.

Name: Southern Union State Community College

Address:

750 Roberts Street, Wadley, AL 36276

301 Lake Condry Road, Opelika, AL 36901

321 Fob James Drive, Valley, AL 36854

Contact: Brad Davis, Assistant Director of IT

Contact phone: 256-365-2211

Contact Email: BDavis@suscc.edu

Dates of Engagement: 5/2020 - Present

Description of Work:

- Performed Network Assessment of current network to determine gaps and needs
- Advised, designed and installed Hyper-converged solution and VDI capabilities
- Consulted, Designed and installed Dormitory Wireless as well as remediated current wireless issues
- Assisted in Troubleshooting various networking issues for wired and wireless networks
- Advised on best practices around security multi-factor authentication and firewalls

Name: Demopolis City Schools

Address: 609 south Cedar Ave. Demopolis, AL 36732

Contact: Logan Arnold, Technology Director

Contact phone: 334-289-1670

Contact Email: LArnold@dcsedu.com

Dates of Engagement: 6/2019 - Present

Description of Work:

- Advised, Installed Core Switches for Schools
- Consulted, designed and installed Hyperconverged Infrastructure
- Ongoing Professional Services around various needs and areas of IT
- Cyber Security Advisement

Name: Atlanta Public Schools

Address: 130 Trinity Ave. SW, Atlanta, GA 30303

Contact: Olufemi Aina, Executive Director

Contact Email: OAina@atlanta.k12.ga.us

Dates of Engagement: 08/2015 - present

Description of Work:

- Performed extensive data security assessment, including reviewing existing firewall policies and capabilities.
- Forecasted future needs taking into account projected bandwidth usage, user count, and application traffic. Scoped, architected, and proposed a Palo Alto Networks Next Generation Firewall to accommodate 55,000 users.
- Performed end-user experience optimization and implemented proactive application and network monitoring. This allowed APS IT staff to identify issues by measuring performance and

end user experience, across their 50,000-student user base, 100 disparate sites, and thousands of endpoints. We were applying to implement this proactive solution for APS to pinpoint these application and network issues during the missile of APS's testing cycle.

- Lockstep gave APS the ability to measure and manage end user experience ensures IT staff are able to meet district wide KPI and SLAs.
- Designated and implemented a highly available DNS, DHCP, and IPAM infrastructure. Reduced long-term cost of BlueCat Infrastructure. Improved recovery and resiliency, ensuring critical resource availability.
- Performed extensive network assessment including reviewing existing network policies and capabilities.
- Performed network perimeter security assessment.
- Enhanced the ability to reduce the information risk, and provided a detailed path to resolving high risk security items.
- Provided guidance regarding most effective and cost-effective hardware and software upgrade and provided comprehensive documentation of security best practices for system reference and future improvements perimeter.

Name: Marietta City Schools

Address: 250 Howard Street, Marietta, GA 30060

Contact: Thomas Maxwell, IT Director

Contact phone: 770-422-3500

Contact Email: TMaxwell@marietta-city.k12.ga.us

Dates of Engagement: 10/2010 - present

Description of Work:

- Performed holistic system lifecycle management including a full system stabilization and migration of datacenter
- Lockstep has performed services including Active Directory/Exchange/Office 365 migration, student provisioning automation, and centralization of all IT resources, virtualization of platforms.
- Additional services include firewall implementation and configuration, disaster recovery system implementation including a complete DR site, Mitel phone system implementation, and a full network migration for all schools.
- Designed and implemented full scale Extreme switching solution for all schools and sites within the school district. Replaced legacy 3COM solution with modern Extreme switching solution centrally managed by Extreme Management Center product.

- Phishing
- Active Directory Expertise
 - Security Best Practice Examination
 - Development of Secure AD Environment
- Vulnerability Management
 - Find/Assess Vulnerabilities
 - Remediation Plan Development
- Product Installation and Optimization
 - Network Access Control (NAC)
 - Endpoint Detection and Response (EDR)
 - Security Incident and Event Management (SIEM)
 - Identity and Access Management (IAM)
 - Email Security
 - Cloud Security

3. Security Governance Expertise:

- Risk Program Development
 - Create an Organizational Risk Management Program
 - Conduct Risk Assessment
- Policy and Procedure Development
 - Information Security Policies and Procedures
 - Business Continuity Planning
 - Disaster Recovery Planning
 - Training and Testing Plans
- Compliance Audit Assistance
 - PCI-DSS
 - HIPAA/HITECH
 - NIST, CIS
 - SCO 2, ISO 27001

15.0: Technical Support

ALJPA Requirement:

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

Lockstep's Response:

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

16.0: Website Maintenance

ALJPA Requirement:

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

Lockstep's Response:

Process for Customer accessing the order tracker:

1. Once PO is submitted to Lockstep, Lockstep will respond within 1 full business day acknowledging receipt of PO and providing customer with order status tracking number and URL for Order Tracking.
2. Order status tracking number will be our PO number to distribution.
3. Once order is placed with distribution, Lockstep will set the customer up in our internal order tracking tool.
4. Customer will login into our Client Portal that can be access on our website3 <http://lockstepgroup.com> and use the order status tracking number to access their order.
5. If any changes need to be made, customer will inform Lockstep and Lockstep will make the change to the order
6. Estimated ship date, serial numbers, and tracking can be all accessed through the order tracker and will be provided by automated emailing system.

17.0: Vendor Disclosure Statement

ALJPA Requirement:

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

Lockstep Response:

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

18.0: Financial Documentation

ALJPA Requirement:

Each response must be accompanied with the following documentation:

1. State of Alabama Disclosure Statement (Notarized)
2. Certificate of Compliance
3. Immigration Status Form
4. Current W-9
5. E-Verify Memorandum of Understanding with Articles (13 Pages)

Lockstep's Response:

The required documentation is included on the following pages.

Appendix A: Palo Alto Networks Supporting Documents

Appendix B: Extreme Networks Supporting Documents

Appendix C: Pure Storage Supporting Documents

Appendix D: Required Documents

Vendor Setup and Payment Authorization Form

Certification Regarding Debarment, Suspension, Ineligibility, and Voluntary Exclusion Lower Tier Covered Transactions