

Response to: Request for Bid Alabama Community College System & Alabama Higher Education Joint Purchasing Agreement

MANUFACTURER SUPPLIED TECHNOLOGY EQUIPMENT WITH PERIPHERALS,
SOFTWARE, NETWORKING, EQUIPMENT, MAINTENANCE AND
PROFESSIONAL SUPPORT SERVICES BID

February 9th, 2024

**Submitted by: Verinext Corp. formerly Veristor Systems, Inc.
3535 Grandview Parkway, Suite 335
Birmingham, AL 35243**

The logo for Verinext, featuring the word "verinext" in a lowercase, blue, sans-serif font. The letter 'v' is a lighter shade of blue than the rest of the text.

**Alabama Community College System &
Higher Education**

Joint Purchasing Agreement

Bid # - ACCS-2024-01

verinext

3535 Grandview Parkway Suite 335, Birmingham, AL 35243

www.verinext.com

Letter of Transmittal

Verinext Corp. is pleased to provide our response to the Request for Bid for the Alabama Community College System & Higher Education Joint Purchasing Agreement. Included is the Letter of Transmittal information that is required in section 4.1.1 of the bid submission.

A. Submitting Organization:

Verinext Corp
3535 Grandview Parkway Suite 335
Birmingham, AL 35243

B. Person authorized to contractually obligate organization:

Name: Murray Granger
Title: EVP of Sales

C. Person authorized to negotiate the contract:

Name: Murray Granger
Title: EVP of Sales
Phone: 404-915-0106
Email: murray.granger@verinext.com

D. Person(s) to be contacted for bid response clarification:

Name: Craig Goolsby
Title: Account Manager
Phone: 205-694-9011
Email: craig.goolsby@verinext.com

E. Acceptance of Conditions Governing the Procurement:

Verinext Corp. accepts all conditions governing this procurement.

F. Signature of person authorized to contractually obligate organization:

Signature: 

Date: 2-6-24

G. Verinext Corp. acknowledges receipt of any and all amendments to this RFB.

Evaluation Submission Form

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. Vendors may not have all of these departments/positions/titles. Please complete this information as accurately as possible. If the information below changes, please send a revised version of this page to jpa-notification@accs.edu

Vendor Name: Verinext Corp. Date: 2/9/2024

Website Address: www.verinext.com

	Name(s)	Phone Number(s)	E-Mail Address(s)
Primary Contract Executive(s)	Murray Granger	404-915-0106	murray.granger@verinext.com
Senior Account/Sales Manager(s) (by region if necessary)	Peter Zanetti	404-200-8059	peter.zanetti@verinext.com
Account/Sales Manager(s) (by region if necessary)	Craig Goolsby Keith Scott	205-694-9011 205-914-6465	craig.goolsby@verinext.com keith.scott@verinext.com
Technical Support	Verinext Support-NOC	877-686-4375	support@verinext.com

BID INFORMATION INDEX

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

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INTRODUCTION

1.1 Purpose of This Request for Bid

The Alabama Community College System (ACCS) is partnering with other Alabama Higher Education entities to request bids from technology equipment manufacturers and/or dealers on behalf of the System institutions and other authorized entities. The ACCS is comprised of twenty-three (23) community colleges, two (2) technical colleges, one (1) military institution, and the Alabama Technology Network (Appendix A). Any institutions or programs that may be acquired or added to the ACCS during the life of this contract will automatically be added as entities eligible to procure products from the contract. Any four-year institution or K-12 district/system which wishes to join during the life of this contract may be added as an eligible entity. Additionally, the public K-12, two, and four-year institutions listed in Appendix A and the website are also eligible to purchase from this contract.

Each entity will generate its own purchase orders, payments, etc., and delivery must be made according to the instructions on the purchase order. The intent of this request is to establish an annual contract for technology-related equipment to be purchased on an as needed basis for the listed entities as needs arise during the contract period.

The purpose of this Request for Bid (RFB) is to establish a contract on a competitive basis with qualified technology equipment suppliers, distributors, and/or manufacturers who shall directly supply technology equipment and value-added professional services, including software and peripherals, and maintenance and support services to qualified purchasers.

This RFB is not designed to meet the E-Rate requirements specified by the Universal Service Administrative Company. The Alabama Community College System shall not negotiate on behalf of any party with a Letter of Agency. The System shall not certify an FCC Form 470, nor receive and evaluate bids, nor negotiate with service providers of E-Rate products and services.

The Alabama Community College System reserves the right to negotiate with vendors for a product or product line that was not available at the time of the Request for Bid.

The thrust of the RFB is to obtain greater volume price discounts by combining the volume of purchases from participating entities within the State of Alabama with administrative savings that will result from the maintenance of a single, comprehensive contract for each selected vendor.

This RFB is prepared under the authority of ACT No. 2003-392.

This procurement will result in a multiple source award.

Term – Bid awards issued under this Request for Bids shall be for an initial period of one year to renew automatically for one additional year if not canceled by The System prior to the one-year anniversary date of the award letter. The System shall have the option to extend awards for an additional (third) year by giving notice of such extension prior to the two-year anniversary of the award letter. [Verinext Corp. has read and understood.](#)

1.2 Summary Scope of Work

The selected vendor(s) shall accept purchase orders from and deliver technology equipment, including general-purpose software and peripherals, to authorized procuring entities. Vendors are required to provide maintenance services on equipment that is purchased. Optionally, vendors may provide installation, training and support services directly related to the efficient use or operation of the purchased equipment.

[Verinext Corp. has read and understood.](#)

1.3 Scope of Procurement

The scope of procurement includes a wide range of manufacturer supplied technology equipment, including peripherals, general-purpose software, maintenance, professional consulting services, and support services. Vendors shall not provide any form of application development services under the terms and conditions of the contract. Educational offerings including special purpose educational software and hardware configurations are included. [Verinext Corp. has read and understood.](#)

1.4 Definition of Terminology

This section contains definitions that are used throughout this procurement document, including appropriate abbreviations.

“Contract” means an agreement for the procurement of items of tangible personal property or services.

“Desirable” includes terms such as “may”, “can”, “should”, “preferably”, or “prefers” to identify a sought-after, but discretionary, item or factor.

“Equipment” refers to all technology-related equipment, including but not limited to desktop and laptop computers, servers, workstations, printers, displays, peripherals, LAN hardware, video-conferencing systems, multimedia and computer related hardware components and spare parts.

“Evaluation Committee” means a body appointed to perform the evaluation of vendor responses.

“Finalist” is defined as a vendor who meets all the mandatory specifications of the Request for Bid and whose score on evaluation factors is sufficiently high to qualify that vendor for further consideration by the Evaluation Committee.

“General purpose” includes, but is not limited to, the following classes of software: operating systems, report generators, spreadsheets, word processing, workgroup management, database, project management, messaging and electronic mail, graphics construction and presentation, publishing, data communications, statistical and/or analysis, imaging, compilers and interrupters, utilities, programmer productivity tools, office productivity tools. Educational software designed for System usage is included.

“Local-Area-Network” (LAN) refers to a high-speed communications system optimized for connecting information-processing equipment within a building or group of buildings. The communications devices that are required to transmit data between buildings via a public or private network are included.

“Mandatory” includes terms “must”, “shall”, “will”, “is required”, or “are required” to identify a compulsory item or factor. Failure to meet a mandatory item or factor will result in the rejection of the vendor’s bid.

“Manufacturer” means the company that designs, assembles and/or markets technology equipment including servers, workstations, desktop and/or laptop personal computers.

“Vendor” is a technology equipment manufacturer who chooses to submit a bid.

“Request for Bid” or “RFB” means all documents, including those attached or incorporated by reference, used for soliciting bid.

“Responsible vendor” means a company who submits a responsive bid furnishing, when required, information and data to prove that financial resources, production or service facilities, personnel service reputation and experience are adequate to make satisfactory delivery of the services or items of tangible personal property described in the bid.

“System” means any and all entities comprising the Alabama Community College System or any other eligible entity.

“Universal Resource Locator” or “URL” means a standardized addressing scheme for accessing hypertext documents and other services using the WWW browser. [Verinext Corp. has read and understood.](#)

CONDITIONS GOVERNING THE PROCUREMENT

2.1 Explanation of Events

The following paragraphs describe the activities listed in the sequence of events. [Verinext Corp. has read and understood.](#)

2.1.1 Issue of RFB

This RFB is being issued by Alabama Community College System (the "System"). [Verinext Corp. has read and understood.](#)

2.1.2 Clarification and Responses

Potential vendors may submit written requests (letter or email) as to the intent or clarity of the RFB. Requests for clarification are to be addressed to the Joint Purchase Agreement Administrator as follows:

Alabama Community College System
Attn: ITS Division – Tokrica Mack
P.O. Office Box 302130 Montgomery, AL 36130-2130
Email: jpa-notification@accs.edu or Tokrica.mack@accs.edu
Phone: 334-293-4507
[Verinext Corp. has read and understood.](#)

2.1.3 Deadline to Submit Written Questions

Potential vendors may submit written questions as to the intent or clarity of the RFB until close of business on February 2nd, 2024. [Verinext Corp. has read and understood.](#)

2.1.4 Response to Written Questions/RFB Amendments

Written responses to written questions and any RFB amendments will be posted online at: <https://www.accs.edu/vendors/> [Verinext Corp. has read and understood.](#)

2.1.5 Submission of Bid

Two (2) paper copies and an electronic copy (USB drive) of the bid responses are required with a completed Evaluation Submission form (Appendix E). The electronic copy of the bid response should be a single PDF file that mirrors the bound, paper copies. Each copy of the response should be placed in a single volume where practical. All documents submitted with the response should be in that single volume. One copy “must” be marked as “original” with the company officer’s signature.

Vendors may attend the bid opening, but no information or opinions concerning the ultimate contract award will be given at the bid opening or during the evaluation process. The results will not be available to vendors until after an award is made. Bid results and tabulations will not be made available by telephone or mail. Information pertaining to complete files may be secured by visiting the System Office of the Alabama Community College System during normal working hours.

The bid opening will be held on Monday, February 12th, 2024, at 10:00 AM CST in the Presidents Conference Room at the System Office of the Alabama Community College System (135 South Union Street, 3rd Floor, Montgomery, Alabama 36104).

Sealed bids are to be addressed to the physical mailing address in the following manner:

Alabama Community College System
Attn: Joint Purchase Agreement Initiative
135 South Union Street Suite#158
Montgomery, Alabama 36104

It is expected that this request will be complete and unambiguous. However, vendors seeking clarification to this request should deliver inquiries in writing to the Administrator as noted per section 2.1.3.

Written replies of general significance will be posted online. Prospective vendors acknowledge that no other source is authorized to provide information concerning this request.

All information shall be entered in ink or typewritten in the appropriate space on the bid. Mistakes may be crossed out, corrected and initialed in ink by a company representative. An authorized individual must sign all bids in ink; failure to do so will result in rejection of response. [Verinext Corp. has read and understood.](#)

2.1.6 Bid Evaluation

An Evaluation Committee will perform the evaluation of bids. [Verinext Corp. has read and understood.](#)

2.1.7 Selection of Finalists

The Evaluation Committee will select finalists. Only finalists will be invited to participate in the subsequent steps of the procurement. The schedule for the oral presentations or equipment demonstrations will be determined at this time (if deemed necessary). [Verinext Corp. has read, understood, and will comply.](#)

2.1.8 Clarification from Finalists

Finalists may be asked to submit clarification to their bids (if deemed necessary).
[Verinext Corp. has read, understood, and will comply.](#)

2.1.9 Contract Award

After review of the Evaluation Committee, the System will award contracts to the most advantageous vendors.

Bids that are deemed most advantageous, taking into consideration the evaluation factors set forth in the RFB will be selected for award. No minimum or maximum number of awards has been predetermined. The System shall make reference to prices quoted by successful vendors on the Alabama State Department of Education Joint Purchase Agreement to determine the reasonableness of prices quoted in response to this Request for Bids.
[Verinext Corp. has read and understood.](#)

GENERAL REQUIREMENTS AND SPECIFICATIONS

3.1 Acceptance of Conditions Governing the Procurement

Vendor must indicate their acceptance of the Conditions Governing the Procurement section in the letter of transmittal. Submission of a bid constitutes acceptance of the Evaluation Factors contained in this RFB. Vendor must also include ISO 9001 certification as required by the State Code governing Joint Purchase Agreements. According to Alabama law, any companies, or contractors whose affiliates, subdivisions, subsidiaries, or departments have ISO 9001 certification can bid on the information technology to be jointly purchased by educational institutions. ISO 9001 certification is only required for vendors who are providing hardware.
[Verinext Corp. has read, understood, and will comply. Please see Attachment A.](#)

3.2 Incurring Cost

Any cost incurred by the vendor in preparation, transmittal, and presentation of any material submitted in response to this RFB shall be borne solely by the vendor. [Verinext Corp. has read, understood, and will comply.](#)

3.3 Vendor Responsibility

The selected vendor(s) shall be solely responsible for fulfillment of the responsibilities under the terms and conditions of the contract. The procuring entities will issue purchase orders and make payments to only the named vendor(s). [Verinext Corp. has read, understood, and will comply.](#)

3.4 Serving Sub-Contractors

The System recognizes the fact that the potential vendors have different business models for the delivery of support services. Whereas one potential vendor may provide support services through a wholly owned subsidiary, another may provide support services through a local business partner, certified education partner or qualified organization herein referred to as a servicing subcontractor. Therefore, vendors may propose the use of servicing subcontractors for the performance of local marketing, maintenance, or technical support services in accordance with the terms and conditions of the contract. Servicing subcontractors may not directly accept purchase orders or payments for products or services from procuring entities under the terms and conditions of the contract. [Verinext Corp. has read, understood, and will comply.](#)

3.5 Amended Bids

A vendor may submit an amended bid before the deadline for receipt of bids. Such amended bids must be complete replacements for a previously submitted bid and must be clearly identified as such in the transmittal letter. The Evaluation Committee will not merge, collate, or assemble bid materials. [Verinext Corp. has read, understood, and will comply.](#)

3.6 Vendors' Rights to Withdraw Bid

Vendors will be allowed to withdraw their bids at any time prior to the deadline for receipt of bids. The vendor must submit a written withdrawal request signed by the vendor's duly authorized representative addressed to the representative listed above.

The right is reserved to waive informalities, select alternatives, and reject any or all responses, in the event such appears to be in the best interest of the System. [Verinext Corp. has read, understood, and will comply.](#)

3.7 Bid Offer Firm

Responses to this RFB, including prices, will be considered firm for ninety (90) days after the due date for receipt of bids. [Verinext Corp. has read, understood and will comply.](#)

3.8 Disclosure of Bid Contents

The bids will be kept confidential until the contracts are awarded. At that time, all bids and documents pertaining to the bids will be open to the public.

All responses become a matter of public record at award. The System accepts no responsibility for maintaining confidentiality of any information submitted with any response whether labeled confidential or not.

[Verinext Corp. has read and understood.](#)

3.9 No Obligation

This RFB in no manner obligates Alabama Community College System or any authorized entity to the lease or purchase of any products or services offered until a contract is awarded and vendor receives a valid purchase order from an authorized procuring entity.

The System has the right to cancel any contract, for cause, including, but not limited to, the following: (1) failure to deliver within the terms of contract; (2) failure of the product or service to meet specifications, conform to sample quality, or to be delivered in good condition; (3) misrepresentation by the vendor, (4) fraud, collusion, conspiracy, or other unlawful means of obtaining any contract with the state; (5) conflict of contract provisions with constitutional or statutory provisions of state or federal law; and (6) any other breach of contract.

Termination - the System reserves the right, for its convenience and without cause or penalty, to terminate any

agreement with 30 days' written notice. [Verinext Corp. has read, understood and will comply.](#)

3.10 Legal Review

The System requires that all vendors agree to be bound by the General Requirements contained in this RFB. Any vendor concerns must be promptly brought to the attention of Alabama Community College System. [Verinext Corp. has read, understood and will comply.](#)

3.11 Governing Law

The vendor shall observe, perform, and comply with or require compliance with all federal, state, and local laws, ordinances, rules and regulations and all amendments thereto which in any manner may affect the operation of vendor's activities undertaken pursuant to this Agreement. The vendor shall also comply with all state and local building, fire, health, zoning laws, codes and/or regulations that affect or that are applicable to vendor's activities and operations hereunder. This RFB and the final agreement shall be governed and construed in accordance with the laws of the State of Alabama without giving effect to any choice-or-conflict-of-laws, provision, or rules (whether of the State of Alabama or any other jurisdiction) that would cause the application of the laws of any jurisdiction other than those of the State of Alabama. [Verinext Corp. has read, understood and will comply.](#)

3.12 Basis for Bid

Only information supplied by the System in writing or in this RFB should be used as the basis for the preparation of vendor responses.

3.13 Agreement Terms and Conditions

The agreement between the System and the vendor will follow the format specified and contain the terms and conditions outlined in this request. However, Alabama Community College System reserves the right to negotiate with a successful vendor provision in addition to those contained in this RFB. This RFB, as revised and/or supplemented, and the successful vendor's response will be incorporated into and become part of the agreement.

Vendors are encouraged to submit specific alternate language to the terms and conditions, that vendor believes would enhance the efficient administration of the agreement or result in lower product prices or both. The System may or may not accept the alternative language. General references to the vendor's terms and conditions or attempts at complete substitutions are not acceptable and will result in disqualification of the vendor's response. [Verinext Corp. has read, understood and will comply.](#)

3.14 Vendor Qualifications

The Evaluation Committee may make such investigations as necessary to determine the ability of the vendor to adhere to the requirements specified within the RFB. The Evaluation Committee will reject the bid of any vendor who is not a responsible bidder or fails to submit a responsive offer as defined. [Verinext Corp. has read, understood and will comply.](#)

3.15 Change in Vendor Representatives

The System reserves the right to require a change in vendor representatives if the assigned representatives are not meeting its needs adequately. [Verinext Corp. has read, understood and will comply.](#)

3.16 Equipment and Services Schedules

The vendor may offer only those products and services that are included on the Equipment and Services Schedule (ESS). Vendors shall keep the schedule current and correct on an Internet website maintained by the vendor and shall reflect changes in technology in accordance with the terms and conditions of the contract. [Verinext Corp. has read, understood and will comply.](#)

3.17 Benefit of Cost Reduction

The System is to be given the benefit of any reduction in price below the quoted price during the term of this

contract. Examples include, but are not limited to, manufacturer price reductions and special promotional offerings. [Verinext Corp. has read, understood and will comply.](#)

3.18 Bid Terms

By submitting a response, the vendor agrees that this contract is to be governed by the terms and conditions set forth in the bid. Any exceptions to the specifications must be clearly identified in the last section of the vendor’s response. [Verinext Corp. has read, understood and will comply.](#)

3.19 Fiscal Funding

The continuation of the contract is contingent upon the appropriation of funds to fulfill the requirements of the contract by the legislature. If the legislature fails to appropriate sufficient monies to provide the continuation of a contract, the contract shall terminate on the date of the beginning of the first fiscal year for which funds are not appropriated. [Verinext Corp. has read, understood and will comply.](#)

3.20 Insurance

The vendor shall bear the full and complete responsibility for all risk of damage or loss of equipment, products, or money resulting from any cause whatsoever and shall not penalize the System for any losses incurred in association with this agreement. Any insurance policy or policies shall cover the entire travel service operation at the System including all areas that may in the future be placed under the control or use of the vendor. The vendor shall maintain, during the life of this contract, the following minimum insurance:

KIND OF INSURANCE	MINIMUM LIMITS OF LIABILITY
Worker’s Compensation	Statutory – Alabama
Employer’s Liability	\$2,000,000 (each employee, each accident and policy limit)
Commercial General Liability:	
Each Occurrence	\$2,000,000
Personal and Advertising Injury	\$2,000,000
Products/Completed Operations	\$2,000,000
General Aggregate	\$3,000,000
Automobile Liability	\$2,000,000 each accident – combined single limit

These policies shall contain a thirty- (30) day written notice to the System before cancellation, reduction, or other modification of any kind to the required coverage.

The vendor, at its cost, must provide acceptable evidence of compliance with the worker’s compensation insurance requirements of the State of Alabama. In the event the vendor fails to maintain and keep in force, all Insurance and Worker’s Compensation coverage listed above, the System shall have the right to terminate this contract. The System and vendor shall each be listed as the named insured in said policy (ies) so that each is independently protected to the face amount of the policy.

Upon notification of award and prior to issuance of contract, the vendor shall provide the System with certification of insurance with the required kinds of insurance and minimum liabilities specified, issued by an insurance company licensed to do business in the State of Alabama and carrying an AM Best rating of A- or better, signed by an authorized agent. In the event of cancellation, material change or intent not to renew any of the insurance requirements specified, thirty (30) days written notice shall be given to the System by the party initiating any revision. [Verinext Corp. has read, understood and will comply.](#)

3.21 New Products

Unless specifically called for in this request, all products for purchase must be new, never previously used, and

the current model and/or packaging. No remanufactured, demonstrator, used, or irregular product will be considered for purchase unless otherwise specified in the request. The manufacturer's standard warranty will apply unless otherwise specified in the request. All equipment should be supplied complete, ready to be installed, including all cabling and connectors where applicable. [Verinext Corp. has read, understood and will comply.](#)

SPECIFICATIONS

This section contains specifications and relevant information vendors should use for the preparation of their responses.

Vendors should respond as described to each specification. The responses along with the required supporting material will be evaluated and awarded points accordingly.

3.22 Product and Services Delivery Overview

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. The response to this requirement should, at a minimum, include a 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.

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

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

Vendors must thoroughly describe their ability to provide value added technical services including installation, training or directly related optional services and the geographic area where the services may be provided.

Vendors should provide a map with an indication of the locations where each type of value-added service may be provided. [Verinext Corp. has read, understood and will comply.](#) Currently [Verinext Corp. does not poll customers for satisfaction statistics.](#) We have many pleased clients across the Southeastern US, including Alabama. We welcome the System in reaching out to the references provided in section 3.26 of this response. Please also see Attachment B.

3.23 Reporting

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 by email 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 the Internet or other databases that may be used to administer the agreements or support marketing. [Verinext Corp. will provide quarterly utilization reports to the System based upon the schedule and minimum content as described in this request.](#) Reports will be submitted to The System Office to JPA-Notification@accs.edu via PDF file format. An example report can be found in Attachment C.

3.24 Electronic Commerce

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 capabilities. 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. [Verinext Corp. will provide and maintain an Internet website upon a successful contract award from ACCS that contains the complete price guides for reference for any purchasing entity. Verinext Corp. will assign Craig Goolsby and / or Keith Scott as the point of contact to provide procuring entities guidance and assistance with product selection, architecture assistance, purchase order taking, or any reports required.](#)

3.25 Breadth of Offering

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

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
- Other

The narrative that is submitted in support of the list should provide the Evaluation Committee with a clear indication of the breadth of the product line flexibility and performance.

Vendors must provide, at a minimum, a licensed operating system with each type of processor, where applicable. Vendors must provide a list of the operating systems for each of the following categories of processors:

- Client Computers (Workstations, Desktops, Terminals, Laptops, Tablet, Notebook, Handheld Devices).
- Servers

- Networking Equipment
- Audio and Video Conferencing Equipment
- VOIP/Unified Communications Solutions
- Key and Access Control Equipment
- Other

The narrative that is submitted in support of the list should provide the Evaluation Committee with a clear indication of the number and type of operating systems that are proposed.

Vendors may propose and provide a wide range of general-purpose software products. Vendors may provide a summarized list of the general-purpose software that is proposed for each of the following categories of processors:

- Client Computers (Workstations, Desktops, Terminals, Laptops, Tablet, Notebook, Handheld Devices).
- Servers
- Networking Equipment
- Audio and Video Conferencing Equipment
- VOIP/Unified Communications Solutions
- Video Surveillance solutions
- Key and Access Control Equipment
- Other

The narrative that is submitted in support of the list should provide the Evaluation Committee with a clear indication of the number and type of general-purpose software products that are proposed.

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
- Other

The narrative that is submitted in support of the list should provide the Evaluation Committee with a clear indication of the number and type of technical support services that are proposed. [Verinext Corp. has read, understood, and will comply. Please see Attachment E.](#)

3.26 Primary Account Representative

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. [Verinext Corp. has read, understood and will comply. Craig Goolsby will serve as the primary account representative. He is assigned and operates from the Verinext office in Birmingham, Alabama. Peter Zanetti will serve as the regional sales director responsible for the performance of the agreement. His home office is in Birmingham, Alabama but resides in Atlanta, Georgia.](#)

3.27 References

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. [Verinext Corp. has read, understood, and will comply. Please see Attachment D.](#)

3.28 Pricing Level and Guarantee

Vendors must submit with their responses a narrative that describes the baseline (published) pricing and the initial pricing level discount that is proposed, by product class or category in the ESS. The response to this specification is expected to be in the form of a percentage discount from a published, baseline price listing. Vendors must describe the baseline pricing and provide information where the baseline pricing may be accessed and verified.

Firm Price – Initial quoted discount levels must remain constant throughout the term of this agreement, subject only to subsequent increased discount amounts. [Verinext Corp. has read, understood, and will comply. Please see Attachment E.](#)

3.29 Oral Presentation and Demonstration

If selected as a finalist, vendors agree to provide the Evaluation Committee with the opportunity to meet with and question the proposed primary account representative at the oral presentation (if deemed necessary by the Evaluation Committee). The proposed primary account manager is expected to conduct the presentation. Vendors will be required to demonstrate their Internet-based reporting and electronic commerce capabilities to the Evaluation Committee. [Verinext Corp. has read, understood, and will comply.](#)

3.30 Equipment and Services Schedule

Vendors must submit with their responses a complete Equipment and Services Schedule including all the products and services offered, at the initial pricing level stated in response to section 3.25.

The ESS may be submitted in a single file, PDF format on a compact disc, USB drive, or made available via a website. [Verinext Corp. has read, understood, and will comply.](#)

3.31 Scope of Work

The vendor shall deliver computing system products and services to procuring entities in accordance with the terms of this agreement. Accordingly, the vendor shall provide products or services only upon the issuance and acceptance by vendor 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. Vendor may offer authorized educational institutions educational price discounts that result in prices below the ESS listed prices. [Verinext Corp. has read, understood, and will comply.](#)

3.32 Title Passage

Title to equipment shall pass to the procuring entity upon acceptance of equipment. [Verinext Corp. has read, understood, and will comply.](#)

3.33 Quantity Guarantee

This agreement is not an exclusive agreement. Procuring entities may obtain computing system products and services from other contract awarded vendors during the agreement term. [Verinext Corp. has read, understood, and will comply.](#)

3.34 Order of Precedence

Each purchase order that is accepted by the vendor 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. vendor's response

[Verinext Corp. has read, understood, and will comply.](#)

3.35 Payment Provisions

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 the vendor's 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 the vendor, within thirty (30) days from the date the procuring entity receives written notice from the vendor 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. [Verinext Corp. has read, understood, and will comply.](#)

B. Payment of Invoice

Payments shall be submitted to the vendor at the address shown on the invoice. Payment shall be tendered to the vendor within thirty (30) days from acceptance.

In the event an order is shipped incomplete (partial), the procuring entity must pay for each shipment as invoiced by the vendor unless the procuring entity has clearly specified "No Partial Shipments" on each purchase order. [Verinext Corp. has read, understood, and will comply.](#)

C. Invoices

Invoices shall be submitted to the procuring entity.

[Verinext Corp. has read, understood, and will comply.](#)

3.36 Shipment and Risk of Loss

Vendor 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. Vendor agrees 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, must be included with the bid for review by the System. Documents not submitted with the response will not be considered at a later date. 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 the vendor, all related documentation furnished by the vendor shall be returned also. The vendor 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, the vendor 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 vendor, all shipments of products shall be by vendor truck, UPS, or Federal Express Second Day (or other way, specify). [Verinext Corp. has read, understood, and will comply.](#)

3.37 Warranties

At a minimum, the products shall be covered under the manufacturer's warranties in effect at the time the products are delivered or the warranties in effect at the time of contract award, whichever is most beneficial to the procuring entity. [Verinext Corp. has read, understood, and will comply.](#)

3.38 Price Guarantees

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 vendor after the date of the issuance of the revised prices. Vendor agrees to maintain ESS product prices in accordance with the volume price discount guarantees filed. Prices set forth in the ESS are subject to decrease without prior notice. Special pricing discounts offered by successful bidders after the award of bids shall remain in effect for a minimum of 30 days.

3.39 Technical Support

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. [Verinext Corp. toll free technical support telephone line is: 877-686-4375](#)

3.40 Product Delivery

Vendor agrees to deliver products to procuring entities within 30 days after receipt of a valid purchase order unless otherwise negotiated with procuring entity. [Verinext Corp. has read, understood, and will comply.](#)

3.41 Impracticality of Performance

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. [Verinext Corp. has read, understood, and will comply.](#)

3.42 Records and Audit

Vendor agrees to 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.

[Verinext Corp. has read, understood, and will comply.](#)

3.43 Use of Subcontractors

The vendor may subcontract installation, training, warranty, or maintenance services. However, the vendor shall remain solely responsible for the performance of this agreement. All procuring entity payments for products or services shall be made directly to the vendor. If subcontractors are to be used, the name of the authorized subcontractor(s) shall be identified in the applicable participating addendum(s). [Verinext Corp. has read, understood, and will comply.](#)

3.44 Indemnification

The vendor shall 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.

The vendor hereby covenants and agrees, at its 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 or any and all claims for Patent, Trademark, Copyright, Intellectual Property, or Trade Secret Infringement. The vendor also covenants and agrees, at its 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, the vendor 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.

For the purposes of paragraph 3.44, the term, the System, shall include all entities listed in Appendix A or any subsequent revision thereof and their respective officers, directors, employees, agents, and assigns.

[Verinext Corp. has read, understood, and will comply.](#)

3.45 Website Maintenance

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. [Verinext Corp. has read, understood, and will comply.](#)

3.46 Ethics

The vendor warrants that it presently has 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.

If any owner, officer, partner, board or director member, employee, or holder of more than 5% of the fair market value of your firm or any member of their households is a public official or public employee (including the System) as defined by the Code of Alabama Section 36-25-1, this information must be included in your response. Failure to disclose this information in your response will result in the elimination of your response from evaluation. If your firm is awarded any contract as a result of this request, the System reserves the right to furnish a copy of any resulting contract to the State of Alabama Ethics Commission as directed in the Code of Alabama, Section 36-25-11, within ten (10) days of award.

System employees are not allowed to accept personal gifts or gratuities. [Verinext Corp. has read, understood, and will comply.](#)

3.47 Replacement Parts

Replacement parts may be refurbished with the agreement of the procuring entity. [Verinext Corp. has read, understood, and will comply.](#)

3.48 FCC Certification

The vendor agrees that hardware supplied by the vendor meets all applicable FCC Certifications. Improper, falsely claimed, or expired FCC certifications are grounds for contract termination. [Verinext Corp. has read, understood, and will comply.](#)

3.49 Site Preparation

A procuring entity shall prepare and maintain its site in accordance with written instructions furnished by the vendor prior to the scheduled delivery date of any equipment or service and shall bear the costs associated with the site preparation. [Verinext Corp. has read, understood, and will comply.](#)

3.50 Assignment

The vendor shall 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 the procuring entity. [Verinext Corp. has read, understood, and will comply.](#)

3.51 Survival

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 licenses, lease, warranty, and service agreements that were entered into under the terms and conditions of this agreement shall survive this agreement. [Verinext Corp. has read, understood, and will comply.](#)

3.52 Lease Agreements

Vendor may lease equipment to procuring entities in accordance with terms and conditions approved by the appropriate governing authority for the procuring entity. [Verinext Corp. has read, understood, and will comply.](#)

3.53 Vendor Disclosure Statement

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.

Upon being awarded the contract, Alabama State Law requires that the vendor must complete a Vendor Disclosure Statement. The 2-page form and the instructions are available online as noted per Appendix D. The form is required by the vendor and covers the duration of the bid.

Vendor agrees, for the duration of the agreement, that they 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 the vendor must complete the Business Entity Employer Contractor Compliance form as proof that the vendor has enrolled in the E-Verify program as required by state law. The form and the instructions are available online as noted per Appendix D. E-Verify documentation, which is unavailable due to the Federal Government shutdown, will be deferred until such documentation may be obtained from any federal agency.

It is further agreed that the terms and commitments contained herein 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 contravenes 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. Vendor understands, acknowledges, and agrees 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.

In compliance with Act 2016-312, the vendor hereby certifies it is not currently engaged in, and will not engage in, the boycott of a person or an entity based in or doing business with a jurisdiction with which this state can enjoy open trade. [Verinext Corp. has read, understood, and will comply.](#)

BID FORMAT AND ORGANIZATION

4.1 Bid Format

All bids must be typewritten on standard 8 ½ x 11 paper (larger paper is permissible for charts, spreadsheets, etc.) and placed within a binder with tabs delineating each section. [Verinext Corp. has read, understood, and will comply.](#)

4.1.1 Bid Organization

The bid response must be organized and indexed in the following format and must contain, as a minimum, all

listed items in the sequence indicated.

- A. Letter of Transmittal
- B. Evaluation Submission Form
- C. Table of Contents
- D. Bid Summary (optional)
- E. Response to General Requirements and Specifications

Within each section of the bid, vendors should address the items in the order in which they appear in this RFB.

Any bid that does not adhere to these requirements may be deemed non-responsive and rejected on that basis. A bid summary may be included by vendor to provide the Evaluation Committee with an overview of the technical and business features of the response; however, this material will not be used in the evaluation process unless specifically referenced from other portions of the vendor's response. [Verinext Corp. has read, understood, and will comply.](#)

4.1.2 Letter of Transmittal

Each response must be accompanied by a letter of transmittal. The letter of transmittal MUST:

- A. Identify the submitting organization
- B. Identify the name and title of the person authorized by the organization to contractually obligate the organization
- C. Identify the name, title and telephone number of the person authorized to negotiate the contract on behalf of the organization
- D. Identify the names, titles, and telephone numbers of persons to be contacted for clarification
- E. Explicitly indicate acceptance of the Conditions Governing the Procurement
- F. Be signed by the person authorized to contractually obligate the organization
- G. Acknowledge receipt of any and all amendments to this RFB.
[Verinext Corp. has read, understood, and will comply.](#)

4.1.3 Financial Documentation (See Forms & Examples 6.4 Appendix)

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)
6. Vendor Setup Form and Certification Regarding Debarment Form
[Verinext Corp. has read, understood, and will comply. See Attachment F.](#)

EVALUATION

5.1 Evaluation Process

All responses will be reviewed for compliance with the mandatory requirements stated within the RFB.

Bids deemed non-responsive will be eliminated from further consideration.

The System may contact the vendor for clarification of the response.

The Evaluation Committee may use other sources of information to perform the evaluation.

Responsive bids will be evaluated on factors that have been assigned a point value. The responsible vendor(s) with the highest scores will be selected as finalist(s) based upon the bids submitted. The responsible vendors, whose bids are most advantageous, taking into consideration the evaluation factors, will be recommended for award. Please note, however, that a serious deficiency in the response to any one factor may be grounds for rejection regardless of overall score. This procurement is expected to result in a multiple source award. The right to reject any or all bids, or any portions thereof, is reserved.

[Verinext Corp. has read, understood, and will comply.](#)

APPENDICES

6.1 Appendix A - Alabama Community College System Institutions and Other MOU Participants

Community Colleges

Bevill State Community College, Sumiton, AL
Bishop State Community College, Mobile, AL
John C. Calhoun Community College, Decatur, AL
Central Alabama Community College, Alexander City, AL
Chattahoochee Valley Community College, Phenix City, AL
Coastal Alabama Community College Bay Minnette, AL
Enterprise Community College, Enterprise, AL
Gadsden State Community College, Gadsden, AL
Jefferson State Community College, Birmingham, AL
J.F. Drake State Community and Technical College, Huntsville, AL
T.A. Lawson State Community College, Birmingham, AL
Lurleen B. Wallace Community College, Andalusia, AL
Northeast Alabama Community College, Rainsville, AL
Northwest-Shoals Community College, Muscle Shoals, AL
Shelton State Community College, Tuscaloosa, AL
Snead State Community College, Boaz, AL
Southern Union State Community College, Wadley, AL
H. Council Trenholm State Community College, Montgomery, AL
George C. Wallace Community College, Dothan, AL
Wallace State Community College, Hanceville, AL
George Corley Wallace State Community College, Selma, AL

Technical Colleges

J.F. Ingram State Technical College, Deatsville, AL
Reid State Technical College, Evergreen, AL

Military Academy

Marion Military Institute, Marion, AL

Statewide Development Training

Alabama Technology Network (ATN), Montgomery, AL

Other Participating Public Institutions of Higher Education

AIDT (Alabama Industrial Development Training)
Alabama Fire College, Tuscaloosa, AL
Alabama State University, Montgomery, AL
Athens State University, Athens, AL

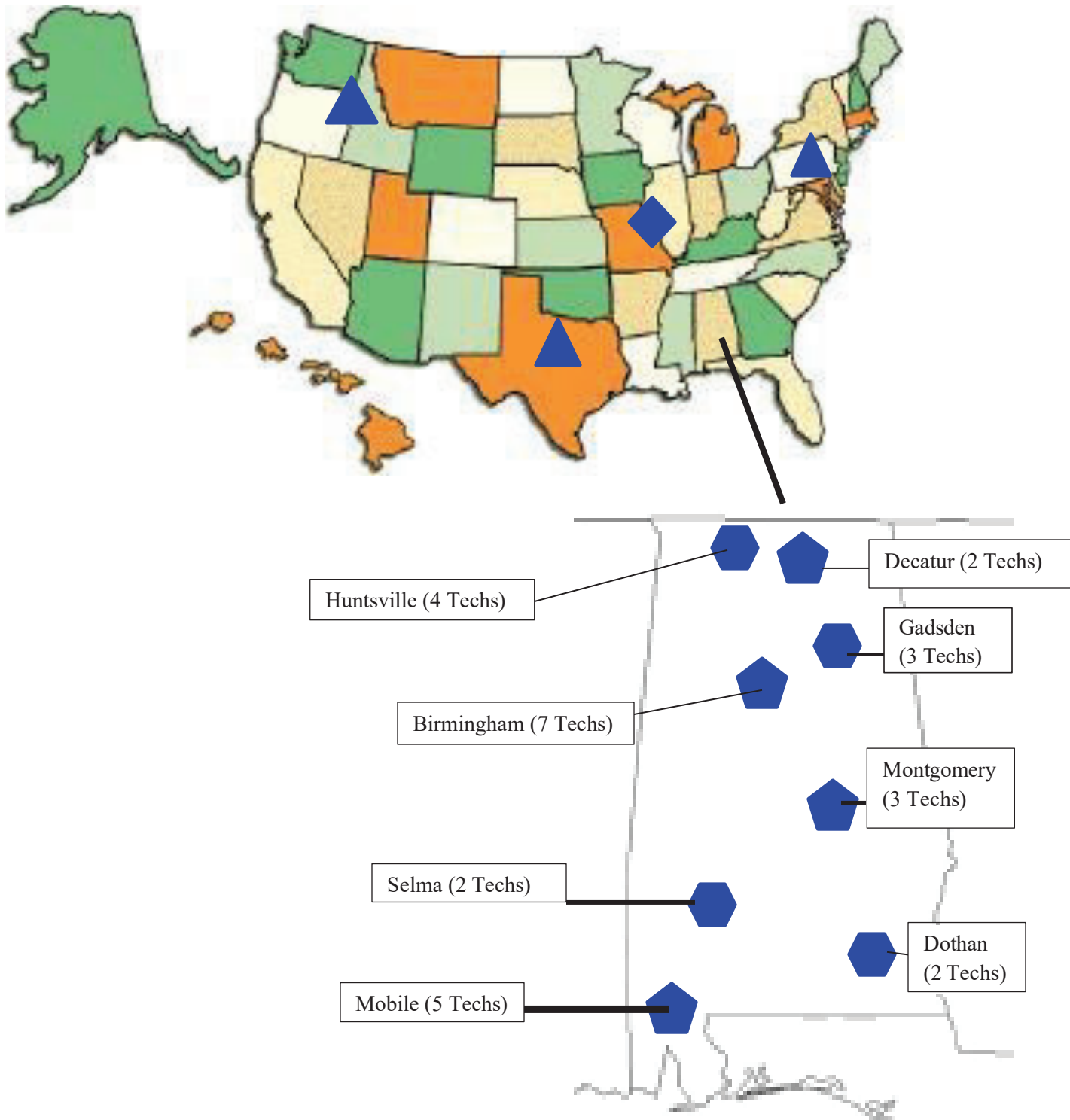
Auburn University, Auburn, AL
Auburn University-Montgomery, Montgomery, AL
Jacksonville State University, Jacksonville, AL
Troy University, Troy, AL
University of Alabama Birmingham – Birmingham, AL
University of Alabama Huntsville - Huntsville, AL
University of North Alabama, Florence, AL
University of West Alabama, Livingston, AL





Other Participating Public Institutions K-12

Alabaster City Schools
Birmingham City Schools
Crenshaw County Schools
Cullman Commission on Education
Fort Payne City Schools
Pelham City Schools
Pike County Board of Education
Troy City Schools
Tuscaloosa County School System

6.2 Appendix B – Example Map

My Company Locations



-  Corporate Headquarters
-  Manufacturing/Distribution Center
-  Retail Store with Service Center
-  Service Center

6.3 Appendix C – Example Required Usage Report

This example contains the minimum information provided. Vendors are encouraged to submit their own report data in their own format.

Company Name		
Quarterly Usage Report		
First Quarter		
		Jan 2022-Mar 2022
		Contract#: ACCSA2022-99T
Procuring Entity Name 1		\$ 999,999,999
Category 1	\$999,999	
Category 2	\$999,999	
Category 3	\$999,999	
Category n	\$999,999	
Procuring Entity Name 2		\$ 999,999,999
Category 1	\$999,999	
Category 2	\$999,999	
Category 3	\$999,999	
Category n	\$999,999	
Procuring Entity Name n		\$ 999,999,999
Category 1	\$999,999	
Category 2	\$999,999	
Category 3	\$999,999	
Category n	\$999,999	
GRAND TOTAL		\$ 999,999,999

6.4 Appendix D - Vendor Disclosure, Immigration Compliance and Financial Forms

Vendor Setup, State of Alabama Vendor Disclosure Statement, Certificate of Compliance (Beason-Hammon), Certification Regarding Debarment and Tax Certification and Immigration Status Forms are included in the RFB below:

E-Verify MOU: (While this is not an attached form, we require a copy of the complete E-Verify Document with electronic signature from Homeland Security (this document will be approximately 13-17 pages) available at this link: <https://www.e-verify.gov/mye-verify>.)

First Time E-Verify Enrollment at this link: <https://www.e-verify.gov/employers>

1. Select E-Verify Enrollment
2. For first time enrollment, please complete the enrollment process
3. For all enrolled employers, please update any information and submit the updated documentation.

W-9 Form: (While this is not an attached form, we require a copy of the complete W-9 form available at this link) <https://www.irs.gov/pub/irs-pdf/fw9.pdf>

*Vendor Setup Form: If you do not wish to receive ACH payments, please complete the Vendor portion of the form, and leave the Financial Institution blank or “N/A”.

**Alabama Disclosure Statement: Must be notarized.

***Note: these forms are a requirement for all State Agencies to collect for contractual obligations.

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: _____ 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		

ACCS RFB Response, Attachment A

ISO 9001 Documents

verinext

Verinext Corp. acknowledges and understands the ISO 9001 requirement for hardware manufacturers that we list in our bid response. Verinext is glad to provide an ISO 9001 certification for any and all technology hardware providers where we have a contractual partnership in place now, and in the future.

ACCS RFB Response, Attachment B
Professional Services And Technology
Delivery Overview

verinext



About Us

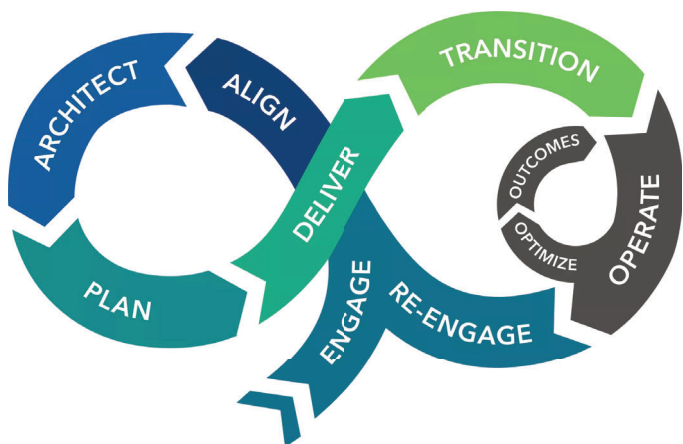
Veristor is a close-knit team of seasoned experts in IT technology, and we've got the best solutions in the industry at our fingertips. Together with our customers, we devise, design and deploy transformative solutions that provide fast, real-world returns. Whether it's through our data center, security, networking, hybrid cloud and DevOps offerings, or our full suite of professional, managed or support services, we are passionate about IT solutions that work just as hard for our customers as we do.

Our Methodology

As a provider of technology solutions and services, Veristor's mission is to collaborate with our clients to build the platforms that they use to produce and deliver their goods and services. The methodology that we use to do this is called The Veristor Way.

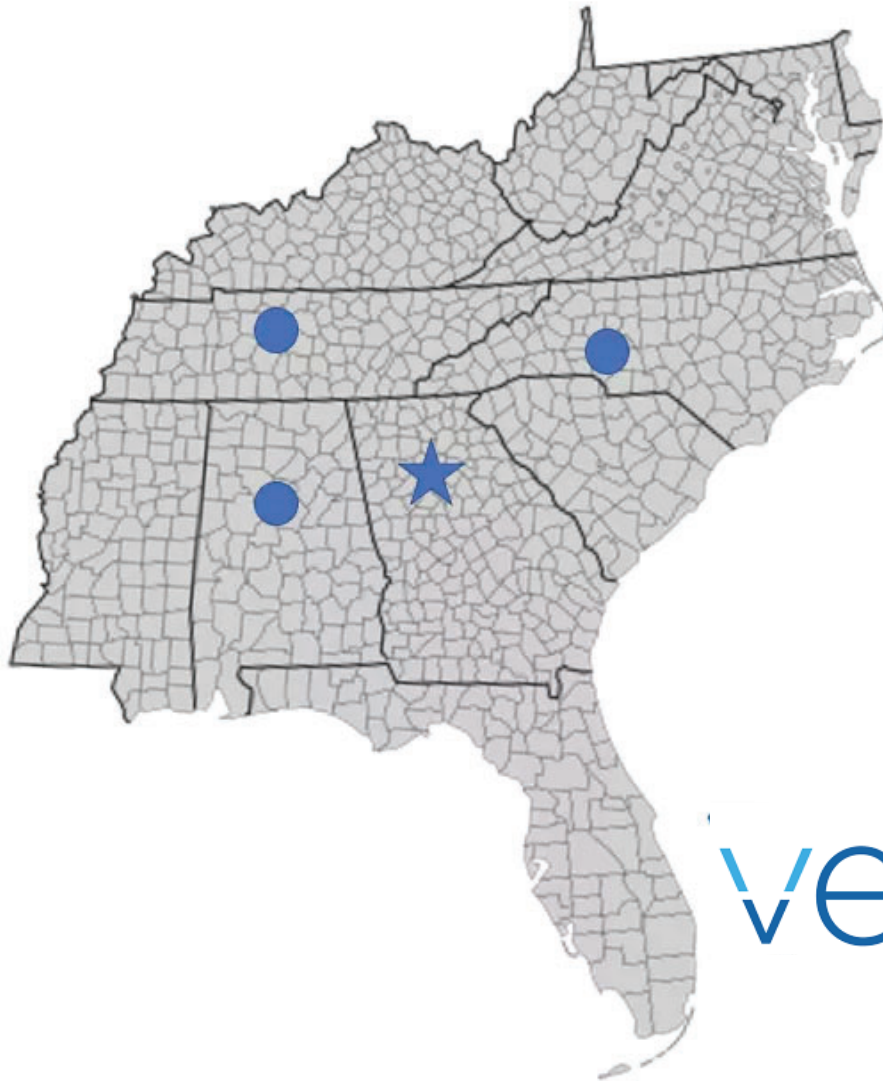
This methodology begins with engaging our clients to understand what business need is driving the requirements for a technical solution. We are architecture led with the end goal in mind of aligning to and architecting for defined and measurable business outcomes. For existing environments, we help organizations optimize investments and, where appropriate, introduce healthy disruption that can serve to right-size a solution or business unit toward the necessary measurables.

This focus on business outcomes means that when we need to, we will combine our own internally developed high-value professional and managed services with other best in class service delivery providers, as opposed to a one-size-fits-all, sole-sourced approach which often falls short of aligning to the original business objective.



Our methodology is iterative. We want our clients' experience to be measurably better the next time we join forces to solve a business problem. Within the overall engagement experience, aspects of our service delivery may follow Waterfall, Agile, or an appropriate combination of the two depending on the context of the project and the needs of the client. Our Project Management Organization (PMO) will work with client stakeholders to ensure the right approach is used for the right situation.

Verinext Geographic Coverage



- ★ Corporate Headquarters-
Atlanta, GA
16- Architects/Engineers
- Branch Office-
Birmingham, AL- 2
Architects
Nashville, TN- 3
Architects
Charlotte, NC- 1
Architect

verinext



Our Practices

Data Solutions Practice

Data Solutions Practice Overview

Technology and Partners

Data Solutions Services

Networking Practice

Networking Practice Overview

Technology and Partners

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Security Practice

Security Practice Overview

Technology and Partners

Security Services

Enterprise Cloud Practice

Enterprise Cloud Practice Overview

Technology and Partners

Enterprise Cloud Services

At Veristor, we align our business to the way our clients build platforms. We use the term "Practice" to group all of the areas that we deliver value to our clients, whether that value is through our architecture-led approach, professional services implementations and delivery, or operational support and managed services. Below is an in depth view of each of our practices, our philosophical view points on platforms, the manufacturer partners we team with, and a list of our service delivery capabilities.

Data Solutions Practice Overview

Veristor's Enterprise Data Solutions practice takes a data-centric approach to the storage, management, and protection of the organization's most precious resource: its data. As data storage solutions continue to evolve, the Veristor Architecture team stays on the cutting edge of industry advancements. Our approach is to architect the right solution to meet business objectives, not just size and speed specifications.

Data management continues to challenge the modern enterprise, as organizations are faced with an ever-increasing amount of unstructured data. The growth of unstructured versus structured data over the past decade shows that unstructured data accounts for more than 90% of all data.



From performance driven to capacity optimized and analytics platforms across the Enterprise, Veristor's Storage & Data Solutions practice maintains a portfolio of technologies and services to bring reliable, automated, scalable and cost effective data management solutions to our clients.

Lastly, a data-centric security strategy is the best approach to ensuring the organization's data is protected against not only loss by technology failure or configuration mistakes, but also threat actors who would seek to hold your company's data for ransom. Veristor's data-centric security strategy aligns technology, business processes, and user workflows in order to ensure organizational control over sensitive data at all times.



Technology and Partners

Veristor maintains healthy partnerships with all of the major data solutions manufacturers. We are one of HPE's top tier Platinum Partners,, VMware Premier Partner, CommVault Platinum MarketBuilder, Veeam Gold Partner, as well as many others. We are continuously updating our understanding of the market and awareness of where new entrants solve critical client problems. Our entire partner list is located on our website at <https://veristor.com/about-veristor/strategic-partners/>.



HPE Platinum Partner



VMware Premier Partner



Commvault MarketBuilder Partner



Intel Platinum Partner



Trend Micro Platinum Partner



Veeam Gold Partner



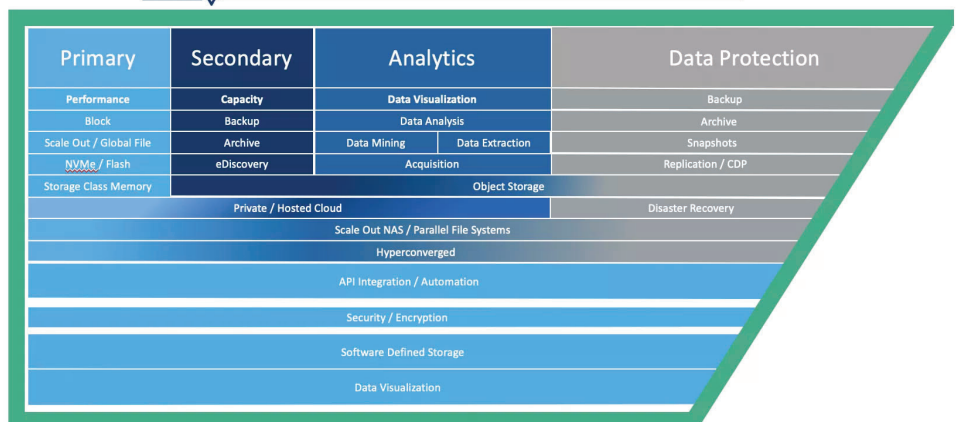
Zerto Gold Partner (cloud)
Zerto Silver Partner (reseller)



Red Hat Premier and Apex Partner

We recognize that there are many different areas of the data environment that all have different needs. From this recognition, we have built an integrated platform that can address each area. This platform guides our architecture ethos, and helps ensure that our clients have a fully developed forward-looking roadmap.

THE VERISTOR DATA MANAGEMENT PLATFORM





Data Solutions Services

Veristor's Data Solutions Services portfolio includes a broad mix of services, ranging from Veristor's high-value professional services for data center migrations and storage environment health checks, to the delivery of our leading edge data protection managed services.

The below sections list all relevant data protection services that Veristor is able to provide to clients.

Data Center

Service Name	Service Description
Data Center Migrations	In addition to corporate-owned data center migrations, this service includes the ability to move to a colocation facility, or within a colocation facility from one cage to another.
Data Migrations	This service is focused on migrating data, instead of underlying infrastructure, and supports data migration across a variety of formats and across a multitude of mediums.
Data Center Wide Area Network (WAN) Migrations	Migration of WAN connections from one data center to another, providing a seamless cutover experience in order to ensure uptime through the experience.
Equipment Moves	Migration of equipment from one data center to another. This service may include insured transport of equipment, as well as smart hands for rack, stack, and relocation.

Service Name	Service Description
Data Center Buildout	A Data Center buildout service that include design and architecture of the data center facility, operations, and technology.
Equipment Decommissioning/Disposal	An equipment lifecycle service for equipment decommissioning and safe disposal.

Data Storage Solutions

Service Name	Service Description
Storage Solution Architecture and Design	A workshop engagement for developing an architecture and design for an organization's data storage environment, with an emphasis on data center based storage.
Commvault Health Check	An assessment for evaluating a Commvault environment's operational health. The resulting deliverable will identify issues and prioritize based on impact to the business.
Commvault Security Hardening	A combination assessment and remediation for Commvault, focused on security hardening and minimizing the attack surface of your Commvault-powered data protection environment.
Storage Area Network (SAN) Health Check	An assessment for evaluating a client's SAN environment's operational health. The resulting deliverable will identify issues and prioritize based on impact to the business.
Storage Capacity and Performance Assessment	An assessment that evaluates a client's current storage utilization and performance, and provide a report that can be utilized by the business for capacity planning.

Service Name	Service Description
Enterprise Unstructured Data Analysis	This tool-based analysis will discover all of the enterprise's unstructured data, and provide a report classifying storage patterns, usage, ownership, and types of unstructured data present in the environment.
Storage Platform Integration and Configuration	Veristor offers platform integration for platforms such as HPE's Primera, 3Par, Nimble, Simplivity; Netapp's NAS/FAS, HCI, SolidFire, E-Series; Pure Storage; Nutanix; Dell Compellent, VNX/Unity; Infinidat; Nexsan; Veeam
Tape Storage and Recovery Services	This service covers any tape in any format, through a central tape storage platform with documented chain of custody. This includes tape scanning for on-demand recovery.

Virtualization And Software Defined Storage

Service Name	Service Description
Virtualization Architecture and Design	A workshop engagement for developing an architecture and design for an organization's hypervisor environment, with an emphasis on the supporting ecosystem.
Hypervisor Integration and Configuration	Veristor offers hypervisor integration for vCenter/vSphere, Horizon View, vCloud Suite, NSX, SRM, VDS, vSAN, Hyper-V, Nutanix Acropolis Hypervisor (AHV).
Private Cloud Migration	Veristor offers private cloud migration from and between a variety of hypervisors, as well as migration to public cloud platforms.

Compute

Service Name	Service Description
Compute Integration and Configuration	Veristor offers compute integration for Cisco UCS, HPE compute nodes, Lenovo compute nodes, and Dell compute notes

Data Protection And Security

Service Name	Service Description
Disaster Recovery as a Service (DRaaS)	<p>Veristor's Disaster Recovery as a Service is an enterprise-class offering, powered by a suite of industry leading solutions. This is a fully managed DR solution, including Runbooks, Failover and Failback, annual testing, and RTO's measured in hours / RPOs measured in hours.</p> <p>Some features of this service:</p> <ul style="list-style-type: none"> • All systems can be brought up in a customized order, and prioritized by the customer • Consistent tabletop-exercises, scenario planning and failover testing included.

Service Name	Service Description
Backup as a Service (Baas)	<p>Veristor’s Backup as a Service is an enterprise-class backup solution, powered by an industry leading backup, recovery and archive platform. This is a fully managed backup solution, including licensing, management, on-prem hardware (if required), and offsite storage utilizing the Veristor Cloud Object Storage platform. Other offsite targets are supported, including multiple supported public clouds and other customer sites or data centers. Retention can be customized based on customer requirements.</p> <p>While this is a fully managed service customers do have the ability to utilize self-service capabilities as needed</p> <p>Our offering gives the client the absolute ability to manage, protect, migrate, and most importantly, ensure your data compliance.</p>
Cloud Object Storage	<p>Veristor’s archival tier platform. This is an S3 compliant solution, that includes Ingress and Egress bandwidth, across two regions. Other archival locations are supported (aka Veristor first, Glacier secondary copy). This platform supports any backup solution that can write to S3 and is targeted for long term storage or tape replacement.</p>
Microsoft 365 and GSuite Data Protection	<p>Veristor provides an end user focused platform for a comprehensive Microsoft 365 and GSuite backup solution. This solution is designed to protect the entire Microsoft 365 Suite, including Exchange Online, SharePoint online sites, OneDrive folders, Microsoft Teams, as well as your user’s critical laptops, tablets and desktops. In addition to critical laptops, the GSuite Data Protection solution includes protection for the entire suite of Google applications.</p>

Applications

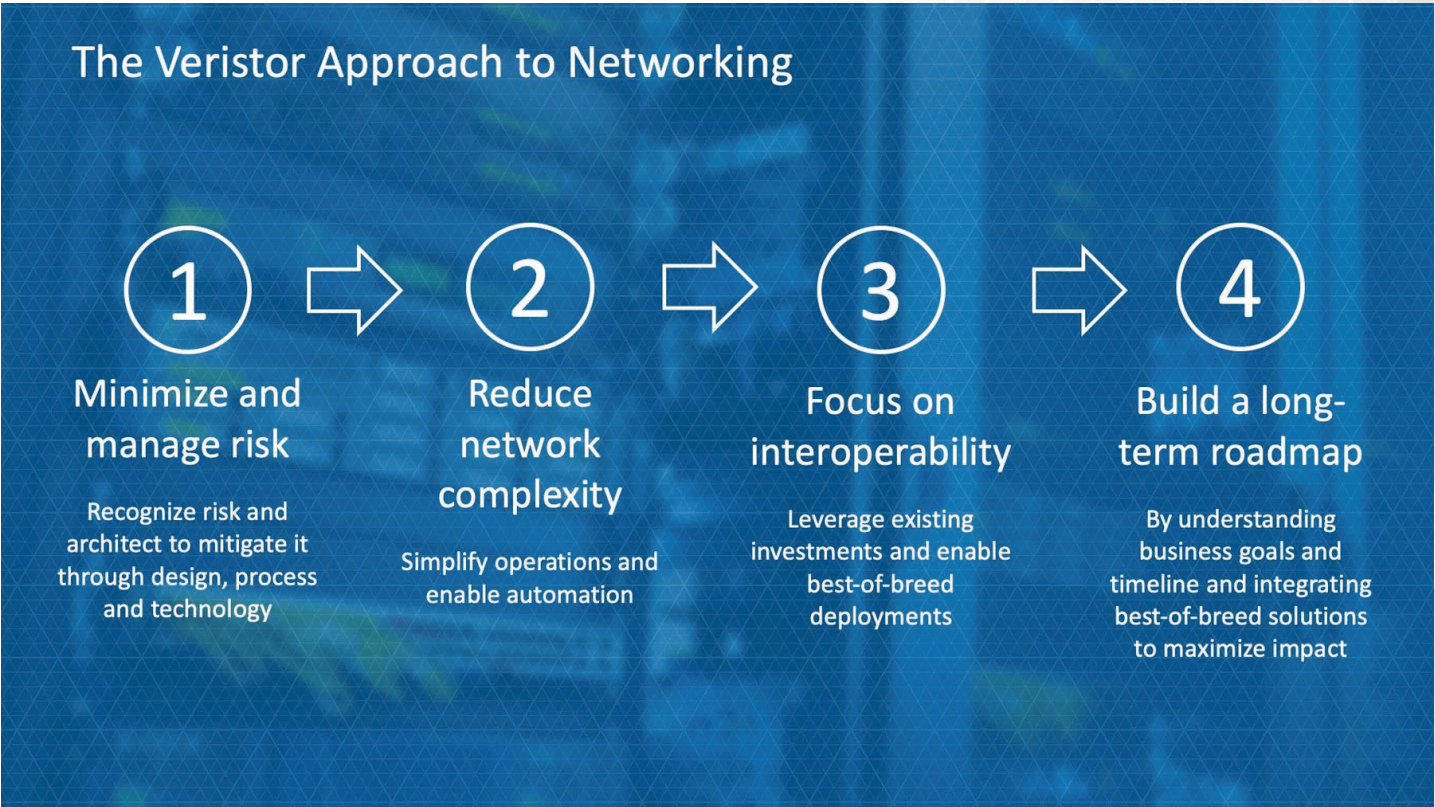
Service Name	Service Description
Application Mapping Assessment	This assessment will map application dependencies and interconnections within the compute/storage/network infrastructure.
Microsoft 365 (formerly Office 365) Consulting and Migrations	Provides consulting and migration services for moves either to or from Microsoft 365.
Microsoft 365 Backup as a Service	Veristor provides an end user focused platform for a comprehensive Microsoft 365 backup solution. This solution is designed to protect the entire Microsoft 365 Suite, including Exchange Online, SharePoint online sites, OneDrive folders, Microsoft Teams, as well as your user's critical laptops, tablets and desktops.
Google GSuite Backup as a Service	Veristor provides an end user focused platform for a comprehensive Google GSuite backup solution. This solution is designed to protect the entire GSuite suite of applications, as well as your user's critical laptops, tablets and desktops.
Microsoft InTune Implementation	Implementation and configuration of the Microsoft InTune platform into either an existing or greenfield environment.



Networking Practice Overview

In the current digital age, there are very few roles in an organization where access to key applications and data are not essential to the job. In addition to providing access to applications, today's corporate networks are also critical to customer experiences and can be vital sources of information and analytics to the business overall.

With the pace of change in technology accelerating, new work practices like extensive work from home, and new ways of interacting with customers, new innovations and platforms are demanding a continual rethinking of IT strategy with regards to the network. Gone are the days where one manufacturer had all the answers for your network. Today, IT departments have unprecedented flexibility in choosing how to deliver connectivity to business stakeholders. However, within this flexibility lies an unprecedented amount of risk, complexity, vendor choices, and technological churn. Veristor's approach to architecting the right networking solution involves addressing all of these challenges.



The first step in our networking approach is to minimize and manage the risk inherent in changes to the network, given how many business-critical applications depend on the network. This risk is mitigated through the right mix of design, operational processes, and technologies that address the unique needs of the organization. Deploying a Software Defined Wide Area Network into a traditional network is a great example of this. The benefits in flexibility that SD-WAN can provide go a long way toward mitigating the risk involved in introducing the new technology.

The second step is actively working to reduce network complexity through simplified operations, leveraging automation tooling wherever possible. Networking has traditionally been difficult to automate due to decades of accumulated complexity and institutional knowledge". We can introduce technologies and concepts today that can remove that complexity, and in doing so, remove barriers to automation. The third step is to focus on interoperability. This involves leveraging existing investments wherever possible, while creating a best-of-breed deployment. The fourth and final step in our approach is to build a long-term roadmap, by understanding business goals and requisite timelines and designing a solution that maximizes the positive contribution to the business's outcomes.



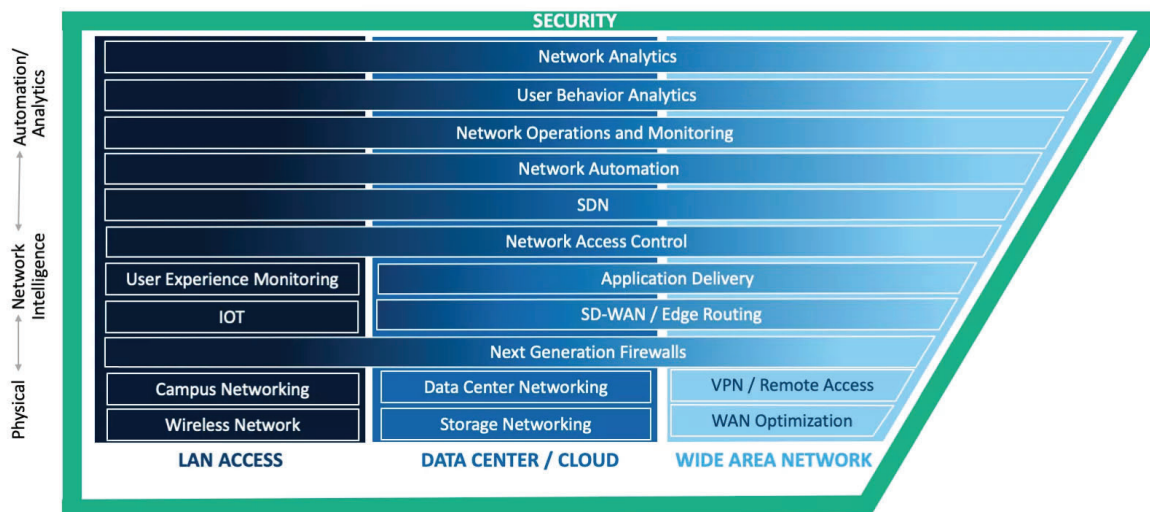
Technology and Partners

Veristor maintains healthy partnerships with all of the major Networking manufacturers. We are one of Aruba's top tier Platinum Partners, as well as a premier Aruba ClearPass integrator. We are a Palo Alto Next Wave Innovator Partner, as well as a Silver Peak (recently acquired by Aruba) Inner Circle Partner. We are also continuously updating our understanding of the market and awareness of where new entrants solve critical client problems. Our entire partner list is located on our website at <https://veristor.com/about-veristor/strategic-partners/>.



We recognize that there are many different areas of the network that all have different needs. From this recognition, we have built an integrated platform that can address each area. This platform guides our architecture ethos, and helps ensure that our clients have a fully developed forward-looking roadmap.

THE VERISTOR NETWORKING PLATFORM





Network Services

Veristor's Network Services portfolio includes a broad mix of services, ranging from Veristor's high-value professional services for wireless assessments/deployments and campus network refreshes, to the delivery of complex data center networking solutions through best of breed Veristor partner alliances.

The below sections list all relevant network services that Veristor is able to provide to clients.

Wireless Networking

Service Name	Service Description
Wireless Architecture and Design	A workshop engagement for developing an architecture and design for an organization's wireless environment.
Wireless Assessment	Fully document the health and performance of your existing WLAN, as well as tailored recommendations for remediation (if applicable). Provides attenuation and propagation analysis, device performance analysis, application health, SSID discovery scans, spectral analysis, and frame captures. The deliverable is a series of photographs as well as maps noting device locations and ceiling/wall attributes.
Wireless Site Assessment	Generates a wireless design using a combination of predictive, hybrid/validated, and AP on-a-stick methods.

Service Name	Service Description
Wireless System Health Check and Remediation	Inspects the components of a wireless system, including the controller, wireless access points, and directly adjacent network devices. The results of the initial assessment will be reviewed with the client in order to decide what issues need remediating.
Wireless System Integration	Integration of solutions such as Network Access Control (NAC) or location services with vendors such as Aruba, Cisco (including Meraki), Juniper (Mist), Arista (Mojo).
Wireless System Configuration	Implementation and configuration of Access Points and Controllers.
Wireless-as-a-Service	An entire operational expenditure (OpEx) approach to campus wireless. This solution will provide an entirely managed solution focused on ensuring end-user wireless experience is maximized for critical business applications.
Managed Wireless	A traditional managed service for an existing wireless implementation, and includes network operations center for wireless support.
Access Point Priming, Hanging, and Testing	A field services capability for remote access point deployments and initial installation.

Campus And Data Center Networking

Service Name	Service Description
Network Architecture and Design	A workshop engagement for developing an architecture and design for an organization's campus network environment.

Service Name	Service Description
Network Audit/Topology Assessment	Identifies LAN/WAN/VLAN topologies, switch and router configurations, edge and uplink port requirements, potential bottlenecks, power configurations, device logs, and trunking configurations.
Network Traffic Analysis	The setup of a traffic analysis tool in the client's environment. The tool will gather traffic analytics for a predetermined duration, and then Veristor network engineers will analyze the traffic and generate a report for top talkers, bandwidth consumption trends, and traffic flow considerations.
Network Infrastructure Health Check	An assessment focused on the health of the network environment, from a hardware perspective as well as a configuration and functional efficacy standpoint. The deliverable will be a report that can be shared with IT and business executives to underscore the state of the network environment.
Network Implementation/Refresh	Implementation and configuration of network infrastructure into either an existing environment or a greenfield environment.
Network Equipment Staging and Burn-in	This service utilizes Veristor facilities for staging network equipment prior to shipment. During this staging, network configurations can be applied as well as burn-in procedures to ensure equipment is functioning properly prior to shipment to the end destination.
Network Operations Center (NOC) and Managed Infrastructure	A managed service for network infrastructure. It includes a 24x7x365 NOC as well as policies, procedures, and processes for providing proactive management of network equipment.
Low Voltage Cabling	Low voltage cable pulling, testing, and certifying.

Application Delivery

Service Name	Service Description
Software as a Service (SaaS) Application Usage Assessment	An assessment that documents and evaluates current SaaS application use in the corporate environment. The resulting report can facilitate the implementation of a Cloud Access Security Broker (CASB).
Application Delivery Controller Architecture and Design	A workshop engagement for developing an architecture and design for an organization's application delivery network infrastructure, with an emphasis on how an ADC solution can benefit the client's business.
Application Delivery Controller Assessment	An assessment that evaluates the client's current application delivery network infrastructure and identifies readiness gaps to implementing an ADC solution.
Application Delivery Controller Implementation	Implementation and configuration of ADC infrastructure into either an existing environment or a greenfield environment.

Software Defined Networking (SDN) And Software Defined Wide Area Network (SD-WAN)

Service Name	Service Description
SD-WAN Architecture and Design	A workshop engagement for developing an architecture and design for an organization's wide area network environment, with an emphasis on how SD-WAN can benefit the client's business.
SD-WAN Assessment	An assessment that evaluates the client's current WAN infrastructure and identifies readiness gaps to implementing SD-WAN.

Service Name	Service Description
SD-WAN Vendor Selection	Facilitates the creation of a weighted decision matrix for WAN connectivity needs, and provides a proof of value/concept deployment for the top two or three vendors that align to the client's needs.
SD-WAN Implementation	Implementation and configuration of SD-WAN infrastructure into either an existing environment or a greenfield environment.
SDN Architecture and Design	A workshop engagement for developing an architecture and design for an organization's data center or campus network, with an emphasis on how SDN can benefit the client's business.
SDN Assessment	This assessment evaluates the client's current data center or campus network infrastructure and identifies readiness gaps to implementing SDN.
SDN Implementation	Implementation and configuration of SDN infrastructure into either an existing environment or a greenfield environment.

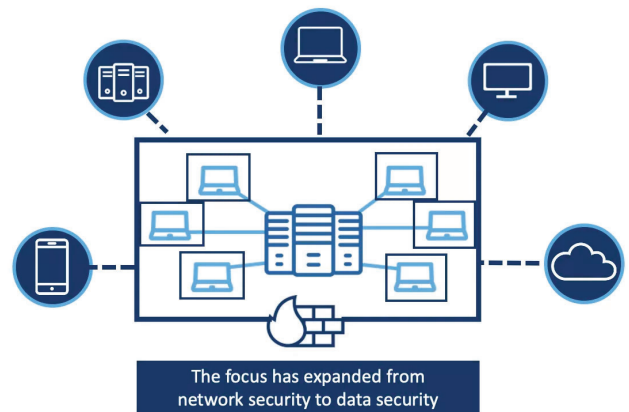
Unified Communications And Collaboration

Service Name	Service Description
Unified Communications Architecture and Design	A workshop engagement for developing an architecture and design for an organization's Unified Communications platform. Veristor supports Cisco, Microsoft, as well as a variety of UCaaS providers such as Ring Central and 8x8.

Service Name	Service Description
UC Readiness Assessment	An assessment that evaluates the client's current networking and UC infrastructure and identifies readiness gaps to implementing a new UC solution, either on-prem or cloud-based.
UC Platform Vendor Selection	Facilitates the creation of a weighted decision matrix for collaboration and communication oriented business needs, and provides a proof of value/concept deployment for the top two or three vendors that align to those needs.
UC Implementation	Implementation and configuration of a UC platform into either an existing or greenfield environment.
Managed UC	A traditional managed service for a new or existing UC implementation, and includes network operations center for UC support.

Security Practice Overview

Today's cyber threat actors are after one thing – your company's data. Data is the new perimeter that Cyber security professionals have to safeguard. Not only are there more vectors both internal and external that must be protected, today's threat actors more sophisticated that ever. They are indiscriminate using automated attacks to penetrate any organization they can. Not only will they try to steal intellectual property and production systems necessary to operate the business, they will hold your customer data hostage and threaten your company's public reputation if you don't meet their demands.

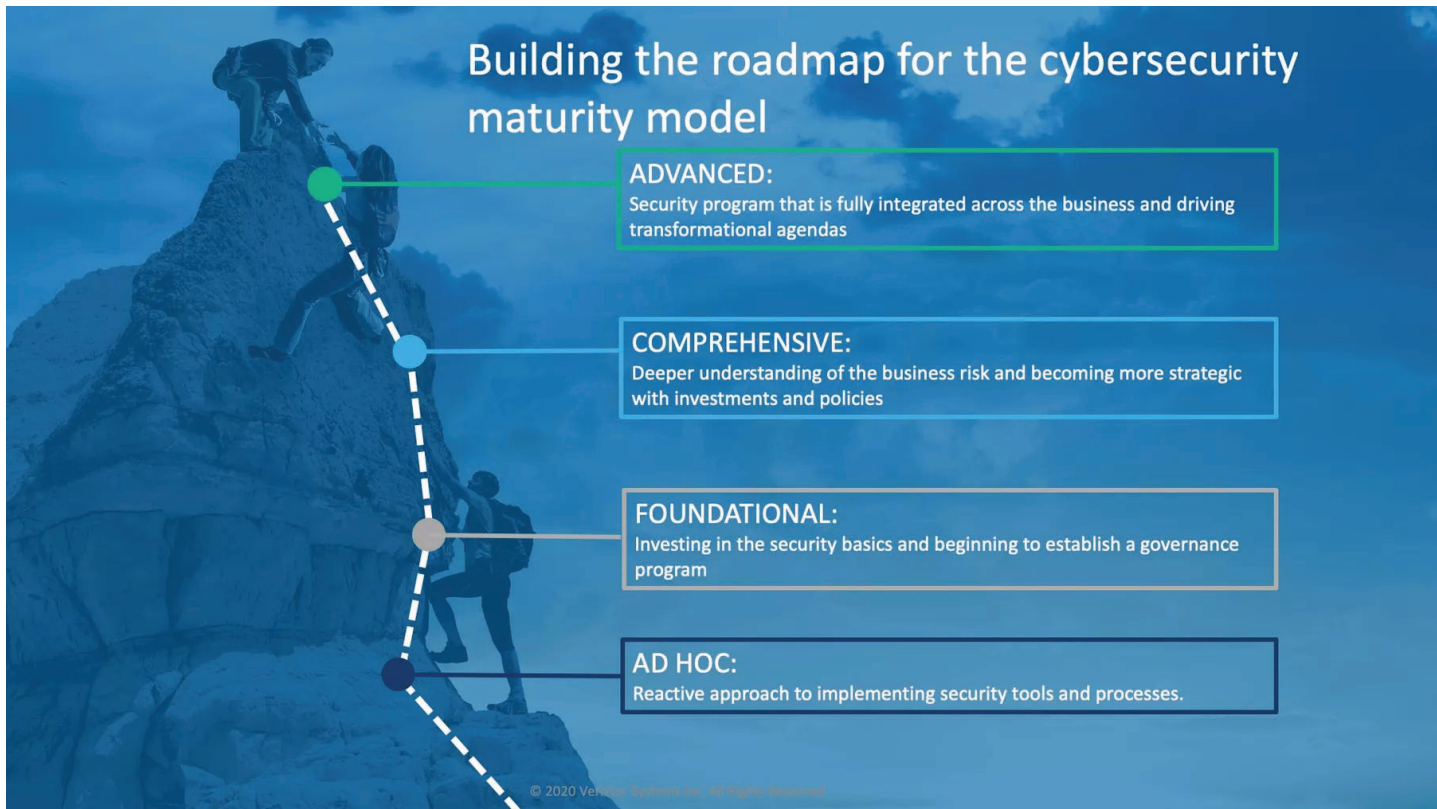


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In the not to distant past, companies would secure the perimeter of their corporate network with firewalls, and maybe layer in a few other technologies in their kill chain. This approach was all about protecting their corporate network believing they could keep the bad people out. With data now residing outside the corporate network through the use of smart phones, Software as a Service (SaaS) applications, data stored in the cloud, and even computing move to the cloud; we have to protect the data wherever it is, and ensure that the only the right people have access to it. The strong network perimeter is still important and serves as the first line of defense, but the best strategy is to assume that it is only a matter of time before the best perimeter is infiltrated and compliment the network perimeter with proper internal detection and controls.

Protecting data while ensuring access by authorized users, along with factors such as the increasingly complex threat landscape are some of the reasons why Veristor offers security solutions that span Industrial Internet of Things (IIoT) and Operational Technology (OT) devices, DevOps environments,

data centers and the cloud. We apply a **holistic view** to help you cut through the complexity and protect what matters most to your business. Veristor's Security Architects have created an extensive platform approach that provides this holistic view and can also be used to improve any organization's security posture.



A key element in being able to successfully mitigate the risks that these threats pose is to develop the right mix of processes, tools, architectures, and staffing. Veristor's approach to helping clients with their cybersecurity maturity is to work directly with cybersecurity and business stakeholders to develop a roadmap for cybersecurity that gets the organization on a path to improve the overall security posture. Additionally, our senior leaders have experience acting as corporate Chief Information Security Officers and other senior leadership roles and can be instrumental in building the business cases and justifications necessary to advance and mature a cyber security program.

In summary, organizations must shift focus to protecting data outside the traditional perimeter as well as on maturing their capability in cybersecurity. Veristor's Security Consultants and Architects have a methodology to drive this focus on the "data as the perimeter" mindset, deliver a roadmap for improving security maturity, all while ensuring our recommendations seamlessly integration with your existing environment.

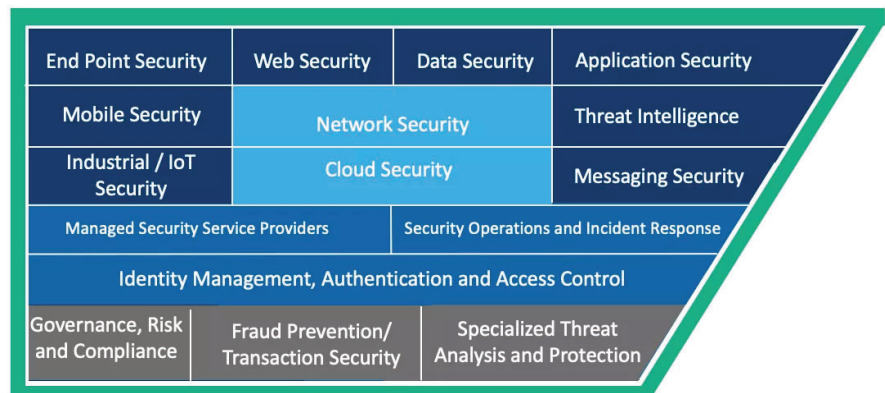


Technology and Partners

Veristor maintains healthy partnerships with all of the major security manufacturers. We are also continuously updating our understanding of the market and awareness of where new entrants solve critical client problems. Our entire partner list is located on our website at <https://veristor.com/about-veristor/strategic-partners/>.

We recognize that there are many different areas of cybersecurity that all have different needs. From this recognition, we have built an integrated platform that can address each area. This platform guides our architecture ethos, and helps ensure that our clients have a fully developed forward-looking roadmap.

THE VERISTOR CYBERSECURITY PLATFORM





Security Services

Veristor's Security Services portfolio includes a broad mix of services, ranging from Veristor's high-value professional services for Firewall implementations or Virtual Chief Information Security Officer (vCISO) offering, to the delivery of complex data risk assessments through best of breed Veristor partner alliances.

The below sections list all relevant security services that Veristor is able to provide to clients.

Cybersecurity Program Services

Service Name	Service Description
Virtual Chief Information Security Officer (vCISO)	A programmatic engagement that is tailored for each client's cybersecurity needs, aligning to regulatory requirements, industry-specific threats, and the organization's current level of cybersecurity maturity.
Security Operations Center (SOC) as a Service	This managed security service provides a 24x7x365 Security Operations Center (SOC), with established Service Level Agreements (SLAs) for security operations.
Physical Security Assessment	An assessment of physical security measures and controls. In scope will be physical access to facilities, personnel, equipment, and all other company assets.

Service Name	Service Description
Security Awareness Program	The human threat surface continues to be the largest gap in any security program. This end-user security awareness training program will work to level your employees up in order to reduce that threat surface.
Security Strategy Facilitation/Creation	The deliverable for this workshop will be an actionable strategy document that incorporates organizational goals and objectives, the current threat intelligence relevant to the organization, and the current state of security solutions available in the market.
Security Architecture Roadmap	The deliverable for this workshop will be a security architecture roadmap that aligns with the organization's security strategy.
Security Platform Implementation	Implementation of vendors such as Forescout, Fortinet, Thycotic, Varonis, OneLogin, and Sailpoint.
Ransomware Response	A service consists of a ransomware incident response capability, as well as a ransomware payment broker.
Policy Review/Develop/Refresh	A service to review, develop, or refresh a given security policy. The deliverable would be the policy type requested, and the input would be the organization's objectives for the policy, any regulatory compliance required, and any relevant policy that is already in place.
Business Impact Analysis	A risk discovery service that will determine and evaluate the potential effects of an interruption to critical business operations as a result of a disaster, accident or emergency.

Service Name	Service Description
Business Continuity Planning	Creation of a set of systems of prevention and recovery to deal with potential threats to the business. In addition to prevention, this effort will document the processes and platforms necessary to enable ongoing operations before and during execution of disaster recovery.

Governance, Risk, And Compliance

Service Name	Service Description
Cybersecurity Risk Assessment	An assessment of risks a company is likely to have based on specific industry threats and vulnerabilities. Deliverables include a full risk heatmap and a full risk assessment report, along with a recommendations roadmap.
External Vulnerability Assessment	A tool-based scan of a given set of externally facing services and IPs resulting in a prioritized risk-based assessment of your current vulnerabilities.
External Penetration Testing	An penetration test using various tools and techniques focused on compromising externally exposed threat surfaces of infrastructure and application services. These threat surfaces be on-premises and/or cloud-based components.
Internal and External Combined Vulnerability Assessment	An assessment that adds internal threat surfaces to the External Vulnerability Assessment.
Data Risk Assessment	A risk assessment specific to a client organization's data integrity, confidentiality, and availability. The deliverable for this service will be a report that orders risks based on impact as well as any other criteria the client wishes to prioritize based on.

Service Name	Service Description
Mergers and Acquisitions Risk Assessment	A risk assessment for a merger, acquisition event. This risk assessment analyzes the target organization or business unit's security posture, and compares to the acquiring entity's security policies and standards. The deliverable is a report that details gaps between the two, and steps necessary to remediate in order to be ready for connectivity.
New York Department of Financial Services (NYDFS) Cybersecurity Regulation (23 NYCRR 500) Assessment	A specific assessment to clarify gaps in current state compliance with New York State Department of Financial Services 23 NYCRR 500.

Fraud Prevention / Transaction Security

Service Name	Service Description
PCI Planning, Readiness & Assessment	A full end to end assessment suite focused on PCI-DSS compliance. The deliverable will be a document that highlights gaps between current state security and PCI-DSS requirements, as well as a document that details out a roadmap for remediation.

Identity Management, Authentication, & Access Control

Service Name	Service Description
Identity and Access Management (IAM) Architecture and Design	A workshop engagement for developing an architecture and design for an organization's IAM environment.
Unix Privileged Account Discovery	A service that will generate a report of all *nix account privileges within *nix based environments.

Service Name	Service Description
Privileged Password Vulnerability Benchmark Survey	A survey that gets sent to users that have privileged accounts in order to assess the vulnerabilities present in the password practices of these account holders.
Measure Privileged Access Management (PAM) Maturity Framework Survey	A survey that is used to gauge where on the PAM Maturity Framework an organization's policies and practices place them.
PAM Assessment	An assessment of an organization's Active Directory or other LDAP-based directory to identify privileged accounts and what access these accounts have.
Weak Password Finder for AD	An assessment that utilizes 1.5 million common passwords from publically available lists to determine "weak" passwords in the client's Active Directory environment.

Security Operations And Incident Response

Service Name	Service Description
Emergency Response Services	An on-demand incident response capability with expert-level resources.
Incident Response Retainer	A retainer service for incident response, which can be used in the case of an incident, or for other select security services.
Tabletop Exercises	A service to exercise your incident response plan. The deliverable is a report that details gaps in response plan effectiveness, along with a list of items to improve.
Response Readiness Assessment	An assessment to determine how ready your organization is to respond to a security incident.

Service Name	Service Description
Compromise Assessment	An assessment to evaluate whether an organization has been compromised without their knowledge.
Computer Forensics	Forensics investigative services for corporate endpoints that may have been involved in incidents. This service provides chain of custody documentation, expert evidence handling, and resources that are experts at providing testimony.
<i>Create/Refresh Incident Response (IR) Plan</i>	A service that delivers a practical Incident Response Plan that takes into account the organization's current security maturity level.
Cyber Insurance Risk Assessment	A risk assessment for organizations preparing to purchase cyber insurance. This assessment aligns to the property insurance underwriting industry's assessment criteria of construction, occupancy, protection, and exposure (COPE).

Network Security

Service Name	Service Description
Firewall Assessment	Documents logs and configurations, circuit usage, IPsec and SSL VPN tunnels, connectivity requirements, critical inbound/outbound services, user-ID sources, SSL decryption, inbound inspection, URL filtering, upload policies, and whitelists.
Firewall Implementation	Implementation and configuration of network firewalls into either an existing environment or a greenfield environment.
Network Access Control Implementation	Implementation and configuration of network access control solutions, integrating with the existing network solution.

Service Name	Service Description
Network Microsegmentation Implementation	Implementation and configuration of Network Microsegmentation solutions such as Cisco ACI or VMware NSX.
Network Infrastructure Hardening	A combination assessment and remediation service for network infrastructure such as routers, switches, wireless access points, wireless controllers, and any other network infrastructure.

Cloud Security

Service Name	Service Description
Cloud Security Architecture & Design	A workshop for cloud security, aligned with public cloud provider's shared responsibility models. This service's deliverable is a foundational architecture and design document that provides the client a roadmap to follow for cloud security.
Cloud Security Assessment	Determines if your cloud environment has any ongoing or past compromise activity, and has any security trust relationships to other accounts and networks that may no longer be authorized. Proactively strengthens your cloud configuration settings to secure your cloud environment. Delivers prioritized recommendations to help you better avoid attacks and survive incidents with enhanced security practices for your cloud workloads.

Threat Intelligence

Service Name	Service Description
Cyber Threat Intelligence review	An inspection of an organization's maturity around managing cyber threat intelligence sources and practices.

Data Security

Service Name	Service Description
Data Governance Policy Review/Develop/Refresh	The review, development, or refreshing of an organization's data governance policy. The client's desired business outcomes and regulatory constraints are taken into account for the execution of this service.
Data Classification Policy Review/Develop/Refresh	The review, development, or refreshing of an organization's data classification policy. The client's desired business outcomes and regulatory constraints are taken into account for the execution of this service.
Data Loss Prevention, Encryption, Classification services	These services are focused on secure data management, and are holistically applied in a way that aligns to the organization's data governance and classification policies.

End Point, Web, And Messaging Security

Service Name	Service Description
Windows Endpoint Application Discovery	This service inventories and documents applications present on Windows Endpoints.
Browser Stored Password Discovery Tool	Identification of browser-stored passwords among your Active Directory users. A quick scan of your environment pinpoints which users are storing passwords in their browsers and on which websites and applications.

Service Name	Service Description
Email Security Risk Assessment	An assessment that evaluates security configuration of the email platform, best practices for spam and malware filtering including Sender Policy Framework (SPF) implementation, imposter accounts, and more. The deliverable for this assessment will be a report that will prioritize results by impact and risk level for the organization.
IT Hygiene Assessment	Improving IT Hygiene means creating a process to continuously identify assets, risks and vulnerabilities across an environment and fixing them with speed at scale. It is a virtuous cycle that is fundamental to enterprise security and systems management. Focusing on IT Hygiene can help prevent many of the breaches, outages and disruptions businesses fall victim to today.

Industrial / IoT / OT Security

Service Name	Service Description
Industrial Control System (ICS) Health Check	A health check for an organization's ICS, and evaluate adherence to the Purdue model, as well as identify patching levels for all devices relevant to providing operations technology.



Cloud initiatives are no longer shadow IT one-offs, small pet projects or “For Developer Use Only.” Cloud, whether public, private or hybrid, is now a first-class citizen in the enterprise and has become critical to the business’s success. At Veristor we believe that your cloud initiatives are bigger than a simple location and include a larger enterprise strategy that starts with the application. Central to this approach is the Veristor belief that Cloud is an operating model, not a destination.

Veristor’s Enterprise Cloud practice works with our clients to navigate through ten key areas in order to build the scaffolding for cloud as an operating model. These areas range from visibility, governance, and operations to automation, orchestration, and the development pipeline. Veristor Enterprise Cloud architects are available to assist organizations regardless of where they are in the journey to this operating model, and in a way that best incorporates existing investments in on-prem or traditional public cloud resources.

Designing The Enterprise Cloud: The Veristor Approach

- ### 1 The Application

Everything starts at the application to make sure that a solid foundation is set for future success
- ### 2 Connectivity & Security

When looking at application moves to the cloud, give user connectivity and security priority over other architecture considerations
- ### 3 Optimization & Flexibility

Long term success hinges on constantly optimizing to control costs as well as having the flexibility to escape escalating prices



Technology and Partners

Veristor maintains healthy partnerships with all of the major public cloud providers. We are also continuously updating our understanding of the market and awareness of where new entrants solve critical client problems. Our entire partner list is located on our website at <https://veristor.com/about-veristor/strategic-partners/>.

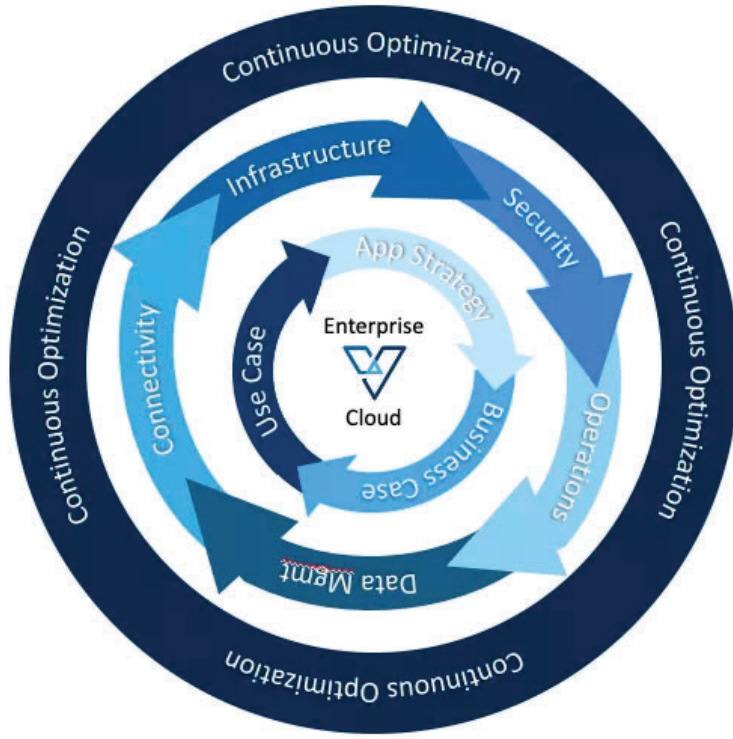


We recognize that there are many different areas of the cloud operating model that all have different needs. From this recognition, we have built an integrated platform that can address each area. This platform guides our architecture ethos, and helps ensure that our clients have a fully developed forward-looking roadmap

IAM
Compliance
MFA
Encryption
WAF / RASP
CASB

NGFW
SD-WAN
SDN
VPN / Remote Access

Workload Economics
Pen Testing



Data Movement
Data Protection
Data Analytics
Direct Cloud Integrations
IaaS

Cloud Management Platforms
Orchestration / Automation

Monitoring

Rehost
Replatform
Replace
Refactor
Retain
Retire

Enterprise Cloud Services

Veristor's Enterprise Cloud Services portfolio includes a broad mix of services, ranging from Veristor's high-value professional services for Enterprise Cloud Architecture and Design, to the delivery of complex cloud migrations through best of breed Veristor partner alliances.

The below sections list all relevant enterprise cloud services that Veristor is able to provide to clients.

Design, Optimization, And Management (Governance, Visibility, Operations)

Service Name	Service Description
Enterprise Cloud Architecture and Design	Provide design Guidance (Network, Security, Compute, Storage, Serverless, Microservices), including infrastructure, security and connectivity enhancements through 3rd party tools. This service may utilize one or more assessment services that will provide Inventory Discovery and Application Mapping (ongoing or one-time assessments). An optional add-on to this service is Cloud Storage Assessments & Design.
Enterprise Cloud Management & Optimization	Cloud resource right sizing (ongoing or one-time assessments), and provide clients with Cloud Management Platforms, which gives additional visibility through monitoring and analytics, as well as an inventory discovery of cloud resources.

Service Name	Service Description
AWS Well-Architected Review	An assessment service that evaluates a client's AWS environment against AWS published standards for being "Well Architected." The deliverable for this assessment is a report that identifies gaps in the current environment.
Application Mapping Assessment	This assessment will map application dependencies and interconnections in order to optimize cloud migrations through lift-and-shift, lift-modify-and-shift, application refactoring or application replacement.

Data Management And Protection

Service Name	Service Description
Enterprise Cloud Migration Services	Veristor's Public Cloud Deployment and Migration service offering supports Google Cloud Platform (GCP), Amazon Web Services (AWS), and Microsoft Azure. This service includes migrations that are cloud to cloud, on-prem to cloud, and cloud to on-prem with one-time or ongoing options.
Disaster Recovery Planning	A full discovery, workshop, and DR planning service that will result in a Disaster Recovery plan specifically for cloud-based solutions.
Enterprise Cloud Storage Architecture and Design	A workshop engagement for developing an architecture and design for an organization's cloud storage requirements.

Service Name	Service Description
Enterprise Cloud Backup as a Service (Baas)	<p>Veristor’s Backup as a Service is an enterprise-class backup solution, powered by an industry leading backup, recovery and archive platform. This is a fully managed backup solution, including licensing, management, on-prem hardware (if required), and offsite storage utilizing the Veristor Cloud Object Storage platform. Other offsite targets are supported, including multiple supported public clouds and other customer sites or data centers. Retention can be customized based on customer requirements.</p> <p>While this is a fully managed service customers do have the ability to utilize self-service capabilities as needed</p> <p>Our offering gives the client the absolute ability to manage, protect, migrate, and most importantly, ensure your data compliance.</p>
Enterprise Cloud Disaster Recovery as a Service (DRaaS)	<p>Veristor’s Disaster Recovery as a Service is an enterprise-class offering, powered by a suite of industry leading solutions. This is a fully managed DR solution, including Runbooks, Failover and Failback, annual testing, and RTO’s measured in hours / RPOs measured in hours.</p> <p>Some features of this service:</p> <ul style="list-style-type: none"> • All systems can be brought up in a customized order, and prioritized by the customer • Consistent tabletop-exercises, scenario planning and failover testing included.

Service Name	Service Description
Microsoft 365 Backup as a Service	Veristor provides an end user focused platform for a comprehensive Microsoft 365 backup solution. This solution is designed to protect the entire Microsoft 365 Suite, including Exchange Online, SharePoint online sites, OneDrive folders, Microsoft Teams, as well as your user's critical laptops, tablets and desktops.

Security

Service Name	Service Description
Enterprise Cloud Platform Identity and Access Management (IAM) Architecture and Design	A workshop engagement for developing an architecture and design for an organization's cloud IAM security requirements.
Data Loss Prevention (DLP) for Enterprise Cloud Data Architecture and Design	A workshop engagement for developing an architecture and design for an organization's cloud DLP.
Data Encryption and Classification Review	An assessment service that is focused on secure data management, and are holistically applied in a way that aligns to the organization's data governance and classification policies for cloud-based applications and data.
Vulnerability Scanning	An assessment focused on the cloud exposed threat surfaces of infrastructure and application services.
Enterprise Cloud Security and Governance Reviews	A service to review cloud security policies and governance practices.

Networking And Connectivity

Service Name	Service Description
Enterprise Cloud Networking Architecture and Design	A workshop engagement for developing an architecture and design for an organization's cloud networking requirements, including multi-cloud network design and architecture.
Secure Access Service Edge (SASE) Implementation	Implementation and configuration of a SASE solution into either an existing environment or a greenfield environment.
Enterprise Cloud Firewall Implementation	Implementation and configuration of cloud firewalls into either an existing environment or a greenfield environment.
Multi-cloud Networking Implementation	Implementation and configuration of multi-cloud network infrastructure into either an existing environment or a greenfield environment.

Workflow Modernization (Automation, Orchestration, Development Pipeline)

Service Name	Service Description
Automation & Orchestration Services	These services are open ended implementations of a given set of automation platforms and/or scripts that will provide the reduction or elimination of manual work.
Software Lifecycle Management (SLM)	A managed approach to software lifecycle management that incorporates ITIL principles into an easy to digest approach to SLM.
Change Management Database (CMDB)	Aligns an organization's infrastructure with an off the shelf CMDB solution of the client's choosing.
Information Technology Service Management (ITSM)	Implementation service for an ITSM application.

Software As A Service (SaaS)

Service Name	Service Description
Microsoft 365 (formerly Office 365) Consulting and Migration	Consulting and migration services for moves either to or from Microsoft 365.
Unified Communications as a Service (UCaaS)	This service is powered by UCaaS providers in Veristor's Partner Alliance, including Gartner industry leading UCaaS providers.
AWS Marketplace Solutions	This is an integration service for software available on the AWS Marketplace.

Support

Veristor offers a value-added support service unlike any other, First Call Support. This is our best-in-class managed technical support service available exclusively to Veristor's infrastructure customers, 24/7/365. First Call Support is the perfect supplemental service for those businesses who need an advocate on their side to help troubleshoot, diagnose and resolve technology issues to minimize downtime. Call it a white glove service, call it the VIP treatment, but be secure in knowing that when you call us, your issue will be handled with the urgency and personalized attention that can deliver a quick resolution – every time.

First Call Support: 877-686-4375

The moment a call is received, it is assigned to a Veristor engineer, who maintains ownership of the case until it is resolved and the customer has signed off on the remedy. During the life of the case, Veristor will manage the entire process, escalating as needed and communicating each step, enabling your staff to maintain focus on daily operations.

Troubleshooting & Diagnosis

Our advanced technical support programs engage multiple resources to perform problem isolation. Our internal lab is available for re-creation and validation test activities. Additionally, we utilize secure remote capabilities such as WebEx & SSH, allowing us to remotely diagnose and correct issues in real time.

Escalation

Knowing how and when to effectively escalate an issue is key to a quick resolution. Veristor has multiple levels of expertise internal to our technical support organization as well as strong vendor relationships, providing a robust support team to handle any and all issues. We efficiently escalate any issue to the appropriate internal and/or vendor partner engineering resources, targeting not only a quick, but also thorough resolution.

Proactive & Preventative Maintenance

Veristor continuously tracks the latest product technical releases to keep our customers informed of any changes or updates related to their solution. Through periodic and recurring communications, this proactive program is designed to address and prevent issues from occurring before they can impact your business.

ACCS RFB Response, Attachment C

Reporting

verinext

ACCS RFB Response, Attachment D

References

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Products: Aruba ClearPass

Decatur City Schools

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Products: Aruba switching and WLAN

University of North Alabama

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eghumphres@una.edu

Products: Aruba WLAN, ClearPass and Veristor Professional Services

ACCS RFB Response, Attachment E

Pricing

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ACCS RFB Response, Attachment F
Financial Documentation

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