

**CISCO Networking & Voice over IP Equipment
and Services**
for
City of Tempe

Developed by

HYE TECH NETWORK & SECURITY SOLUTIONS, LLC



HYE TECH
NETWORKS



Tempe[®]
Making waves in the desert

SAVE
RFP# 21-099

April 21, 2021

4802 E Ray Road
Suite 23-414
Phoenix, Arizona 85044
hyetechnetworks.com

SPIN# 143035587



1. INTRODUCTORY LETTER

Dear Committee Members,

Hye Tech Network & Security Solutions, LLC (HyeTech) offers the following response to the RFP# 21-099 CISCO Networking & Voice over IP Equipment and Services for the City of Tempe (City). The 2021 RFP is to provide high-quality technical solutions, support, expertise, and engineering services. HyeTech delivers this RFP response and intends to utilize cooperative contract Strategic Alliance for Volume Expenditures (**SAVE**).

HyeTech is the ideal firm for several reasons. First, HyeTech is a consulting firm focused on providing professional, managed, and hosted services. Our firm leads with end-to-end solutions that are practical, scalable, and fiscally responsible. Many organizations can provide hardware and services. HyeTech provides long-lasting concepts and client-facing services.

Second, HyeTech has worked on a diverse set of networks and systems with State, Local Government and Educational entities. Every organization's infrastructure presents unique complications and problems to overcome. Our team possesses the experience and a deep understanding of unified communication and collaboration technologies, options and requirements for each type of organization.

Lastly, HyeTech possesses the breadth and depth of technical and organizational capabilities to support various types of technologies within local municipality environments. HyeTech has developed solutions to help many cities and towns with their technology needs through these increasingly challenging times. We have been uniquely focused to solve difficult issues presented by our clients.

Hye Tech is dedicated to its clients. Our philosophy has always been to be customer facing. We pride ourselves in offering personal attention, a quality that distinguishes us from our competitors. HyeTech appreciates a client's need for continuity. Thus, the engineers you meet on day one are expected to remain integral throughout the life of an engagement. HyeTech takes a distinct interest in our client's vision. We focus not only on resolving the immediate issues but building scalable solutions for where organizations need to go down the road.

As a client focused firm, HyeTech has successfully handled small and large projects in the past with government and educational environments such as, Mesa Public Schools, Paradise Valley Unified School University, University of Arizona, Arizona State University, Northern Arizona University, Pinal County, City of Avondale, City of Scottsdale, City of Phoenix, and Town of Gilbert to name a few. HyeTech's economic value, proficiency, and client service makes us the best choice for the City of Tempe RFP# 21-099 CISCO Networking & Voice over IP Equipment and Services.

Respectfully yours,

Lisa Andrus

COO/CFO





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3. TECHNICAL QUESTIONNAIRE

Responses to proposal questionnaire and related documents, exhibits, etc. are to be organized in the same sequence as presented in the questionnaire. Supporting documents, exhibits, etc. not clearly identified to correlating question will not be evaluated. The evaluation committee shall have the final determination to what is considered “clearly identified”.

- A. If selected, will your company allow other government agencies to utilize this Contract? Yes No

If no, please explain:

Response:
N/A

- B. Will your firm accept the City’s Procurement Card (Master Card) for payment? Yes * No
** With Fees*

3.1. CISCO AUTHORIZATIONS AND CERTIFICATIONS

1. Is your firm an authorized and certified CISCO sales and service dealer? Yes No

If yes, submit verification of authorization/certification with offer.

Letter attached in Appendix A. Below is a snapshot of the body of the document for reference:




Manufacturer's Authorization Form

Date: April 19, 2021
To: City of Tempe
 P. O. Box 5002, Tempe, AZ 85280

Subject: RFP 21-099 - CISCO Networking & Voice over IP Equipment and Services

Cisco Systems, Inc., a company duly organized under the laws of the State of Delaware of the United States, having its principal place of business at 170 W. Tasman Drive, San Jose, CA 95134-1706, USA ("Cisco"), who is a provider of networking products and services, hereby confirms that, as of the date of this letter, Hye Tech Network and Security Solutions ("Reseller") wishes to participate in the Bid or Project stated above and has entered into an Indirect Channel Partner Agreement which entitles Reseller to do the following:

1. resell and/or distribute Cisco products and/or services in Americas to end users within that territory;
2. bid, negotiate and conclude a contract with you for the above products/services manufactured or supplied by Cisco. The Reseller is an independent contractor and has no authority to commit and/or bind Cisco or its affiliates in any way.

Cisco will, within the scope of its agreement with its authorized channels, provide support and product warranty services for Cisco products obtained through its authorized channels.

The confirmation provided under this Authorization form shall be accurate as of the date appearing at the top of this letter.

If you need any additional information, please do not hesitate to contact Dani Hemmings at 408-895-2879. For more information about Cisco's channel partner program, please visit the following URL:
<http://www.cisco.com/web/partners/index.html>.

Duly authorized to sign this authorization form for and on behalf of: **Cisco Systems, Inc.**

Yours sincerely,
 Signed _____

2. List CISCO and other relevant technical authorizations/certifications that are applicable to this RFP.

Response:

HyeTech has diverse high-level certified engineers in various areas of technology areas including:

- Cisco Certified Internetwork Expert (CCIE)
 - The CCIE is described by Cisco as "the most prestigious networking certification in the industry". The CCIE certifies a very specific set of skills in the field of networking. According to Cisco, less than 3% of Cisco Certified engineers obtain CCIE certification and less than 1% of the networking professionals worldwide", and the average candidate will spend thousands of their own dollars and spend at least 18 months studying while pursuing it. There are two parts to obtaining a CCIE, the written and an 8-hour lab exam. Passing all the requirements of the program earns the individual a unique CCIE number assigned by Cisco.
- Cisco Certified Network Professional (CCNP)/ Cisco Certified Design Professional (CCDP)
 - The CCNP validates the ability to plan, implement, verify, and troubleshoot local and wide-area enterprise networks and work collaboratively with specialists on advanced security, voice, wireless, and video solutions. In addition to CCNA exams, professionals must pass three separate professional-level exams.
- Cisco Certified Network Associate (CCNA)/Cisco Certified Design Associate (CCDA)



- CCNA certification validates the ability to install, configure, operate, and troubleshoot medium-size routed and switched networks, including implementation and verification of connections to remote sites in a WAN.

The HyeTech team consists of multiple certified engineers in each of the above certifications.

HyeTech's engineers also have certifications from industry standard bodies that are manufacturer agnostic for wireless and security including:

- Certified Wireless Technology Specialist (CWTS)
 - Wireless certifications from CWNP, a wireless vendor neutral wireless standards body. This covers all aspects of RF and is a critical certification for a wireless engineer.
- Certified Wireless Network Administrator (CWNA)
 - Professional level wireless certifications from CWNP, a wireless vendor neutral wireless standards body. This covers all aspects of RF and is a critical certification for a wireless engineer. Specifically, CWNA covers the skills to successfully survey, install, and administer enterprise wireless networks
- Certified Wireless Security Professional (CWSP)
 - Professional level wireless certifications from CWNP, a wireless vendor neutral wireless standards body. This covers all aspects of RF and is a critical certification for an advanced wireless engineer. The CWSP ensures you have the skills to successfully secure enterprise wireless networks.
- SANS GIAC Certified Firewall Analyst (GCFW)
 - GIAC Certified Firewall Analysts (GCFWs) have the knowledge, skills, and abilities to design, configure, and monitor routers, firewalls, and perimeter defense systems. Achieving this certification required a written test as well practical paper of minimum 10 pages regarding security topics having to do with Intrusion Prevention.
- SANS GIAC Certified Intrusion Analyst (GCIA)
 - GCIA's have the knowledge, skills, and abilities to configure and monitor intrusion detection systems, and to read, interpret, and analyze network traffic and related log files. Achieving this certification required a written test as well practical paper of minimum 10 pages regarding security topics having to do with Intrusion Prevention.
- Certified Information Systems Security Professional (CISSP)
 - This certification is a globally recognized standard of achievement that confirms an individual's knowledge in the field of information security. CISSPs are information assurance professionals who define the architecture, design, management and/or controls that assure the security of business environments.
- Microsoft Certified Systems Engineer (MCSE)
 - Microsoft's highest certification level is that of Microsoft Certified Systems Engineer. To achieve this certification, the engineer must take and pass three separate tests, including a product test and networking. It is considered one of the more difficult certifications to achieve because of the breadth of knowledge one must have on a variety of technologies.

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- Certified Information Systems Security Professional (CISSP)
 - This certification is a globally recognized standard of achievement that confirms an individual's knowledge in the field of information security. CISSPs are information assurance professionals who define the architecture, design, management and/or controls that assure the security of business environments.

3.2. FIRM'S EXPERIENCE AND QUALIFICATIONS

3.2.1. FIRM'S OVERVIEW

1. Provide a general overview and brief history of your organization, including parent and/or subsidiary companies, expertise, number of employees, stability and its capability to provide the required services.

Response:

[HyeTech Overview](#)

HyeTech was founded in January of 2005 and is a locally owned small business. HyeTech's focus has been to provide clients, throughout the State of Arizona, with superior solutions for their technology challenges while accounting for scalable environments to enable future growth. Each new project is viewed as an opportunity to forge a long-term working relationship with our clients. This commitment requires HyeTech to examine the immediate goals for the current project as well as future strategies that the leadership has for business growth and expansion. HyeTech engineers possess a unique in-depth knowledge of secure networking, cyber security, systems and cloud security as well as an intimate understanding



of the inner workings of large businesses and educational institutions. This broad understanding of both the technical and business needs, allows HyeTech to provide a team of highly skilled technology professionals best suited to meet and exceed the City's needs in all phases of a project.

Over the years, HyeTech has transformed from a network and security firm into a firm providing end-to-end solutions in all disciplines of technology. Security is foundational in all solutions provided by HyeTech, from network, to systems, wireless, unified communications, data center, and general operations. Security is always at the forefront of all architectures from our firm. Our team believes in developing unique security solutions for each of our clients. While there are similarities between networks and clients, no two environments are identical.

HyeTech's capability to foresee the City's needs throughout RFP 21-099 makes us the ideal firm. With over a decade of experience supporting solutions for city, public education, and state government organizations, HyeTech brings an understanding of the business, technology, and security challenges facing City leadership. From small projects, complete enterprise security architecture and implementations, network and security assessments to ongoing operational support for these environments, HyeTech, as a professional services organization, is the best candidate for this project.

There are several reasons that make HyeTech the best selection for this RFP. First, HyeTech's philosophy is we are a client facing organization. This is critical to appreciate a client's needs, resolve problems, plan, and continue relationships. At the same time, industry best practices and cost are always at the forefront of any task(s). The team of engineers that will work with the City will have the goal of providing the City the best possible architectures and solutions that are scalable and supportable.

The HyeTech team has a variety of engineering resources that are part of our local team. This diversity enables the team to tackle the vast array of technologies that are found in today's network, security, datacenter, public cloud and computing environments. These skills include senior level engineers and architects in networking and security, data center and cloud, unified communications (voice/video) and wireless technologies and virtualization and storage. In addition, the HyeTech team has senior architects in Microsoft technologies and products, Linux, as well application load balancing and delivery. HyeTech can provide a team of experienced engineers that work together on a regular basis to deliver critical projects for our clients.

The HyeTech team brings a strong architecture and design practice to help our clients. It is something our team has been involved in delivering since inception. There have been many projects where our team was brought in to provide just the secure architecture, or the reference architecture. It is a core competency for our team, and we thrive in delivering secure architectures and designs that fit our client's needs. Our team incorporates secure design into each of the technologies we deliver.

HyeTech was founded as an engineering firm. Over the years we have grown to a staff of nearly 100. Nearly all our resources are here in the Arizona with most residing in the Phoenix metro area. HyeTech was founded as an engineering firm and that has not changed over the years. Most of the staff at HyeTech are engineers. Whether they are part of our



24x7x365 operations center that is fully staffed operated locally in Phoenix, the architecture team, or the consulting team, most of our team are engineering focused.

Over the past 2 years, HyeTech has become Cisco's #1 partner in state and local government markets in Arizona. This is largely due to our dedication to our customers at various cities, towns, schools, counties, etc. across Arizona. With one of, if not the, largest local engineering teams and our focus on technology, solutions, and customer experience, we have gained the trust of many customers throughout the State.

HyeTech's home office is in Phoenix, Arizona. Our office space is over 7000 square feet, housing engineers of all technical specializations. This includes our 24x7x365 Network/Security Operations Center. We have engineers that live throughout the state and provide services throughout Arizona.

Qualifications

HyeTech is a locally owned small business. HyeTech is a 360-degree solution-based consulting firm focusing on innovative technology, scalability, and fiscally conscious solutions and services. Our office is located in Phoenix, Arizona, with engineers located throughout the state. Over the years, HyeTech has provided services throughout the metropolitan areas, as well as the rural communities.

We view each project as an opportunity to forge a long-term working relationship. Thus, HyeTech's organization structure includes a leadership team overseeing engineers of all levels and disciplines, project managers, our network operations center and sales. Our team engages each client to examine its immediate goals for current projects, as well as future strategies that the leadership has for business growth and expansion.

2. Does your firm have an office location within the Phoenix metropolitan area that meets the minimum qualifications requirements of this RFP? A no response to the question will result in the removal of your firm from the evaluation process. Yes No

If yes, provide the complete address information (street address, city, state and zip code).

Response: 10235 S. 51st Street, Suite 120, Phoenix, AZ 85044

3. Does your firm have any other sales offices in the State of Arizona? Yes No

If yes, provide location and specify all services to be performed out of the sales offices.

Response:
N/A

- Accreditation - Offeror shall possess currently, at a minimum the following accreditations:
 - Cisco Partner (Premium, Premier, Silver, or Gold)



o Cisco Advanced Unified Communications Specialization

4. Is your firm currently a Cisco Partner (Premium, Premier, Silver, or Gold)? Yes No

If yes, please specify which (Premium, Premier, Silver, or Gold). Response: **Gold**

If yes, does your firm certify it will maintain its Cisco Partner accreditation for the life of the contract? Yes No

5. Is your firm currently a Cisco Advanced Unified Communications Specialization Partner? Yes No

If yes, does your firm certify it will maintain its Cisco Advanced Unified Communications Specialization accreditation for the life of the contract? Yes No

6. Is your firm currently a Cisco Collaboration Architecture Certification Partner? Yes No

If yes, does your firm certify it will maintain its Cisco Collaboration Architecture Certification for the life of the contract? Yes No

7. Does your have sufficient depth of skilled technical staff to adequately deploy and support Cisco products? Yes No

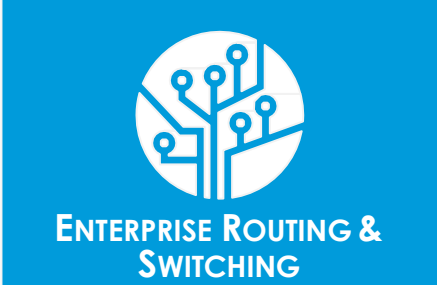
8. As specified in the Scope of Work, describe in detail all services proposed to the Agencies. All associated costs for these services shall be stated on the Price Sheet. (attachments may be used):

Response:

Details of Services Offered

HyeTech provides a broad range of products and services. These services include professional services, consulting services, managed services, and product resale services. The managed services consist of network operations and security operations.

The following section provides background information with regards to HyeTech's services, solutions and experience in the technologies that are identified in RFP 21-099.



Routing and switching technologies are one of the main building blocks of HyeTech. Our firm invests considerable training and experience in many manufacturer switching products. We have designed and deployed numerous complex, multi-layer enterprise networks. This includes enterprise MPLS with L2VPN and L3VPN, SDN and SDN like features, as well as many other advanced networking topologies.



HyeTech engineers have built security platforms for extremely sensitive agencies and organizations, including law enforcement, healthcare and finance. Our team has provided services for law enforcement networks that require Criminal Justice Information Services (CJIS – an FBI developed set of standards). We have also built networks that conform to Payment Card Industry (PCI) standards for financial firms. Lastly, HyeTech has assisted multiple healthcare organizations with the design and deployment of HIPAA compliant networks.



HyeTech has implemented many Datacenter environments from the ground up with many of the advanced features that today's software defined solutions require. Additionally, HyeTech has built cloud computing architectures (AWS, Azure, Google, Cisco). Our team has also completed such work for multiple education, government, and private clients with large and unique needs. The HyeTech team has significant experience with various manufacturer datacenter fabric, SDN and automation technologies. A team of highly skilled and talented server, virtualization and storage architects are the core of the Datacenter team.



HyeTech's wireless practice and engineering is one of the leaders in this market. Our team has designed, deployed or manage several of largest wireless deployments in Arizona. Notably, Mesa Public Schools (6500+ APs), University of Arizona (8000+ APs), Tucson Unified School District (4800+ APs), Arizona State University (11,000+ APs) are just three examples. Our team has built and deployed the robust NAC solutions necessary to support these large environments with BYOD and guest access. This includes complete management of the current system ASU and UofA. Authentication and Identity Services are a critical part of the HyeTech offering from various manufacturers.



HyeTech engineers have deployed multiple collaboration (Voice/Video) systems statewide. Our engineers have performed migrations from multiple legacy phone systems. These migrations are typically the most complex voice deployments as both systems need to be fully operational with full feature integration. HyeTech engineers have significant deployment expertise in the video and telepresence platforms. Our experience with deploying these systems in large environments such as the City of Phoenix (16,000 phone deployment) is extensive. Our



 <p>SYSTEMS & APPLICATION</p>	<p>engineers regularly complete these types of installations and migrations.</p>
 <p>PROJECT MANAGEMENT</p>	<p>HyeTech's Project Management Office provides a unique service unlike many others. Our team is built around efficiency and support of the project teams. HyeTech PMs are certified and experienced in many aspects of technology and project/program management. Several have previously run large projects, such as the State of Arizona AZNET.</p>
 <p>OPERATION CENTER/ MANAGED SERVICES</p>	<p>HyeTech's provides a full managed service to support clients. HyeTech provides a Network Operations Center (NOC) and a Security Operations Center (SOC) to our clients to streamline assistance with general technology issues as well as security incidents. This is a 24x7x365 service and can provide all tiers of support as needed by our client-base. The NOC and SOC service can be tailor built around any environment and will provide proactive monitoring along with SLAs. Please see "Value Added Services" section for additional details.</p>

3.3. GENERAL QUESTIONS

9. Has your firm gone by a different name in the last five (5) years? If yes, please list names below. Yes No

Response:
 N/A

10. Has your firm merged with or acquired by another organization within the past three years? If so, please provide details. Yes No

Response:





N/A

3.4. DEBARRED AND LEGAL

11. Within the previous five years has your firm been debarred from contracting with any local, state, or federal governmental agency? If yes, explain below
- Yes No

Response:

N/A

12. Within the previous five years has your firm used any subcontractor to perform work on a government contract when that subcontractor had been debarred by a governmental agency? If yes, explain below.
- Yes No

Response:

N/A

3.5. FINANCIAL AND LEGAL

13. Is your firm in the process of or in negotiations toward being sold?
- Yes No
14. Has the Proposer ever been declared bankrupt or filed for protection from creditors under State or Federal proceeding in the last seven (7) years?
- Yes No
15. Has your firm had any Internal Revenue related liens assessed in the last 10 years?
- Yes No
16. Has your firm received notice of and/or in litigation about patent infringement for the product and/or service that your firm is offering to the Agency?
- Yes No
17. Does your firm have outstanding judgments pending against it?
- Yes No



3.6. PROPOSER STAFF AND TRAINING SERVICES

- List designated Contract Manager who will be responsible for managing all work provided by any resulting contract. (This individual shall be considered "Key Personnel."). **Provide a brief overview of the experience and background.**

Contract Manager Name: Lisa Andrus
 Phone Number: 602-694-0303
 Cellular Phone 602-694-0303
 Fax Number: 480-247-4501
 E-mail Address: landrus@hyetechnetworks.com

Lisa is the Chief Operating Office and leads all aspects of contracting, legal and financial aspects for HyeTech. Lisa is a practicing lawyer with the Arizona Bar and provides HyeTech the business leadership in engaging with our customers. Lisa has been integral in growing HyeTech to becoming the #1 Cisco partner in total sales for the Arizona state and local government market.

- List the sales staff (team) that will be responsible for supporting the Agencies accounts, based upon your capabilities at the time of proposal opening.

Response:

Rob Brokaw – rbrokaw@hyetechnetworks.com – 480.900.8196
 Aaron Torres – atorres@hyetechnetworks.com – 480.900.8190
 Brett Pierce – bpierce@hyetechnetworks.com – 480.900.8192

- Provide the names, office addresses and technical certification's for consulting staff located in Arizona. The table below provides the critical resources HyeTech will provide for City of Tempe projects. HyeTech has many other engineers for various technologies on staff. All HyeTech engineers are based in Arizona at HyeTech Headquarters located 10235 S. 51st St, Suite 120, Phoenix, Arizona 85044.

Arizona Location(s)	Consultants	Certifications
HyeTech HQ	Eddie Ramirez	CCIE
HyeTech HQ	Saro Hayan	CCIE
HyeTech HQ	Richard Dodson	15y Experience
HyeTech HQ	Ben Freitag	CCIE
HyeTech HQ	Cherie Vachon	CCIE
HyeTech HQ	Aaron Torres	CCIE
HyeTech HQ	Brett Pierce	CCIE
HyeTech HQ	Gear Misner	CCNP
HyeTech HQ	Jeff Metcalf	CCNP
HyeTech HQ	Adam Stoddard	CCNP
HyeTech HQ	Adam Budwill	CCNP
HyeTech HQ	Adam McHale	CCNP



HyeTech HQ	Jim Miller	15y Experience
HyeTech HQ	Jorge Alonzo	20y Experience
HyeTech HQ	Diego Alonzo	VCP, MCP
HyeTech HQ	Chris Muench	VCP, MCP
HyeTech HQ	Rick Wakefield	CWTS, CWNA, CWSP
HyeTech HQ	Alex Freyermuth	CCNP
HyeTech HQ	Jeff Brookins	VPC, MCP

4. Provide the names, office addresses and technical certification's for consulting staff located outside of Arizona.

Non-Arizona Location(s)	Consultants	Certifications
N/A	N/A	N/A
N/A	N/A	N/A
N/A	N/A	N/A

3.7. TRAINING SERVICES

5. Please provide and explain any training, if available, for specific products being proposed. If training is not supplied directly by your company, please provide details regarding training organization and describe the relationship with the training organization. All associated costs for these services shall be stated on the Price Sheet.

Response:

HyeTech provides or facilitates many types of training to benefit our customers.

Pre-Sales Training

Introductory training on a new technology can be provided by the HyeTech team to the Tempe team on new and up and coming technologies and platforms. These types of services are part of our pre-sales services and our architecture team can provide training on various topics either as part of our regularly scheduled meetings or ad-hoc based-on City needs.

Direct Training & Knowledge Transfer

HyeTech believes training is a critical part of technology consumption. HyeTech has performed onsite training, virtual training, as well as in person live user support after migrations or implementations. HyeTech will provide all forms of training for City users. The following are types of training HyeTech has performed previously and can offer the City.

- Onsite Team Training
- Executive Training
- Maintaining a repository of previous training
- Train-the-Trainer training
- Help Desk Support Training
- NOC Troubleshooting 1:1 Support

Upon request, our team is happy to schedule and provide high level specific training and/or knowledge transfer on the technologies and solutions that we have deployed. These are



sometimes included in a Scope of Work or provided at no charge. These sessions can be provided on-site, at our offices, at Cisco's offices, or via virtual session.

Manufacturer Training

Additionally, the HyeTech team frequently facilitates more specific product training to customers with our OEM partners (like Cisco). This can be accomplished by reselling learning credits to City for the needed number of credits. This can be done as stand-alone or provided as part of a project. Some manufacturer learning credits, like Cisco, can be used towards third party provided Cisco training, Cisco provided training, or Cisco Live conferences.

3.8. VALUE ADDED SERVICES

1. Please describe in detail the value-added services your firm would be able to provide and how that would benefit each agency.

Response:

Value Added Services & Other Services Offered

HyeTech is an independent consulting firm committed to providing solutions based on the best technologies and at the best price points without preference to any one particular manufacturer. This approach has uniquely positioned us as a consulting focused integrator that specializes in the secure deployment of a variety of manufacturer platforms. We provide our clients with essential expertise in integration and consulting services for the most critical areas of the communications environment including.

Our unique managed services offering marries up the best of consulting services to the best of managed services. We provide a managed service that has customized on site consultants performing regular health checks and validations.

Finally, our unique white glove project services provide clients with the ability to have a project delivered but have it managed for some period of 3, 6 or 9 months while their staff is coming up to speed. This is a fusion of project and managed service that gives clients a soft landing when dealing with brand new technology.

HyeTech is the best firm for the City's IT Services contract for numerous reasons. Some of the highlights are as follows:

- Client Facing Philosophy
- Experienced & Specialized Engineers
- Breadth/Depth of Knowledge of Enterprise Technology
- Breadth/Depth of Knowledge in a Multitude of Manufacturers
- Proficiency
- Manufacturer Agnostic
- Team Consistency
- Forward Thinking
- Knowledge of Best Practices
- Knowledge of Entity Compliance (AFIS, CJIS, HIPPA, FERPA, SOX, ETC.)
- Economic Value



The following are the technologies we have significant experience in and provide consulting services around:

- Developer/Programming Services
- Full Suite of Cloud Architectures (Network/Security/Compute/Storage)
- Network Architecture Design and Deployments
- Datacenter Architecture Design and Deployments
- Wireless Architecture Design and Deployments
- Security Architecture Design and Deployments
- Voice/Video Architecture Design and Deployments
- Server/Virtualization/Storage Architecture Design and Deployments
- Infrastructure/Technology Assessments
- Managed Services
- Physical security monitoring design and deployment
- Video presentation and collaboration
- IP based multimedia distribution
- Program and Project Management
- Relationship and Engagement Management

HyeTech provides various levels of managed services. These services are supported by our locally staffed engineers and analysts. HyeTech believes strongly in having a local engineering team for all levels and types of services. While off-shoring provides some benefits, those are far outweighed by the presence of a local team within the region that understand our clients, their business and their needs.

HyeTech's managed services was founded on the idea that we will meet each customer at their level of need. Our services range from the very basic ad-hoc services to a full turnkey managed offering with anything between those as a fully customizable service. Below are the key points:

- Monitoring everything using cloud scale
- Provide flexible services and models
- Engage with tiered engineering
- Utilize the experience and knowledge of our engineering team for critical escalations and resolution
- No team silos or isolation from useful resources



3.9. CONTRACT ADMINISTRATION/PRESALES AND SALES SUPPORT/SERVICES OF EQUIPMENT/HARDWARE AND SOFTWARE

1. Does your firm have the ability to provide presales and sales support and services for the following?

Group 1	CISCO network and upgrade components, etc.	Yes	<input checked="" type="checkbox"/>	No	<input type="checkbox"/>
Group 2	CISCO Voice over IP products and solutions, etc.	Yes	<input checked="" type="checkbox"/>	No	<input type="checkbox"/>
Group 3	CISCO Unified Computing Products, blade servers, rack servers, Invicta appliances, fabric interconnects, fabric extenders, etc.	Yes	<input checked="" type="checkbox"/>	No	<input type="checkbox"/>
Group 4	CISCO Radio interoperability products and solutions, etc.	Yes	<input checked="" type="checkbox"/>	No	<input type="checkbox"/>
Group 5	CISCO Network security products, etc.	Yes	<input checked="" type="checkbox"/>	No	<input type="checkbox"/>
Group 6	CISCO System software and monitoring tools, etc.	Yes	<input checked="" type="checkbox"/>	No	<input type="checkbox"/>
Group 7	CISCO Unity products and services, etc.	Yes	<input checked="" type="checkbox"/>	No	<input type="checkbox"/>
Group 8	CISCO Physical Security Products, Video Surveillance, IP Cameras, Access Control, etc.		<input checked="" type="checkbox"/>		<input type="checkbox"/>
Group 9	CISCO Wireless, etc.	Yes	<input checked="" type="checkbox"/>	No	<input type="checkbox"/>
Group 10	CISCO Miscellaneous devices, peripherals, digital signage, cables for operation or interfacing of CISCO equipment, etc.	Yes	<input checked="" type="checkbox"/>	No	<input type="checkbox"/>
Group 11	CISCO Annual Service Plans or equivalent service contract for CISCO hardware and software support, etc.	Yes	<input checked="" type="checkbox"/>	No	<input type="checkbox"/>
Group 12	Remanufactured or refurbished items may be offered. Offeror shall provide a separate schedule as "optional".	Yes	<input checked="" type="checkbox"/>	No	<input type="checkbox"/>
Group 13	CISCO Annual Service contract for CISCO hardware and software support, etc.		<input checked="" type="checkbox"/>		<input type="checkbox"/>
Group 14	Flex Enterprise Agreement - CISCO	Yes	<input checked="" type="checkbox"/>	No	<input type="checkbox"/>
Group 15	SaaS - CISCO	Yes	<input checked="" type="checkbox"/>	No	<input type="checkbox"/>
Group 16	Conferencing – WebEx Meetings, WebEx Events, etc.	Yes	<input checked="" type="checkbox"/>	No	<input type="checkbox"/>
Group 17	Collaboration Endpoints – phones, headsets, video conferencing devices	Yes	<input checked="" type="checkbox"/>	No	<input type="checkbox"/>
Group 18	Cisco Data Center Switching	Yes	<input checked="" type="checkbox"/>	No	<input type="checkbox"/>
Group 19	Cisco Meraki Cloud Managed solutions	Yes	<input checked="" type="checkbox"/>	No	<input type="checkbox"/>
Group 20	Cybersecurity Products and Services	Yes	<input checked="" type="checkbox"/>	No	<input type="checkbox"/>

2. Provide the following information for any CISCO or equivalent Annual Service Plans offered:

- Description of Annual Service Plan(s)
- Percentage Discount off each Annual Service Plan offered
- Service contract management
- Escalation procedures

Response:

HyeTech will include varying levels of Cisco Smartnet Total Care with applicable hardware equipment. Cisco Smartnet Total Care includes 24x7 access to Cisco's Technical Assistance Center (TAC) to assist with product use, configuration, and troubleshooting. Additionally, it provides advanced hardware replacement as well as access to software downloads including OS updates and software releases. Advanced hardware replacement is available with varying response times dependent on the level of Smart Net purchased. The following are typical Smart Net offerings that HyeTech recommends:

Smartnet Total Care 24x7x4:





Advance Replacement parts on a Four-Hour Response basis twenty-four (24) hours per day, seven (7) days per week, including Cisco-observed holidays.

Smartnet Total Care 8x5xNext Business Day:

Advance Replacement will ship to arrive the next Business Day provided that Cisco's determination of Hardware failure has been made before 3:00 p.m. Depot Time. If Customer makes a request after 3:00 p.m. Depot Time, Cisco will ship the Advance Replacement the next Business Day.

The following link provides additional Smart Net levels offered by Cisco.

https://www.cisco.com/c/dam/en_us/about/doing_business/legal/service_descriptions/docs/cisco-smart-net-total-care.pdf

HyeTech will provide a minimum of 20% discount off list price on all Smartnet annual service plans. Additional discounting may be available for multi-year terms.

Service contract management will be performed by HyeTech on an annual basis. HyeTech will request visibility into all of the City's contracts and subscriptions and perform a thorough validation to ensure only required hardware and software on those contracts are being renewed. HyeTech will work with the City to determine the best date to co-term Smartnet expiration dates. New hardware purchases will also be co-termed to the same date and contract to ease the burden of contract management and ensure devices do not have a lapse in coverage.

In the event of a service issue with Cisco, the City can escalate to the HyeTech account team. HyeTech will leverage relationships with the Cisco account to team to escalate issues internally.

Furthermore, HyeTech offers an additional service to the manufacturer provided support agreements. These are service plans that are provided directly by HyeTech engineers including HyeTech field engineers when dispatch is necessary. As mentioned in the previous section, this is a fully customizable service. While flexibility is a key to this offering, below are some examples of "set" service offerings. They are all customizable:

Basic level

- Basic access to HyeTech's cloud-based portal for technology solutions
- remote configuration assistance
- remote break/fix troubleshooting
- basic response SLA (next business day)

- NOTE: customer initiates service calls for troubleshooting, break/fix, etc. (HT is not monitoring)

Advanced level

(Basic plus install and operate services):

- All items in "**Basic level**" services included, plus:
- Advanced access to HyeTech's cloud-based portal for technology solutions
 - 24x7x365 access to HyeTech's NOC services via phone, email, or messaging platforms (e.g., Slack, MS Teams, WebEx Teams)
- advanced response SLA (same business day if before 2pm)



- NOTE: customer initiates service calls for troubleshooting, break/fix, etc. (HT is not monitoring)

Premium level

(Basic plus Advanced plus monitor and maintain services):

- All “**Basic level**” and “**Advanced level**” services included, plus:
- access to HyeTech's monitoring, telemetry, and optimization platform
- 24x7x365 access to HyeTech's escalation engineers
- monitoring and alerting services
- upgrade and patch management services
- Premium response SLA (4 hr.)

- NOTE: HT or customer can initiate service calls for troubleshooting, break/fix, etc.

Enterprise Service Agreement

(ESA on a per-technology-domain basis; must cover all customer inventory for technology domain):

- All “**Basic level**”, “**Advanced level**” and “**Premium level**” services included, plus:
- Access to HyeTech's cloud-based portal for technology solutions
- expert design services
- lifecycle and obsolescence program planning
- sparing management
- detailed service metric reporting
- consultation with an expert
- quarterly service reviews
- dedicated PMO support (to facilitate service reviews and obsolescence planning)

- NOTE: customer has dedicated POC(s) to facilitate service interaction - Aggressive variable SLA: 1hr-P1, 2hr-P2, 8hr-P3, 48hr-P4



3. The City has included a section on the Price Sheet for miscellaneous service charges. (Examples trip charges, additional insurance, third party vendor or disposal fees). Firms shall explain how and when these various rates would be applied and if they would be waived as the result of a merchandise sale.

Response:

In general, HyeTech does not charge for any miscellaneous services that are directly offered. There are two exceptions to this for specific use cases, as noted in the Price Sheet:

- Credit card transactions will incur a finance charge/transactional fee with a variance of 2.5% - 4%
- Delivery of emergency after-hours ad-hoc service will incur a service charge, applied as 1.5x the stated rates for the relevant resources involved in the service request. Note that this service charge is waived if the City chooses to utilize a HyeTech offered Annual Service Plan as outlined in response to the previous question #2 above.

4. Is there a discount off of the first year of maintenance on the CISCO hardware and software?
20 %
5. Offeror is to provide CISCO Price List. (A web link is acceptable) If the list is not included within the offer, please specify how the Offeror is providing a copy to the Agencies.

Response:

A copy of Cisco's most up-to-date price list may be obtained directly from their website at the following URL: <https://prpub.cloudapps.cisco.com/lpc/currentPL.faces>

6. Explain your company's return policy.

Response:

Return and restocking policies will vary from manufacturer to manufacturer and in many cases from product to product within a manufacturer's product lines. HyeTech assists clients by working with manufacturers and providing support for issues that may arise, including any necessary RMA processes.

7. Please explain ordering process, including presales support, pre-configuration, delivery schedules and depots, shipping methods and capabilities to expedite orders. Offeror shall also describe in detail their invoicing process.

Response:

The first step of the ordering process begins with requirements gathering during the pre-sales support phase. In this step, our dedicated team of design engineers will work directly with the appropriate City staff to develop the objectives, design criteria, and constraints. Depending on the scope and complexity of the project at hand, this can range from a simple phone discussion to multiple on-site design meetings and white board sessions in order to reach agreement on a finalized design. Once approved by the City, the design



is translated into a bill of materials and a services scope of work to provide implementation services as necessary and delivered as an orderable quote.

After a PO is generated for the quote, the HyeTech Project Management Office is engaged to begin the Service Delivery phase of engagement, and the order for materials is placed. The HyeTech Project Manager and Account teams work hand in hand with the City to assess delivery schedules based on current project timelines and lead times and take steps to mitigate risk to project timelines as necessary. These steps include requesting expedites and escalations directly with the manufacturer, sourcing the components from alternate distribution channels, and in some cases finding suitable replacement products.

After delivery of all hardware and software on an order, they will be invoiced based on the agreed upon terms. Once the Service Delivery phase of an order is completed, all professional services will be invoiced upon project completion, acceptance, and close-out.

8. Describe your ability to timely provide pre-sales demonstrations and educational seminars for the equipment being proposed.

Response:

The City will be directly supported by dedicated members of HyeTech's Architecture team, which provides all pre-sales support, design, education, and demonstration services. This team is led by multiple Cisco CCIEs. Each member of this dedicated team is fully capable of providing interactive sessions with the City's staff for the equipment proposed within their respective domains of expertise and serve to facilitate sessions with extended resources and additional CCIEs from HyeTech's architecture and delivery teams as needed.

HyeTech will use this model to successfully deliver quality educational and demonstration sessions for the equipment or technology solution being proposed that can be scheduled in short order as needed. Due to our focus on the local Arizona market and the size of our consulting and engineering teams, many times these are delivered within a day to a few days of request.

9. Describe your firm's E-Commerce abilities to electronically send and receive information, orders, and other documents.

Response:

Along with traditional methods of communication, such as email and messaging services, HyeTech offers the ability to review and E-sign all quotes developed for the City's review (this capability can be enabled upon request). HyeTech strives to provide flexibility in order to integrate with the City's processes as seamlessly as possible. In addition to electronic quoting and approvals, HyeTech will also work with the City to establish agreeable and secure communications channels to facilitate the exchange of sensitive information such as network documentation, as appropriate.



10. Outline your process of escalation of service requests.

HyeTech provides several levels of escalation based on the request. If the request is associated with an outage or incident, the escalation path is defined by several key metrics.

Incident Management

In this step, the incident will be identified, logged, and categorized. The details gathered in this step will be an important factor to the engineer assigned to the incident. It is important to identify relevant IP address, hostnames, parent/child relationships, methods of access if necessary, testing performed, and any other pertinent information. Work cannot begin on dealing with an incident until it is known that an incident has occurred.

INCIDENT REPORTING

Incidents can be reported in multiple ways. The most common ways are listed in the table below:

Service Desk	Service desk analyst identifies an incident
Event Management	Network monitoring tools identify an incident
Service Provider	Service provider notifies of an incident
Customer Contact	Customer opens a ticket or calls service desk with an incident

Incident Reporters

INCIDENT IDENTIFICATION

Identify the incident and the technologies associated (e.g., a switch is no longer responding to network monitoring tools). Gather all the pertinent information about the incident. The minimum should be as follows:

Customer	Identify the customer
Site	Identify the site at the customer
Hostname	Hostname of impacted item
IP Address	IP address of impacted item
Service Impacted	Service impacted
Summary Issue	Provide a summary of the incident
Recurrence	Has this occurred previously?
Parent/Child	Identify any parent child relationships, if known

Incident Identification Examples

INCIDENT LOG

Log incident within the trouble ticket system with all the gathered details. All incidents must be fully logged and date/time stamped, regardless of whether they are raised through a Service Desk telephone call or whether automatically detected via an event alert. All relevant information relating to the nature of the incident must be logged so that



a full historical record is maintained – and so that if the incident has to be referred to other support group(s), they will have all relevant information at hand to assist them.

INCIDENT CATEGORIZATION

Identify if this is a Service Request incorrectly categorized as an incident. If so, update the case to reflect that it is a Service Request and follow the appropriate Service Request process.

All incidents will relate to one of the published services listed in the Service Catalog. If the customer is calling about an issue they have that is not related to one of the services in the catalog, then it is not an incident.

Determine if this issue has already been reported. If this is another person reporting the same issue, relate the issue to the cases already reported. Multiple reports of the same issue may mean the impact of the issue is broader than what might have been reported at first. The impact needs to be recorded based upon current knowledge of the impact.

INCIDENT PRIORITIZATION

Before an incident priority can be determined, the severity and impact need to be assessed. See paragraph 3.2 Incident Prioritization. Once the severity and impact are set, the priority can be derived using the prescriptive table. Use the tables below to determine severity and priority. The first table provides the severity of the incident.

Severity Level	Description
Level 1 - Critical	The presence of a severity 1 situation implies that business operations are severely affected. The situation has one or more of the following characteristics: <ul style="list-style-type: none"> • direct / indirect loss of revenue • business service is not operational • partial or complete outage of the production system • data integrity at risk • production backup and recovery operations fail Customer resources should be available to work on a 24/7 basis with HyeTech personnel to resolve the issue.
Level 2 - Major	The presence of a severity 2 situation implies that certain functions are significantly affected. The situation has one or more of the following characteristics: <ul style="list-style-type: none"> • no reasonable, operational or procedural workaround is available • causes a loss of performance
Level 3 - Moderate	The presence of severity 3 implies that there is a moderate impact to function, but the situation can be circumvented so that operations may continue; a minimal effect on performance, but with no business impact to the end user.
Level 4 - Minor	The presence of a severity 4 implies that there is an incorrect behavior, but the situation does not impede operations and results in no business impact to the end user.

Incident Severity

The second variable is the number of users and or services the incident affects.

Level	Description
Level 1 – Individual	Incident Impacts business operations for a single end user



Level 2 – Department	Incident impacts business operations for a group of users or an entire dept.
Level 3 – Single-Site	Incident is localized and impacts business operations for a single site/facility
Level 4 – Multi-Sites	Incident impacts business operations for multiple sites/facilities
Level 5 – Org Wide	Incident impacts business operations for the entire company or organization

Incident Impact

When combined, these variables will define overall Incident Severity and assign Priority classifications as defined in the matrix below.

Impact	Level 1 - Critical	Level 2 - Major	Level 3 - Moderate	Level 4 - Minor
Level 1 - Individual	Priority 3 - Medium	Priority 3 - Medium	Priority 3 - Medium	Priority 4 - Low
Level 2 – Dept	Priority 2 - High	Priority 2 - High	Priority 3 - Medium	Priority 4 - Low
Level 3 – Single Site	Priority 1 - Critical	Priority 2 - High	Priority 3 - Medium	Priority 3 - Medium
Level 4 – Multi-Site	Priority 1 - Critical	Priority 2 - High	Priority 3 - Medium	Priority 3 - Medium
Level 5 – Org. Wide	Priority 1 - Critical	Priority 2 - High	Priority 2 - High	Priority 3 - Medium

Incident Severity/Priority

Severity 1 – Critical – indicates the business operations are severely affected across a single site or more

Severity 2 – High – indicates certain functions are significantly affected across a department, site or more

Severity 3 – Medium – indicates a moderate impact to functions but the situation is circumvented so operations continue but may be somewhat impaired; most business operations remain functional

Severity 4 – Low – indicates potential incorrect behavior but has no business impact

INCIDENT DIAGNOSIS

If the incident has been routed via the Service Desk, the Service Desk analyst must carry out initial diagnosis, using diagnostic scripts and known error information to try to discover the full symptoms of the incident and to determine exactly what has gone wrong. The Service Desk representative will utilize the collected information on the symptoms and use that information to initiate a search of the Knowledge Base to find an appropriate solution. If possible, the Service Desk Analyst will resolve the incident and close the incident if the resolution is successful.

Determine if the incident resolution is in the Knowledge Base.

If the necessary information to resolve the incident is not in the Knowledge Base, the incident must be immediately assigned to an appropriately skilled engineer for further support. The assignee will then research the issue to determine cause and remediation options.

After a possible resolution has been determined either from the Knowledge Base or through research, attempt the resolution.

Verify with the customer that the resolution was satisfactory, and the customer is able to perform their work. An incident resolution does not require that the underlying cause of



the incident has been corrected. The resolution only needs to make it possible for the customer to be able to continue their work.

INCIDENT CLOSURE

The Service Desk should check that the incident is fully resolved and that the users are satisfied and willing to agree the incident can be closed. The Service Desk should also check the following:

Closure categorization. Check and confirm that the initial incident categorization was correct or, where the categorization subsequently turned out to be incorrect, update the record so that a correct closure categorization is recorded for the incident – seeking advice or guidance from the resolving engineer(s) as necessary.

Incident documentation. Follow up on any outstanding details and ensure that the Incident Record is fully documented so that a full historic record at a sufficient level of detail is complete.

Ongoing or recurring problem? Determine (in conjunction with resolving engineer) whether it is likely that the incident could recur and decide whether any preventive action is necessary to avoid this. In conjunction with Problem Management, raise a Problem Record in all such cases so that preventive action is initiated.

Formal closure. Formally close the Incident Record.

Incident Escalation

Although assignment may change, ownership of incidents always remains with the Service Desk. As a result, the responsibility of ensuring that an incident is escalated when appropriate also resides with the Service Desk.

The Service Desk will monitor all incidents, and escalate them based on the following guidelines for internal tickets:

Elapsed Time*	Severity 1	Severity 2	Severity 3	Severity 4
Immediate	HT +Tier2 Ven +Esc Eng Cust +Mgr			
1 hour	HT +Tier2 Ven +Mgr Cust --	HT +Tier2 Ven +Esc Eng Cust +Mgr		
2 Hour	HT +Tier3 Ven +Act Team Cust +Dir	HT -- Ven +Mgr Cust --		
4 hours	HT +SME +Exec Ven +Dir Cust +Exec	HT +Tier3 Ven +Act Team Cust --		
8 Hours	(Update) HT +SME +Exec Ven +Dir Cust +Exec	HT +SME +Exec Ven +Dir Cust +Exec		
24 hours	HT +Sr Exec Ven +VP	(Update) HT +SME +Exec	HT +Tier2 Ven +Esc Eng	



	Cust +Sr Exec	Ven +Dir Cust +Exec	Cust +Mgr	
48 hours	HT +CEO Ven +CEO/Pres Cust +CEO/Pres	HT +Sr Exec Ven +VP Cust +Sr Exec	HT +Tier3 Ven +Mgr Cust --	
72 hours		HT +CEO Ven +CEO/Pres Cust +CEO/Pres	HT +SME Ven +Act Team Cust +Dir	
96 hours			HT +Tier3 Ven +Dir Cust +Dir	HT +Tier2 Ven +Mgr Cust --

Incident Escalation

HT	HyeTech
Ven	HW/SW Vendor Support (e.g., Cisco TAC)
Cust	HyeTech Customer
+	Added Resource
Mgr	Manager
Dir	Director Level
Pres	President
Esc	Escalation
Eng	Engineer
SME	Subject Matter Expert/Architect
Tier2	Escalation Engineer (Tier2)
Tier3	Escalation Engineer (Tier3)
Exec	Executive Level

Acronyms

FUNCTIONAL ESCALATION

This is an internal escalation between Tiers of service (Tier1/Tier2/Tier3/SME). When the Service Desk receives notification of an incident, they are to perform the initial identification and diagnosis to classify the incident according to service category and prioritization. If the incident is a known problem with a known solution, the Service Desk will attempt a resolution. If it is not a known problem or if the attempted solution fails, they will delegate responsibility for an incident to an appropriate engineer.

MANAGEMENT ESCALATION

This is an escalation at all parties involved in an incident, HyeTech, Client, and Vendor. When an incident is identified to reach the previously indicated criticality level (See **Error! Reference source not found.**), different level of management must be notified within the timeframes provided.

ESCALATION NOTIFICATIONS

Any time a case is escalated, notification will occur to various individuals or groups depending upon the priority of the incident. Following are basic guidelines for notifications:

The default mechanism for notification will be by email and/or WebEx Teams unless otherwise specifically stated for a customer.



Whenever escalation or notification by phone is indicated, all known numbers for contact should be utilized, leaving voice mail on each until person is contacted. Refer to each customer contact list.

Management notification will include functional managers, directors, VPs, CxOs. Escalation of a case does not remove the assignment from an individual. When additional personnel need to be involved, they may be added as interested parties.

Any time a case is escalated, the case will be updated to reflect the escalation and the following notifications will be performed by the Service Desk:

- Customer will receive a standard escalation email informing them of the escalation
- Manager of functional group to whom case is currently assigned will be notified

11. Define turnaround times on RMA replacements.

Response:

The turnaround times for RMA replacements of the equipment proposed are dependent upon the service contract for the hardware in question. In general, HyeTech recommends the following strategy to optimize cost, however the particular details of the strategy used to support the City will be dependent upon further discovery and discussions with city staff:

- Access layer devices (i.e., edge switches, access points): Best Effort Next-Business-Day RMA based on Cisco's Enhanced Limited Lifetime Warranty, along with an appropriate sparing strategy for immediate service restoration during RMA replacement
- Distribution layer devices and redundant non-core services (i.e., aggregation switches, wireless controllers, voice gateways): Next-Business-Day RMA based on Cisco's 8x5 Smartnet Support service
- Core services (i.e., core switches, core firewalls): 4-hour RMA based on Cisco's 24x7 Smartnet Support service

NOTE: the above RMA turnaround times do not include the required device triage necessary to initiate the RMA

12. How will you keep the Agencies informed of new products and services?

Response:

As part of the pre-sales support phase, the HyeTech Architecture team will provide continuous product and service updates to all City Agencies as desired to ensure all relevant staff are kept abreast of current technological trends. In addition to the product and service offering details, our team will relate the new product or service offerings to referenceable real-world implementations elsewhere in our customer base as available.



This continuous approach can be accomplished via regular weekly/bi-monthly/monthly meetings (timing agreed to and decided by City staff) or ad-hoc as needed. This approach will ensure that all parties are synchronized with respect to the design decisions and technologies implemented to meet the challenges of each agency.

13. What is your turn around time on pricing and quotes?

Response:

The turnaround time for pricing and quotes is dependent upon the level of complexity, discovery, and design involved. Below is a general outline of average turnaround times based upon broad categories of quote requests:

- Run-rate requests for standard products: 24-48 hours
- Special pricing requests for standard products: 24-72 hours
- Project based scope requests: 24-72 hours after project scoping

14. If selected, will your company follow all invoicing/billing requirements? Yes No

If no, please explain

Response:

N/A

15. Please describe your firms quality control standards as it relates to the services describe in this RFP. **Please be advised that your firm if selected will be held to the standard provided.**

Response:

From the moment of its inception, HyeTech has been synonymous with high quality—in our solutions, our deployments, our deliverables, our support, our customer service... in every way possible. As our company expands, so does the challenge of promulgating this core value and the intrinsic responsibility of superior quality to every individual within the company. Complicating the efforts are the facts that one person's definition of quality may vary wildly from another's, and the quality goal of a decade ago is not likely the quality goal of today. Quality is a foundational pillar of our company's success and continuous improvement is the only path that ensures we retain HyeTech's high quality. Accordingly, HyeTech adheres to an ITIL-based Continuous Improvement Process Policy. The high-level goals of this policy are outlined below:

- Identify ways to improve services and processes to improve quality, output, efficiency, effectiveness, customer service, and/or reduce rework and cost
- Prioritize the processes to focus on improving quality as an overall company as well as by department, ensuring that every individual in HyeTech is aware of and working towards Continuous Improvement
- Utilize proven ITIL processes

A few of the realized benefits of HyeTech's Continuous Improvement Process include:

- The creation of a culture that does not become stale, stagnant, or left behind



- The consummation of a culture that strives for progressive advancement, one in which each teammate proactively considers the overarching processes and their piece of those processes with a view toward ways to improve it
- Cost effective improvements aligned to business priorities
- Improvements in key areas important to our company:
 - Improved customer service
 - Retention of engineering talent
 - Retention and satisfaction of customers
 - Improved efficiencies
 - Improved project delivery
 - Improved managed services

Continuous improvement in project delivery requires a closed loop through the obtainment of real customer feedback. Feedback is obtained throughout the project, and in a more formal approach, in the end of the project through the use of asking specific questions in the Project Close Out Meeting, the use of HyeTech's Project Acceptance Form, and the internal Project Feedback Review Meeting.



4. REFERENCES

Reference 1		
Client Name: Mesa Public Schools	Address: 549 N. Stapley Drive Mesa, Arizona 85203	Reference Type: Network & Security
Contact Name: David Sanders	Job Title: CIO	Phone Number: 480-472-0051
E-mail Address: dsanders@mpsaz.org	Scale/Scope: > 60,000 Students	When Implemented: June 2019 to Current
Description / Notes: Data Center Refresh, 94 remote locations, District Security Segmentation and Security Architecture using MPLS		
Reference 2		
Client Name: Arizona State University	Address: 1551 S Rural Rd Tempe, AZ 85281	Reference Type: Managed Network/Security
Contact Name: Mike Brown	Job Title: Manager IT	Phone Number: 480-965-2700
E-mail Address: mrbrow3@asu.edu	Scale/Scope: > 110,000 Students	When Implemented: Sept 2016 to Current
Description / Notes: Managed network, wireless, voice, security for all ASU campus locations. Design and implement solutions for all in-scope technologies		
Reference 3		
Client Name: Paradise Valley School District	Address: 1520 N. 32 nd Street Phoenix, AZ 85032	Reference Type: Managed Network/Security
Contact Name: Jeff Billings	Job Title: CIO	Phone Number: 602-449-2000
E-mail Address: jbillings@pvschools.net	Scale/Scope: > 30,000 Students	When Implemented: Sep 2019 to present
Description / Notes: District Security Segmentation and Security Architecture using MPLS, managed network and security services		
Reference 4		
Client Name: Town of Gilbert	Address: 1045 Gilbert, Gilbert, Arizona, 85234	Reference Type: Network
Contact Name: Eugene Mejia	Job Title: Deputy CTO	Phone Number: 480-320-3900
E-mail Address: Eugene.Mejia@GilbertAZ.gov	Scale/Scope: Large Phoenix Metro City	When Implemented: Nov 2020 – March 2021
Description / Notes: Datacenter Cleanup, Future core re-architecture		
Reference 5		
Client Name: City of Avondale	Address: 8500 S. Kyrene Rd. Tempe, Arizona 85284	Reference Type: Network/UC
Contact Name: Mark Neerings	Job Title: Assistant CIO	Phone Number: 623-333-5020
E-mail Address: mneerings@avondaleaz.gov	Scale/Scope: Large Phoenix Metro City	When Implemented: June 2020 to present
Network design and deployment. Collaboration and unified communication. SIP support. Wireless for public.		



Reference 6		
Client Name: Valleywise Health (fka MIHS)	Address: 2601 E Roosevelt St, Phoenix, AZ 85008	Reference Type: Network/Security/Managed
Contact Name: Steve Schiavone	Job Title: CTO	Phone Number: 602-344-8487
E-mail Address: Steve.Schiavone@mihs.org	Scale/Scope: Complete Hospital System	When Implemented: June 2015 to present
Data Center Refresh, hospital and all remote clinics, enterprise-wide security segmentation and security architecture using MPLS, managed services		
Reference 7		
Client Name: Coconino County	Address: 202 E Birch Ave, Flagstaff, AZ 86001	Reference Type: Network/Security
Contact Name: Matt Fowler	Job Title: CIO / CISO	Phone Number: 928-679-7911
E-mail Address: mfowler@coconino.az.gov	Scale/Scope: Complete Hospital System	When Implemented: June 2020 to present
Data Center Refresh, network architecture.		

4.1. OTHER RELATED EXPERIENCE

CLIENT	TYPE	SERVICES PROVIDED	SVC YEARS
City of Casa Grande	City	Network assessment, Network & DC deployment	3 yrs
City of Mesa	City	Internet Access network upgrade, VDI	5 yrs
City of Mesa PD	City	Network/Security/Systems support, NGFW deployment	6 yrs
City of Peoria	City	Network Support	2 yrs
City of Phoenix	City	Network/Security/Systems support, Full Network & UC refresh	10 yrs
City of Phoenix PD	City	Network & DC refresh, Network/Security support	7 yrs
City of Scottsdale	City	Develop City EmergencySRP. DC refresh, Network/Security support	5 yrs
City of Sierra Vista	City	Network/Security/Voice/Systems support	8 yrs
City of Tucson	City	Network/Security/Wireless support	10.5 yrs
City of Tucson PD	City	Network/Security/Wireless support	10.5 yrs
Town of Marana	City	Network assessment, UC migration from legacy PBX to VoIP	5 yrs
Tucson Int'l Airport	City	Network & DC refresh, UC upgrade	5 yrs
Valley Metro	City	Network assessment. Network refresh, Network/Security support	4 yrs
Cochise County	County	Network/Security/Wireless/Systems support, Full network refresh.	6 yrs
Gila County	County	Network/Security/Voice/Systems support, UC upgrade	10 yrs
Maricopa County	County	Security best practices, QoS, Architecture	4 yrs
Maricopa County Sheriff's Office	County	Network/Security consulting services. Inmate telephony and video system network deployment.	7 yrs
Pima County	County	Enterprise wide QoS design/deploy, DC refresh, Core refresh	8 yrs
Pinal County	County	Network/Security/Voice/Systems managed service, Full network refresh	8 yrs
Golder Ranch Fire	Fire	Network/Security/Voice/Systems support, UC upgrade	3 yrs
NW Fire District	Fire	Network/Security/Voice/Systems support, UC upgrade	2 yrs
Arizona State University	Higher Ed	Network/Security/DC/UC assessment, deployment & managed services	6 yrs
Maricopa CCCD	Higher Ed	Network upgrades, UC upgrades	5 yrs
Phoenix Int'l Airport	Higher Ed	Network & security architecture design. MPLS network	8 yrs
Northern Arizona University	Higher Ed	Network & security architecture design	6 yrs
Northland Pioneer College	Higher Ed	Network/UC deployment, DC services	5 yrs
University of Arizona	Higher Ed	Network/Wireless/Voice/Video Support. Campus core network refresh.	12 yrs



Agua Fria USD	K-12	Network/Systems support	1.5 yrs
Apache Junction USD	K-12	Network/Security/Wireless support	2 yrs
Buckeye ESD	K-12	Network and wireless assessment, Network/Security support	2 yrs
Casa Grande ESD	K-12	VDI deployment, Network/DC refresh	4 yrs
Chandler USD	K-12	Network/Systems support	7 yrs
Coolidge USD	K-12	District network refresh. Network/Security/Systems support.	2 yrs
Deer Valley USD	K-12	Network/Security support. UC upgrade	3 yrs
Flagstaff USD	K-12	Full network refresh, Network/Security/Systems support. UC upgrade.	6 yrs
Florence USD	K-12	Full network refresh, Network/Security/Systems support. UC upgrade.	10 yrs
Gilbert Public Schools	K-12	Network assessment. Network/Security/UC implementation & support	5 yrs
Higley USD	K-12	District network refresh. Network/Security/Voice/Systems support.	4 yrs
Kyrene USD	K-12	Metro Ethernet WAN migration. Network/DC refresh	4 yrs
Mesa Public Schools	K-12	Full Network/DC/UC implementation & support	9 yrs
Paradise Valley USD	K-12	Full Network/DC/UC implementation & support	7 yrs
Pendergast ESD	K-12	General consulting services	2 yrs
Peoria USD	K-12	F5 and content filter support services.	5 yrs
Pinal County Schools	K-12	Systems support.	3 yrs
Scottsdale USD	K-12	Network/Security support.	2 yrs
Tempe Union HSD	K-12	Network/Wireless assessment and support	5 yrs
Tolleson ESD	K-12	WAN switch deployment.	2 yrs
Tucson USD	K-12	Full District network & wireless refresh. Datacenter refresh.	10 yrs
Wilson ESD	K-12	Network/Security/Systems/Voice support	5 yrs
AZ DCS	State	Firewall deployment for DCS to DES communication	3 yrs
AZ State Courts	State	Voice over IP system upgrades.	5 yrs
AZ Superior Court Pima Co	State	Network deployment and support	3 yrs
AZ DOA	State	Deploy new firewalls on behalf of AZ Department of Corrections.	1 yr
AZ DES	State	Legacy firewall migration, external L2L VPN migration	4 yrs

4.2. ACCEPTANCE & COMPLIANCE OF RFP TERMS & CONDITIONS & MISCELLANEOUS

1. Does your company accept all terms and conditions of this solicitation? Yes No

If no, please explain

3. Will your firm require the Agency to sign a separate agreement or contract if selected for award of contract? Yes No

If yes, please submit with response to RFP. Firm's that fail to submit a separate agreement with proposal will not be allowed to submit in the future.

4. If a separate agreement or contract is required what process will your firm use to negotiate the agreement conflicts RFP terms and conditions.

Response:





5. PRICING SECTION

5.1. CISCO EQUIPMENT, PERCENT DISCOUNT OFF CISCO LIST PRICE

ITEM NO.	DESCRIPTION OF REQUIRED MATERIAL, SERVICE OR CONSTRUCTION
A.	CISCO Equipment, Percentage Discount off CISCO List Price per categories specified below. The Discount percent offered shall be reflective of the combined agency usage of this cooperative contract. During the course of this potential 6-year contract, the City will allow the successful firm to offer deeper discounts when situations warrant –such as significant one-time purchases or generally offered discount improvements by the manufacturer. Any one time offerings shall be coordinated with the Procurement Officer assigned to this contract.

Item	Description	% Discount
Group 1	CISCO Network and upgrade components	42%
Group 2	CISCO Voice over IP products and solutions	42%
Group 3	CISCO Unified Computing Products, blade servers, rack servers, Invicta appliances, fabric interconnects, fabric extenders, etc.	61%
Group 4	CISCO Radio interoperability products and solutions	42%
Group 5	CISCO Network security products	42%
Group 6	CISCO System Software and Monitoring Tools	42%
Group 7	CISCO Unity products and services	42%
Group 8	CISCO Physical Security Products, Video Surveillance, IP Cameras, Access Control, etc.	42%
Group 9	CISCO Wireless, etc.	42%
Group 10	CISCO Miscellaneous devices, peripherals, digital signage, cables for operation or interfacing of CISCO equipment, etc.	42%
Group 11	Annual Service Plans, percentage discount off CISCO list price or cost of equivalent service contract for CISCO hardware and software support, etc.	20%
Group 12	Remanufactured or refurbished items may be offered. Offeror shall provide a separate schedule as “optional”.	42%
Group 13	CISCO annual service contract for CISCO hardware and software support, etc.	20%
Group 14	Flex Enterprise Agreement - CISCO	27%
Group 15	SaaS - CISCO	20%
Group 16	Conferencing – WebEx Meetings, WebEx Events, etc.	27%
Group 17	Collaboration Endpoints – phones, headsets, video conferencing devices	42%
Group 18	Cisco Data Center Switching	42%
Group 19	Cisco Meraki Cloud Managed solutions	42%
Group 20	Cybersecurity Products and Services	42%



5.2. SERVICES PROVIDED - HOURLY RATE

- B. Services, Offeror to provide an hourly rate for services specified. Offeror may provide additional related services.

Item	Service	Hourly Rate
1.	Design and analysis	\$ 175
2.	Configuration	\$ 175
3.	Implementation	\$ 150
4.	Installation	\$ 125
5.	Training	\$ 125
6.	Maintenance	\$ 100
7.	Support of Data	\$ 150
8.	Support of Voice	\$ 150
9.	Support of Multimedia	\$ 150
10.	Support of Radio	\$ 150
11.	Network-based, Network-embedded Products	\$ 175
12.	Network Security Services	\$ 175
13.	Network Virtualization Services	\$ 175
14.	Senior Engineer	\$ 150
15.	Principle Architect	\$ 175
16.	Senior Technical Architect	\$ 175
17.	Project Manager	\$ 125
18.	Senior Project Manager	\$ 150
19.	Program Manager	\$ 175
20.	Credit Card Finance Charge / Transaction Fee	2.5% - 4%
21.	Emergency After-Hours ad-hoc Service Charge	1.5x Hr. Rate

* Applicable Tax 8.1 %

* **State correct jurisdiction to receive sales tax on the Vendor's Offer, included in this Request for Proposal.**

Less prompt payments discount terms of ___ % ___ days/ or net thirty (30) days. (To apply after receipt and acceptance of an itemized monthly statement.) For evaluation purposes, the City cannot utilize pricing discounts based upon payments being made in less than thirty (30) days from receipt of statement.



Ordering and Invoice Instructions

Invoices shall be issued directly to the ordering department. Invoices shall be accurate and complete including the information shown below. Failure to provide a properly documented invoice may cause a delay in receipt of payment. The City will not process an invoice for payment until it has been approved by the ordering department and forwarded to Accounts Payable. The City endeavors to process invoices within 30 days after receipt of an accurate and complete document.

Invoices shall include:

1. Line item listing of all ordered items to include description of items;
2. Unit cost and extended cost for each line item;
3. Applicable Tax;
4. Payment Terms;
5. Purchase Order Number;
6. Name of selling organization clearly stated on invoice along with address;
7. Phone number and or e-mail address for contact person to clarify invoicing questions;

Invoices that do not follow the above minimum invoicing requirements will not be paid. Payment must be applied to only invoices referenced on check/payment stub. The City reserves the right to process payments via check or P-Card.

Accounting Contacts:	Yesenia Loredo-Flores	Letters A – H and Numbers
	Ramona Zapien	Letters I – Z
	Kimberly Williams	General AP Inquiries and AP Checks



6. VENDOR'S OFFER

Offeror must complete, sign and submit this form to the Procurement Office with the proposal response. An unsigned "Vendor's Offer", late proposal response, and/or a materially incomplete response will be considered nonresponsive and rejected. Offeror is to type or legibly write in ink all information required below. A scanned copy of this page is acceptable.

Company Name: Hye Tech Network & Security Solutions, LLC

Company Purchase Order Mailing Address:

Street Address: 4802 E. Ray Road Suite 23-414

City, State, Zip: Phoenix, Arizona 85044

Contact Person: Lisa Andrus Phone Number: 602-694-0303

E-mail Address: landrus@hyetechnetworks.com Cell Number: 602-694-0303

Remit to Information

Company Name (as it appears on invoice): Hye Tech Network & Security Solutions, LLC

Company Payment Remit to Address:

Street Address: 4802 E. Ray Road Suite 23-414

City, State, Zip: Phoenix, Arizona 85044

Company Tax Information

If a Tempe-based firm, provide Tempe Transaction Privilege (Sales) Tax No.: N/A

Payment Options

Will your company accept the City's Master Card for payment? Yes No

Will your company accept Payment via ACH (Automated Clearing House) for payment? Yes No

THIS PROPOSAL IS OFFERED BY

REQUIRED SIGNATURE OF AUTHORIZED OFFEROR

By signing this Vendor's Offer, Offeror acknowledges acceptance of all terms and conditions contained herein and that prices offered were independently developed without consultation with any other Offeror or potential Offeror. Failure to sign and return this form with proposal response will be considered nonresponsive and rejected.



Signature of Authorized Offer

4/21/2021

Date

Lisa Andrus

Print or Type Name of Authorized Individual

COO

Title of Authorized Individual





7. ANTI-DISCRIMINATORY POLICY



COMPLIANCE WITH CITY'S ANTIDISCRIMINATION ORDINANCE NO. 02016.25

The Tempe City Council approved Ordinance No. 02016.25 that requires vendors who are being recommended for award to provide evidence of their compliance with the City's antidiscrimination policy as shown below:

Sec. 2-601. Policy.

It is declared to be the policy for the citizens of Tempe, Arizona, to be free from discrimination in public accommodations, employment, and housing, and contrary to public policy and unlawful to discriminate against any person on the basis of race, color, gender, gender identify, sexual orientation, religion, national origin, familial status, age, disability, or United States military veteran status, in places of public accommodation, employment, and housing; and contrary to the policy of the city and unlawful for vendors and contractors doing business with the city to discriminate, as set forth in this article.

Sec. 2-603. Unlawful Practices.

The following shall constitute a violation of this article:

For a city vendor or city contractor, because of race, color, gender, gender identify, sexual orientation, religion, national origin, familial status, age, disability, or United States military veteran status, to refuse to hire or employ or bar or discharge from employment any person, or to discriminate against such person in compensation, conditions, or privileges or employment. City vendors and contractors of fifteen (15) or more employees shall provide a copy of its antidiscrimination policy to the Procurement Officer to confirm compliance with this article. Employers having fourteen (14) or less employees may attest in writing to compliance with this article.

Vendor Requirements

Vendors who have fifteen (15) or more employees shall include with their bid/proposal submittal a copy of its antidiscrimination policy that must mirror the City's policy as stated above. Suppliers who have fourteen (14) or less employees may include their antidiscrimination policy or complete a written affidavit of compliance per the attached.

To be completed by responding company and returned with submittal:

- Our company has 15 or more employees and has included its antidiscrimination policy that mirrors the City's policy;
- Our company has fourteen (14) or less employees and is attaching the signed AFFIDAVIT OF COMPLIANCE WITH TEMPE CITY CODE CHAPTER 2 ARTICLE VIII SECTION 2-603(5).

Please include this document along with the company's antidiscrimination policy or the completed affidavit with offer submittal



2. DOCUMENT PURPOSE

The objectives of this Anti-Discrimination Policy are to ensure that all:

All employees of Hye Tech Network & Security Solutions, LLC (HyeTech) or potential employees do not suffer unfair discrimination in the workplace. Individuals working for HyeTech are in an environment where all decisions are free of discrimination, where they have equal opportunity based on relevant abilities and merit. Personnel actions, such as compensation, benefits, transfers, layoffs, company-sponsored training programs, and social and recreational programs, will be administered on a non-discriminatory basis.

Discrimination is any negative action or attitude directed toward someone because of protected characteristics, like race and gender. Other protected characteristics are:

- Age
- Religion
- Gender / race / color
- Ethnicity / nationality
- Disability / medical history
- Marriage / civil partnership
- Pregnancy / maternity / paternity
- Gender identity / sexual orientation
- US Military service status

3. NON-DISCRIMINATION POLICY STATEMENT

At HyeTech, we value all employees and job candidates as unique individuals, and we welcome the variety of experiences they bring to our company. As such, we have a strict non-discrimination policy. We believe everyone should be treated equally regardless of race, sex, gender identification, sexual orientation, national origin, native language, US military service status, religion, age, disability, marital status, citizenship, genetic information, pregnancy, or any other characteristic protected by law. If you feel that you have been discriminated against, please let your direct supervisor or HR team know as soon as possible. Every complaint will be appropriately investigated.

4. RIGHT TO WORK IN PROFESSIONAL ENVIRONMENT

Every employee has the right to work in a professional environment where their knowledge, skills, and abilities are the critical factors in their success. HyeTech expects all employees to maintain standards of propriety, promote equal opportunity, treat everyone professionally, and act without bias.

5. ZERO TOLERANCE FOR HARASSMENT

HyeTech has a zero-tolerance policy for sexual harassment or discrimination, racial harassment or discrimination, or any other form of harassment and discrimination (religious, language, sexual orientation, etc.). If you feel that you have been harassed or that an employee has discriminated against you, please let your direct supervisor or HR team know as soon as possible.





6. REPORTING PROCEDURE

Any employee who feels they have been harassed, discriminated against, or otherwise treated negatively because of their race, religion, gender, or other characteristics, should report the harassment to one of the following people:

- Any human resources employee.
- The direct manager/supervisor.
- Anyone in their supervisory line (manager, director, et cetera).

Employees will not be disciplined in any manner for failing to report something that occurred to them. Nor will the company retaliate for any good faith report. A good faith report means that the employee believes that something inappropriate happened, even if the investigation determines no inappropriate behavior occurred.

HyeTech will then conduct an investigation. This may take a considerable amount of time, depending on the situation.

If an employee makes a bad faith complaint, that will be considered harassment. A bad faith complaint is one where the complainant knowingly lies or misrepresents the situation to accuse a coworker, damage someone's reputation, or to get personal gain.





8. SUPPLIER SUSTAINABILITY QUESTIONNAIRE

8.1. CORPORATE SUSTAINABLE ACTIONS

Item	Question	Response
1.	What sustainability guidelines or environmental statement does your company have to guide the company as a whole? Please include a link.	HyeTech does not have a published sustainability guideline. As a system integrator we strive to help our customers achieve their sustainability and environmental goals through efficient, cost and resource saving Network and IOT solutions.
2.	What is your company doing to be more energy efficient?	HyeTech maintains a highly efficient office space with sensor technology that optimizes power use only when and where needed. If possible, remote video conferencing is highly leveraged for customer meetings, internal meetings as well as services engagements (when possible). When and if a field dispatch is necessary for a to support a customer on contract, HyeTech utilizes highly gas efficient Ford Transit Connect vehicles to reduce fossil fuel usage and emissions.
3.	What is your company doing to reduce greenhouse gas emissions?	See above.
4.	What is your company doing to reduce waste transferred to landfills?	As a leading technology company, HyeTech has a philosophy of paperless operation. HyeTech stores over 95% of its documentation in a secure and electronic platform. Paper documentation provided to our firm is digitized. Our work environment is paper minimalist. We conduct business in a compute format that encourages mindful use of printers. We made a conscious decision to not utilize copiers, fax and traditional paper files. In addition, we recycle all boxing and paper materials resulting from internal or HyeTech delivered customer equipment. Lastly, we do not provide plastic water bottles or containers in our office space and utilize bulk drinking water services.
5.	What is your company doing to reduce water waste?	HyeTech has elected to lease office space and thus, our impact in this regard is minimal.
6.	What kind of effort does your company make to reduce the use of environmentally harmful materials (such as cleaning products, etc.)?	HyeTech works with our facilities management to ensure the teams that work within our facilities utilize natural cleaning products. Where team members need to use cleaning products directly, HyeTech provides natural products only.
7.	Does your company take any actions to manage the sustainability of your supply chain? If yes, please explain.	As we are classified as a small business, HyeTech has limited leverage to control the actions of our large OEM partners however, we do strive to utilize products that promote a sustainable environment.
8.	Has your company received any environmental or sustainability related independent certifications or recognitions? If yes, please explain.	Reducing the cost of power and product use, paper and supplies is inherently in the best interest of any business as well as the environment, and as a small business HyeTech strives to meet to keep our footprint low. However, as a consulting firm, some certifications may be inapplicable.



8.2. PRODUCT SUSTAINABLE ACTIONS

Item	Question	Response
1.	Has your company performed an environmental life cycle analysis on the product being offered the City? If yes, please provide documentation	HyeTech does not manufacture any of the products it will be providing the City within the scope of this RFP. This has been addressed by the OEM (Cisco). Cisco is extremely conscious of its environmental impact and always strives to reduce its footprint. Cisco offers a product trade in program that HyeTech participates in and encourages our customers to take advantage of. Traded in equipment is recycled by Cisco's contracted resource.
2.	Can the product being offered be refurbished, recycled, or composted at the end of its life? If yes, please elaborate	Cisco returns these materials to the market where they are made into new products . More than 99 percent of the electronics sent for processing are recycled . Cisco's Takeback and Recycle Program enables you to properly dispose of products that have reached their end of useful life.
3.	Does the product being offered include any recycled materials? If yes, please explain.	Yes. Cisco consistently reuses or recycles more than 99% of the equipment they take back. Reuse is prioritized (e.g., through remanufacture and repair) and remaining products that have reached the end of their useful life are recycled. Increasing the use of recycled plastics sourced from our own recycling stream is one example of how we can give new life to products at their end of life. https://www.cisco.com/c/dam/en_us/about/closed-loop.pdf
4.	What measures have been taken to reduce unnecessary packaging materials associated with the product being offered?	See above.
5.	What kind of reusable, recyclable, and/or compostable packaging materials does your company use?	HyeTech's use of packaging materials is minimal.
6.	Has the product being offered been rated or certified by a third-party organization such as Energy Star, Green Seal, Leadership in Energy and Environmental Design (LEED), Forest Stewardship Council, etc.? If yes, please provide certification documentation.	Please see link: https://blogs.cisco.com/csr/energy-efficiency-of-cisco-products
7.	Please provide any additional information you would like to share regarding your product's sustainable attributes.	As stated, HyeTech is in the business of helping our customers achieve sustainable and efficient Network solutions. We appreciate the opportunities we have been provided and the necessity to be a provider to others. While HyeTech encourages a mindful approach to these goals. As our team continues to grow, we will continue to be self-reflective in not only how can give back to our community locally, but also on a larger global scale. HyeTech encourages our team to be mindful about our emissions footprint, individually and as an organization. We embrace telecommuting as a regular practice. Some team members are able to telecommute multiple days per week. We provide technologies and tools to enable a seamless work environment whether the team member is working at the office or remotely. Tools such as WebEx, WebEx Teams, Slack, MS Teams, and other online collaboration and meeting tools to cut down the necessity for travel.



9. ADDENDUMS

9.1. ADDENDUM #1

Addendum to Solicitation



City Procurement Office/City of Tempe • PO Box 5002 • 20 East 6th Street • Tempe, AZ 85280 • (480) 350-8324 • www.tempe.gov/procurement

Issue Date: | April 2, 2021

This addendum will modify and/or clarify: | Solicitation No.: | RFP 21-099

and is | Addendum No.: | 1

Procurement | CISCO Networking and
Description: | VOIP Services

The RFP Due Date and Time will remain the same at April 19, 2021 at 3:00 P.M.

Question and Answers received regarding this RFP.

1. What is the current platform or environment? **Cisco**
2. What is current equipment? **Cisco switches, routers, firewall, access points and controllers.**
3. How many users will be on the new platform? **Not looking for a new platform but purchases and support of the existing platform.**
4. How many concurrent calls at a time? **Not requesting a new design.**
5. Can you email us the technical requirements for all locations? **Not requesting a new design.**
6. Would you rather have a hosted base or Premium based platform? **Not requesting a new platform.**
7. Are you using cloud services? If so what platforms? **Not requesting cloud services.**
8. How many instances are you running? **Not requesting a new design.**
9. How many images do you have? **Not requesting a new design.**
10. Any special router equipment? **Not requesting a equipment proposal.**



- 11. LAN speed requirements? Refer to technical requirements 100mb.Gig.10Gib.
- 12. Failover requirements? Not requesting failover services or design.
- 13. Managed required? Not requesting new design.
- 14. Who is the incumbent? Not applicable.

Please ensure that you sign and submit this addendum by the above referenced due date.

The balance of the specifications and bid solicitation instructions to remain the same. Bidders/Proposal Offerors are to acknowledge receipt and acceptance of this addendum by returning of signed addendum with bid/proposal response. Failure to sign and return an addendum prior to bid/proposal opening time and date may make the bid/proposal response non-responsive to that portion of the solicitation as materially affected by the respective addendum.

Hye Tech Network & Security Solutions, LLC

Name of Company

Lisa Andrus, COO/CFO

By – Name and Title (Please Print)

landrus@hyetechnetworks.com

Email Address

480-900-8100

Telephone

Phoenix AZ 85044

City State Zip


Authorized Signature



9.2. ADDENDUM #2

Addendum to Solicitation



City Procurement Office/City of Tempe • PO Box 5002 • 20 East 6th Street • Tempe, AZ 85280 • (480) 350-8324 •
www.tempe.gov/procurement

Issue Date: | April 15, 2021

This addendum will modify and/or clarify: | Solicitation No.: | RFP 21-099

and is | Addendum No.: | 2

Procurement Description: | CISCO Networking
and VOIP Services

The RFP Due Date and Time will change to April 21, 2021 at 3:00 P.M.

Question and Answers received regarding this RFP.

1. RFP #21-099: On page 36, in paragraph A of the Technical Questionnaire, the City asks, "If selected, will your company allow other government agencies to utilize this Contract?" Are these other "government agencies" the "public and nonprofit agencies that have entered into a Cooperative Purchasing Agreement with the City of Tempe's Department of Procurement" and the SAVE cooperative referenced in paragraph 8 of the Standard Terms and Conditions (page 11)? Or, is the City asking if additional agencies apart from those noted on page 11 would be able to utilize the awarded contract?

The Contract resulting from this solicitation shall be for the use of the City of Tempe. In addition, public and nonprofit agencies that have entered into a Cooperative Purchasing Agreement with the City of Tempe's Department of Procurement are eligible to participate in any subsequent Contract. These agencies have committed to purchasing from this contract. Additionally, this Contract is eligible for use by the Strategic Alliance for Volume Expenditures (SAVE) cooperative. See <https://www.mesaaz.gov/business/purchasing/save> for more information. Any such usage by other municipalities and government agencies must be in accord with the ordinance, charter and/or rules and regulations of the respective political entity.

2. RFP #21-099: On page 13, paragraph 6 requires that "Any documents, license agreements, terms and conditions, terms incorporated by reference, or forms (including separate contract, maintenance agreement, or training agreement) intended by the Offeror to be included in any resulting Contract or signed by the City must be submitted with proposal." While the City would not be required to sign it upon execution of the contract awarded for RFP #21-099, our company would require the City to sign a Statement of Work (SOW) for specific professional services engagements transacted through the awarded contract. Given that, should we submit our SOW template with our proposal?

Yes, please submit documentation for our review with your proposal.



- 3. Also, given the proximity of the published Q&A responses and the proposal deadline (4/19), do you know if the City intends to extend the deadline?

City is extending the deadline to April 21, 2021 @ 3:00 P.M.

Please ensure that you sign and submit this addendum by the solicitation due date.

The balance of the specifications and bid solicitation instructions to remain the same. Bidders/Proposal Offerors are to acknowledge receipt and acceptance of this addendum by returning of signed addendum with bid/proposal response. Failure to sign and return an addendum prior to bid/proposal opening time and date may make the bid/proposal response non-responsive to that portion of the solicitation as materially affected by the respective addendum.


Hye Tech Network & Security Solutions, LLC
Name of Company

Lisa Andrus, COO/CFO
By – Name and Title (Please Print)

landrus@hyetechnetworks.com
Email Address

480-900-8100
Telephone

Phoenix AZ 85044
City State Zip


Authorized Signature