

CONTRACT, LEASE, AGREEMENT CONTROL FORM

Date: 11/22/2023

Contract/Lease Control #: C24-3922-IT

Procurement#: RFP IT 69-23

Contract/Lease Type: CONTRACT – AGREEMENT

Award To/Lessee: TELAFORCE, LLC.

Owner/Lessor: OKALOOSA COUNTY

Effective Date: 11/21/2023

Expiration Date: 09/30/2026 W/2 (1)YR RENEWALS

Description of: INFORMATION TECHNOLOGY SERVICES

Department: IT

Department Monitor: SAMBENEDETTO

Monitor's Telephone #: 850-651-7570

Monitor's FAX # or E-mail: DSAMBENEDETTO@MYOKALOOSA.COM

Closed: _____

CC: BCC RECORDS

**PROCUREMENT / CONTRACT / LEASE
INTERNAL COORDINATION SHEET**

Procurement/Contract/Lease Number: C24-3922-IT Tracking Number: 4986-24
Procurement/Contractor/Lessee Name: TelaForce, LLC Grant Funded: YES: ___ NO: X
Purpose: RFP IT 69-23 Information Technology for Okaloosa County
Date/Term: 09/30/2026 W/ 2 1 YR Renewal 1. GREATER THAN \$100,000
Department #: 0111 2. GREATER THAN \$50,000
Account #: 531100 3. \$50,000 OR LESS
Amount: > \$100,000.00
Department: IT Dept. Monitor Name: Sambenedetto

Purchasing Review

Procurement or Contract/Lease requirements are met:
Amber Hammonds Date: 10/9/23

2CFR Compliance Review (if required)

Approved as written: Grant Name: _____
Required: Yes _____ No X Date: _____
Grants Coordinator – Suzanne Ulloa

Risk Management Review

Approved as written: _____ Date: 10/9/23
See Attached Email
Risk Manager or designee – (Circle One: Karen Donaldson / Jacqueline Mtichuk / Odessa Cooper-Pool)

County Attorney Review

Approved as written: _____ Date: 10/13/23
See Attached Email
County Attorney - (Circle One: Lynn Hoshihara, Kerry Parsons or Designee)

Department Funding Review

Approved as written: _____ Date: _____
N/A

IT Review (if applicable)

Approved as written: _____ Date: _____
N/A

Amber Hammonds

From: Odessa Cooper-Pool
Sent: Monday, October 9, 2023 1:24 PM
To: Amber Hammonds
Cc: Kerry Parsons; Lynn Hoshihara
Subject: RE: RFP IT 69-23 - TelaForce, LLC
Attachments: Telaforce_LL_Contract.docx; Titan Technologies LLC dba Telaforce.pdf

Hello Amber,

The agreement for TeleForce, LLC has been reviewed and is approved by Risk Management for insurance purposes.

Thank you,

Odessa Cooper-Pool

Public Records & Contracts Specialist | Risk Management
Okaloosa County BCC
302 N. Wilson Street, Crestview, FL 32536
Office: 1-850-689-4111



“And, when you want something, all the universe conspires in helping you to achieve it.”— Paulo Coelho, *The Alchemist*

Please note: Due to Florida's very broad public records laws, most written communications to or from County employees regarding County business are public records, available to the public and media upon request. Therefore, this written e-mail communication, including your e-mail address, may be subject to public disclosure.

From: Amber Hammonds <ahammonds@myokaloosa.com>
Sent: Monday, October 9, 2023 9:57 AM
To: Jacqueline Matichuk <jmatichuk@myokaloosa.com>; Kerry Parsons <kparsons@ngn-tally.com>; Lynn Hoshihara <lhoshihara@myokaloosa.com>; Odessa Cooper-Pool <ocooperpool@myokaloosa.com>
Subject: RFP IT 69-23 - TelaForce, LLC

Good morning ladies,

Please review and approve the contract for the above referenced solicitation.

Thank you,

Amber Hammonds

Contracts & Lease Coordinator
Okaloosa County Purchasing Department
5479A Old Bethel Road
Crestview, FL 32536
Phone: 850.689.5960 ext. 6962 Fax: 850.689.5970

Email: ahammonds@myokaloosa.com



SAVE THE DATE!! Registration is now OPEN!!
Pars for Procurement Golf Classic
CGCC Annual Pars for Procurement Golf Classic
November 17, 2023
Blackwater Golf Club
4927 Antioch Road
Crestview, FL 32536



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Board of County Commissioners

Purchasing Department

State of Florida

Date: October 6, 2023

OKALOOSA COUNTY PURCHASING DEPARTMENT
NOTICE OF INTENT TO AWARD
RFP IT 69-23
Information Technology Services for Okaloosa County

Okaloosa County would like to thank all businesses, who submitted a proposal for Information Technology Services for Okaloosa County. (ITB WS 57-23)

After in-depth examination of all responses in accordance with the County's Purchasing Manual, the County announces its intent to award the contract/purchase order to the following:

Glaze Communication Services, Inc.
1864 Cowen Road
Gulf Breeze, FL 32563

Security Engineering, Inc.
6708 Plantation Road
Pensacola, FL 32504

TelaForce, LLC
4008 Legendary Drive, Ste.
600 Destin, FL 32541

This Notice of Intent does NOT constitute the formation of a contract/purchase order between Okaloosa County and the apparent successful bidder/respondent. The County reserves the right to enter into negotiations with the successful bidder/respondent in order to finalize contract terms and conditions. No agreement is entered into between the County and any parties until a contract is approved and fully executed.

Any person/entity desiring to file a procurement protest must meet all the standards and criteria in accordance with Section 31 of the Okaloosa County Purchasing Manual. Failure to file a protest within the time prescribed in Section 31.02 of the Okaloosa County Purchasing Manual, shall constitute a waiver of protest proceedings.

Respectfully,

DeRita Mason

Digitally signed by DeRita
Mason
Date: 2023.10.05 15:25:01
-05'00'

DeRita Mason
Purchasing Manager



TELALLC-01

RSWISHER

CERTIFICATE OF LIABILITY INSURANCE

DATE (MM/DD/YYYY)
9/6/2023

THIS CERTIFICATE IS ISSUED AS A MATTER OF INFORMATION ONLY AND CONFERS NO RIGHTS UPON THE CERTIFICATE HOLDER. THIS CERTIFICATE DOES NOT AFFIRMATIVELY OR NEGATIVELY AMEND, EXTEND OR ALTER THE COVERAGE AFFORDED BY THE POLICIES BELOW. THIS CERTIFICATE OF INSURANCE DOES NOT CONSTITUTE A CONTRACT BETWEEN THE ISSUING INSURER(S), AUTHORIZED REPRESENTATIVE OR PRODUCER, AND THE CERTIFICATE HOLDER.

IMPORTANT: If the certificate holder is an ADDITIONAL INSURED, the policy(ies) must have ADDITIONAL INSURED provisions or be endorsed. If SUBROGATION IS WAIVED, subject to the terms and conditions of the policy, certain policies may require an endorsement. A statement on this certificate does not confer rights to the certificate holder in lieu of such endorsement(s).

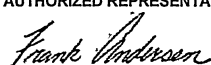
| | | | | | |
|--|--|--|--|----------------|--------------|
| PRODUCER The Andersen Insurance Group 14026 Thunderbolt Place Suite 200 Chantilly, VA 20151 | | CONTACT NAME: Randi L. Swisher PHONE (A/C, No, Ext): (703) 988-0900 101 | | FAX (A/C, No): | |
| | | E-MAIL ADDRESS: randi@theandersengrp.com | | | |
| | | INSURER(S) AFFORDING COVERAGE | | | NAIC # |
| | | INSURER A : Valley Forge Insurance Company | | | 20508 |
| | | INSURER B : The Continental Insurance Company | | | 35289 |
| | | INSURER C : Transportation Insurance Company | | | 20494 |
| | | INSURER D : ACE American Insurance Company | | | 22667 |
| | | INSURER E : | | | |
| | | INSURER F : | | | |

COVERAGES CERTIFICATE NUMBER: REVISION NUMBER:

THIS IS TO CERTIFY THAT THE POLICIES OF INSURANCE LISTED BELOW HAVE BEEN ISSUED TO THE INSURED NAMED ABOVE FOR THE POLICY PERIOD INDICATED. NOTWITHSTANDING ANY REQUIREMENT, TERM OR CONDITION OF ANY CONTRACT OR OTHER DOCUMENT WITH RESPECT TO WHICH THIS CERTIFICATE MAY BE ISSUED OR MAY PERTAIN, THE INSURANCE AFFORDED BY THE POLICIES DESCRIBED HEREIN IS SUBJECT TO ALL THE TERMS, EXCLUSIONS AND CONDITIONS OF SUCH POLICIES. LIMITS SHOWN MAY HAVE BEEN REDUCED BY PAID CLAIMS.

| INSR LTR | TYPE OF INSURANCE | | ADDL INSD | SUBR WVD | POLICY NUMBER | POLICY EFF (MM/DD/YYYY) | POLICY EXP (MM/DD/YYYY) | LIMITS | |
|------------------------------------|--|---|-------------------------------------|---|---------------|-------------------------|-------------------------|--|---------------|
| A | <input checked="" type="checkbox"/> | COMMERCIAL GENERAL LIABILITY | <input checked="" type="checkbox"/> | | 6043404302 | 1/9/2023 | 1/9/2024 | EACH OCCURRENCE | \$ 1,000,000 |
| | | <input type="checkbox"/> CLAIMS-MADE <input checked="" type="checkbox"/> OCCUR | | | | | | DAMAGE TO RENTED PREMISES (Ea occurrence) | \$ 1,000,000 |
| | | | | | | | | MED EXP (Any one person) | \$ 5,000 |
| | | | | | | | | PERSONAL & ADV INJURY | \$ 1,000,000 |
| | | | | | | | | GENERAL AGGREGATE | \$ 2,000,000 |
| | | | | | | | | PRODUCTS - COMP/OP AGG | \$ 2,000,000 |
| GEN'L AGGREGATE LIMIT APPLIES PER: | | | | | | | | | |
| | <input checked="" type="checkbox"/> POLICY <input checked="" type="checkbox"/> PROJECT <input checked="" type="checkbox"/> LOC | | | | | | | | |
| OTHER: | | | | | | | | | |
| B | <input checked="" type="checkbox"/> | AUTOMOBILE LIABILITY | <input checked="" type="checkbox"/> | | 6043404252 | 1/9/2023 | 1/9/2024 | COMBINED SINGLE LIMIT (Ea accident) | \$ 1,000,000 |
| | | <input type="checkbox"/> ANY AUTO OWNED AUTOS ONLY <input type="checkbox"/> SCHEDULED AUTOS | | | | | | BODILY INJURY (Per person) | \$ |
| | | <input checked="" type="checkbox"/> HIRED AUTOS ONLY <input checked="" type="checkbox"/> NON-OWNED AUTOS ONLY | | | | | | BODILY INJURY (Per accident) | \$ |
| | | | | | | | | PROPERTY DAMAGE (Per accident) | \$ |
| B | <input checked="" type="checkbox"/> | UMBRELLA LIAB | <input checked="" type="checkbox"/> | | 6043404283 | 1/9/2023 | 1/9/2024 | EACH OCCURRENCE | \$ 25,000,000 |
| | | EXCESS LIAB | | | | | | CLAIMS-MADE | \$ 25,000,000 |
| | | DED <input checked="" type="checkbox"/> | | | | | | RETENTION \$ 10,000 | \$ |
| B | <input checked="" type="checkbox"/> | WORKERS COMPENSATION AND EMPLOYERS' LIABILITY | <input type="checkbox"/> | Y/N <input checked="" type="checkbox"/> N/A | 6043404347 | 1/9/2023 | 1/9/2024 | <input checked="" type="checkbox"/> PER STATUTE <input type="checkbox"/> OTHER | |
| | | ANY PROPRIETOR/PARTNER/EXECUTIVE OFFICER/MEMBER EXCLUDED? (Mandatory in NH) | | | | | | E.L. EACH ACCIDENT | \$ 500,000 |
| | | If yes, describe under DESCRIPTION OF OPERATIONS below | | | | | | E.L. DISEASE - EA EMPLOYEE | \$ 500,000 |
| | | | | | | | | E.L. DISEASE - POLICY LIMIT | \$ 500,000 |
| C | <input checked="" type="checkbox"/> | E&O/Cyber, \$5K Ded. | | | 6043404302 | 1/9/2023 | 1/9/2024 | Occurrence/Aggregate | \$ 5,000,000 |
| D | <input checked="" type="checkbox"/> | Excess Cyber | | | XEO G70846500 | 1/9/2023 | 1/9/2024 | | \$ 5,000,000 |

DESCRIPTION OF OPERATIONS / LOCATIONS / VEHICLES (ACORD 101, Additional Remarks Schedule, may be attached if more space is required)
Re: RFP-IT-69-23
Okaloosa County BCC is included as an Additional Insured with respect to General Liability and Auto Liability. 30 days written notice of cancellation (10 days notice for non-payment of premium).

| | |
|--|--|
| CERTIFICATE HOLDER Okaloosa County BCC 5479A Old Bethel Road Crestview, FL 32536 | CANCELLATION SHOULD ANY OF THE ABOVE DESCRIBED POLICIES BE CANCELLED BEFORE THE EXPIRATION DATE THEREOF, NOTICE WILL BE DELIVERED IN ACCORDANCE WITH THE POLICY PROVISIONS. AUTHORIZED REPRESENTATIVE  |
|--|--|

Amber Hammonds

From: Lynn Hoshihara
Sent: Friday, October 13, 2023 1:58 PM
To: Amber Hammonds; Kerry Parsons
Subject: Re: RFP IT 69-23 - TelaForce, LLC
Attachments: Telaforce_LL_Contract 10.13.23.docx

Amber,

With the attached changes, this is approved.

Lynn

Lynn M. Hoshihara
County Attorney
Okaloosa County, Florida

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From: Amber Hammonds
Sent: Monday, October 9, 2023 10:56 AM
To: Jacqueline Matichuk; Kerry Parsons; Lynn Hoshihara; Odessa Cooper-Pool
Subject: RFP IT 69-23 - TelaForce, LLC

Good morning ladies,

Please review and approve the contract for the above referenced solicitation.

Thank you,
Amber Hammonds
Contracts & Lease Coordinator
Okaloosa County Purchasing Department
5479A Old Bethel Road
Crestview, FL 32536
Phone: 850.689.5960 ext. 6962 Fax: 850.689.5970
Email: ahammonds@myokaloosa.com



SAVE THE DATE!! Registration is now OPEN!!
Pais for Procurement Golf Classic
CGCC Annual Pais for Procurement Golf Classic
November 17, 2023
Blackwater Golf Club
4927 Antioch Road
Crestview, FL 32536

 BLACKWATER
GOLF CLUB
REGISTER HERE

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| Manufacturer (OEM) | Product Category | Min Discount (%) | Product Category | Min Discount (%) | Product Category | Min Discount (%) | Product Category | Min Discount (%) |
|------------------------------|------------------|------------------|------------------|------------------|------------------|------------------|------------------|------------------|
| Comm Vanit Systems, Inc. | | | | | | | | |
| CrowdStrike, Inc. | | | | | | | | |
| Dell Technologies | | | | | | | | |
| Dell, Inc. | | | | | | | | |
| DSX | | 10 | | | | | | |
| Eaton Corp. | | | | | | | | |
| Elasticsearch, Inc. | | | | | | | | |
| Extron Electronics | | | | | | | | |
| FS Networks, Inc. | | | | | | | | |
| Firewall Support | | | | | | | | |
| Fortinet Firewalls/Switches | | | | | | | | |
| Gallagher security | | | | | | | | |
| Genetec | | 10 | | | | | | |
| Gigamon Systems, LLC | | | | | | | | |
| Hanwha | | | | | | | | |
| HES | | 10 | | | | | | |
| Hewlett Packard Inc. | | | | | | | | |
| HID | | 10 | | | | | | |
| IBM Corp. | | | | | | | | |
| Inel Corp. | | | | | | | | |
| Inel Security Group (McAfee) | | | | | | | | |
| i-Pro Cameras | | 20 | | | | | | |
| i-Pro VI Monitorcast | | 20 | | | | | | |
| Ixia | | | | | | | | |
| Jabra Corp. | | | | | | | | |
| Juniper Networks, Inc. | | | | | | | | |
| Lenel S2 | | 25 | | | | | | |

| Manufacturer (OEM) | Product Category | Min Discount (%) | Product Category | Min Discount (%) | Product Category | Min Discount (%) | Product Category | Min Discount (%) |
|--------------------------------------|------------------|------------------|------------------|------------------|------------------|------------------|------------------|------------------|
| Ruckus Wireless, Inc. | | | | | | | | |
| Samsung Group | | | | | | | | |
| Schlage | | 20 | | | | | | |
| ServiceNow | | | | | | | | |
| Sharp Corp. | | | | | | | | |
| Silver Peak Systems, Inc. | | | | | | | | |
| Skyline Advanced Technology Services | | | | | | | | |
| SMART Technologies Corp. | | | | | | | | |
| Sole Source Technology, LLC | | | | | | | | |
| Splunk, Inc. | | | | | | | | |
| Symantec Corp. (Broadcom) | | | | | | | | |
| Tenable Network Security, Inc. | | | | | | | | |
| Tripp Lite | | 10 | | | | | | |
| Veeam Software | | | | | | | | |
| Video Insight | | 20 | | | | | | |
| VMware, Inc. | | | | | | | | |
| VOIP System Administration | | | | | | | | |
| VoIP | | | | | | | | |
| Western Digital Corp. | | | | | | | | |
| Xerox Corp. | | | | | | | | |
| Zenitel | | 10 | | | | | | |
| Zenitel (Stentofon) | | 10 | | | | | | |
| Zoom Corp. | | | | | | | | |
| Zscaler | | | | | | | | |

PLEASE FILL IN THE LABOR RATES THAT ONLY APPLY TO YOUR SERVICES.

| Labor Category | Hourly Rate | After Hours Rate | Weekends/Holidays Rate |
|--|-------------|------------------|------------------------|
| Analyst | \$ | \$ | \$ |
| Consulting Services | \$ | \$ | \$ |
| Database Specialist | \$ | \$ | \$ |
| Desktop Supporting Services | \$ | \$ | \$ |
| Help Desk Analyst | \$ | \$ | \$ |
| Junior Help Desk Analyst | \$ | \$ | \$ |
| Junior Network Engineer | \$ | \$ | \$ |
| Junior Systems Engineer | \$ | \$ | \$ |
| Junior Technician | \$ | \$ | \$ |
| Junior Web Developer | \$ | \$ | \$ |
| Microsoft Specialist | \$ | \$ | \$ |
| Network Engineer | \$ | \$ | \$ |
| Network Operating Systems Support Services | \$ | \$ | \$ |
| Network Security Support Services | \$ | \$ | \$ |
| Network Technician | \$ | \$ | \$ |
| Program Analyst | \$ | \$ | \$ |
| Program Manager | \$ | \$ | \$ |
| Project Coordinator | \$ | \$ | \$ |
| Project Manager | \$ 120 | \$ 180 | \$ 180 |
| Security Consultant | \$ 150 | \$ 225 | \$ 225 |
| Security Specialist | \$ 150 | \$ 225 | \$ 225 |
| Senior Analyst | \$ | \$ | \$ |
| Senior Database Specialist | \$ | \$ | \$ |
| Senior Help Desk Analyst | \$ | \$ | \$ |
| Senior Network Engineer | \$ | \$ | \$ |
| Senior Software Engineer | \$ | \$ | \$ |
| Senior Systems Engineer | \$ | \$ | \$ |
| Senior Technical Writer | \$ | \$ | \$ |
| Senior Technician | \$ | \$ | \$ |
| Senior Web Developer | \$ | \$ | \$ |
| Software Engineer | \$ | \$ | \$ |
| Solutions Architect | \$ | \$ | \$ |

| | | | |
|---|--------|--------|--------|
| Sr. Virtualization Engineer | \$ | \$ | \$ |
| Subject Matter Expert | \$ | \$ | \$ |
| Systems Engineer | \$ | \$ | \$ |
| Technician | \$ | \$ | \$ |
| Virtualization Engineer | \$ | \$ | \$ |
| VoIP Engineer | \$ | \$ | \$ |
| Web Developer | \$ | \$ | \$ |
| Add additional categories as necessary... | | | |
| Physical Security Installation Technician | \$ 80 | \$ 120 | \$ 120 |
| Physical Security Service Technician | \$ 100 | \$ 150 | \$ 150 |
| | \$ | \$ | \$ |
| | \$ | \$ | \$ |

AGREEMENT BETWEEN OKALOOSA

AND TELAFORCE, LLC

CONTRACT ID C24-3922-IT

THIS AGREEMENT (hereinafter referred to as the “Agreement”) is made this 21st, day of November, 2023, by and between Okaloosa County, a political subdivision of the State of Florida, (hereinafter referred to as the “County”), with a mailing address of 1250 N. Eglin Parkway, Suite 100, Shalimar, Florida, 32579, and TelaForce, LLC, a Foreign Limited Liability Company authorized to do business in the State of Florida (hereinafter referred to as “Contractor”) whose Federal I.D. # is 81-3035243.

RECITALS

WHEREAS, the County is in need of a contractor for Information Technology Services for Okaloosa County (“Services”); and

WHEREAS, pursuant to the Okaloosa County Purchasing Manual, the County issued a Request for Proposals to competitively procure the Services and received responses to perform these Services. A copy of the procurement and Contractor’s responsive to the procurement is included as Attachment “A”; and

WHEREAS, Contractor is a certified and insured entity with the necessary experience to provide the desired Services; and

WHEREAS, the County wishes to enter into this Agreement with Contractor to provide the Services to the County for an amount listed on Attachment “A” attached hereto and made a part of the agreement.

NOW THEREFORE, in consideration of the promises and the mutual covenants herein, the parties agree as follows:

1. Recitals and Attachments. The Recitals set forth above are hereby incorporated into this Agreement and made part hereof for reference. The following documents are attached to this Agreement and are incorporated herein.

Attachment “A” – Procurement RFP IT 69-23 and Contractor’s Response;

Attachment “B” – Insurance Requirements;

Attachment “C” – Title VI list of pertinent nondiscrimination acts and authorities;

Attachment “D” – Vendors on Scrutinized List.

2. Services. Contractor agrees to perform the following services, Information Technology Services. The Services to be provided are further detailed in the Contractor’s proposal attached as Attachment “A” and incorporated herein by reference. This contract will be task order driven and actual costs will be based on scope of work, time, and expenses with a not exceed amount, based on the approved task order. Additional SLA related metrics may be contemplated during the contract negotiation or task order approval process. The Services shall be performed by Contractor to the full satisfaction of the County. Contractor agrees to have a qualified representative to audit and inspect the Services provided on a regular basis to ensure all Services are being performed in accordance with the County’s needs and pursuant to the terms of this Agreement and shall report to the County accordingly. Contractor agrees to immediately inform the County via telephone and in writing of any problems that could cause damage to the County. Contractor will require its employees to perform their work in a manner befitting the type and scope of work to be performed.

3. Term and Renewal. This AGREEMENT will become effective upon full execution of this document by both parties (whichever occurs later), and will run through September 30, 2026. Upon mutual written consent of both Parties, the AGREEMENT may be renewed for additional (2) two, (1) one-year periods. When this AGREEMENT expires, it will be automatically extended for any individual executed Task Orders until the scope of services is completed and final invoice is paid. Regarding the previous TASK ORDER AGREEMENT FOR CONSULTANT SERVICES (if applicable), any existing Task Orders for work not yet completed shall proceed and be extended under the terms and conditions of the previous agreement.

4. Compensation. The Contractor agrees to provide the Services to the County, including materials and labor, based on Attachment "A" attached hereto and made a part of the Agreement.

- a. Contractor shall submit an invoice to the County upon completion of task. The invoice shall indicate that all services have been completed for that invoice period. In addition, Contractor agrees to provide the County with any additional documentation requested to process the invoices.
- b. Disbursement. There are no reimbursable expenses associated with this Agreement.
- c. Payment Schedule. Invoices received from the Contractor pursuant to this Agreement will be reviewed by the initiating County Department. Payment will be disbursed as set forth above. If services have been rendered in conformity with the Agreement, the invoice will be sent to the Finance Department for payment. Invoices must reference the contract number assigned by the County after execution of this Agreement. Invoices will be paid in accordance with the State of Florida Local Government Prompt Payment Act.
- d. Availability of Funds. The County's performance and obligation to pay under this Agreement is contingent upon annual appropriation for its purpose by the County Commission.

Contractor shall make no other charges to the County for supplies, labor, taxes, licenses, permits, overhead or any other expenses or costs unless any such expenses or cost is incurred by Contractor with the prior written approval of the County. If the County disputes any charges on the invoices, it may make payment of the uncontested amounts and withhold payment on the contested amounts until they are resolved by agreement with the Contractor. Contractor shall not pledge the County's credit or make it a guarantor of payment or surety for any contract, debt, obligation, judgment, lien, or any form of indebtedness. The Contractor further warrants and represents that it has no obligation or indebtedness that would impair its ability to fulfill the terms of this Agreement.

5. Ownership of Documents and Equipment. All documents prepared by the Contractor pursuant to this Agreement and related Services to this Agreement are intended and represented for the ownership of the County only. Any other use by Contractor or other parties shall be approved in writing by the County. If requested, Contractor shall deliver the documents to the County within fifteen (15) calendar days.

6. Insurance. Contractor shall, at its sole cost and expense, during the period of any work being performed under this Agreement, procure and maintain the minimum insurance coverage required as set forth in Attachment "B" attached hereto and incorporated herein, to protect the County and Contractor against all loss, claims, damages and liabilities caused by Contractor, its agents, or employees.

7. Termination and Remedies for Breach.

- a. If, through any cause within its reasonable control, the Contractor shall fail to fulfill in a timely manner or otherwise violate any of the covenants, agreements or stipulations material to this Agreement, the County shall have the right to terminate the Services then remaining to be performed.

Prior to the exercise of its option to terminate for cause, the County shall notify the Contractor of its violation of the particular terms of the Agreement and grant Contractor thirty (30) days to cure such default. If the default remains uncured after thirty (30) days the County may terminate this Agreement, and the County shall receive a refund from the Contractor in an amount equal to the actual cost of a third party to cure such failure. If Contractor fails, refuses or is unable to perform any term of this Agreement, County shall pay for services rendered as of the date of termination.

- i. In the event of termination, all finished and unfinished documents, data and other work product prepared by Contractor (and sub-Contractor (s)) shall be delivered to the County and the County shall compensate the Contractor for all Services satisfactorily performed prior to the date of termination, as provided in Section 4 herein.
 - ii. Notwithstanding the foregoing, the Contractor shall not be relieved of liability to the County for damages sustained by it by virtue of a breach of the Agreement by Contractor and the County may reasonably withhold payment to Contractor for the purposes of set-off until such time as the exact amount of damages due the County from the Contractor is determined.
- b. Termination for Convenience of County. The County may, for its convenience and without cause immediately terminate the Services then remaining to be performed at any time by giving written notice. The terms of Section 7 Paragraphs a(i) and a(ii) above shall be applicable hereunder.
 - c. Termination for Insolvency. The County also reserves the right to terminate the remaining Services to be performed in the event the Contractor is placed either in voluntary or involuntary bankruptcy or makes any assignment for the benefit of creditors.
 - d. Termination for failure to adhere to the Public Records Law. Failure of the Contractor to adhere to the requirements of Chapter 119 of the Florida Statutes and Section 9 below, may result in immediate termination of this Agreement.

8. Governing Law, Venue and Waiver of Jury Trial. This Agreement shall be interpreted and construed in accordance with and governed by the laws of the State of Florida. All parties agree and accept that jurisdiction of any dispute or controversy arising out of this Agreement, and any action involving the enforcement or interpretation of any rights hereunder shall be brought exclusively in the First Judicial Circuit in and for Okaloosa County, Florida, and venue for litigation arising out of this Agreement shall be exclusively in such state courts, forsaking any other jurisdiction which either party may claim by virtue of its residency or other jurisdictional device. In the event it becomes necessary for the County to file a lawsuit to enforce any term or provision under this Agreement, then the County shall be entitled to its costs and attorney's fees at the pretrial, trial and appellate levels. BY ENTERING INTO THIS AGREEMENT, CONTRACTOR AND COUNTY HEREBY EXPRESSLY WAIVE ANY RIGHTS EITHER PARTY MAY HAVE TO A TRIAL BY JURY OF ANY CIVIL LITIGATION RELATED TO THIS AGREEMENT. Nothing in this Agreement is intended to serve as a waiver of sovereign immunity, or of any other immunity, defense, or privilege enjoyed by the County pursuant to Section 768.28, Florida Statutes.

9. Public Records. Any record created by either party in accordance with this Contract shall be retained and maintained in accordance with the public records law, Florida Statutes, Chapter 119. Contractor must comply with the public records laws, Florida Statute chapter 119, specifically Contractor must:

- a. Keep and maintain public records required by the County to perform the service.

- b. Upon request from the County's custodian of public records, provide the County with a copy of the requested records or allow the records to be inspected or copied within a reasonable time at a cost that does not exceed the cost provided in chapter 119 Florida Statutes or as otherwise provided by law.
- c. Ensure that public records that are exempt or confidential and exempt from public records disclosure requirements are not disclosed except as authorized by law for the duration of the contract term and following completion of the contract if the contractor does not transfer the records to the County.
- d. Upon completion of the contract, transfer, at no cost, to the County all public records in possession of the contractor or keep and maintain public records required by the County to perform the service. If the contractor transfers all public records to the public agency upon completion of the contract, the contractor shall destroy any duplicate public records that are exempt or confidential and exempt from public records disclosure requirements. If the contractor keeps and maintains public records upon completion of the contract, the contractor shall meet all applicable requirements for retaining the public records. All records stored electronically must be provided to the public agency, upon the request from the public agency's custodian of public records, in a format that is compatible with the information technology systems of the public agency.

IF THE CONTRACTOR HAS QUESTIONS REGARDING THE APPLICATION OF CHAPTER 119, FLORIDA STATUTES, TO THE CONTRACTOR'S DUTY TO PROVIDE PUBLIC RECORDS RELATING TO THIS CONTRACT, CONTACT THE CUSTODIAN OF PUBLIC RECORDS AT OKALOOSA COUNTY RISK MANAGEMENT DEPARTMENT 302 N. WILSON ST., CRESTVIEW, FL 32536 PHONE: (850) 689-5977 riskinfo@myokaloosa.com.

10. Audit. The County and/or its designee shall have the right from time to time at its sole expense to audit the compliance by the Contractor with the terms, conditions, obligations, limitations, restrictions, and requirements of this Contract and such right shall extend for a period of three (3) years after termination of this Contract.

11. Notices. All notices and other communications required or permitted to be given under this Agreement by either party to the other shall be in writing and shall be sent (except as otherwise provided herein) (i) by certified mail, first class postage prepaid, return receipt requested, (ii) by guaranteed overnight delivery by a nationally recognized courier service, or (iii) by facsimile with confirmation receipt (with a copy simultaneously sent by certified mail, first class postage prepaid, return receipt requested or by overnight delivery by traditionally recognized courier service), addressed to such party as follows:

| | | |
|------------------------------|--|---|
| If to the County: | Dan Sambenedetto, Director 1250 Eglin Pkwy N Suite 303 Shalimar, FL 32579 850-651-7570 dsambenedetto@myokaloosa.com | With a copy to: County Attorney Office 1250 N. Eglin Pkwy, Suite 100 Shalimar, FL 32579 (850) 224-4070 |
| If to the Contractor: | TelaForce, LLC Les Rose 4008 Legendary Drive Ste. 600 Destin, FL 32541 850.897.8100 Les.Rose@titanttechnologies.com | |

12. Assignment. Contractor shall not assign this Agreement or any part thereof, without the prior consent in writing of the County. If Contractor does, with approval, assign this Agreement or any part thereof, it shall require that its assignee be bound to it and to assume toward Contractor all of the obligations and responsibilities that Contractor has assumed toward the County.

13. Subcontracting. Contractor shall not subcontract any services or work to be provided to County without the prior written approval of the County's Representative. The County reserves the right to accept the use of a subcontractor or to reject the selection of a particular subcontractor and to inspect all facilities of any subcontractors in order to make a determination as to the capability of the subcontractor to perform properly under this Agreement. The County's acceptance of a subcontractor shall not be unreasonably withheld. The Contractor is encouraged to seek minority and women business enterprises for participation in subcontracting opportunities. Additionally, any subcontract entered into between the Contractor and subcontractor will need to be approved by the County prior to it being entered into and said agreement shall incorporate in all required terms in accordance with local, state and Federal regulations.

14. Civil Rights. The Contractor agrees to comply with pertinent statutes, Executive Orders and such rules as are promulgated to ensure that no person shall, on the grounds of race, creed, color, national origin, sex, age, or disability be excluded from participating in any activity conducted with or benefiting from Federal assistance. This provision binds the Contractor and subcontractors from the bid solicitation period through the completion of the contract. This provision is in addition to that required by Title VI of the Civil Rights Act of 1964.

15. Compliance with Nondiscrimination Requirements. During the performance of this Agreement, the Contractor, for itself, its assignees, and successors in interest, agrees as follows:

- a. Compliance with Regulations: The Contractor will comply with the Title VI List of Pertinent Nondiscrimination Acts and Authorities, as they may be amended from time to time, which are herein incorporated and attached hereto as Attachment "C".
- b. Nondiscrimination: The Contractor, with regard to the work performed by it during the Agreement, will not discriminate on the grounds of race, color, or national origin in the selection and retention of subcontractors, including procurements of materials and leases of equipment. The Contractor will not participate directly or indirectly in the discrimination prohibited by the Nondiscrimination Acts and Authorities, including employment practices when the contract covers any activity, project, or program set forth in Appendix B of 49 CFR part 21.

c. Solicitations for Subcontracts, including Procurements of Materials and Equipment: In all solicitations, either by competitive bidding or negotiation made by the Contractor for work to be performed under a subcontract, including procurements of materials, or leases of equipment, each potential subcontractor or supplier will be notified by the Contractor of the contractor's obligations under this contract and the Nondiscrimination Acts and Authorities on the grounds of race, color, or national origin.

d. Information and Reports: The Contractor will provide all information and reports required by the Acts, the Regulations, and directives issued pursuant thereto and will permit access to its books, records, accounts, other sources of information, and its facilities as may be determined by the County or other governmental entity to be pertinent to ascertain compliance with such Nondiscrimination Acts and Authorities and instructions. Where any information required of a contractor is in the exclusive possession of another who fails or refuses to furnish the information, the Contractor will so certify to the County or the other governmental entity, as appropriate, and will set forth what efforts it has made to obtain the information.

e. Sanctions for Noncompliance: In the event of a Contractor's noncompliance with the non-discrimination provisions of this contract, the County will impose such contract sanctions as it or another applicable state or federal governmental entity may determine to be appropriate, including, but not limited to:

a. Withholding payments to the Contractor under the Agreement until the Contractor complies; and/or

b. Cancelling, terminating, or suspending the Agreement, in whole or in part.

f. Incorporation of Provisions: The Contractor will include the provisions of paragraphs one through six in every subcontract, including procurements of materials and leases of equipment, unless exempt by the Acts, the Regulations, and directives issued pursuant thereto. The Contractor will take action with respect to any subcontract or procurement as the County may direct as a means of enforcing such provisions including sanctions for noncompliance. Provided, that if the Contractor becomes involved in, or is threatened with litigation by a subcontractor, or supplier because of such direction, the Contractor may request the County to enter into any litigation to protect the interests of the County. In addition, the Contractor may request the United States to enter into the litigation to protect the interests of the United States.

16. Compliance with Laws. Contractor shall secure any and all permits, licenses and approvals that may be required in order to perform the Services, shall exercise full and complete authority over Contractor's personnel, shall comply with all workers' compensation, employer's liability and all other federal, state, County, and municipal laws, ordinances, rules and regulations required of an employer performing services such as the Services, and shall make all reports and remit all withholdings or other deductions from the compensation paid to Contractor's personnel as may be required by any federal, state, County, or municipal law, ordinance, rule, or regulation.

17. Conflict of Interest. The Contractor covenants that it presently has no interest and shall not acquire any interest, directly or indirectly which could conflict in any manner or degree with the performance of the Services. The Contractor further covenants that in the performance of this Agreement, no person having any such interest shall knowingly be employed by the Contractor. The Contractor guarantees that he/she has not offered or given to any member of, delegate to the Congress of the United States, any or part of this contract or to any benefit arising therefrom.

18. Independent Contractor. Contractor enters into this Agreement as, and shall continue to be, an independent contractor. All services shall be performed only by Contractor and Contractor's employees. Under no circumstances shall Contractor or any of Contractor's employees look to the County as his/her employer, or as partner, agent or principal. Neither Contractor, nor any of Contractor's employees, shall be entitled to any benefits accorded to the County's employees, including without limitation worker's compensation, disability insurance, vacation or sick pay. Contractor shall be responsible for providing, at Contractor's expense, and in Contractor's name, unemployment, disability, worker's compensation and other insurance as well as licenses and permits usual and necessary for conducting the services to be provided under this Agreement.

19. Third Party Beneficiaries. It is specifically agreed between the parties executing this Agreement that it is not intended by any of the provisions of any part of the Agreement to create in the public or any member thereof, a third party beneficiary under this Agreement, or to authorize anyone not a party to this Agreement to maintain a suit for personal injuries or property damage pursuant to the terms or provisions of this Agreement.

20. Indemnification and Waiver of Liability. The Contractor agrees, to the fullest extent permitted by law, to defend, indemnify and hold harmless the County, its agents, representatives, officers, directors, officials and employees from and against claims, damages, losses and expenses (including but not limited to attorney's fees, court costs and costs of appellate proceedings) relating to, arising out of or resulting from the Contractor's negligent acts, errors, mistakes or omissions relating to professional Services performed under this Agreement. The Contractor's duty to defend, hold harmless and indemnify the County its agents, representatives, officers, directors, officials and employees shall arise in connection with any claim, damage, loss or expense that is attributable to bodily injury; sickness; disease; death; or injury to impairment, or destruction of tangible property including loss of use resulting therefrom, caused by any negligent acts, errors, mistakes or omissions related to Services in the performance of this Agreement including any person for whose acts, errors, mistakes or omissions the Contractor may be legally liable. The parties agree that TEN DOLLARS (\$10.00) represents specific consideration to the Contractor for the indemnification set forth herein.

The waiver by a party of any breach or default in performance shall not be deemed to constitute a waiver of any other or succeeding breach or default. The failure of the County to enforce any of the provisions hereof shall not be construed to be a waiver of the right of the County thereafter to enforce such provisions.

21. Taxes and Assessments. Contractor agrees to pay all sales, use, or other taxes, assessments and other similar charges when due now or in the future, required by any local, state or federal law, including but not limited to such taxes and assessments as may from time to time be imposed by the County in accordance with this Agreement. Contractor further agrees that it shall protect, reimburse and indemnify County from and assume all liability for its tax and assessment obligations under the terms of the Agreement.

The County is exempt from payment of Florida state sales and use taxes. The Contractor shall not be exempted from paying sales tax to its suppliers for materials used to fulfill contractual obligations with the County, nor is the Contractor authorized to use the County's tax exemption number in securing such materials.

The Contractor shall be responsible for payment of its own and its share of its employees' payroll, payroll taxes, and benefits with respect to this Agreement.

22. Prohibition Against Contracting with Scrutinized Companies. Pursuant to Florida Statutes Section 215.4725, contracting with any entity that is listed on the Scrutinized Companies that Boycott Israel List or that is engaged in the boycott of Israel is prohibited. Contractors must certify that the company is not participating in a boycott of Israel. Any contract for goods or services of One Million Dollars (\$1,000,000) or more shall be terminated at the County's option if it is discovered that the entity submitted false documents of

certification, is listed on the Scrutinized Companies with Activities in Sudan List, the Scrutinized Companies with Activities in the Iran Petroleum Energy Sector List, or has been engaged in business operations in Cuba or Syria after July 1, 2018.

Any contract entered into or renewed after July 1, 2018 shall be terminated at the County's option if the company is listed on the Scrutinized Companies that Boycott Israel List or engaged in the boycott of Israel. Contractors must submit the certification that is attached to this agreement as Attachment "D". Submitting a false certification shall be deemed a material breach of contract. The County shall provide notice, in writing, to the Contractor of the County's determination concerning the false certification. The Contractor shall have ninety (90) days following receipt of the notice to respond in writing and demonstrate that the determination was in error. If the Contractor does not demonstrate that the County's determination of false certification was made in error, then the County shall have the right to terminate the contract and seek civil remedies pursuant to Florida Statute Section 215.4725.

23. Inconsistencies and Entire Agreement. If there is a conflict or inconsistency between any term, statement, requirement, or provision of any attachment attached hereto, any document or events referred to herein, or any document incorporated into this Agreement, the term, statement, requirement, or provision contained in this Agreement shall prevail and be given superior effect and priority over any conflicting or inconsistent term, statement, requirement or provision contained in any other document or attachment, including but not limited to Attachments listed in Section 1.

24. Severability. If any term or condition of this Contract shall be deemed, by a court having appropriate jurisdiction, invalid or unenforceable, the remainder of the terms and conditions of this Contract shall remain in full force and effect. This Contract shall not be more strictly construed against either party hereto by reason of the fact that one party may have drafted or prepared any or all the terms and provisions hereof.

25. Entire Agreement. This Agreement contains the entire agreement of the parties, and may be amended, waived, changed, modified, extended or rescinded only by in writing signed by the party against whom any such amendment, waiver, change, modification, extension and/or rescission is sought.

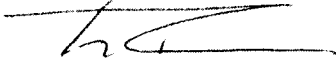
26. Representation of Authority to Contractor/Signatory. The individual signing this Agreement on behalf of Contractor represents and warrants that he or she is duly authorized and has legal capacity to execute and deliver this Agreement. The signatory represents and warrants to the County that the execution and delivery of this Agreement and the performance of the Services and obligations hereunder have been duly authorized and that the Agreement is a valid and legal agreement binding on the Contractor and enforceable in accordance with its terms.

(THE REMAINDER OF THIS PAGE IS INTENTIONALLY LEFT BLANK)

(Signature page follows)

IN WITNESS WHEREOF, the parties hereto have executed this Agreement in duplicate on the day and year first written above.

TELAFORCE, LLC:



Signature

Les Rose

Print Name

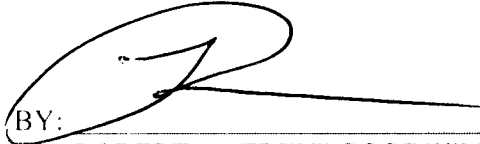
CEO

Title

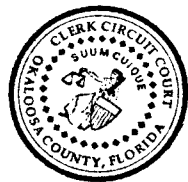
OKALOOSA COUNTY, FLORIDA

For 

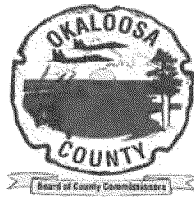
J.D. Peacock, II, Clerk

BY: 

ROBERT A "TREY" GOODWIN, III, Chairman



Attachment "A"
Vendor's Proposal



REQUEST FOR PROPOSALS (RFP) & RESPONDENT'S ACKNOWLEDGEMENT

RFP TITLE:
Information Technology Services for Okaloosa County

RFP NUMBER:
RFP IT 69-23

ISSUE DATE: August 28, 2023
LAST DAY FOR QUESTIONS: September 12, 2023 @ 3:00 PM
RFP OPENING DATE & TIME: September 27, 2023 @ 3:00 PM

NOTE: PROPOSALS RECEIVED AFTER THE PROPOSAL OPENING DATE & TIME WILL NOT BE CONSIDERED.

Okaloosa County, Florida solicits your company to submit a proposal on the above referenced goods or services. All terms, specifications and conditions set forth in this RFP are incorporated into your response. A proposal will not be accepted unless all conditions have been met. All proposals must have an authorized signature in the space provided below. All proposals must be submitted electronically by the time and date listed above. Proposals may not be withdrawn for a period of ninety (90) days after the proposal opening unless otherwise specified.

RESPONDENT ACKNOWLEDGEMENT FORM BELOW MUST BE COMPLETED, SIGNED, AND RETURNED AS PART OF YOUR PROPOSAL. PROPOSALS WILL NOT BE ACCEPTED WITHOUT THIS FORM, SIGNED BY AN AUTHORIZED AGENT OF THE RESPONDENT.

COMPANY NAME TelaForce, LLC

MAILING ADDRESS 4008 Legendary Dr., Ste. 600

CITY, STATE, ZIP Destin, FL 32541

FEDERAL EMPLOYER'S IDENTIFICATION NUMBER (FEIN): 813035243

TELEPHONE NUMBER: (850) 897-8100 EXT: _____ FAX: _____

EMAIL: Les.Rose@titantechnologies.com

I CERTIFY THAT THIS BID IS MADE WITHOUT PRIOR UNDERSTANDING, AGREEMENT, OR CONNECTION WITH ANY OTHER RESPONDENT SUBMITTING A BID FOR THE SAME MATERIALS, SUPPLIES, EQUIPMENT OR SERVICES, AND IS IN ALL RESPECTS FAIR AND WITHOUT COLLUSION OR FRAUD. I AGREE TO ABIDE BY ALL TERMS AND CONDITIONS OF THIS BID AND CERTIFY THAT I AM AUTHORIZED TO SIGN THIS BID FOR THE RESPONDENT.

AUTHORIZED SIGNATURE: 

TITLE: CEO

PRINTED NAME: Les Rose


DATE: Sep 26, 2023

RESPONSE DOCUMENT #1: DRUG-FREE WORKPLACE CERTIFICATION

THE BELOW SIGNED RESPONDENT CERTIFIES that it has implemented a drug-free workplace program. In order to have a drug-free workplace program, a business shall:

1. Publish a statement notifying employees that the unlawful manufacture, distribution, dispensing, possession, or use of a controlled substance is prohibited in the workplace and specifying the actions that will be taken against employees for violations of such prohibition.
2. Inform employees about the dangers of drug abuse in the workplace, the business's policy of maintaining a drug-free workplace, any available drug counseling, rehabilitation and employee assistance programs, and the penalties that may be imposed upon employees for drug abuse violations.
3. Give each employee engaged in providing the commodities or contractual services that are under quote a copy of the statement specified in subsection 1.
4. In the statement specified in subsection 1, notify the employees that, as a condition of working on the commodities or contractual services that are under quote, the employee will abide by the terms of the statement and will notify the employer of any conviction of, or plea of guilty or nolo contendere to, any violation of Chapter 893, Florida Statutes, or of any controlled substance law of the United States or any state, for a violation occurring in the workplace no later than five (5) days after such conviction.
5. Impose a sanction on, or require the satisfactory participation in, drug abuse assistance or rehabilitation program if such is available in employee's community, by any employee who is convicted.
6. Make a good faith effort to continue to maintain a drug-free workplace through implementation of this section.

As the person authorized to sign this statement, I certify that this firm complies fully with the above requirements.

| | | | |
|----------|----------------------|------------|---|
| DATE: | <i>Sep 26, 2023</i> | SIGNATURE: |  |
| COMPANY: | TelaForce, LLC | NAME: | Les Rose |
| ADDRESS: | 4008 Legendary Drive | | (TYPE OR PRINT) |
| | Suite 600 | TITLE: | CEO |
| | | | <i>Member</i> |
| PHONE #: | 850-897-8100 | E-MAIL: | Les.Rose@titantechnologies.com |

RESPONSE DOCUMENT #12: GOVERNMENT DEBARMENT & SUSPENSION

Instructions


1. By signing and submitting this form, the prospective lower tier participant is providing the certification set out in accordance with these instructions.
2. The certification in this clause is a material representation of fact upon which reliance was placed when this transaction was entered into. If it is later determined that the prospective lower tier participant knowingly rendered an erroneous certification, in addition to other remedies available to the Federal Government, the department or agency with which this transaction originated may pursue available remedies, including suspension or debarment.
3. The prospective lower tier participant shall provide immediate written notice to the person(s) to which this proposal is submitted if at any time the prospective lower tier participant learns that its certification was erroneous when submitted or has become erroneous by reason of changed circumstances.
4. The terms "covered transaction," "debarred," "suspended," "ineligible," "lower tier covered transaction," "participant," "person," "primary covered transaction," "principal," "proposal," and "voluntarily excluded," as used in this clause, have the meanings set out in the Definitions and Coverage sections of the rules implementing Executive Orders 12549, at Subpart C of OMB 2 C.F.R. Part 180 and 3000.332. You may contact the department or agency to which this proposal is being submitted for assistance in obtaining a copy of those regulations.
5. The prospective lower tier participant agrees by submitting this form that, should the proposed covered transaction be entered into, it shall not knowingly enter into any lower tier covered transaction with a person who is debarred, suspended, declared ineligible, or voluntarily excluded from participation in this covered transaction, unless authorized by the department or agency with which this transaction originated.
6. The prospective lower tier participant further agrees by submitting this form that it will include this clause titled "Certification Regarding Debarment, Suspension, Ineligibility and Voluntary Exclusion - Lower Tier Covered Transactions," without modification, in all lower tier covered transactions and in all solicitations for lower tier covered transactions.
7. A participant in a covered transaction may rely upon a certification of a prospective participant in a lower tier covered transaction that is not debarred, suspended, ineligible, or voluntarily excluded from the covered transaction, unless it knows that the certification is erroneous. A participant may decide the method and frequency by which it determines the eligibility of its principals. Each participant may, but is not required to, check the System for Award Management (SAM) database.
8. Nothing contained in the foregoing shall be construed to require establishment of a system of records in order to render in good faith the certification required by this clause. The knowledge and information of a participant is not required to exceed that which is normally possessed by a prudent person in the ordinary course of business dealings.
9. Except for transactions authorized under paragraph (5) of these instructions, if a participant in a covered transaction knowingly enters into a lower tier covered transaction with a person who is suspended, debarred, ineligible, or voluntarily excluded from participation in this transaction, in addition to other remedies available to the Federal Government, the department or agency with which this transaction originated may pursue available remedies, including suspension and/or debarment.

The following statement is made in accordance with the Privacy Act of 1974 (5 U.S.C. § 552(a), as amended). This certification is required by the regulations implementing Executive Orders 12549, Debarment and Suspension, and OMB 2 C.F.R. Part 180, Participants' responsibilities. The regulations were amended and published on August 31, 2005, in 70 Fed. Reg. 51865-51880.

[READ INSTRUCTIONS ON PREVIOUS PAGE BEFORE COMPLETING CERTIFICATION]

1. The prospective lower tier participant certifies, by submission of this proposal, that neither it nor its principals is presently debarred, suspended, proposed for debarment, declared ineligible, or voluntarily excluded from participation in this transaction by any Federal or State department or agency;
2. Where the prospective lower tier participant is unable to certify to any of the statements in this certification, such prospective participant shall attach an explanation to this proposal

Les Rose, CEO
Printed Name and Title of Authorized Representative



Signature


Sep 26, 2023
Date

RESPONSE DOCUMENT #13: VENDORS ON SCRUTINIZED COMPANIES LISTS

By executing this Certificate TelaForce, LLC., the bid proposer, certifies that it is not: (1) listed on the Scrutinized Companies that Boycott Israel List, created pursuant to section 215.4725, Florida Statutes, (2) engaged in a boycott of Israel, (3) listed on the Scrutinized Companies with Activities in Sudan List or the Scrutinized Companies with Activities in the Iran Petroleum Energy Sector List, created pursuant to section 215.473, Florida Statutes, or (4) engaged in business operations in Cuba or Syria. Pursuant to section 287.135(5), Florida Statutes, the County may disqualify the bid proper immediately or immediately terminate any agreement entered into for cause if the bid proposer is found to have submitted a false certification as to the above or if the Contractor is placed on the Scrutinized Companies that Boycott Israel List, is engaged in a boycott of Israel, has been placed on the Scrutinized Companies with Activities in Sudan List or the Scrutinized Companies with Activities in the Iran Petroleum Energy Sector List, or has been engaged in business operations in Cuba or Syria, during the term of the Agreement. If the County determines that the bid proposer has submitted a false certification, the County will provide written notice to the bid proposer. Unless the bid proposer demonstrates in writing, within 90 calendar days of receipt of the notice, that the County's determination of false certification was made in error, the County shall bring a civil action against the bid proposer. If the County's determination is upheld, a civil penalty shall apply, and the bid proposer will be ineligible to bid on any Agreement with a Florida agency or local governmental entity for three years after the date of County's determination of false certification by bid proposer.

As the person authorized to sign this statement, I certify that this firm complies fully with the above requirements.

DATE: Sep 26, 2023

SIGNATURE: 

COMPANY: TelaForce, LLC.

NAME: Les Rose

(Type or Print)

ADDRESS: 4008 Legendary Drive

TITLE: CEO

Suite 600

E-MAIL: Les.Rose@titantechnologies.com

Destin, Florida 32541

PHONE NO.: 850-897-8100

RESPONSE DOCUMENT #8: SYSTEM FOR AWARD MANAGEMENT (OCT 2016)

(a) Definitions. As used in this provision.

“Electronic Funds Transfer (EFT) indicator” means a four-character suffix to the unique entity identifier. The suffix is assigned at the discretion of the commercial, nonprofit, or Government entity to establish additional System for Award Management records for identifying alternative EFT accounts (see subpart 32.11) for the same entity.

“Registered in the System for Award Management (SAM) database” means that.

(1) The Offeror has entered all mandatory information, including the unique entity identifier and the EFT indicator, if applicable, the Commercial and Government Entity (CAGE) code, as well as data required by the Federal Funding Accountability and Transparency Act of 2006 (see subpart 4.14) into the SAM database;

(2) The offeror has completed the Core, Assertions, and Representations and Certifications, and Points of Contact sections of the registration in the SAM database;

(3) The Government has validated all mandatory data fields, to include validation of the Taxpayer Identification Number (TIN) with the Internal Revenue Service (IRS). The offeror will be required to provide consent for TIN validation to the Government as a part of the SAM registration process; and

(4) The Government has marked the record “Active”.

“Unique entity identifier” means a number or other identifier used to identify a specific commercial, nonprofit, or Government entity. See www.sam.gov for the designated entity for establishing unique entity identifiers.

(b)(1) By submission of an offer, the offeror acknowledges the requirement that a prospective awardee shall be registered in the SAM database prior to award, during performance, and through final payment of any contract, basic agreement, basic ordering agreement, or blanket purchasing agreement resulting from this solicitation.

(2) The Offeror shall enter, in the block with its name and address on the cover page of its offer, the annotation “Unique Entity Identifier” followed by the unique entity identifier that identifies the Offeror’s name and address exactly as stated in the offer. The Offeror also shall enter its EFT indicator, if applicable. The unique entity identifier will be used by the Contracting Officer to verify that the Offeror is registered in the SAM database.

(c) If the Offeror does not have a unique entity identifier, it should contact the entity designated at www.sam.gov for establishment of the unique entity identifier directly to obtain one. The Offeror should be prepared to provide the following information:

(1) Company legal business name.

(2) Tradestyle, doing business, or other name by which your entity is commonly recognized.

(3) Company Physical Street Address, City, State, and Zip Code.

(4) Company Mailing Address, City, State and Zip Code (if separate from physical).

(5) Company telephone number.

(6) Date the company was started.

(7) Number of employees at your location.

(8) Chief executive officer/key manager.

(9) Line of business (industry).

(10) Company Headquarters name and address (reporting relationship within your entity).

(d) If the Offeror does not become registered in the SAM database in the time prescribed by the Contracting Officer, the Contracting Officer will proceed to award to the next otherwise selected registered Offeror.

(e) Processing time, which normally takes 48 hours, should be taken into consideration when registering. Offerors who are not registered should consider applying for registration immediately upon receipt of this solicitation.

(f) Offerors may obtain information on registration at <https://www.acquisition.gov>.

Offerors SAM information:

Entity Name: TelaForce, LLC.

Entity Address: 4008 Legendary Drive, Suite 600, Destin, Florida 32541

Sam.gov Unique Entity Identifier: LJX2YHDNMDA1

CAGE Code: 7RLU8

RESPONSE DOCUMENT #4: CONE OF SILENCE FORM

The Board of County Commissioners have established a solicitation silence policy (Cone of Silence) that prohibits oral and written communication regarding all formal solicitations for goods and services (ITB, RFP, ITQ, ITN, and RFQ) or other competitive solicitation between the bidder (or its agents or representatives) or other entity with the potential for a financial interest in the award (or their respective agents or representatives) regarding such competitive solicitation, and any County Commissioner or County employee, selection committee member or other persons authorized to act on behalf of the Board including the County's Architect, Engineer or their sub-consultants, or anyone designated to provide a recommendation to award a particular contract, other than the Purchasing Department Staff.

The period commences from the time of advertisement until contract award.

Any information thought to affect the committee or staff recommendation submitted after bids are due, should be directed to the Purchasing Manager or an appointed representative. It shall be the Purchasing Manager's decision whether to consider this information in the decision process.

Any violation of this policy shall be grounds to disqualify the Respondent from consideration during the selection process.

All Respondents must agree to comply with this policy by signing the following statement and including it with their submittal.

I,  representing TelaForce, LLC
Signature Company Name

on this 26th day of Sep 2023, I hereby agree to abide by the County's "Cone of Silence Clause" and understand violation of this policy shall result in disqualification of my proposal/submittal.

RFP IT 69-23

INFORMATION TECHNOLOGY SERVICES FOR OKALOOSA COUNTY

Date: September 27, 2023

Time: 3:00 p.m. CDT

Statement of Qualifications

Contracting Office:

Amber Hammonds

Contracts and Lease Coordinator

850-689-5960

ahammonds@myokaloosa.com

RE: Information Technology Services for Okaloosa County RFP IT 69-23

Submitted by:

TELAFORCE, LLC

Michael Fortier, Director of Contracts

4008 Legendary Drive, Suite 600, Destin, FL 32541

850.897.8103

Michael.Fortier@titantechnologies.com

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1. Letter of Interest, Okaloosa County RFP IT 69-23

September 27, 2023

TelaForce, LLC (TelaForce), a wholly owned subsidiary of Titan Technologies, LLC, the parent company of the Titan Technologies family of companies, is headquartered locally at 4008 Legendary Drive, Suite 600, Destin, FL 32541. TelaForce is pleased to present the following technical solutions, vendor qualifications, experience, Service Level Agreements (SLA's), and references that directly and uniquely meet the Okaloosa County needs for Information Technology Services.

Abilities and Performance History

The TelaForce team that will support Okaloosa County is the same team that has provided *Okaloosa County* with network and web administration services since 2014 and the Okaloosa County School District with Information Technology (IT) services since 1999. The current 5-year Seat Management contract which has been extended through June 2024 is a testament to this local team's expertise and high customer satisfaction performance. The technical solutions and abilities of this group have resulted in consistent customer satisfaction ratings in excess of 97%. They have technical abilities, qualifications, and experience in networking, networking equipment, fiber connections, design, Voice over Internet Protocol (VoIP), routing, switching, administration, analysis, installation, cyber security, storage, virtual environments, email administration, and web design and administration. In addition, this team has extensive experience well beyond the County's RFP requirements that include the entire IT life cycle.

Qualifications

TelaForce's highly qualified local team, validated by ISO 20000 re-certification status in 2021, includes experience in network management, asset management, service desk support, website management, remote desktop support, server and software support, and data backup and restoration services. Software and hardware testing and analysis prior to release into the customer's environment is standard practice. This ensures the absolute best solutions are fully tested before release to protect and maintain current services and maximize solution performance. Local TelaForce personnel have multiple certifications, including IT Forensics, Microsoft, and Dell and at their disposal is a large pool of extensive IT expertise within the TelaForce's family who support federal, state, local, and commercial customers worldwide.

Experience

In this package, we provide resumes of many of TelaForce's locally based personnel that demonstrate the depth and breadth of their capabilities—capabilities that are relevant to the scope of services the County is looking to acquire. Should additional resources ever be required, the local TelaForce office has access to TelaForce's support staff throughout our State and the County Division.

Summary

TelaForce has the corporate stability and breadth of resources necessary to be an effective, dependable, long-term partner. We are committed to working hand in hand with the County to cost effectively provide innovative solutions and exceptional performance to meet the County's requirements. We have done this consistently for the Okaloosa County School District for more than 20 years and for the *Okaloosa County* Board of County Commissioners for over 5 years. We look forward to continuing that same high standard of support to Okaloosa County.

TelaForce is pleased to have the opportunity to serve Okaloosa County Board of County Commissioners and looks forward to providing the Information Technology Services for Okaloosa County.

Should you have any questions about our submission, please contact Mr. Michael Fortier, Director of Contracts at Michael.Fortier@titantechnologies.com or by telephone (850) 897-8103.

Sincerely,



Michael Fortier

Director of Contracts

TelaForce, LLC – a Titan Technologies Company

4008 Legendary Drive, Suite 600, Destin, FL 32541

State of Formation: DE

2. TECHNICAL SOLUTIONS AND ABILITY

IT SERVICES

Networking

TelaForce manages the OCSD network with 41 sites, 41 **routers**, 943 **switches**, and cloud wireless controller with 2,267 access points, 3,400+ teachers and administrative personnel, and more than 30,000 enrolled students. In support of existing or seat managed LAN electronics, TelaForce ensures each OCSD network device is configured to report its health status to TelaForce’s management server via the Simple Network Management Protocol (SNMP). Performance thresholds are enabled on the devices, and when those limits are exceeded, the management server alerts TelaForce’s technicians. TelaForce staff continues to expand the Fortinet policy-based security solution, providing greater security control of the local network at each site, as well as increased bandwidth management.

TelaForce employees have extensive experience in network operations as proven by our success on the OCSD contract, where we successfully manage, operate, and maintain customer owned and seat managed LAN electronics. Our NOC engineers ensure each network device is configured to report its health status to a network management server. Performance thresholds are enabled on the devices, and when those limits are exceeded, the management server alerts NOC engineers. Due to the positive relationships TelaForce has forged with Century Link, Cox Communications, Southern Light and Extreme Networks during our service to OCSD Seat Management Contract, our network engineers are able to promptly take the necessary steps to resolve identified incidents or call the necessary providers directly when an outage occurs. Through these efforts, we have developed projections to ensure proper network resources are made available and necessary security controls are in place before they are needed thus providing a greater security posture of the local network at each site, as well as meeting contractual SLAs and ISO 20000 Availability and Capacity Management requirements.

TelaForce has proven experience designing **VoIP** (Unified Messaging Systems), recommending appropriate equipment, and performing comparative equipment testing for **designs, installations, and administration**. Our experienced staff provide Unified Messaging integration with Exchange, Embedded softphone (to reduce overall cost), and support of Session Initiated Protocol (SIP) and Primary Rate Interface (PRI) trunking. Our fully implementable VOIP Support Services are listed in Exhibit 2-1.

Exhibit 2-1: TelaForce’s VOIP Support Services Capabilities

| TelaForce’s VoIP Support Service Capabilities | Fully Implementable |
|---|---------------------|
| Installation of VoIP Infrastructures | ✓ |
| Configuration of VoIP Infrastructures | ✓ |
| Maintenance of VoIP Infrastructures | ✓ |

TelaForce has been providing **support, installation,** and maintenance services for OCSD Phones and Voice Mail for over 15 years. Initially OCSD had Nortel Modular ICS Key systems, which we started migrating to the Nortel BCM VoIP platform. In 2006, we installed a Cisco AVVID IP multicast system for the school board complex and installed Nortel CS100 VoIP systems in four high schools. In 2019, OCSD switched to the Avaya Aura Unified Communications system district-wide. Today we support 3,700 VoIP phones and voice mail. Our Avaya Unified Communications System features:

- District-wide locations with independent systems connected via WAN connections to the PBX
- We provide installation, maintenance, and support for 38 Avaya Voice Gateways, 3,700VoIP phones, and Voice Mail.

TelaForce follows an ISO-certified Capacity Management Plan to proactively monitor and plan for OCSD’s current and future network and computing needs. We ensure continued resource capacity with application deployment through established ISO practices. The Capacity Manager is involved in all changes and releases to ensure there is no negative impact to OCSD capacity.

For Disaster Recovery, TelaForce adheres to an ISO-certified, Business Continuity and Management Plan specifically developed to protect OCSD’s IT resources. Business Continuity is the responsibility of multiple entities within the TelaForce team (Program Manager, Service Continuity Manager, Network Operations Manager, Release Manager, and Incident Manager). Risks are assessed and mitigated on a monthly basis through the Risk Register. The Continuity of Operations Plan (COOP) is developed and maintained in cooperation with the OCSD Vendor Relationship Manager (VRM).

Cyber Security

TelaForce has extensive experience in Enterprise **Cyber Security** management and has implemented and managed Enterprise level Anti-Malware solutions, Content Filters, Application level Firewall solutions with identity based policy management, Network SSL Inspection solutions, Enterprise AAA solutions such as Radius based 802.1x for wired and wireless connections, Active Directory Identity Management, Group Policy, Microsoft Systems Center Configuration Manager (SCCM), Network Management Systems, Endpoint event monitoring systems, and Intrusion Prevention/Detection Systems (IPS/IDS). These solutions have greatly increased the confidentiality, integrity, and protection of our customers’ data while ensuring that critical services are available to the right people at the right time. Our Enterprise **Cyber Security** Management capabilities are listed below:

Exhibit 2-2: TelaForce’s Enterprise Cyber Security Management Capabilities

| TelaForce’s Enterprise Cyber Security Management Capabilities | Fully Implementable |
|---|---------------------|
| Enterprise-wide Virus Protection | ✓ |
| Enterprise-wide Security Solutions | ✓ |
| Intrusion Detection | ✓ |

| | |
|----------------------------|---|
| Vulnerability Scans | ✓ |
| Security Device Management | ✓ |
| Security policy support | ✓ |
| Wireless Security | ✓ |
| Security Audits | ✓ |

TelaForce provides physical security for the OCSD using both surveillance and perimeter security systems. We have been supporting the CCTV Security Surveillance cameras and DVRs for OCSD for ten years. This BOSCH Video surveillance equipment is installed to monitor both inside and along the perimeters of the District’s schools and administrative buildings. This surveillance system is connected to the Okaloosa County Sheriff’s Department’s to improve student safety. Technical support includes Moves, Adds and Changes (MACs) for the system’s Over 200 DVR’s/NVR’s and over 2200 cameras at 40 sites, ranging from 16 to 130 cameras per site. TelaForce also maintains the systems, trains new personnel on administering the DVRs, and help administrative staff review video on the DVRs after an incident occurs.

TelaForce researched, purchased, installed, and trained OCSD staff on a Perimeter Security System for OCSD’s South Transportation yard, where OCSD buses and maintenance vehicles are parked and stored. The system uses microwave beams to create a barrier around the perimeter of the property. Disrupting the beams sets off a silent alarm that an alarm company monitors 24/7. The alarm company first calls the site to determine if the alarm is false or real and contacts the local authorities if the alarm is real.

TelaForce recommends providing a security assessment for Okaloosa County to include the physical and IT environments.

Enterprise Services to include Electronic Mail

TelaForce administers OCSD’s Windows servers in a standalone configuration where required and in a Hyper-V Cluster providing fault tolerance and high availability. **TelaForce** uses Endpoint Management to maintain current versions of software, including security patches and updates. Servers are also managed remotely via Dell’s iDrac cards or via Hyper-V Cluster Manager. The on-premises ADFS federation is configured for Single Sign-on (SSO) with the Florida Department of Education systems, O365, Google G-Suite, ClassLink and Adobe. The customer’s Student Information System is configured for SSO using Azure Single Sign-on.

TelaForce provides OCSD with email connectivity through Microsoft Office365. We manage nearly 40,000 user mailboxes as well as features such as calendar and inbox sharing, public folders, and backups. TelaForce also helps set up email on mobile devices such as smartphones and tablets.

Email Archiving is provided via Mailmeter’s cloud solution. Filtering for spam and email viruses is provided via Microsoft’s Exchange Online Protection platform.

Web Management

Web Server Services – TelaForce provides comprehensive, full-spectrum web server services support to OCSD. In 2022, Titan transitioned the OkaloosaSchools.com website from Drupal to Apptegy's Content Management System (CMS), Thrillshare. Prior to 2022, OCSD had standardized Microsoft Internet Information Server (IIS) as its web server environment which was running Windows Server 2008. This environment used load balancing for fault-tolerance, redundancy, and high-availability. TelaForce's Web Server Services included applying security patches to web and SQL servers, providing physical security to restrict systems access, providing logical security via routers and Access Control Lists to protect Transport Control Protocol/ Internet Protocol (TCP/IP) ports, and maintaining/monitoring firewall logs daily to identify unauthorized access attempts and take appropriate protective measures. The transition to the Thrillshare platform has allowed the district to utilize Apptegy's AWS Cloud Infrastructure and begin the process of retiring the physical OCSD Web Server.

Website Administration – TelaForce's Web Services Team has extensive experience providing innovative, flexible, and affordable web support services. Our multifunctional web team designs custom websites utilizing various updated and cutting-edge technologies, leads concept development, requirements gathering, documentation, user interface development, content migration and development, deployment, and website redesigns.

For OCSD, TelaForce provides comprehensive, full-spectrum web development services support for the District's public facing website (www.okaloosashools.com) and approximately 16+ individual school public facing websites. Over the last 20 years, our staff has designed, developed, provisioned, and hosted several iterations of the district website and supporting databases. Having in-depth knowledge of the OCSD's infrastructure and current web technologies, we successfully transitioned the website from Drupal 8 to Apptegy's CMS, Thrillshare.

Web Services Support includes:

- Monitoring and maintaining OCSD's web presence, ensuring websites are up to date and American with Disabilities Act (ADA) compliant.
- Creating and managing content on the district website and 16+ individual school websites according to OCSD specifications.
- Providing Content Management System (CMS) and website accessibility training to individual OCSD School Web Administrators.
- Serving as the CMS point of contact for individual school web administrators and help with user errors or resolve technical issues.
- Working with OCSD stakeholders on website enhancement projects.
- Developing and delivering custom websites utilizing various updated and cutting-edge technologies.

- Leading concept development, requirements gathering, documentation, user interface development, content development, and deployment.
- Supporting content migration, functional Quality Assurance (QA) testing, and related implementation needs for website redesigns and deployments.

For the Okaloosa Board of County Commissioners, the TelaForce web team coordinates with the IT department to perform system updates for Drupal, the .Net Framework, and Microsoft security patches. This process includes system backups, testing, and performing the updates.

Virtual Environments – TelaForce implemented and currently manages 6 node Hyper-V Cluster hosting 23 virtual servers, utilizing a variety of operating systems and deployed in support of OCSD services and applications.

IMPLEMENTATION

TelaForce uses the formal ISO-certified Change and Release Management processes for all **implementations** and to manage all aspects of the infrastructure and the contract, as well as relationships with all internal and external support organizations. In the OCSD environment, TelaForce accomplishes Change Management by ensuring and using standardized repeatable processes, including: initiation and recording, impact assessment of the current environment, review and authorization, planning and scheduling, Release Management, and completion and closure. An internal Process Owner Meeting (POM) is conducted weekly to discuss and evaluate all proposed changes. This ensures that requirements are clear, impact is known, cost and schedule estimates are developed, and overall implementation strategy is socialized and **coordinated** with all team members. We **communicate** the results of the POM with the customer as required for approvals and resources.

TelaForce currently manages all changes to the LAN in accordance with strict ISO-certified Change Management processes and procedures. Steps include initial planning, formal review by key personnel, implementation plans and tasks, formal release, and documentation of post-change success. Our formal change management process is applied to all assets in the OCSD environment. The processes are Initiation and Recording of all changes, Impact Assessment of the current environment, Review and Authorization, Planning and Scheduling, Release Management, and Completion and Closure.

Further, the change management procedure specifies that all LAN configuration changes are properly documented in “as-built” drawings and diagrams. MACs are integrated solutions within our enterprise support model. Applying these tested and repeatable processes, TelaForce works with all elements of the organization to plan and perform installations based on approved **designs**. All LAN modifications are planned and released to minimize service interruption to the customer environment.

PROBLEM SOLVING

TelaForce uses the ISO 20000 certified Incident and Problem Management process to proactively eliminate system bugs and vulnerabilities, diagnose service errors and limit problem impact. Solutions are subsequently monitored and reviewed for effectiveness.

SUPPORT APPROACH

The TelaForce approach to delivering end user support is customer-focused in that we strive to provide the best possible service to end-users and service desk leadership; disciplined in that we record every contact, incident, service request, problem, known error and workaround; and data-driven in that we collect and analyze performance data continually and rigorously to identify and implement improvement opportunities. These characteristics are described below:

Customer Focused – IT Service Management (ITSM) has been called a ‘people process supported by technology.’ TelaForce not only believes this, but further believes that responding to service calls is an important IT touchpoint—one that offers a service interaction opportunity and provides a face to the organization. High-performing service desk operations, both staff and managers, embody a service-oriented mindset. TelaForce, in turn, mirrors this perspective in our support to clients.

ITIL-Aligned — Aligning our approach with ITIL v3, ISO 20000, CMMI, and Help Desk Institute (HDI) standards, and traditional business process improvement methodologies; Project Management Institute (PMI) Project Management Book of Knowledge (PMBOK); and sound engineering principles instills a disciplined and proven set of activities that we bring to client settings. Foundational elements of the TelaForce approach include providing a single point of contact, utilizing a service catalog, measuring performance, conducting customer satisfaction surveys and incorporating continual service improvement plans.

Data-Driven Perspective — TelaForce begins our efforts by establishing baseline performance across the following key areas: operational capabilities, operational performance, and team member skills. After launch, we collect and leverage operational performance data to manage service commitments to users and **consulting** with the customer to make improvements.

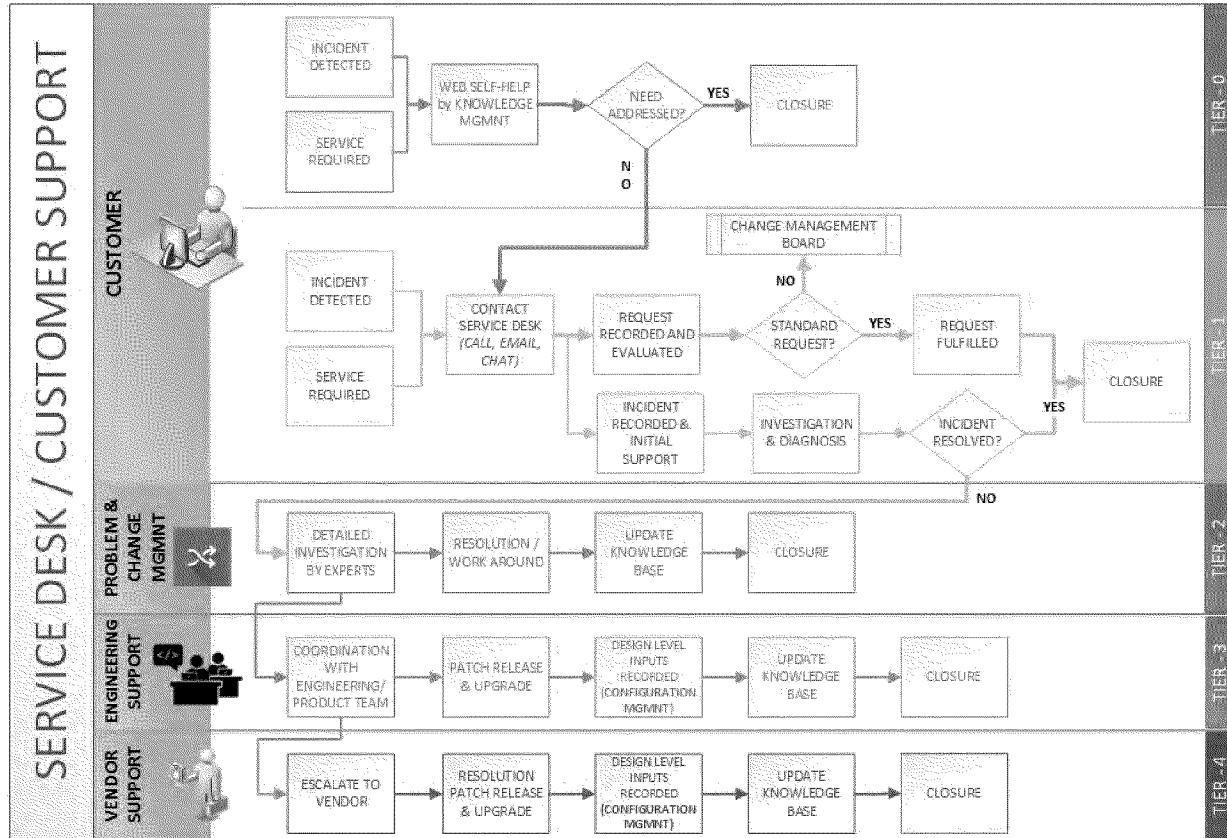


Exhibit 2-3: The TelaForce Approach to End-User Support/Managed Services

The TelaForce Approach is Customer-Focused, ITIL-aligned, and Data-Driven to Enhance Customer Satisfaction and Decrease IT Costs.

ABILITY TO MEET ALL TECHNICAL/SERVICE REQUIREMENTS

TelaForce has the capability to meet all of the County’s technical and services requirements whether they are network, server, email, or web related.

3. TELAFORCE VENDOR QUALIFICATIONS

TelaForce, with its principal office in Destin, Florida and offices in; Tallahassee, Florida; Honolulu, Hawaii; Reston, Virginia; Derwood, Maryland; Galveston, Texas; Austin, Texas; and, Houston, Texas. TelaForce is 100% owned by its parent company Titan Technologies, LLC. Our leadership and staff bring more than 30 years of experience performing services similar to those required for this RFP. TelaForce was formed as a divestiture from CACI Federal (CACI), a Fortune 500 IT solution provider. Our Chief Executive Officer (CEO), Mr. Les Rose, Chief Operations Officer (COO), Mr. David Ramirez, and Chief Financial Officer (CFO), Mr. Jonathan Copeland are former CACI and L-3 National Security Solutions (NSS) Executives who have overseen several of our referenced contracts since 1999, to include our Montgomery County (MontCo), Maryland and Okaloosa County, Florida School District (OCSD) engagements to include *Okaloosa County*.

TelaForce has ISO 20000, and ISO 9001:2011 certifications

ISO Registrations

- Enterprise ISO 20000-1:2018 for IT Service Management (ITSM)
- Enterprise ISO 27001:2013 for Information Security Management
- Enterprise ISO 9001:2015 for Quality Management

Additional Certifications

- Help Desk Institute (HDI) Certified
- ServiceNow ITSM Services Partner
- CMMI Level 3 for Independent Verification and Validation (IV&V) and Systems and Software

TelaForce has successfully integrated “big” business breadth with small business depth enabling unmatched support for our customers. We focus on delivery of innovative information solutions and services customized to meet the ever-changing technology needs of the state, local, federal, and public-sector organizations. We are an industry leader in providing a broad range of solutions for its customers, from Enterprise IT, to Cyber Security and Cloud Services to Case Management and Mobile Device Management.

To ensure consistency, our service offerings conform to ISO 20000-1:2018 for Quality Management Systems (QMS) requirements. TelaForce applies these best practices in the following areas:

- Systems engineering and integration, including requirements development and test planning
- Systems development
- Risk management
- System assurance, verification, and validation
- All aspects of network design, provisioning, and management including:
 - Fiber connections
 - VoIP
 - Routing and switching
 - Wireless
- Installation services (Network and Server)
- Storage systems
- Cloud solutions

- Email Management – Microsoft Exchange
- Website Administration - Drupal
- Service/Help Desk
- Full life cycle services for traditional IT systems and mobile devices.

TELAFORCE CERTIFICATIONS

Local TelaForce personnel possess a wide variety of certifications that establish and validate a high level of quality across the team and our company. As demonstrated by the certifications listed in **Exhibit 3-1**, the TelaForce personnel in our Fort Walton Beach office have the skills and expertise needed to support Okaloosa County’s current and future technology initiatives. In addition to the listed certifications, the local team has full reach-back capability to a wide variety of personnel worldwide with relevant experience and certifications.

Exhibit 3-1: TelaForce Fort Walton Team Certifications

| Certifications | | | |
|--|--|--|--|
| CompTIA Security+ | CompTIA A+ | CompTIA Network+ | Extreme Network Management Software |
| Extreme Routers/Switches/Wireless | Amazon Web Services (AWS) | HDI Support Center Analyst | ITIL Foundation V3 |
| Microsoft Certified Desktop Support Technician (MCDST) | Microsoft Certified IT Professional (MCITP) | Microsoft Certified Technology Specialist (MCTS) | Microsoft Certified Systems Administrator (MCSA) |
| Microsoft Certified Systems Engineer (MCSE) | HDI Support Center Director | HDI Support Center Manager | HDI Support Center Team Lead |
| Project Management Professional (PMP) | Avaya Unified Communications System Design | Avaya Unified Communications System Implementation | Avaya Unified Communications System Mgmt |
| Dell Desktop and Laptop Field Replacement Unit | Dell Online Self Dispatch: Desktop, Notebook, Server | Scrum Master | MCITP Enterprise Messaging Admin |

4. TELAFORCE EXPERIENCE

We selected three of TelaForce’s relevant state and local government contracts that clearly represent our experience and expertise with respect to the specific types of technology projects referenced in the Okaloosa County RFP. The quality of our services and the effective partnerships we have developed with our customers is consistently demonstrated by our high customer satisfaction. TelaForce prides itself on consistently meeting or exceeding performance standards; providing proactive, innovative solutions; and effectively forecasting and controlling project costs.

TELAFORCE’s proven experience - a roadmap for success-

Our areas of expertise show that TelaForce:

- Has the expertise and experience to provide seamless services that meet the requirements of Okaloosa County
- Can leverage our extensive, successful experience providing network support, security services, and innovation to our customers
- Has a formal process to convey and use best practices and lessons learned from our support engagements at all levels—local to international.

RELEVANT EXPERIENCE

Our Past Performance References highlight our support capabilities to provide the technology expertise Okaloosa County is seeking in a support partner:

- Okaloosa County Board of County Commissioners (Okaloosa BOCC)
- Okaloosa County School District (OCSD)
- Montgomery County, Maryland

Exhibit 4-1: Relevant Experience

| | Okaloosa BOCC | OCSD | Montgomery County |
|----------------------|---------------|------|-------------------|
| Networking | ✓ | ✓ | ✓ |
| Networking Equipment | | ✓ | ✓ |
| Fiber Connections | | ✓ | |
| Design | | ✓ | |
| VoIP | | ✓ | |
| Routing | ✓ | ✓ | |
| Switching | | ✓ | |
| Administration | | ✓ | |
| Analysis | | ✓ | |
| Installation | | ✓ | |
| Cyber Security | ✓ | ✓ | |
| Storage | | ✓ | ✓ |

| | | | |
|------------------------|---|---|---|
| Virtual Environments | | ✓ | ✓ |
| Website Design | ✓ | ✓ | ✓ |
| Website Administration | ✓ | ✓ | ✓ |
| Email Administration | | ✓ | |

Specific support details about each program can be found in **Section 7**.

TELAFORCE PROJECT MANAGEMENT APPROACH

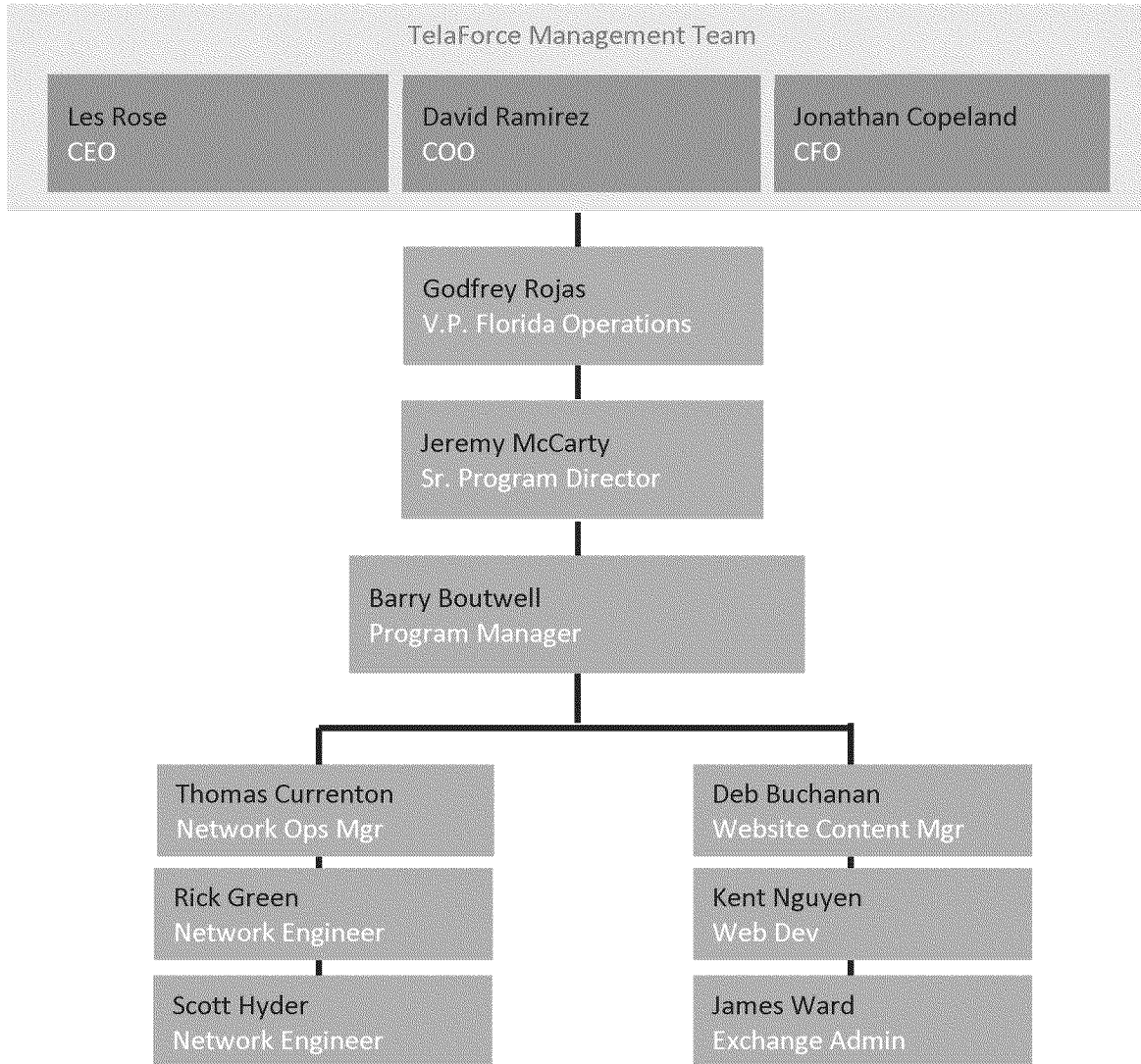
TelaForce has developed a comprehensive project management approach that is based on customer understanding and proven IT processes. Our approach for implementing IT services integrates Project Management Body of Knowledge (PMBOK) best practice standards, IT Infrastructure Library (ITIL), and an ISO 20000-based IT Service Management (ITSM) foundation. Our project management approach encompasses planning, organizing, and controlling resources to achieve specific goals. TelaForce understands that the primary challenges of managing any project are achieving all of the project goals and objectives while staying within scope, delivering on time, providing a quality product, and staying under budget. TelaForce understands the importance of providing a structured process for managing future projects to ensure they complete on time, under budget, and with minimal impact to the end users.

TelaForce’s method of developing, defining, and implementing innovative approaches for customer service begins by seamlessly aligning our people, processes, and technologies with Okaloosa County’s organization to deliver an unparalleled service experience for all Okaloosa County staff. This will allow Okaloosa County’s focus to remain on the primary mission: to be responsive to citizens by providing an appropriate level of accessible services on a cost-effective basis.

Under the direction of our Program Manager (PM), Barry Boutwell, our highly skilled and dedicated staff ensures we will quickly, effectively, and efficiently satisfy all aspects of Okaloosa County’s requirements. Our processes and technologies are based on industry best practices from PMBOK and ITIL. As a result, our processes and technologies provide proven, consistent, and repeatable practices that produce high-quality deliverables and services. These practices also enable us to identify areas for Continual Service Improvement (CSI) and develop more effective processes and long-term cost efficiencies.

Project Organizational Chart – All of our proposed local TelaForce personnel, depicted in our project organizational chart (**Exhibit 4-2**), currently support the OCSD Seat Management program and have ties and commitments to OCSD and the Okaloosa County community.

Exhibit 4-2: Project Organizational Chart



Barry Boutwell, Network Operations Manager

Education, Training, and Certifications:

- ITIL V2 Foundation Training, Okaloosa-Walton Community College, 2008
- Hubbell Certification, ProLam Solutions, 2009
- ISO 20000 Certified, #7039064-47494, 05/2007
- Building Industries Consulting Service International (BICSI) Technician Certification, BICSI, 1999
- Panduit Certification, Panduit
- 3M Fiber Solutions Certification, Graybar

Experience Summary:

Mr. Boutwell has more than 25 years of IT and project management experience working for a variety of commercial customers, including 18 years of direct, hands-on experience providing support to the Okaloosa County School District (OCSD) Seat Management team. With a client environment of more than 33,400 users approximately 17,000 laptops, desktops, Chromebooks, and servers. He provides successful technology retrofits throughout the District while designing and implementing all new computer, phone, and network cabling for over 50 OCSD construction project as the Technology Project Manager. Through his proven experience providing quick and efficient wireless technology retrofits and security system installations, he is able to help ensure continuous enterprise support. By actively communicating with OCSD and contract personnel, he consistently exceeds all customer requirements, saving the customer time and money. His demonstrated knowledge and experience in all facets of IT project management make him uniquely qualified to anticipate the customer's needs and helps him proactively provide solutions in a timely manner.

Professional Experience:

TelaForce – Project Manager

06/2001 – Present, Okaloosa County School District

Mr. Boutwell serves as the Network Engineering Manager, where he actively manages four highly skilled IT professionals in technology retrofits throughout the OCSD in IT power, data, phone, and audiovisual (A/V) upgrades, while stabilizing power, modernizing data cabling, and updating IP telephony and video equipment. He evaluates requests for networking and cabling system infrastructure changes, then designs and plans the network communication systems while providing specifications and detailed schematics for network architecture. He also provides detailed information for hardware and software selection, and implementation tools and techniques for the most efficient solution including present and future capacity requirements of the customer. Mr. Boutwell reviews network designs, performs quality control checks, troubleshoots network data circuits, analyzes network performance, and suggests methods for improving reliability, security, efficiency, and maintenance. Mr. Boutwell negotiates prices with subcontractor on a variety of wireless devices including phone equipment and cabling systems; issues change orders; and holds weekly project coordination meetings to help foster communication

across the team and ascertain status on current projects in support of daily operations. Additionally, Mr. Boutwell assists with pre-construction scope assessments, preliminary cost estimating, project scheduling and design, and contract preparations for all construction projects. Under his leadership, his team met 100% of all timeline and budget constraints. To ensure proper functionality, he also managed the installation of telephone key systems for all schools within OCSD. In support of the TelaForce Program Manager, he has also evaluated and reported on new communication technologies to enhance network capabilities.

Concurrently, Mr. Boutwell serves as the Project Manager on the Jacobs/Titan Total Program Management (TPM) contract where he has managed TPM subcontractors on more than 50 OCSD construction projects. He accurately designed the computer cabling, intercom, and bell system layouts for all new additions as well as separate security surveillance systems, resulting in significant improvements in daily operations that allowed for the continuation of consolidated enterprise support services for the OCSD.

Thomas 'Thos' Curenton, Sr. Network Engineer

Education, Training, and Certifications:

- A.A., General Education, Okaloosa-Walton Community College, 1995
- Check Point Software Technologies Ltd. – Check Point Security Expert R75 Training, Shadow Peak Inc., 11/2012
- Enterasys Certified Specialist: Networking, #a178000000eQqpAAE, 3/2013
- Enterasys Certified Specialist: Routing, #a178000000eQqqAAE, 3/2013
- Enterasys Certified Specialist: Wireless, #a178000000eQqpoAAE, 3/2013
- Enterasys Certified Specialist: Policy, #a178000000eKOXAAU, 2/2013
- Enterasys Certified Specialist: Switching NMS, #a178000000eKOWAAU, 2/013

Experience Summary:

Mr. Curenton has over 27 years of experience working in an IT environment with personal computers (PC), Macintosh (MAC) computers, Microsoft Windows Servers, switches, routers, and firewalls for the OCSD. He is proficient with network infrastructure technologies including switches and routers, firewalls, security appliances, and wireless WAN technologies. He specializes in application and integration of networking technologies from multiple vendors. He has assisted with the implementation of an NT 4 to Windows 2000 domain conversion consisting of approximately 40 domain controllers and was actively involved with the WAN upgrade for the OCSD network, which includes a 40-site conversion to wireless. In addition, he is skilled in Checkpoint, Palo Alto, and Fortinet firewall technologies and web filtering appliances.

Professional Experience:

TelaForce – Senior Network Engineer

07/1999 – Present, Okaloosa County School District

As the Senior Network Engineer for the WAN, LAN and Fortinet Firewall for more than 40 sites and 25,000 nodes for the OCSD, Mr. Curenton designs and maintains the Open Shortest Path First Routing Protocol (OSPF) scheme for the routers, manages the IP addressing scheme for the network, and oversees the day-to-day function of the network. Additionally, he researched different solutions for the District's web filtering and firewall requirement and led the implementation of the Fortinet firewall appliance, providing greater throughput, security, and scalability for the network. Mr. Curenton actively maintains the support contracts for the District's networking devices, ensuring there are either spares or replacement contracts for failure of network devices. He implemented new Metro Ethernet and fiber WAN links for over 30 sites in the District and evaluates and orders new networking gear when required. Additionally, Mr. Curenton researched replacement of the Spectrum network monitoring software utilized to notify of problems within the OCSD network, choosing instead to use OpenNMS network monitoring software. Ultimately, his efforts have led to increased monitoring capabilities, greater notification ability, and better capacity threshold notification.

Thomas 'Rick' Green, Telecommunications Engineer

Education, Training, and Certifications:

- Coursework, Marine Biology/Forestry, Pensacola State College, 1989
- Coursework, Business Administration, Pensacola Christian College, 1986
- Avaya Communications Manager Training Course, Carousel University, 2013
- State of Florida - Low Voltage License
- Avaya Aura VoIP System Certified, 2013

Experience Summary:

Mr. Green has more than 20 years of telephony and IT experience working as a business owner, contractor, and project manager for the OCSD where he has been responsible for the designs, installations, and provisioning of multiple phone, network, audio/video, and camera systems within the District. With demonstrated experience as a Telecommunications Engineer, he has worked with principals, teachers, and administrators to determine the best design for that particular school to ensure continuous operational support across the enterprise. His proven skills providing technical assistance and quality of service control checks, and his work with a variety of telecommunications systems including wireless communications towers and voice, data, and Telco systems, have resulted in the successful conclusion of numerous projects in which he has been involved.

Professional Experience:

TelaForce – Telephony Engineer

01/2009 – Present, Okaloosa County School District

Mr. Green executes the movement, installs, additions, and changes for phone, network, audio/video, and camera systems in the District for approximately 40 schools. He performs intermediate and advanced analysis of network hardware and cabling systems in order to evaluate three to four daily requests for networking and cabling systems infrastructure changes while submitting cost estimates for proposed work to principals and bookkeepers. Additionally, he supervises two to three jobs each week where he instructs a variety of contractors on contracted projects for voice, data, and Telco systems work and inspects the final product. He performs quality of service control checks in accordance with Building Industry Consulting Service International (BICSI) standards and provides final test reports to project managers. Mr. Green also performs intermediate and advanced analysis on fixed and wireless network components; signal check and antenna alignment on seven wireless communications towers; and provides technical assistance on all new construction projects involving audio/video in the District, including security cameras, interactive televisions, projectors, and intercom systems.

Scott Hyder, Telecommunications / Network Administrator

Education, Training, and Certifications:

- A.A.S., Electronics, Electronics Engineering Technology, LCC, 06/2000
- Enterasys Certified Expert, #a178000000eg3kAAA, Enterasys Secured Networks, 2013
- Enterasys ECS – Policy, # a178000000dzU3AA1, Enterasys Networks, 2013
- Enterasys ECS – Switching, #a178000000eg3jAAA, Enterasys Secured Networks, 2013
- Enterasys ECS – Routing and Wireless, #a1780000001VQJZAA4, Enterasys Networks, 2012
- Cisco Certified Networking Associate Training, Northwest Florida State College, 2013
- Enterasys ESE (Enterasys Systems Engineer), #a178000000TYFYAAW, Enterasys Networks, 2010
- Enterasys Enterprise Switching Enterasys Networks Training Courses, Enterasys, 2010
- CompTIA Network+ Certified, #SR1960284 CompTIA, 2009
- Networking Specialist, Foundation Certificate, Global Knowledge, 2009
- Avaya Aura VoIP System Certified, 2013

Experience Summary:

Mr. Hyder has more than 25 years of technical experience in IT and information systems from commercial and manufacturing industries, including 16 years supporting OCSD. He provides support and assists in various computer hardware and software implementation projects in a variety of capacities. Working with a multitude of vendors from across the project, he performed an onsite installation that involved the intricate coordination and communication of the project team. He has implemented and supported technologies such as Windows Server, Linux, and Directory Services from different software houses, and has experience maintaining Microsoft BackOffice products such as Exchange, Active Directory (AD), DNS, DHCP, and WINS. Additionally, he installed and maintained Wide Area Network (WAN)/Local Area Network (LAN) and Wireless Wan (WWAN)/Wireless Local Area Network (WLAN) infrastructures and installed and supported audio and visual equipment used as teaching tools and for administrative support. His proven skills in hardware, software, and customer service have resulted in the successful conclusion of various projects in which he has been involved.

TelaForce – Tier 3 Network Administrator

12/2003 – Present, Okaloosa County School District

Mr. Hyder supports the OCSD network infrastructure, including managed and unmanaged network hardware such as routers, switches, firewall and content filter appliances using third party remote management software, and terminal services for more than 3500 network infrastructure devices. He has built, configured, and currently maintains more than five fully functional and working network Intrusion Detection Systems (IDS) using Open Source software, saving money on the hardware and support costs from a vendor supplied product. Additionally, he has recommended, installed, and supported more than 200 audiovisual devices district-wide, including network enabled projectors, digital signage, and classroom sound systems as well as audiovisual support software such as Crestron Roomview and Benq QPresenter. Mr. Hyder is also the point staff member for the entire district Wireless Local Area Network

(WLAN) to include site surveys, integration, configuration, monitoring, and maintenance for more than 900 wireless networked devices and more than 4,000 concurrent wireless connections.

Debbie Buchanan, Web Development Manager

Education, Training, and Certifications

- Florida State University, Bachelor of Science, 1984

Experience Summary

Ms. Buchanan is an experienced Web Development Manager with over 30 years of experience supporting community, State and Local Government, and Public Education projects. For the past nine years, Ms. Buchanan has supported the Okaloosa County School District (OCS D) as the Web Development Manager. Ms. Buchanan is a seasoned professional with a strong background in technical writing, document design, structure, and production, web development, web content development, project management, training material development, marketing research and positioning, business development, and organizational and human resources management. She has successfully led several large district-wide web deployments, the Okaloosa County website redesign, and documentation initiatives for diverse audiences while managing a web development and content production team.

Professional Experience

TelaForce – Web Development Manager

09/2010 – Present, Okaloosa County School District

Ms. Buchanan led the redesign of the **Okaloosa County** (<http://www.co.okaloosa.fl.us/>) website. She assisted with the design layout, content migration, and training of Okaloosa County employees

For the Okaloosa County School District contract, Ms. Buchanan manages the overall planning, development, implementation, and cost management of school district's website (www.okaloosaschoolsc.com) and provides direction to the Web Authors, Web Developers, and outside vendors for the development of databases, interactive applets and custom graphics. She is responsible for leading a multifunctional team in developing and delivering custom programs and web content to drive increased critical website utilization. Leads concept development, requirements gathering, documentation, user interface development, content development, deployment and training. Ms. Buchanan works with senior level engineers and developers on projects including web-based applications, website enhancements, desktop applications, database-backed websites and web layout enhancements and assists in processes concerning the architecture of new applications to meet client needs. She is a seasoned technical writer who coordinates with technical network and system engineers to develop detailed technical content, documentation, and training materials for delivery across multiple key user groups. Ms. Buchanan assists with proposal writing and review and has assisted in writing

company program proposals to include the Bureau of Labor Statistics, Washington Metropolitan Area Transit Authority, and Office of Management and Enterprise Services. She serves on the corporate proposal review committee which is responsible for evaluating proposal compliance readiness, on an as-needed basis.

Kent Nguyen, Software Engineer

Education, Training, and Certifications:

- Bachelor of Science, University of West Florida, 2012
- Associates in Arts, Northwest Florida State College, 2008
- Certified ServiceNow Administrator

Experience Summary:

Mr. Nguyen has more than 13 years of Web, Graphic, and IT experience. He has designed, led, implemented and supported numerous projects throughout his career, to include: web site design, CMS upgrade and implementation, and Microsoft server support. He has a strong technical skill, the ability to lead web development teams, and a strong understanding of servers and web hosting. He has been responsible for supporting web server hosting, updates, and routine break-fix maintenance, Drupal installation and configuration, and Microsoft Office 365

Professional Experience:

TelaForce – Software Engineer

12/2018 – Present

Mr. Nguyen coordinates with **Okaloosa County's** IT Department to perform Drupal core updates and assist with web related functions as requested.

Mr. Nguyen is also responsible for exporting and integrating data from ServiceNow. He worked on multiple ServiceNow implementation projects. Mr. Nguyen is currently training for the Certified ServiceNow Administrator certification and helps maintain and support TelaForce's ServiceNow instance.

TelaForce – Web Developer

03/2016 – 02/2018

Mr. Nguyen also led the upgrade of the Okaloosa County School District web site from Drupal version 7 to version 8. He does web support for the Okaloosa County School District website and school websites. He creates graphics such as image manipulation, banners, buttons, etc. In addition to the Web support he also supports the M-Files document management system.

TelaForce/ CACI – Graphic Artist

05/2014 – 02/2016

Mr. Nguyen is in charge of all the Okaloosa County School District, School Websites, and Teacher Website creating and graphics. He created banners, flyers, and brochures using Adobe Photoshop CS5. He supported and maintain Drupal 7 Websites. He occasionally did photography for the Okaloosa County School District.

Titan/L3 Communications – Web Development Support and Field Technician

02/2006 – 05/2014

Mr. Nguyen started as an intern in 2006 learning how to use multiple platforms. He learned how to use Remedy ticketing system, provide remove and on-site assistance, edit CSS style sheets for Drupal, on-site web training for clients, and upgrade and maintain Okaloosa County School District website in Dot Net Nuke and Drupal. He developed many websites such as Okaloosa Tech, Okaloosa County Food Services, Bob Sikes Elementary, CHOICE Institute, and Destin Middle School websites. He designed many photo galleries for OCSD News and created all teacher pages for every teacher in the Okaloosa County School District. Created banners and graphics using Adobe Photoshop CS5. While doing this he would do Field Tech work when he could which includes on-site computer repairs, re-image and setup computers, installing and troubleshooting printers, network, hardware, and software troubleshooting, data transfer from Windows to windows and virus and malware cleanup.

James Ward – Cloud Architect and Exchange Administrator

Education, Training, and Certifications:

- Bachelor of Science, New Mexico Institute of Technology, 2004
- Amazon Certified Solutions Architect
- CompTIA Security+ and A+
- Microsoft Certified Technology Specialist
- Microsoft Certified IT Professional
- Microsoft Certified Desktop Support

Experience Summary:

Mr. Ward has more than fifteen years of experience with the Okaloosa County Seat Management Project as a Systems Administrator where he is responsible for maintaining and supporting over 100 servers. He is responsible for architecting customer cloud solutions on the Amazon Web Services platform as well as migrating customer environments to the Microsoft Azure AD/Office 365 environment. His cloud architecting services include analysis, design, evaluation, and planning for cloud enterprise solutions and implementations. He is an Amazon Certified Solutions Architect and has immense experience with virtualization platforms for the development of innovative cloud solutions as well as designing HA / DR strategies across cloud providers for AWS and Azure Architectures. Mr. Ward is also the Microsoft Exchange administrator for the Exchange 2013 and Office 365 environment. He is proficient in spam firewall and mail archive administration. He also serves as the Risk Manager for TelaForce's ISO 20000 certification ensuring risks to the company are identified and mitigated. Mr. Ward also has responsibility over the group policy security lockdowns, the maintenance and repair of district software, the maintenance of Windows client and server update services (WSUS), and administration of Windows clients through System Center Configuration Manager (SCCM).

Professional Experience:

TelaForce – Cloud Architect and Exchange Administrator

2000 – Present, Okaloosa County School District

For OCSD, Mr. Ward manages the district-wide server administration and group policy administration. He is fluent in the operation of Amazon Web Services and VMWARE virtualization platforms and routinely provides SME consulting services for School District stakeholders. He also supports the Microsoft System Center and Windows Update Services. Mr. Ward contributes to the administration of all Exchange related services, including the Barracuda mail firewall system and the MailMeter journaling system. He also implemented key cost saving measures including the adoption of an open source password management service for over 8,000 users.

As the school district network evolved, Mr. Ward worked with key stakeholders to combine software applications into district-wide servers hosted at Central Administration, ultimately saving the district tens of thousands of dollars in hardware and software costs. He also led summer computer disposal teams through the hardware refresh cycle, instructing them in the proper procedures for disposal, tagging, and replacement of decommissioned hardware. Mr. Ward consistently maintained a 90%+ satisfaction rate on all work orders within the required Service Level Agreement and was frequently mentioned in customer satisfaction surveys.

Currently, Mr. Ward is on the OCSD Cloud team and is working with District officials to move their data to the cloud thus saving the District thousands of dollars in server hardware costs.

5. SERVICE LEVEL AGREEMENTS (SLA'S)

INITIAL RESPONSE TIME

The response time is the period of time it takes a Help Desk individual qualified to troubleshoot the problem to contact the end user, either by telephone, email, or in-person. The response time can also be a call back or email to the end user which specifies the incident or request has been escalated to an appropriate resolution group. Every incident or request will have a response time, including those resolved on first call or contact. Response time does not mean resolution time.

SYSTEM OR SERVICE ENGAGEMENT TIME

The system or service engagement time will vary depending on the system or service. Engagement times for the Network, Server Administration, and System Administration services are covered in Table 5-4.

The **Network** service enables communications between desktops, servers, and routers to external circuits. The network includes the **switching** and **routing** components, wireless WAN devices, and servers that are required for network operation. The service is available from 8:00 AM to 5:00 PM Central Time Monday through Friday. The service may be operating at other times, but its availability is not guaranteed. Maintenance periods occur after 8:00 PM on weeknights unless otherwise negotiated with the County. Maintenance may also occur during weekends and scheduled County holidays.

Exhibit 5-1: LAN and WAN Service Items

| | |
|---------------------|---|
| Internet Access | This service provides for the administration of any Internet proxy server and content filtering server, along with managing the connection to the Internet. |
| LAN Support | This service provides for the monitoring, management, and support of the LAN infrastructure. |
| WAN Support | This service provides for the monitoring, management, and support of the WAN infrastructure. |
| Network Monitoring | This service provides for proactive monitoring of the network (LAN and WAN) automated network management tools. |
| Firewall Support | This service provides the firewall and the administration of the firewall. |
| Security Monitoring | This service provides an analysis of all security-related logs and alerts. |

| | |
|-----------------------------|---|
| Emergency Response Services | This function provides an emergency response capability when a system or site has been subjected to an intrusion, breach, attack, or potential data loss. |
|-----------------------------|---|

This **Server Administration** service provides for user access to file servers. It includes providing and maintaining file servers, administration of server and file access, and the proper administration of print services. The service is available from 8:00 AM to 5:00 PM Central time Monday through Friday. The service may be operating at other times, but its availability is not guaranteed. Maintenance periods occur after 8:00 PM on weeknights unless otherwise negotiated. Maintenance may also occur during weekends and scheduled District holidays.

Exhibit 5-2: Server Administration Service Items

| | |
|--|--|
| File and Print Services | This service provides file and print services and for the management of file and print servers. It supports the end-user file and print service. |
| Server Monitoring/Error Correction & Detection | This service provides for proactive monitoring of servers using management tools. |
| Security Monitoring | This service provides an analysis of all security-related logs and alerts. |
| Emergency Response Services | This function provides an emergency response capability when a system or site has been subjected to an intrusion, breach, attack, or potential data loss. |
| Data Backup & Restoration | This service provides for the backup of server data including user directories and the restoration of servers and files. It also includes the administration of any supporting software and hardware backup devices. |
| Troubleshooting and Client Support | For software and hardware problems, the help desk coordinates to troubleshoot each problem. All problems are tracked by help desk analysts within the ITSM system, escalated to the appropriate support team as needed, and finally closed when the problem has been resolved. |
| Network Operating System Support | This support includes maintaining current versions of server operating systems software, including service pack fixes and hot fixes. |

This **System Administration** service provides for systems-level administration activities to include **email** and **web** services. It includes providing and maintaining the email server and other enterprise systems and services, including the proper backup and restoration of server data. The service is available from 6:00 AM to 5:00 PM Central time Monday through Friday. The service may be operating at other times,

but its availability is not guaranteed. Maintenance periods occur after 8:00 PM on weeknights unless otherwise negotiated. Maintenance may also occur during weekends and scheduled District holidays.

Exhibit 5-3: System Administration Service Items

| | |
|--|--|
| Email Server Services | This service supports the end-user email service for the administration and management of email servers for applicable users. |
| Virus Protection Services | This service provides for the support and management of anti-virus software. |
| Data Backup & Restoration | This service provides for the backup of server data including user directories and the restoration of servers and files. It also includes the administration of any supporting software and hardware backup devices. |
| Troubleshooting & Client Support | For software and hardware problems, the help desk coordinates to troubleshoot each problem. All problems are tracked by help desk analysts within the ITSM system, escalated to the appropriate support team as needed, and finally closed when the problem has been resolved. |
| Security Monitoring | This service provides an analysis of all security-related logs and alerts. |
| Emergency Response Services | This function provides an emergency response capability when a system or site has been subjected to an intrusion, breach, attack, or potential data loss. |
| User Administration and Access Control | This service provides the enterprise directory service, such as Active Directory, for the administration of user accounts, and the administration of user access to systems, services, and folders. |
| Server-Based Software Deployments | This function provides remote deployment of client software to desktops for server-based software. |
| Web Server Services | This service provides hosting and maintenance of all District-level web pages. |
| Application Server Services | This service provides support to the application server environment, including hardware, network connections, system software and support, server software and support. |
| Database Server Services | This service provides support to the database server environment, including hardware, system software and support, server software and support. This includes database maintenance and support. |

Table 5-4 provides an example of required response and resolution times for both service restoration and MACs. The goal is to meet the below service targets 80% of the time on an annual basis.

Exhibit 5-4: Service Level Metrics Response and Resolution Times

| NOTES: 9 HOURS = 1 DAY (8AM - 5PM) | Priority | Restore to Service Request | | MAC Request | |
|--|----------|----------------------------|-----------------|---------------|-----------------|
| | | Response Time | Resolution Time | Response Time | Resolution Time |
| | | Goal | Goal | Goal | Goal |
| LAN & WAN Infrastructure | Urgent | 30 min | 4 hours | 2 hours | 1 day |
| | High | 30 min | 6 hours | 4 hours | 2 days |
| | Low | 30 min | 3 days | 8 hours | 3 days |
| Server-Based Platforms | Urgent | 30 min | 2 hours | 8 hours | 6 hours |
| | High | 30 min | 4 hours | 8 hours | 1 day |
| | Low | 30 min | 3 days | 8 hours | 3 days |
| Systems Administration | Urgent | 4 hours | 1 day | 4 hours | 1 day |
| | High | 4 hours | 1 day | 4 hours | 2 days |
| | Low | 4 hours | 3 days | 4 hours | 3 days |
| Management of the District Website | Urgent | | | 2 hours | 1 day |
| | High | | | 4 hours | 2 days |
| | Low | | | 1 day | 5 days |

Priority levels are assigned to the customer's request based on the urgency of the request. The priority level and corresponding response time specify how quickly the Help Desk will respond to the customer if the request is not resolved on the first call. The customer point of contact has the ability to request changes in the priority levels of specific types of customer requests based on new business requirements.

Exhibit 5-5: Priority Levels

| | |
|-----------------------|--|
| Priority 1 – Urgent | System or critical function is down. |
| Priority 2 – High | System or critical function is degraded but still operational. Could escalate to Priority 1 if not addressed quickly. |
| Priority 3 – Low | Routine functions that may be scheduled in advance. Could be troubleshooting, equipment quotes, meetings, or other functions that are not a higher priority. |
| Priority 4 – Projects | A long or short-term project or service request with no specific expectations on response time. |

COMMUNICATION

TelaForce is able to provide a variety of reports as needed and will negotiate with the County on required delivery frequency and formats. TelaForce has proved online business intelligence dashboards for multiple customers so they can view performance metrics in real-time.

STAFFING COMMITMENTS

Staffing will be determined based on the requirements of the task orders and applicable SLA's as a result of the awarded contract.

6. TELAFORCE REFERENCES

We selected three relevant TelaForce contracts that clearly demonstrate the size, scope, and complexity of our technical experience and expertise with respect to Okaloosa County requirements.

6.1 REFERENCE #1 – OKALOOSA COUNTY BOARD OF COUNTY COMMISSIONERS

| Network Managed Services III | |
|--|---|
| Name & Address of Customer: Okaloosa County Board of County Commissioners Dan Sambenedetto, IT Director | Point of Contact: Dan Sambenedetto, IT Director 1250 N Eglin Parkway Suite 303 Shalimar, FL 32579 Phone: (850) 651-7570 Address: 1250 N Eglin Parkway Suite 303 Shalimar, FL 32579 Phone: (850) 651-7570 E-Mail: DSambenedetto@co.okaloosa.fl.us |
| Contract Number: C14-2198-IS Total Contract Value: \$50,000 | Contract Type: T&M Period of Performance: November 2014 – December, 2023 |
| This contract is current and in process. | |

Description: TelaForce provided enhancing esthetics and functionality for the website www.co.okaloosa.fl.us and its subsequent 150 pages. The re-designed and enhanced site offers a clean, up-to-date experience and established a design scheme that is flexible and adaptable to the growing and changing content needs for Okaloosa County.

Using **Drupal**, TelaForce designed a functioning mock-up that delivered the Okaloosa County's site in a logical clean and user-friendly **design**. The designs enabled TelaForce to demonstrate how the current content, as well as new content, can be clear, easy to read and easily navigated to engage the end user and create an ongoing desire for the users to return to the site as a necessary source of vital information.

TelaForce delivered services that facilitate rapid deployment of a web content management solution, satisfying the following objectives:

- To simplify and expedite content creation, review and approval processes through the creation and use of standard templates, lifecycles and workflows;
- To manage web content in its most fundamental and reusable standard components;
- To support the **design** templates delivered to Okaloosa County by TelaForce;

- To expand control of web content through the use of enterprise-scale content management tools, functionality, and best practices;
- To streamline the entire content delivery process;

TelaForce implemented a web content management solution for the Okaloosa County internet presence which includes the Okaloosa County website (www.co.okaloosa.fl.us).

TelaForce setup the initial accounts for **website administration**. TelaForce also provided documentation and training to designated County employees so they can take over the website maintenance.

TelaForce has also worked with the County to upgrade their CheckPoint firewall in order to improve network security.

6.2 REFERENCE #2 – OKALOOSA COUNTY SCHOOL DISTRICT (OCSD) SEAT MANAGEMENT

OCSD Seat Management

| | |
|--|---|
| Name & Address of Customer: | Point of Contact: Dustin Keith, Vendor Relations Manager (VRM) |
| Okaloosa County School District | Address: Okaloosa County School District Carver Hill Administration Complex, 461 School Ave. Crestview, FL 32536-4417 |
| 202 Highway 85N Niceville, FL 32578 | Phone: 850-689-7151 E-Mail: KeithD@okaloosaschools.com |
| Contract Number: Letter of Contract | Contract Type: SLA/Performance-based; Firm Fixed Price (FFP) per seat; Time & Materials (T&M) projects |
| Total Contract Value: \$75.6M | Period of Performance: 07/99 – 12/03 Task Order 2 under TPM Contract 12/03 – 06/14 07/14 – 6/2019 – New Contract Awarded 07/14 – 6/24 – Contract Extension |

This contract is current and in process.

Description: TelaForce has delivered world-class IT services and support to the Okaloosa County School District (OCSD) with all-inclusive, consolidated enterprise support services and full life-cycle IT and Telecommunications support of all OCSD end-user technology devices since 1999. The OCSD client environment includes 33,400 users, consisting of County district staff, school administrators, teachers, and students in 40 locations, across 1,082 square miles, using approximately 17,000 laptops, desktops, Chromebooks, and servers. All OCSD IT products are supported—phones, video capability, security cameras, laptops, desktops, servers, mobile devices and printers.

End-User Service Desk Support

The TeloForce Service Desk is ITIL based ISO 20000, 27000:9001:2015 certified to provide the highest level of IT service management and associated customer service. The TeloForce Service Desk model ensures OCSD receives lower operational costs and reduced risks; enhanced User productivity, and exceptional customer satisfaction.

TeloForce provides a single point-of-contact Help Desk operation to OCSD which supports all technology devices that have been approved for use within the organization. Support covers incidents and questions related to the equipment, operating system, commercial off-the-shelf (COTS) software, custom mobile applications, network connectivity, information security, and printer issues, as well as custom line of business applications and information security.

Staff provide coverage for incoming verbal and written contacts Monday-Friday from 06:00 to 17:00. OCSD employees can contact the Service Desk by email, fax, phone (local and toll-free number), or through the web-based Self-Service Portal. The Self-Service Portal was introduced with an automated Password Reset tool to aid OCSD employees in quickly resolving issues without calling the Service Desk. The Service Desk processes up to 3,000 incoming calls per month.

TeloForce Help Desk Specialists are trained with soft skills (phone etiquette and customer service) and have Help Desk Institute (HDI) and ITIL certifications as well as Microsoft technical accreditations.

TeloForce's Help Desk Specialists process incident requests using the ServiceNow incident tracking application, and work to resolve and close incidents on the first contact. Tickets that cannot be closed on first contact are escalated to second- and third-tier support. Staff assign a priority to each incident based on OCSD policy and follow TeloForce escalation process based on our ISO 20000 operations model. Other than issues affecting a significant number of users, incident tracking includes confirming with the user that the issue has been resolved.

Business Intelligence Dashboards, sophisticated data analytical tools, are utilized to provide OCSD and TeloForce staff with real-time ticket and call statistics and color-coded warnings that provide audible notifications to the Customer Support Desk if any SLA or metric approaches a predefined threshold of noncompliance. Our ISO 20000-registered and fully ITIL-integrated Service Desk consistently achieves first-contact resolution for eligible tickets well above the service level requirements customized for this customer.

TeloForce Help Desk Specialists consistently meet OCSD SLAs and achieve high degrees of customer satisfaction in large part to our exceptional training programs. For example, staff exceed the 85% Service Level Agreements (SLA) for First Call Resolution (FCR) by leveraging a Knowledge Management system we developed within Service Now to facilitate First Contact Resolution. The Service Desk team is aligned with the Desk Top Remote (DTR) team, which remotely diagnoses and restores service prior to routing tickets to the Desk Side Support (DSS) team. The DTR and DSS teams also have International Organization for Standardization (ISO) and technical certifications in their respective fields of expertise.

As part of our Quality Assurance program, sample call recordings and ticket documentation are reviewed to ensure team adherence to quality guidelines. Quality metrics (e.g., Average Speed to Answer, Average Handle Time, First Contact Resolution, attendance, and call and documentation quality) are collected and maintained within each agent's Performance Portfolio, assisting supervisors in identifying deficiencies that need addressing. Performance metrics are reviewed monthly with the OCSD VRM. Customer Satisfaction surveys are reviewed, and any complaints are analyzed and responded to. Upcoming district activities are reviewed and any impact to the service teams are identified for mitigation.

Customer support services are a core component of the TelaForce service offering for the OCSD customer. Staff serve as the “go-to” technical Subject Matter Experts (SMEs) for decisions related to major IT-related investments, policy changes, system upgrades, and industry trends.

TelaForce’s enterprise IT support services include procurement and installation of computers for staff; hardware replenishment through leasing; systems lifecycle asset management; network and system management; Help Desk with remote and desk side services; IT project technology planning, implementation of staff collaboration tools; website management and development; information security through firewall monitoring and maintenance; and WAN design, installation, and management.

TelaForce maintains, monitors, and upgrades multifunctional peripherals and replaces student computers to maintain a 3:1 student-to-computer ratio. TelaForce follows ITIL v3 processes for incident, change, configuration, and asset management, which is integrated and implemented within the construct of our management processes for service delivery. Our standardized, repeatable processes allow TelaForce staff to consistently provide effective and efficient service for this performance-based contract:

- 4.8 of 5 customer satisfaction rating from service surveys (Service Level Agreement is 4)
- 98% First Contact Resolution (Service Level Agreement is 85%)

Project Support/Management

TelaForce project management processes are based on PMBOK and serve as the roadmap for managing and controlling our projects from beginning to end. We incorporate tenants from ISO 20000, ITIL, and continuous improvement policies to improve efficiency and reduce attrition. Our quality and performance-based project and task management approach focuses on proven, repeatable, high-quality service practices and experience that consistently produce process improvements, cost savings, and high-quality deliverables. TelaForce’s OCSD program manager maintains Project Management Professional and ITIL Foundations Certifications. The management staff have ITIL Foundations and multiple industry standard certifications in their specific capacities.

Staff perform two equipment Refresh cycles during the year. The summer refresh requires the removal and replacement of approximately 5,000 – 6,000 student devices within a six to eight-week period. During the school session, approximately 800-1200 devices used by teachers and administrators are removed and replaced over a four-to-six-week period. The Refresh process involves: determining assets to be replaced by site or personnel; ordering equipment; receiving and inventorying equipment; removing terminated devices, unpacking, placement, and setting up (connectivity and data transfer) new devices, and connecting to all peripherals. A physical inventory of all sites is performed annually to validate device distribution by site and user. While Refresh cycles do not have Service Level Agreements (SLAs), replacements must occur within a billing month to prevent double billing of new and old devices.

Another project performed by TelaForce was designing the OSCD wide area network backbone, which involved sizing the appropriate network routers and switches and working with the Local Exchange Carrier (LEC) to order the necessary bandwidth. TelaForce Network Engineering also made recommendations to the District regarding technology evolution and service enhancements.

Asset Management with ServiceNow

TelaForce accurately tracks the location and value of all of OCSD’s IT assets. Our proven asset management processes enhance the efficiency of both Help Desk and desktop services by providing

accurate information to help resolve incidents with assets. Using the ServiceNow platform, staff track the financial, contractual, and inventory details of hardware, software, and virtual infrastructures—as well as of non-IT assets—throughout their life cycles. ServiceNow handles asset requests through work flows to obtain approvals, validate entitlements, issue chargebacks, and provide services. Once an asset is deployed, asset management records all maintenance activity on that asset and enables Team TelaForce to perform regular audits right up until the asset is retired.

Server Administration Support

The server and network team monitor and respond to alerts, including temperature, CPU utilization, storage and utilization capacity. Alerts are set to thresholds, providing the opportunity for incident mitigation prior to service interruption.

The Server team administers 118 servers, located throughout the district. The team applies patches and security updates. In preparation for the 2018 school year, the TelaForce team introduced approximately 30,000 individual student accounts, implementing Single Sign On and Microsoft One Drive functionality. Through proactive monitoring and maintenance, the server environment consistently meets SLAs, including Response and Repair Time based on priority.

Network Administration Support

The Network team monitors 943 **network switches**, 41 **routers**, Cloud wireless controller, 2,267 wireless access points, and 1 firewall, connecting a district-wide network of over 40 sites. TelaForce staff designed and continues to manage the OSCD wide area network from isolating and restoring service to determining and resolving areas of degradation. Core routers are housed in the Central computer room with redundant internet network connections.

Network services also include network security (firewalls and anti-virus protection). The network is protected by a recently upgraded layer 7 firewall, administered and monitored by the TelaForce InfoSec team. This security system upgrade was implemented to (1) protect against Denial of Service attacks, (2) facilitate the monitoring of secure data traffic, and (3) reduce the risks of users introducing malware. The network utilizes port-based authentication to ensure user verification. These protections enable the use of the internet as an instructional aid by teachers. TelaForce network engineering provides monthly performance reporting against predefined SLAs. Network availability, at over 99.9%, exceeds the SLA.

Security Management Support

TelaForce has extensive Security Management experience in **cyber security** strategic, tactical, and operational programs. Our staff have been instrumental in implementing a robust security policy, procedures, and controls for OCSD which have enabled them to evolve to a proactive information security posture. We provide Security Audit and Vulnerability assessments services, perform audits that measure performance against the ITIL Security Framework through ISO 20000 practices, and provide guidance on mitigation. Staff provide security Incident responses at all levels of the environment. We apply security patches to web and SQL servers, provide physical security to restrict systems access, provide logical security via routers and Access Control Lists to protect Transport Control Protocol/ Internet Protocol (TCP/IP) ports, and maintain/monitor firewall logs daily to identify unauthorized access attempts and take appropriate protective measures.

Enterprise Architecture and Asset Coordination Support

TelaForce staff provide Enterprise Architecture Support and Asset Coordination services which include procurement and installation of staff computers, hardware replenishment, and systems lifecycle management. The TelaForce Asset Manager performs reviews with the OCSD Vendor Relations Manager (VRM) and site representatives. Occurring quarterly, these reviews identify assets at end of life and determine unit replacements. Over 17,000 devices—which include servers, desktops, laptops, Chromebooks and Apple devices—are tracked by site, building, room and user.

TelaForce maintains asset information in the Service Now Configuration Management Data Base (CMDB), which drives the monthly invoice. To support District cost budgeting schemes, invoices must identify type of device, location of device, Seat (leased)/Support (District purchased), and device user (e.g., teacher or administrator).

In addition to Refresh cycles, the Asset Team is also responsible for Moves Adds and Changes (MACs) throughout the year, with surge volumes occurring in the month teachers return to school. MACs have an SLA of 5 days to complete.

Quality Assurance

TelaForce's approach to quality is centered on ensuring that staff deliver outstanding services that are tightly linked to OCSD business objectives and requirements. TelaForce staff follow ITIL V3 and ISO 20000 Quality Assurance (QA) processes for incident, change, configuration, and asset management, which is integrated and implemented within the construct of our management processes for service delivery. Our standardized, repeatable processes are used to promptly handle change requests and to minimize impact to the production environment and service quality.

Customer Service Desk staff perform scheduled QA reviews to ensure data is following customer procedures, and data integrity is being met. Monitoring of Service Desk calls is employed to ensure agents are compliant with standard procedures. Other QA activities include reviewing recorded phone calls with the associated ticket to ensure all data is collected and recorded correctly. Any discrepancies identified are addressed to the satisfaction of the customer representative.

Data Strategy and Management

TelaForce has extensive Data Strategy and Management support experience. Staff use network monitoring tools (24/7) to track and report OCSD metrics, monitor system health, optimize network and device performance, and accomplish proactive intervention, response and resolution to network anomalies and attacks, including detection of viruses and unauthorized software. TelaForce centrally manages and administers software licenses, passwords, and software keys. Our OCSD data center is hosted in secure facilities, with badge access control combined with cypher locks and security cameras. We provide or direct touch maintenance (through vendor warranties) of all equipment housed in the data center, to include daily and weekly backup processes. All maintenance activities, Authorized Service Interruptions (ASIs); routine or emergency are coordinated with the VRM.

Disaster Recovery and Business Continuity Management

As OCSD's trusted strategic Disaster Recovery partner, TelaForce ensures that responses to and recovery from disasters or any other event that disrupts services are quick, efficient, and meet critical customer business requirements. TelaForce has developed, implemented, and managed Disaster Recovery Plans (DRP) for all services using ISO 20000 standards and practices. This has included

instances in which the DRPs have been enacted to recover from disastrous situations to include recovery from full server asset failure, network infrastructure failure and realized security threats. TelaForce follows an ISO-certified Service Continuity Management (SCM) Plan for continuous operations and disaster recovery. This ensures continuity of business operations, safeguards employees and property, protects data, and assures our customers receive prompt service through alternative operations.

TelaForce provides touch maintenance services for all servers and equipment located in the OCSD Central Data Center and at Central Communication rooms located at each school.

We coordinate with OCSD's facility management department for issues such as air conditioning, heat, power issues, and generator testing. We conduct preventive maintenance, cable management, emergency shutdown and recovery, physical security, system management and operations of servers, server environments and storage area networks for OCSD. We also troubleshoot all aspects of hardware equipment (e.g., servers, **switches**, **routers**, etc.). TelaForce maintains the physical infrastructure to include all equipment housed in the OCSD Central Data Center as well as at each school. IP thermometers are located throughout the data center and alerts key TelaForce personnel when temperature thresholds are reached so that TelaForce system administrators can take appropriate action. TelaForce maintains equipment accounts and data facility diagrams. We develop, update, and maintain an inventory list of equipment to include: building, floorplan, floor, room, rack, row, rack units, and power requirements. We resolve assigned change requests, incident tickets, and problem records received through our Service Now system using ISO 20000 processes. TelaForce also coordinates all authorized service interruption (ASI), maintenance activities, and restoration actions with the VRM.

Disaster Recovery (DR) and Continuity of Operations (COO) testing is performed on a regular basis and includes:

- Conduct preventive maintenance, cable management, emergency shutdown and recovery, and physical security for data centers;
- Coordinate unscheduled outages, maintenance activities, and restoration actions;
- Maintain equipment accounts and data facility diagrams for data centers; and
- Develop and maintain an accurate inventory list for data centers.

Internet Planning, Engineering, Operations

TelaForce staff provide OCSD, with overall Internet/Web planning, development, implementation, and cost management of the school district's website, and provide direction to the Web Authors, Web Developers, and outside vendors for the development of databases, interactive applets, and custom graphics.

Recruitment and Management of Highly Qualified Staff

Our staff are experienced, highly educated, dedicated and certified across many key disciplines. OCSD personnel regularly report they are extremely satisfied with the quality and experienced personnel supporting their program. For example, TelaForce's OCSD staff have an average of 12.6 year of service. A seasoned management team knows how to keep staff motivated and engaged, offering many training opportunities, reward programs targeted to performance goals and behaviors that align with TelaForce's Code of Ethics. Our staff are dedicated to the OCSD customer and their mission.

Marrying a deep understanding of state and local governments with a mature, proven process for identifying, hiring and maintaining highly qualified staff, TelaForce strives to recruit a talented, motivated team with diverse backgrounds to provide and deliver comprehensive solutions to OCSD. The recruiting process begins with a strong collaboration between hiring managers and HR recruiters to identify candidates having the requisite educational backgrounds, credentials, and experience for the positions being filled. Selected candidates are funneled through a series of stages to evaluate technical expertise, and people- and situation- handling skills. Each stage culminates in a decision about whether the candidate will move forward for deeper evaluation. This rigorous multi-stage assessment process ensures that highly qualified staff are hired and staffed on the project.

During surge periods where call volume is higher than normal in the Customer Service Center, additional temporary staff may be added to meet customer demands. This program has been optimized over several years and team is well equipped to also support emergency surges at moment's notice.

Once hired, TelaForce staff are mentored on professional growth and progression, and incited to further their education and earn industry certifications. Consequently, project staff continue to grow their knowledge, skills, and expertise, benefiting the employee and the project.

Training

The TelaForce staff consistently and successfully meets and exceeds the performance requirements of the OCSD contracts and achieves a high degree of customer satisfaction in large part to our exceptional training programs. Working in close partnership with OCSD, TelaForce uses multiple training mediums to ensure that we are reaching OCSD stakeholders to update them on changes to systems and policies, changes to facilities, outages, improved services, viruses, etc. Training can include customer specific training, one-on-one training, virtual and classroom style training, emailed training flyers for users, desk side support training, and school-based signage.

New OCSD Help Desk Specialists receive initial customer training provided by experienced customer team lead or delegates. Specialists are given training guides and are rigorously tested to ensure understanding prior to taking customer calls. Each Specialist shadows with a member of the senior staff to observe what they have learned in a live environment and are put on mock calls to simulate the customer experience prior to going live. They are regularly monitored after they are placed on the phones to ensure that objectives are being met, and training was successful. The Specialist training program is continuously measured for effectiveness and customer satisfaction.

Specialists have access to an online knowledgebase database to respond to customer requests, as well as extensive Response Plans which feature detailed sets of instructions used to solve repetitive issues, and User Manuals with step-by-step instructions for applications. Certification training is also encouraged to improve the Help Desk agent's knowledge, and all agents are Help Desk Institute (HDI) certified. Our OCSD training program has demonstrated an ability to produce quality process driven Specialists in an expedited manner. Focused on the customer business needs coupled with soft-skills that creates a responsive and interactive individual.

The Web Development team has also created detailed **Drupal** training manuals for all School Webmasters and Teachers and holds periodic classroom and one-on-one training classes for new school/teacher webmasters.

Proficiency Developing and Implementing Transition Plans

TelaForce applies a project-based approach to transition planning, following ITIL Framework and Project Management Body of Knowledge (PMBOK) best practices. TelaForce transitioned this client through its repeatable transition approach, which has been developed over the last ten years. The approach has been built upon successful practices developed over numerous state and local settings and leverages the firm’s deep understanding of the missions of state/local organizations and how these missions are carried out operationally and technically.

This approach began with an intensive data collection effort conducted via individual interviews with all key stakeholders supported by the Managed Services operations. These interviews were aimed at understanding the supporting agency/department’s key concerns, unique support needs, and any specialized applications and technologies. Using structured and pre-populated templates to guide discussions ensured the data collection was done in a comprehensive, yet expedient fashion. Missing data was easy to identify, allowing for follow up discussions.

The process was conducted by the Service Desk Lead who translated data from the collection template into Response Plans that codify agency- and department- specific information and rules for delivering support. The Service Desk Lead then built a knowledge base (Wiki) to store these plans in a structured fashion that allows for searching and ongoing changes and updates. These steps used TelaForce-developed templates for creating Response Plans and knowledge bases.

After collecting and capturing knowledge regarding current operations, the team was trained on the environment (organization, technology platforms, and Response Plans. The training program culminated in a TelaForce-developed online exam that all agents had to pass (where passing is defined as 100% exam score) prior to being able to take a customer call. This proven approach allowed for a smooth transfer of operations within 60 days of contract award.

SLA

OSCD has been able to maintain consistent and predictable costs over the years due to reduction in equipment costs and efficiencies in service delivery. All SLAs specifically customized to meet the requirements of the OCSD program, have consistently been achieved every year. Support for the roll-out of 1:1 student computing devices has made the school district a leader in the state of Florida in the implementation of student-use computing initiatives.

The OCSD program was recertified in March 2016 as ISO/IEC 20000:2011 and is currently in the process of ISO20000 re-registration. Recent performance against key project SLAs is shown below:

| Requirement | Performance Measurement | Current Performance |
|-----------------------|--|---|
| Mean Time to Answer | 85% SLA average wait time (both ring time and queue time) is 45 seconds or less for all calls received. | Met SLA 100% since contract inception. |
| First Call Resolution | 80% of all eligible calls are resolved on first contact. An eligible call is defined as any call authorized for resolution by the School District, which can be resolved without a desk-side visit. | FCR since contract inception has been over 97% |
| Abandon Rate | Less than 6% of calls may be abandoned before a technician answers a customer phone call. | Only 2.0% of calls abandoned before answer since contract inception. |
| IMAC Quality | 85% of IMACs are successful within SLA of 5 days. | 93.0% of IMACs are successful and exceed SLA. |

| | | |
|-----------------------|--|--|
| Availability | 90% SLA on availability of all services and devices. | Maintain 99.0% for End-User Platforms and 99.99% for Enterprise Operations services. |
| Customer Satisfaction | 90% of all Customer Service Survey Responses weighted scores above 3.0 "Satisfied" or better (100 survey minimum). | 100% customer satisfaction exceeds the SLA since contract inception. |

Performance Objectives Satisfied

Level of service is measured for seven standards across three categories, 1) Services – Customer and Desktop Support, 2) Enterprise Operations, and 3) Enterprise Applications. In 2012, we exceeded the customer Service Delivery Goal of 90%, earning an average of 98.78% per standard, with the lowest rating received being 94.59%.

6.3 REFERENCE #3 – MONTGOMERY COUNTY SEAT MANAGEMENT

Montgomery County, MD – Desktop Computer Modernization Program (SEAT Management)

| | |
|---|--|
| <p>Name & Address of Customer: Montgomery County, Maryland Device Client Management (DCM) Office of Procurement, Rockville Center 7361 Calhoun Place, Suite 150, Derwood, Maryland 20855</p> | <p>Point of Contact: Michelle Rinaldi, COTR Agency/Office: Department of Technology Services Address: 101 Monroe St. Rockville, MD 20850 Phone: 240-777-2848 E-Mail: michelle.rinaldi@montgomerycountymd.gov</p> |
|---|--|

| | |
|--|--|
| <p>Contract Number: 1029082</p> | <p>Client Type: Fixed Price (FFP) Time and Material (T&M)</p> |
|--|--|

| | |
|---|--|
| <p>Total Contract Value: \$76.3M</p> | <p>Contract Term: 02/22/2017 – 12/31/2023</p> |
|---|--|

Description:

Project Management

TelaForce has conducted many large scale, highly visible projects for MontCo, which include real time, on-line reporting of operational performance through BI dashboards, **implementation** of a Tier 0 Self-Help Portal, remote diagnostic and remediation tools for Service Desk Analysts, creation of response **plans** for major incidents, implementation of a Virtual Desktop Infrastructure (VDI), Migration to Office365, transition to an RFID-based inventory management system, and Application Virtualization in support of legacy applications.

TelaForce developed a knowledge base of solutions to questions about the most commonly used software programs. TelaForce’s Self-Help Information Portal (SHIP) grants access to MontCo employees, allowing them to find their own solutions to technical issues, how-to information, and online training videos. This one-stop-shop is accessible over the Internet 24x7, helping MontCo employees solve problems from anywhere at any time.

Service Desk/General Desktop Support/IMACs

The TelaForce Service Desk serves as MontCo's single-point-of resolution for technological issues related to devices or OS authorized by the County, including BYOD mobile devices. Our process is designed to have all calls answered directly by live, knowledgeable Service Desk Analysts who resolve issues without the need for call transfer, call back, or dispatch of a Field Service Technician. The TelaForce Service Desk operational model is designed to maintain our consistently high customer satisfaction while restoring users to a productive state as quickly as possible. We achieve this by focusing on FCR. High FCR increases end-user satisfaction and reduces costs to MontCo by reducing the number of required desk-side Technicians. All Service Desk analysts have A+ and HDI certifications and Field Technicians have A+ certifications.

Business Intelligence (BI) dashboards are utilized to provide staff with real-time ticket and call statistics and color-coded warnings that provide audible notifications to the Service Desk if any SLA or metric approaches a predefined threshold of noncompliance. Searchable Knowledge databases are used to troubleshoot and resolve incidents. As part of our Quality Assurance (QA) program, sample call recordings and ticket documentation are reviewed to ensure team adherence to quality guidelines. Quality metrics are collected and maintained within each analyst's Performance Portfolio, assisting supervisors in identifying deficiencies that need addressing. Performance metrics are reviewed monthly with key MontCo personnel.

In addition to Service Desk, TelaForce supports all information technology devices authorized for use by MontCo, including traditional PCs and laptops, tablets, convertible systems, and smart phones. Core **technical services** provided include Emergency Support; Desktop Engineering; Configuration and Image Development, Installs, Moves, Adds, and Changes (IMACs); Mobile Device Management; and Break/Fix Services.

Asset Management

TelaForce provides an ITIL-based, ISO 20000-certified asset management solution for all MontCo approved IT assets. Coupling Radio-Frequency Identification (RFID) and barcode technology, with industry best practices, the TelaForce solution delivers a 99%+ inventory accuracy.

Tier 3 Technical and Network Support

TelaForce has developed and implemented a mission critical 24/7 Network Operation Center for FiberNet and other networks that support multiple organizations within MontCo. Since the go-live of the NOC in 2015, TelaForce has maintained 100% support with no lapse in coverage. TelaForce also supports MontCo's server infrastructure, providing 24/7 support of the physical server hardware and related components.

Staffing

TelaForce's MontCo staff are experienced, highly educated, dedicated, and certified across many key disciplines. Our staff are dedicated to the MontCo customer and their mission.

SLAs

TelaForce has delivered enhanced levels of service, while reducing IT equipment costs by 40%. Over the last 10 years, TelaForce has over-performed all MontCo SLAs as shown below.

7. TELAFORCE ADDITIONAL INFORMATION AND COMMENTS

In addition to the specific areas of expertise required by Okaloosa County, TelaForce's local team has expertise in the areas described below.

7.1 HELP DESK SUPPORT

The TelaForce Help Desk acts as the central command center and single point of contact for all technology issues.

Products Supported – The Help Desk currently supports all existing seat types and customer-approved software. TelaForce supports the customer's service offerings, except where the customer has retained support for specialized products. For all reported issues that are not handled by TelaForce, the Help Desk provides contact information to the end user for customer resources that can assist with the specified concern. We act as a liaison between the customer and its software partners to coordinate services and resolutions.

Automated Call Tracking – TelaForce tracks problems from initial call to restored service using an ITSM system. Using data compiled from the system, we create a knowledge base to answer frequently asked questions, provide detailed solution steps for common technical issues, and develop training plans and trend analyses. Currently, TelaForce provides management reports that detail call metrics and ticket information, and a metrics dashboard for real-time access to call statistics.

Help Desk – TelaForce Help Desk is located in Okaloosa County and users contact it for assistance by calling a dedicated telephone number or through email. End-users can also contact the Help Desk via a self-service portal or through a toll-free telephone number to avoid long-distance charges, which benefits outlying school sites.

Our Help Desk focuses on first-call resolution (FCR). The primary goals of FCR are increased end-user satisfaction and reduced costs. TelaForce's Help Desk approach relies on training, tools, and standardized processes in order to realize a high FCR. This leads to a reduced need for desk-side support, which enhances end-user productivity (less down time), resulting in a high customer satisfaction.

Service Level Industry-Standard "Best Practices" – The Help Desk ensures that trouble tickets are escalated in a timely, efficient, and proper manner. Calls to the Help Desk are measured with an automated call distribution (ACD) system. We provide reports that measure the service level requirements based on best practices.

TelaForce has demonstrated our ability to meet and exceed the service requirements for our customers. The Help Desk monitors systems to determine, diagnose, and resolve problems through customer contact and proactive alerts/tools such as OpenNMS. To further enhance the effectiveness of our Help Desk, we employ remote diagnostic and resolution tools, such as VNC, Microsoft System Center

Configuration Manager (SCCM), and Bomgar. These tools allow us to remotely resolve caller issues, decreasing downtime and allowing students, teachers, and staff to quickly resume normal activities.

Service Level Definitions – TelaForce understands the requirements to meet industry standards: Average Speed of Answer (ASA), Abandoned Call, FCR, and Cycle Time Rate. TelaForce currently meets the industry standards and plans to exceed them for all customers.

7.2 ASSET MANAGEMENT

TelaForce tracks more than 17,000 assets and performs detailed reporting on all assets. We also track refresh dates for all assets depending on hardware type—i.e., server (5 years), laptop (3 years), and desktop (3 years).

Our cradle-to-grave approach is based on our ISO-certified Configuration Management processes, as well as our knowledge of the customer environment. The major tasks in asset management are acquisition; installation; MAC; configuration modification; and disposal, tracking, and reporting. Equipment acquired from vendors is configured, delivered, installed at the end-user’s desktop/laptop, and maintained by remote or onsite support. Over its life cycle, a unit of equipment may be moved or reassigned to a new classroom, school, or other administrative site or the hardware may be updated to ensure minimum configuration standards are met. Eventually, the equipment becomes obsolete and must be disposed of. Disposal of all hardware must be completed in compliance with state regulations of hardware decommissioning, including the wiping of data on each hard drive.

Ensuring Inventory Accuracy – TelaForce houses all asset data in a formal configuration management database (CMDB) and maintains a better than 99% accurate inventory of all District assets—both seat managed and supported. All assets receive a physical asset tag with the following information on it: serial number, bar code (using serial number), property of, Help Desk phone number, and purchase date.

Inventory Process Improvements

TelaForce reduced the time and personnel required to complete physical inventories of OCSD seat management equipment from 6 weeks to less than 4 weeks.

TelaForce conducts a yearly physical inventory of all assets and generates reports of current inventory at individual sites at the end of a site visit. Asset inventory is updated daily as information changes due to MACs (e.g., site, building number, room, teacher name, hardware or software updates) and is processed through the Help Desk ticketing system.

TelaForce also uses SCCM to enable electronic inventory of assets through IP addresses at each site and allows management of hardware and software configurations.

Supplementing these inventory tools are the reporting aspects of inventory, which also help determine inventory accuracy, and include:

- Asset reporting and monthly bills created using our CMDB. Since the bill is created directly from the CMDB, there is monthly verification of all assets.

- Custom reporting, inventory on demand, and electronic inventory software that are used to verify selected assets.
- Research of client history generated from District notification of hiring, transfer, or termination from the customer employment system. This allows for accurate deployment, collection, and relocation of assets as needed.
- SCCM is used to electronically inventory assets from a remote destination. This enables TelaForce to see where the assets are physically located, based on IP ranges.

Automating Collection of Individual Desktop Configuration Data – TelaForce uses SCCM to automate the collection of individual desktop configuration data, which includes installed software packages and versions, logon information, current hardware configuration, Basic Input/Output System (BIOS) information, and alerts on unapproved software installations.

Coordinate Licensing to Achieve Economies of Scale – TelaForce approach to managing software licensing is to proactively inform the customer of upcoming license renewals, license shortfalls, and license consolidation. We meet with customer to inform them of changes in areas such as mailbox, asset, and server growth or reductions and help the customer determine the needs of enterprise software licensing on a yearly basis.

Achieving Economies of Scale

TelaForce was able to provide OCSD annual cost savings of \$10,000 by consolidating 10 Scholastic Enterprise servers into a single District-wide seat managed server.

7.3 MOBILE DEVICE MANAGEMENT

In keeping with TelaForce Help Desk concept of single point of contact/single point of resolution,

TelaForce fully integrates support for mobile devices into our Seat Management and Help Desk operations. TelaForce's staff is very knowledgeable in remote management of workstations, which will directly translate into our ability to succeed with the customer's Mobile Device Management (MDM) requirements.

TelaForce has been a leader in implementing MDM tools to provide ease of deployment, security, asset management, application management, and assistance to mobile device users. This extends to both customer-owned mobile devices and the "bring your own device" (BYOD) concept, which is gaining prevalence in many organizations. While supporting the flexibility that users demand, our MDM solution will increase security through effective mobile computing standards and encryption, as shown in **Exhibit 7.3-1**.

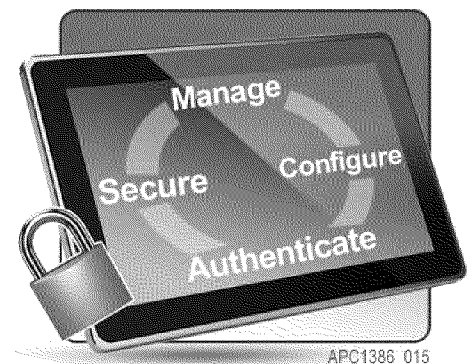


Exhibit 7.3-1: TelaForce Mobile Device Management

MDM increases security through effective mobile computing standards and encryption.

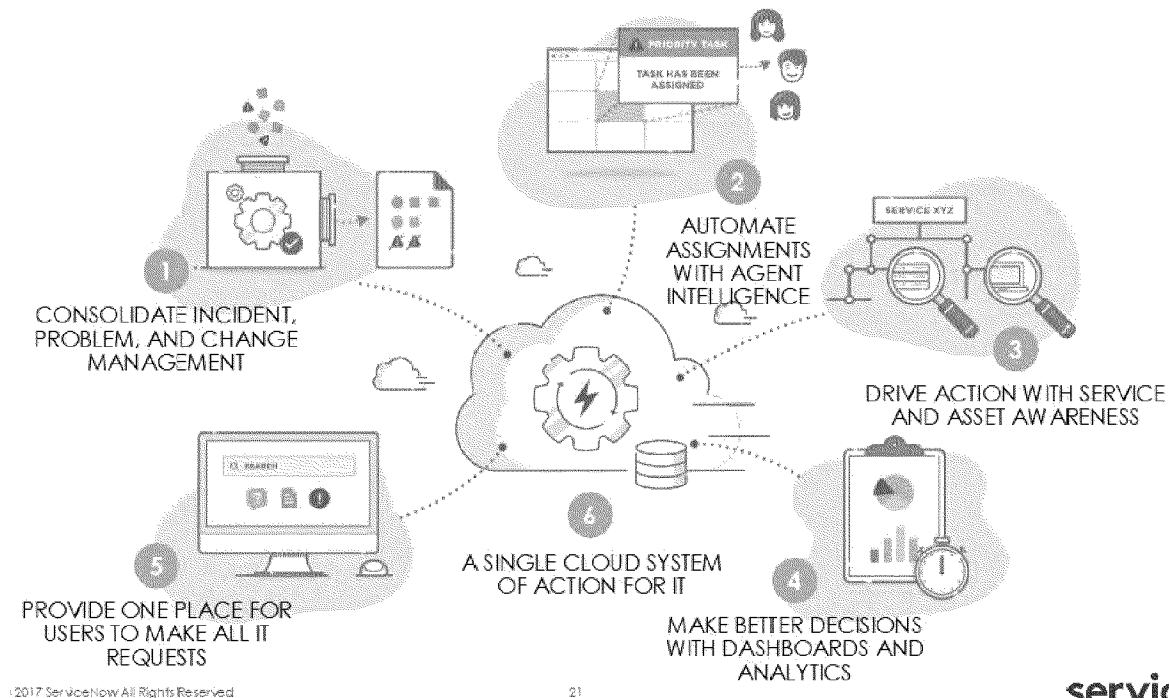
Mobile devices do not require the same level of operating system and application management as desktops and laptops. However, they must still be managed. These devices require centralized management that is capable of allowing access to multiplatform mobile devices.

7.4 ITSM TOOLS USING SERVICENOW

ServiceNow Implementation Services

Highly complementary to our TeloForce state-of-the-art Service Desk solution and services, our team provides subject matter expertise to help organizations achieve digital transformations and modernization of their service management infrastructure with ServiceNow services. As a ServiceNow public sector technology partner, we believe ServiceNow represents the best solution for state and local organizations. The TeloForce technology team has worked with the ServiceNow platform for nearly a decade with other SLED and commercial organizations. Our implementation of ServiceNow platform services will allow the consolidation of service management, incident management tracking, process management and tools to transform the way services are delivered, while improving the customer experience. Our ServiceNow implementation services will automate workflows, provide real-time visibility, improve IT productivity and allow organizations to channel operational investments to innovation.

How to Modernize IT Service Management



Some of the additional benefits an organization will recognize include increased IT productivity and new technology that incorporates machine learning to automate routine tasks. Organizations will also receive the insights needed to continuously improve. As a seasoned ServiceNow technology partner we are pleased to offer the following ServiceNow services individually or in bundles:

Change Management

Our change management services allow IT change processes to minimize the risks and costs associated with rapid unplanned changes. Automate the planning and scheduling of CAB (Change Advisory Board) meetings with CAB Workbench and set expectations for planned changes. Increase user satisfaction and decrease unwarranted ticket requests with automated change notifications.

Benefits

Prevents wasting time in change advisor meetings

Minimizes the risks and costs associated with unplanned changes

Centralized Configuration Management Database (CMDB)

TelaForce consolidates disparate IT management systems into a single system of action/single source of truth, allowing IT to see exactly what assets are in your IT environment, what services they are related to, and how they're functioning at all times. See the relationship between the CIs and services to proactively manage the impact of changes on your services. Monitor the quality of your CMDB data with the CMDB Health Dashboard.

Benefits

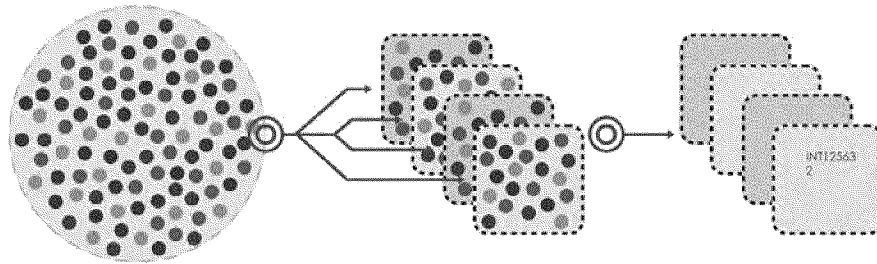
Provides better service visibility and control of your environment

Makes better decisions with full understanding of risk and impact

Event Alert/Management

Our robust event and alert management infrastructure services will allow customers to prioritize and filter through of the variety of messages and alerts from current disparate systems **prior** to an incident actually being created. One of the largest challenges an organization faces is an overabundance of alerts and messages.

Alert Correlation/Aggregation



Filtering, transformation, consolidation, and de-duplication -- before creating an incident

Our services will allow customers gain visibility into their IT team's service commitments and performance. Proactively manage SLAs with the color-coded visual SLA Timeline that allows managers to see individual SLA progress and events triggering stage changes. Prioritize tasks, check statuses, reassign ownership, and escalate issues when needed, allowing you to always provide your best service for what matters most to your organization.

Benefits

Action on the really important events and ignore the noise to better serve your teachers and students

Better efficiency and save on human capital and you will be better able to respond to real issues

Continual Improvement Management

Continual Improvement Management (CIM) services functionality aligns data, people, and business goals for managing and measuring the strategic roadmap for IT improvements. With a structured framework and workflow, CIM enables cross-team collaboration and ensures all improvements are efficiently reviewed and prioritized.

Benefits

Reduces costs and focuses resources on innovation for the business

Allows cross-team collaboration to manage and measure IT improvements

ATTACHMENTS

TelaForce provides the following completed response documents, as required by the RFP:

- RESPONDENT ACKNOWLEDGEMENT FORM
- ATTACHMENT 1 – TABLE 1
- RESPONSE DOCUMENT #1: DRUG-FREE WORKPLACE CERTIFICATION
- RESPONSE DOCUMENT #2: CONFLICT OF INTEREST DISCLOSURE FORM
- RESPONSE DOCUMENT #3: FEDERAL E-VERIFY COMPLIANCE CERTIFICATION
- RESPONSE DOCUMENT #4: CONE OF SILENCE FORM
- RESPONSE DOCUMENT #5: INDEMNIFICATION AND HOLD HARMLESS
- RESPONSE DOCUMENT #6: ADDENDUM ACKNOWLEDGEMENT
- RESPONSE DOCUMENT #7: COMPANY DATA
- RESPONSE DOCUMENT #8: SYSTEM AWARD MANAGEMENT FORM
- RESPONSE DOCUMENT #9: LIST OF REFERENCES
- RESPONSE DOCUMENT #10: CERTIFICATION REGARDING LOBBYING
- RESPONSE DOCUMENT #11: SWORN STATEMENT – PUBLIC ENTITY CRIMES
- RESPONSE DOCUMENT #12: GOVERNMENTAL DEBARMENT & SUSPENSION
- RESPONSE DOCUMENT #13: VENDORS ON SCRUTINIZED COMPANIES LIST
- RESPONSE DOCUMENT #14: GRANT FUNDED CLAUSES
- RESPONSE DOCUMENT #15: RFP RESPONDENT’S ACKNOWLEDGEMENT FORM
- RESPONSE DOCUMENT #16: CERTIFICATE OF GOOD STANDING FOR THE STATE OF
FLORIDA-PROVIDED BY CONTRACTOR

RESPONSE DOCUMENT #14: GRANT FUNDED CLAUSES

This Exhibit is hereby incorporated by reference into the main *Procurement*.

FEDERAL PROVISION RELATED TO GRANT FUNDS THAT MAY BE USED TO FUND THE SERVICES AND GOODS UNDER THIS *SOLICITATION*

This *solicitation* is fully Federally Grant funded. To the extent applicable, in accordance with Federal law, respondents shall comply with the clauses as enumerated below. *Proposer* shall adhere to all grant conditions as set forth in the requirements of grant. Including, but not limited to, those set forth below, as well as those listed below, which are incorporated herein by reference:

- a. 2 CFR. 25.110
- b. 2 CFR Part 170 (including Appendix A), 180, 200 (including Appendixes), and 3000
- c. Executive Orders 12549 and 12689
- d. 41 CFR s. 60-1(a) and (d)
- e. Consolidated Appropriations Act, 2021, Public Law 116-260 related to salary limitations

These cited regulations are hereby incorporated and made part of this *Solicitation* as if fully set forth herein. As stated above, this list is not all inclusive, any other requirement of law applicable in accordance with the Federal, State or grant requirements are also applicable and hereby incorporated into this *Solicitation*. If *Proposer* cannot adhere to or objects to any of the applicable federal requirements, *Proposer's* proposal may be deemed by the County as unresponsive. The provisions in this exhibit are supplemental and in addition to all other provisions within the *procurement*. In the event of any conflict between the terms and conditions of this Exhibit and the terms and conditions of the remainder of the *procurement*, the conflicting terms and conditions of this Exhibit shall prevail. However, in the event of any conflict between the terms and conditions of this Exhibit and the terms and conditions of any federal grant funding document provided specific to the funds being used to contract services or goods under this *Procurement* the conflicting terms and conditions of that document shall prevail.

Drug Free Workplace Requirements (Drug-Free Workplace Act of 1988 (41 U.S.C. § 701 et seq.), 2 CFR § 182): Applicability: As required in the Drug-free workplace requirements in accordance with Drug Free Workplace Act of 1988 (Pub l 100-690, Title V, Subtitle D). Requirement: to the extent applicable, *proposer* must comply with Federal Drug Free workplace requirements as Drug Free Workplace Act of 1988.

Conflict of Interest (2 CFR § 200.112): Applicability: Any federal grant funded Contract or Contract that may receive federal grant funds. Requirement: The *proposer* must disclose in writing any potential conflict of interest to the County or pass-through entity in accordance with applicable Federal policy. Further, the County is required to maintain conflict of interest policies as it relates to procured contracts. In accordance with the Okaloosa County Purchasing Manual section 41.05(8), a conflict of interest exists when and of the following occur: i. Because of other activities, relationships, or contracts, a *proposer* is unable, or potentially unable, to render impartial assistance or advice; ii. A *proposer's* objectivity in performing the contract work is or might be otherwise impaired; or iii. The *proposer* has an unfair competitive advantage.

Mandatory Disclosures (31 U.S.C. §§ 3799 – 3733): Applicability: All Contracts using federal grants funds, or which may use federal grant funds. Requirement: *proposer* acknowledges that 31 U.S.C. Chapter 38 (Administrative Remedies for False Claims and Statements) applies to the *proposer's* actions pertaining to this *solicitation*. The contractor must disclose in writing all violations of Federal criminal law involving fraud, bribery, or gratuity violations potentially affecting the Federal award.

Utilization of Minority and Women Firms (M/WBE) (2 CFR § 200.321): Applicability: All federally grant funded Contracts or Contracts which may use federal grant funds. Requirement: The *proposer* must take all

necessary affirmative steps to assure that minority businesses, women's business enterprises, and labor surplus area firms are used when possible, in accordance with 2CFR 200.321. If subcontracts are to be let, prime *proposer* will require compliance by all sub-contractors. Prior to contract award, the *proposer* shall document efforts to utilize M/WBE firms including what firms were solicited as suppliers and/or subcontractors as applicable and submit this information with their bid submittal. Information regarding certified M/WBE firms can be obtained from:

Florida Department of Management Services (Office of Supplier Diversity)
Florida Department of Transportation
Minority Business Development Center in most large cities and
Local Government M/DBE programs in many large counties and cities

Equal Employment Opportunity (As per 2 CFR Part 200, Appendix II(C); 41 CFR § 61-1.4; 41 CFR § 61-4.3; Executive Order 11246 as amended by Executive Order 11375): Applicability: except as otherwise provided under 41 CFR Part 60, applies to all contracts that meet the definition of "federally assisted construction contract" in 41 CFR Part 60-1.3. Requirement: During the performance of this Contract, the *proposer* agrees as follows: (1) The *Proposer* will not discriminate against any employee or applicant for employment because of race, color, religion, sex, or national origin. The *Proposer* will take affirmative action to ensure that applicants are employed, and that employees are treated during employment, without regard to their race, color, religion, sex, sexual orientation, gender identify, or national origin. Such action shall include, but not be limited to, the following: employment, upgrading, demotion, or transfer; recruitment or recruitment advertising; layoff, or termination; rates of pay or other forms of compensation; and selection for training, including apprenticeship. The *Proposer* agrees to post in conspicuous places, available to employees and applicants for employment, notices to be provided setting forth the provisions of this nondiscrimination clause; (2) The *Proposer* will, in all solicitations or advertisements for employees placed by or on behalf of the *Proposer*, state that all qualified applicants will receive considerations for employment without regard to race, color, religion, sex, or national origin; (3) The *Proposer* will send to each labor union or representative of workers with which it has a collective bargaining Contract or other contract or understanding, a notice to be provided advising the said labor union or workers' representatives of the *Proposer's* commitments under this section and shall post copies of the notice in conspicuous places available to employees and applicants for employment; (4) The *Proposer* will comply with all provisions of Executive Order 11246 of September 24, 1965, and of the rules, regulations, and relevant orders of the Secretary of Labor; (5) The *Proposer* will furnish all information and reports required by Executive Order 11246 of September 24, 1965, and by rules, regulations, and orders of the Secretary of Labor, or pursuant thereto, and will permit access to his books, records, and accounts by the administering agency and the Secretary of Labor for purposes of investigation to ascertain compliance with such rules, regulations, and orders.; (6) In the event of the *Proposer's* noncompliance with the nondiscrimination clauses of this contract or with any of the said rules, regulations, or orders, this contract may be canceled, terminated, or suspended in whole or in part and the *Proposer* may be declared ineligible for further Government contracts or federally assisted construction contracts in accordance with procedures authorized in Executive Order 11246 of September 24, 1965, and such other sanctions may be imposed and remedies invoked as provided in Executive Order 11246 of September 24, 1965, or by rule, regulation, or order of the Secretary of Labor, or as otherwise provided by law.; (7) *Proposer* will include the portion of the sentence immediately preceding paragraph (1) and the provisions of paragraphs (1) through (7) in every subcontract or purchase order unless exempted by rules, regulations, or orders of the Secretary of Labor issued pursuant to section 204 of Executive Order 11246 of September 24, 1965, so that such provisions will be binding upon each subcontractor or vendor. The *Proposer* will take such action with respect to any subcontract or purchase order as the administering agency may direct as a means of enforcing such provisions, including sanctions for noncompliance: Provided, however, that in the event a *Proposer* becomes involved in, or is threatened with, litigation with a subcontractor or vendor as a result of such direction by the administering agency the *Proposer* may request the United States to enter into such litigation to protect the interests of the United States.

Davis-Bacon Act (40 U.S.C. §§ 3141-3144 and 3146-3148, as supplemented by 29 CFR Part 5):

Applicability: When required by Federal Program legislation, grant funding, and all prime construction contracts in excess of \$2,000 awarded by non-Federal entities, including Okaloosa County. Requirement: If applicable to this *solicitation*, the *proposer* agrees to comply with all provisions of the Davis Bacon Act as amended (40 U.S.C. 3141-3148). *Proposer* are required to pay wages to laborers and mechanics at a rate not less than the prevailing wages specified in a wage determination made by the Secretary of Labor. In addition, contractors must be required to pay wages not less than once a week. If the grant award contains Davis Bacon provisions, the County will place a copy of the current prevailing wage determination issued by the Department of Labor in the solicitation document. The decision to award a contract shall be conditioned upon the acceptance of the wage determination.

Copeland Anti Kick Back Act (40 U.S.C. § 3145 as supplemented by 29 CFR Part 3):

Applicability: When required by Federal Program legislation, grant funding, and all prime construction contracts in excess of \$2,000 awarded by non-Federal entities, including Okaloosa County. Requirement: If applicable to this *Solicitation*, *proposer* shall comply with all the requirements of 18 U.S.C. § 874, 40 U.S.C. § 3145, 29 CFR Part 3 which are incorporated by reference to this *solicitation*. *Proposer* are prohibited from inducing by any means any person employed in the construction, completion or repair of public work to give up any part of the compensation to which he or she is otherwise entitled.

Contract Work Hours and Safety Standards Act (40 U.S.C. 3701–3708 as supplemented by 29 CFR Part 5):

Applicability: All contracts awarded in excess of \$100,000 that involve the employment of mechanics or laborers. Requirement: All contracts awarded in excess of \$100,000 that involve the employment of mechanics or laborers must be in compliance with 40 U.S.C. 3702 and 3704, as supplemented by Department of Labor regulations (29 CFR Part 5). Under 40 U.S.C. 3702 of the Act, each contractor is required to compute the wages of every mechanic and laborer on the basis of a standard work week of 40 hours. Work in excess of the standard work week is permissible provided that the worker is compensated at a rate of not less than one and a half times the basic rate of pay for all hours worked in excess of 40 hours in the work week. The requirements of 40 U.S.C. 3704 are applicable to construction work and provide that no laborer or mechanic must be required to work in surroundings or under working conditions, which are unsanitary, hazardous or dangerous. These requirements do not apply to the purchases of supplies or materials or articles ordinarily available on the open market, or contracts for transportation or transmission of intelligence.

Clean Air Act (42 U.S.C. 7401–7671q.) and the Federal Water Pollution Control Act (33 U.S.C. 1251–1387, as amended):

Applicability: Contracts and subgrants of amounts in excess of \$150,000.00. Requirement: *proposer* agrees to comply with all applicable standards, orders or regulations issued pursuant to the Clean Air Act (42 U.S.C. 7401–7671q.) and the Federal Water Pollution Control Act as amended (33 U.S.C. 1251–1387). Violations must be reported to the Federal awarding agency and the Regional Office of the Environmental Protection Agency (EPA).

Debarment and Suspension (2 CFR part 180, Executive Orders 12549 and 12689):

Applicability: All contracts with federal grant funding or possibility of federal grant funds being used. Requirement: *proposer* certifies that it and its principals, if applicable, are not presently debarred or suspended by any Federal department or agency from participating in this transaction. *Proposer* now agrees to verify, to the extent applicable that for each lower tier subcontractor that exceeds \$25,000 as a "covered transaction" under the Services to be provided is not presently disbarred or otherwise disqualified from participating in the federally assisted services. The *proposer* agrees to accomplish this verification by: (1) Checking the System for Award Management at website: <http://www.sam.gov>; (2) Collecting a certification statement similar to the Certification of Offeror/Bidder Regarding Debarment, herein; (3) Inserting a clause or condition in the covered transaction with the lower tier contract.

Byrd Anti-Lobbying Amendment (31 U.S.C. 1352): Applicability: Applicable to any individual/entity that applies or bids/procures an award in excess of \$100,000. Requirement: *proposer* must file the required certification, attached to the procurement. Each tier certifies to the tier above that it will not and has not used Federal appropriated funds to pay any person or organization for influencing or attempting to influence an officer or employee of any agency, a member of Congress, officer or employee of Congress, or an employee of a member of Congress in connection with obtaining any Federal contract, grant or any other award covered by 31 U.S.C. 1352. Each tier must also disclose any lobbying with non-Federal funds that takes place in connection with obtaining any Federal award. Such disclosures are forwarded from tier to tier up to the non-Federal award. The contractor shall certify compliance.

Rights to Inventions Made Under a Contract or Agreement (37 CFR Part 401): Applicability: If the Federal award meets the definition of "funding agreement" under 37 CFR § 401.2 additional Standard patent rights clauses in accordance with 37 CFR § 401.14 shall apply. Requirement: Please contact the County for further information related to the applicable standard patent rights clauses.

Procurement of Recovered Materials (2 CRF 200.323 and 40 CFR Part 247): Applicability: All contractors of Okaloosa County when federal funds may be or are being used under the Contract. Requirement: *proposer* must comply with section 6002 of the Solid Waste Disposal Act, as amended by the Resource Conservation and Recovery Act. The requirements of Section 6002 include procuring only items designated in guidelines of the Environmental Protection Agency (EPA) at 40 CFR part 247 that contain the highest percentage of recovered materials practicable, consistent with maintaining a satisfactory level of competition, where the purchase price of the item exceeds \$10,000 or the value of the quantity acquired during the preceding fiscal year exceeded \$10,000; procuring solid waste management services in a manner that maximizes energy and resource recovery; and establishing an affirmative procurement program for procurement of recovered materials identified in the EPA guidelines.

Access to Records and Reports: Applicability: All Contracts that received or may receive federal grant funding. Requirement: *Proposer* will make available to the County's granting agency, the granting agency's Office of Inspector General, the Government Accountability Office, the Comptroller General of the United States, Okaloosa County, Okaloosa County Clerk of Court's Inspector General, or any of their duly authorized representatives any books, documents, papers or other records, including electronic records, of the contractor that are pertinent to the County's grant award, in order to make audits, investigations, examinations, excerpts, transcripts, and copies of such documents. The right also includes timely and reasonable access to the contractor's personnel during normal business hours for the purpose of interview and discussion related to such documents. This right of access shall continue as long as records are retained.

Record Retention (2 CFR § 200.33): Applicability: All Contracts that received or may receive **Federal or State** grant funding. Requirement: [*proposer/consultant/contractor*] will retain of all required records pertinent to this contract for a period of five years, after all funds have been expended or returned to the County. Wherever practicable, such records should be collected, transmitted, and stored in open and machine-readable formats. Your company must agree to provide or make available such records to the County upon request, in order to conduct audits or other investigations and retain these records in compliance with the OMB guidance 2 C.F.R. §200.334.

Federal Changes: *Proposer* shall comply with all applicable Federal agency regulations, policies, procedures and directives, including without limitation those listed directly or by reference, as they may be amended or promulgated from time to time during the term of *any awarded contract*.

Termination for Default (Breach or Cause): Applicability: All Contracts that may receive federal funds or that are federally funded above the micro-purchase amount. Requirement: If Contractor does not deliver supplies in accordance with the contract delivery schedule, or, if the contract is for services, the Contractor

fails to perform in the manner called for in the contract, or if the Contractor fails to comply with any other provisions of the contract, the County may terminate the contract for default. Termination shall be effected by serving a notice of termination on the contractor setting forth the manner in which the Contractor is in default. The contractor will only be paid the contract price for supplies delivered and accepted, or services performed in accordance with the manner of performance set forth in the contract.

Termination for Convenience: Applicability: All Contracts that may receive federal funds or that are federally funded above the micro-purchase amount. Requirement: *Any Awarded Contract* may be terminated by Okaloosa County in whole or in part at any time, upon ten (10) days written notice. If the Contract is terminated before performance is completed, the *Contractor* shall be paid only for that work satisfactorily performed for which costs can be substantiated.

Safeguarding Personal Identifiable Information (2 CFR § 200.82): Applicability: All Contracts receiving, or which may receive federal grant funding. Requirement: *proposer* will take reasonable measures to safeguard protected personally identifiable information and other information designated as sensitive by the awarding agency or is considered sensitive consistent with applicable Federal, state and/or local laws regarding privacy and obligations of confidentiality.

Prohibition On Utilization Of Cost Plus A Percentage Of Cost Contracts (2 CFR Part 200): Applicability: All Contracts receiving or which may receive federal grant funding. Requirement: The County will not award contracts containing Federal funding on a cost-plus percentage of cost basis.

Energy Policy and Conservation Act (43 U.S.C. § 6201 and 2 CFR Part 200 Appendix II (H)): Applicability: For any contracts except micro-purchases (\$3000 or less, except for construction contracts over \$2000). Requirement: *proposer* shall comply with mandatory standards and policies relating to energy efficiency, stating in the state energy conservation plan issued in compliance with the Energy Policy and Conservation act. (Pub. L. 94-163, 89 Stat. 871) [53 FR 8078, 8087, Mar. 11, 1988, as amended at 60 FR 19639, 19645, Apr. 19, 1995].

Trafficking Victims Protection Act (2 CFR Part 175): Applicability: All federally grant funded contracts or contracts which may become federally grant funded. Requirement: *Proposer* will comply with the requirements of Section 106(g) of the Trafficking Victims Protection Act (TVPA) of 2000, as amended (22 U.S.C. 7104) which prohibits *Proposer* from (1) engaging in severe forms of trafficking in persons during the period of time that *resulting contract* is in effect; (2) procuring a commercial sex act during the period of time that *resulting contract* is in effect; or (3) using forced labor in the performance of the contracted services under *a resulting contract*. *A resulting contract* may be unilaterally terminated immediately by County for *Proposer's* violating this provision, without penalty.

Domestic Preference For Procurements (2 CFR § 200.322): Applicability: All Contracts using federal grant funds or which may use federal grant funds. Requirement: As appropriate and to the extent consistent with law, to the greatest extent practicable when using federal funds for the services provided in *a resulting contract*, shall provide a preference for the purchase, acquisition, or use of goods and products or materials produced in the United States.

Buy America (Build America, Buy America Act (Public Law 117-58, 29 U.S.C. § 50101, Executive Order 14005): Applicability: Applies to purchases of iron, steel, manufactured products and construction materials permanently incorporated into infrastructure projects, where federal grant funding agency requires it or if the grant funds which may come from any federal agency, but most commonly: the U.S. Environmental Protection Agency (EPA), the U.S. Federal Transit Administration (FTA), the US Federal Highway Administration (FHWA), the U.S. Federal Railroad Administration (FRA), Amtrak and the U.S. Federal Aviation Administration (FAA). Requirement: All iron, steel, manufactured products and construction materials used

under a federally grant funded project must be produced in the United States. Additional requirements may apply depending on the Federal Granting Agency provisions, please check with Okaloosa County for further details. Proposers shall be required to submit a completed Buy America Certificate with this procurement, an incomplete certificate may deem the proposer's submittal non-responsive.

Prohibition On Certain Telecommunications And Video Surveillance Services Or Equipment (2 CFR § 200.216): Applicability: All Contracts using federal grant funds or which may use federal grant funds. Requirement: *Proposer* and any subcontractors are prohibited to obligate or spend grant funds to: (1) procure or obtain, (2) extend or renew a contract to procure or obtain; or (3) enter into a contract to procure or obtain equipment, services, or systems that use covered telecommunications equipment or services as a substantial or essential component of any system, or as critical technology as part of any system. As described in Pub. L. 115-232, section 889, covered telecommunications equipment is telecommunications equipment produced by Huawei Technologies Company or ZTE Corporation (or any subsidiary or affiliate of such entities). i. For the purpose of public safety, security of government FACILITY, physical security surveillance of critical infrastructure, and other national security purposes, video surveillance and telecommunications equipment produced by Hytera Communications Corporation, Hangzhou Hikvision Digital Technology Company, or Dahua Technology Company (or any subsidiary or affiliate of such entities). ii. Telecommunications or video surveillance services provided by such entities or using such equipment. iii. Telecommunications or video surveillance equipment or services produced or provided by an entity that the Secretary of Defense, in consultation with the Director of the National Intelligence or the Director of the Federal Bureau of Investigation, reasonably believes to be an entity owned or controlled by, or otherwise, connected to the government of a covered foreign country.

Enhanced Whistleblower Protections (41 U.S.C. § 4712): Applicability: National Defense Authorization Act of 2013 extending whistleblower protections to *Proposer* employees may apply to the Federal grant award dollars involved with a *resulting contract*. Requirement: See 42 U.S. Code § 4712 for further requirements. Requirement: An employee of *Proposer* and/or its subcontractors may not be discharged, demoted, or otherwise discriminated against as a reprisal for disclosing to a person or body described in 42 U.S.C. § 4712(a)(2) information that the employee reasonably believes is evidence of gross mismanagement of a Federal contract or grant, a gross waste of Federal funds, an abuse of authority relating to a Federal contract or grant, a substantial and specific danger to public health or safety, or a violation of law, rule, or regulation related to a Federal contract (including the competition for or negotiation of a contract) or grant.

Federal Funding Accountability and Transparency Act (FFATA) (2 CFR § 200.300; 2 CFR Part 170): Applicability: All Contracts that may receive federal grant funding or are funded with federal grant funding. Requirement: In accordance with FFATA, the *Proposer* shall, upon request, provide Okaloosa County the names and total compensation of the five most highly compensated officers of the entity, if the entity in the preceding fiscal year received 80 percent or more of its annual gross revenues in federal awards, received \$25,000,000 or more in annual gross revenues from federal awards, and if the public does not have access to information about the compensation of the senior executives of the entity through periodic reports filed under section 13(a) or 15(d) of the Securities Exchange Act of 1934 or section 6104 of the Internal Revenue Code of 1986.

Federal Awardee Performance and Integrity Information System (FAPIIS)(The Duncan Hunter National Defense Authorization Act of 2009 (Public Law 110-417 and 2 CFR Part 200 Appendix XII): Applicability: All Contracts that may receive federal grant funding or are funded with federal grant funding. Requirement: The *Proposer* shall update the information in the Federal Awardee Performance and Integrity Information System (FAPIIS) on a semi-annual basis, throughout the life of this contract, by posting the required information in the System for Award Management via <https://www.sam.gov>.

Never Contract With The Enemy (2 CFR Part 183): Applicability: only to grant and cooperative agreements in excess of \$50,000 performed outside of the United States, including U.S. territories and are in support of a contingency operation in which members of the Armed Forces are actively engaged in hostilities. Requirement: *proposer* must exercise due diligence to ensure that none of the funds, including supplies and services, received are provided directly or indirectly (including through subawards or contracts) to a person or entity who is actively opposing the United States or coalition forces involved in a contingency operation in which members of the Armed Forces are actively engaged in hostilities, which must be completed through 2 CFR 180.300 prior to issuing a subcontract.

Federal Agency Seals, Logos and Flags: Applicability: All Contracts that may receive federal grant funding or are funded with federal grant funding. Requirement: The *proposer* shall not use any Federal Agency seal(s), logos, crests, or reproductions of flags or likenesses of any federal agency officials without specific federal agency pre-approval.

No Obligation by Federal Government: Applicability: All Contracts that may receive federal grant funding or are funded with federal grant funding. Requirement: The Federal Government is not a party to this contract and is not subject to any obligations or liabilities to the non-Federal entity, contractor, or any other party pertaining to any matter resulting from a *resulting contract*.

The Chief Executive Officer on behalf of TelaForce, LLC the *proposer* is authorized to sign below and confirm the *proposer* is fully able to comply with these requirements, federal terms and conditions and has made any inquiries and/or further examination of the law and requirements as is necessary to comply.

DATE: Sep 26, 2023

SIGNATURE: 

COMPANY: TelaForce, LLC

NAME: Les Rose

ADDRESS: 4008 Legendary Drive

TITLE: CEO

Suite 600

Destin, Florida 32541

E-MAIL: Les.Rose@titantechnologies.com

PHONE NO.: 850-897-8100

State of Florida

Department of State

I certify from the records of this office that TELAFORCE, LLC is a Delaware limited liability company authorized to transact business in the State of Florida, qualified on August 19, 2016.

The document number of this limited liability company is M16000006655.

I further certify that said limited liability company has paid all fees due this office through December 31, 2023, that its most recent annual report was filed on April 1, 2023, and that its status is active.

I further certify that said limited liability company has not filed a Certificate of Withdrawal.

*Given under my hand and the
Great Seal of the State of Florida
at Tallahassee, the Capital, this
the Twenty-fifth day of September,
2023*



A handwritten signature in black ink, appearing to be "L. B. J.", written over a horizontal line.

Secretary of State

Tracking Number: 5885801543CU

To authenticate this certificate, visit the following site, enter this number, and then follow the instructions displayed.

<https://services.sunbiz.org/Filings/CertificateOfStatus/CertificateAuthentication>

RESPONSE DOCUMENT #7: COMPANY DATA

Respondent's Company Name: TelaForce, LLC

Physical Address & Phone #: 4008 Legendary Drive,
Suite 600
Destin, Florida 32541

Contact Person (Typed-Printed): Michael Fortier
Phone #: 850-897-8103
Cell #: 860-574-4659
Federal ID or SS #: 81-3035243

DUNNS/SAM#: DUNS: 080440529 /
SAM UEI: LJX2YHDNMDA1

Respondent's License #: _____

Additional License - Trade and Number _____

Fax#: _____

Emergency #'s After Hours, Weekends
& Holidays: _____

DBE/Minority Number: N/A

RESPONSE DOCUMENT #10: LOBBYING - 31 U.S.C. 1352, 49 CFR Part 19, 49 CFR Part 20

APPENDIX A, 49 CFR PART 20--CERTIFICATION REGARDING LOBBYING

Certification for Contracts, Grants, Loans, and Cooperative Agreements
(To be submitted with each bid or offer exceeding \$100,000)

The undersigned [Contractor] certifies, to the best of his or her knowledge and belief, that:

1. No Federal appropriated funds have been paid or will be paid, by or on behalf of the undersigned, to any person for influencing or attempting to influence an officer or employee of an agency, a Member of Congress, an officer or employee of Congress, or an employee of a Member of Congress in connection with the awarding of any Federal contract, the making of any Federal grant, the making of any Federal loan, the entering into of any cooperative agreement, and the extension, continuation, renewal, amendment, or modification of any Federal contract, grant, loan, or cooperative agreement.
2. If any funds other than Federal appropriated funds have been paid or will be paid to any person for making lobbying contacts to an officer or employee of any agency, a Member of Congress, an officer or employee of Congress, or an employee of a Member of Congress in connection with this Federal contract, grant, loan, or cooperative agreement, the undersigned shall complete and submit Standard Form--LLL, "Disclosure Form to Report Lobbying," in accordance with its instructions [as amended by "Government wide Guidance for New Restrictions on Lobbying," 61 Fed. Reg. 1413 (1/19/96). Note: Language in paragraph (2) herein has been modified in accordance with Section 10 of the Lobbying Disclosure Act of 1995 (P.L. 104-65, to be codified at 2 U.S.C. 1601, *et seq.*)]
3. The undersigned shall require that the language of this certification be included in the award documents for all subawards at all tiers (including subcontracts, subgrants, and contracts under grants, loans, and cooperative agreements) and that all subrecipients shall certify and disclose accordingly. This certification is a material representation of fact upon which reliance was placed when this transaction was made or entered into. Submission of this certification is a prerequisite for making or entering into this transaction imposed by 31 U.S.C. § 1352 (as amended by the Lobbying Disclosure Act of 1995). Any person who fails to file the required certification shall be subject to a civil penalty of not less than \$10,000 and not more than \$100,000 for each such failure.

[Note: Pursuant to 31 U.S.C. § 1352(c)(1)-(2)(A), any person who makes a prohibited expenditure or fails to file or amend a required certification or disclosure form shall be subject to a civil penalty of not less than \$10,000 and not more than \$100,000 for each such expenditure or failure.] The Contractor, TelaForce, LLC, certifies or affirms the truthfulness and accuracy of each statement of its certification and disclosure, if any. In addition, the Contractor understands and agrees that the provisions of 31 U.S.C. A. 3801, *et seq.*, apply to this certification and disclosure, if any.

 Signature of Contractor's Authorized Official

Les Rose, CEO Name and Title of Contractor's Authorized Official

Sep 26, 2023 Date

RESPONSE DOCUMENT #3: FEDERAL E-VERIFY COMPLIANCE CERTIFICATION

In accordance with Okaloosa County Policy and Executive Order Number 11-116 from the office of the Governor of the State of Florida, Respondent hereby certifies that the U.S. Department of Homeland Security's E-Verify system will be used to verify the employment eligibility of all new employees hired by the Respondent during the contract term, and shall expressly require any subcontractors performing work or providing services pursuant to the contract to likewise utilize the U.S. Department of Homeland Security's E-Verify system to verify the employment eligibility of all new employees hired by the subcontractor during the contract term; and shall provide documentation such verification to the COUNTY upon request.

As the person authorized to sign this statement, I certify that this company complies/will comply fully with the above requirements.

| | | | |
|----------|---|------------|----------------------|
| DATE: | <u> Sep 26, 2023 </u> | SIGNATURE: | <u> <i>LR</i> </u> |
| COMPANY: | <u> TelaForce, LLC </u> | NAME: | <u> Les Rose </u> |
| ADDRESS: | <u> 4008 Legendary Drive </u> <u> Suite 600 </u> | TITLE: | <u> CEO </u> |
| E-MAIL: | <u> Les.Rose@titantechnologies.com </u> | | |
| PHONE #: | <u> 850-897-8100 </u> | | |

RESPONSE DOCUMENT #6: ADDENDUM ACKNOWLEDGEMENT
RFP IT 69-23

Acknowledgment is hereby made of the following addenda (identified by number) received since issuance of solicitation:

ADDENDUM NUMBER

DATE

Addendum 1

September 8, 2023

NOTE: Prior to submitting the response to this solicitation, it is the responsibility of the respondent to confirm if any addenda have been issued. If such addenda have been issued, acknowledge receipt by noting number(s) and date(s) above.

RESPONSE DOCUMENT #9: LIST OF REFERENCES

1. Owner's Name and Address: Okaloosa County Board of County Commissioners

1250 N Eglin Parkway, Suite 303, Shalimar, FL 32579

Dan Sambenedetto, IT Director

Contact Person: _____ Telephone # (850) 651-7570

*Email: DSambenedetto@co.okaloosa.fl.us

2. Owner's Name and Address: Okaloosa County School District

202 Highway 85N, Niceville, FL 32578

Dustin Keith, Vendor Relations Manager (VRM)

Contact Person: _____ Telephone # (850) 689-7151

*Email: KeithD@okaloosaschools.com

3. Owner's Name and Address: Montgomery County, Maryland Device Client Management (DCM)

Office of Procurement, Rockville Center, 7361 Calhoun Place, Suite 150, Derwood, Maryland 20855

Contact Person: Michelle Rinaldi, COTR Telephone # (240) 777-2848

*Email: michelle.rinaldi@montgomerycountymd.gov

4. Owner's Name and Address: _____

Contact Person: _____ Telephone # (_____) _____

*Email: _____

5. Owner's Name and Address: _____

Contract Person: _____ Telephone # (_____) _____

*Email: _____

RESPONSE DOCUMENT #5: INDEMNIFICATION AND HOLD HARMLESS

CONTRACTOR shall indemnify and hold harmless COUNTY, its officers and employees from liabilities, damages, losses, and costs including but not limited to reasonable attorney fees, to the extent caused by the negligence, recklessness, or intentional wrongful conduct of the CONTRACTOR and other persons employed or utilized by the CONTRACTOR in the performance of this Agreement.

TelaForce, LLC.

Proposer's Company Name



Authorized Signature – Manual

4008 Legendary Drive, Suite 600, Destin, FL 32541

Physical Address

Les Rose

Authorized Signature – Typed

4008 Legendary Drive, Suite 600, Destin, FL 32541

Mailing Address

CEO

Title

850-897-8100

Phone Number

FAX Number

Cellular Number

After-Hours Number(s)

Sep 26, 2023

Date

RESPONSE DOCUMENT #2: CONFLICT OF INTEREST DISCLOSURE FORM

For purposes of determining any possible conflict of interest, all Respondents, must disclose if any Okaloosa Board of County Commissioner, employee(s), elected officials(s), or if any of its agencies is also an owner, corporate officer, agency, employee, etc., of their business.

Indicate either "yes" (a County employee, elected official, or agency is also associated with your business), or "no." If yes, give person(s) name(s) and position(s) with your business.

YES: _____ NO: X

NAME(S) POSITION(S)

FIRM NAME: TelaForce, LLC

BY (PRINTED): Les Rose

BY (SIGNATURE): 

TITLE: CEO

ADDRESS: 4008 Legendary Drive

Suite 600

PHONE NUMBER: 850-897-8103

E-MAIL: Les.Rose@titantechnologies.com

DATE: Sept 26, 2023

**RFP IT 69-23 - Information Technology Services for Okaloosa County
Attachment 1 - Table 1**

| List of Software/Hardware Solutions and/or Equipment for Purchase: | Are you certified on or an authorized dealer for this solution? Yes / No | Include applicable notes for products/services offered. List certification or related experience. For example, Lenel's S2 Certification. |
|---|---|---|
| Networking Equipment | Yes | Monitoring, management, and support of LAN/WAN infrastructure |
| Network Design | Yes | This service provides design of routing, switching equipment for network connectivity |
| Website Design | Yes | This service provides website graphic design, user interface design, and authoring |
| Website Administration | Yes | This service provides hosting and maintenance of all web pages |
| ServiceNow | Yes | Information Technology Service Management (ITSM) |
| VOIP System Administration | No | Supply and support all manufacturers |
| Cyber Security | No | This service provides an analysis of all security-related logs and alerts |
| VMWare | Yes | Design, Installation, and Administration |
| Firewall Support | No | This service provides the firewall and the administration of the firewall |
| Security Monitoring | Yes | This service provides proactive analysis of all security-related logs and alerts |
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**RESPONSE DOCUMENT #11: SWORN STATEMENT UNDER
SECTION 287.133 (3) (a), FLORIDA STATUTES, ON PUBLIC ENTITY CRIMES**

THIS FORM MUST BE SIGNED IN THE PRESENCE OF A NOTARY PUBLIC OR OTHER OFFICIAL AUTHORIZED TO ADMINISTER OATHS.

1. This sworn statement is submitted for TelaForce, LLC.
2. This sworn statement is submitted by Les Rose whose business address is: 4008 Legendary Drive, Suite 600, Destin, FL 32541 and (if applicable) its Federal Employer Identification Number (FEIN) is 81-3035243 (If entity has no FEIN, include the Social Security Number of the individual signing this sworn statement:
3. My name is Les Rose and my relationship to the entity named above is CEO.

4. I understand that a "public entity crime" as defined in Section 287.133(1)(g), Florida Statutes, means a violation of any state or federal law by a person with respect to and directly related to the transaction of business with any public entity or with an agency or political subdivision of any other state or of the United States, including, but not limited to, any bid or contract for goods or services to be provided to any public entity or an agency or political subdivision of any other state or of the United States and involving antitrust, fraud, theft, bribery, collusion, racketeering, conspiracy, or material misrepresentation.

5. I understand that "convicted" or "conviction" as defined in Section 287.133 (1) (b), Florida Statutes, means a finding of guilt or a conviction of a public entity crime, with or without adjudication of guilt, in any federal or state trial court of record, relating to charges brought by indictment or information after July 1, 1989, as a result of a jury verdict, non-jury trial, or entry of a plea of guilty or nolo contendere.

6. I understand that an "affiliate" as defined in Section 287.133(1) (a), Florida Statutes, means:

- (1) A predecessor or successor of a person convicted of a public entity crime; or
- (2) An entity under the control of any natural person who is active in the management of the entity and who has been convicted of a public entity crime. The term "affiliate" includes those officers, directors, executives, partners, shareholders, employees, members, and agents who are active in the management of an affiliate. The ownership by one person of shares constituting a controlling interest in another person, or a pooling of equipment or income among persons when not for fair market value under an arm's length agreement, shall be a prima facie case that one person controls another person. A person who knowingly enters into a joint venture with a person who has been convicted of a public entity crime in Florida during the preceding 36 months shall be considered an affiliate.

7. I understand that a "person" as defined in Section 287.133(1) (e), Florida Statutes, means any natural person or entity organized under the laws of any state or of the United States with the legal power to enter into a binding contract and which bids or applies to bid on contracts for the provision of goods or services let by a public entity, or which otherwise transacts or applies to transact business with a public entity. The term "person" includes those officers, directors, executives, partners, shareholders, employees, members, and agents who are active in management of an entity.

8. Based on information and belief, that statement which I have marked below is true in relation to the entity submitting this sworn statement. [Please indicate which statement applies.]

X Neither the entity submitting this sworn statement, nor one or more of the officers, directors, executives, partners, shareholders, employees, members, or agents who are active in the management of the entity, nor any affiliate of the entity, has been charged with and convicted of public entity crime subsequent to July 1, 1989.

There has been a proceeding concerning the conviction before a hearing officer of the State of Florida, Division of Administrative Hearings. The final order entered by the hearing officer did not place the person or affiliate on the convicted vendor list. [Please attach a copy of the Final Order.]

The person or affiliate was placed on the convicted vendor list. There has been a subsequent proceeding before a hearing officer of the State of Florida, Division of Administrative Hearings. The final order entered by the hearing officer determined that it was in the public interest to remove the person or affiliate from the convicted vendor list. [Please attach a copy of the Final Order.]

The person or affiliate has not been placed on the convicted vendor list. [Please describe any action taken by or pending with the Department of General Services.]

Date: Sept 26, 2023 Signature: [Handwritten Signature]

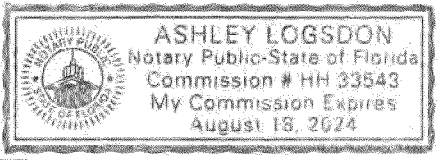
STATE OF: Florida

COUNTY OF: Okaloosa

PERSONALLY APPEARED BEFORE ME, the undersigned authority, who after first being sworn by me, affixed his/her signature in the space provided above on this day of 26 in the year 2023 Sept.

My commission expires:

[Handwritten Signature]
Notary Public



Ashley Logsdon
Print, Type, or Stamp of Notary Public

Personally known to me, or Produced Identification:

Drivers License
Type of ID



CERTIFICATE OF LIABILITY INSURANCE

DATE (MM/DD/YYYY)

9/6/2023

THIS CERTIFICATE IS ISSUED AS A MATTER OF INFORMATION ONLY AND CONFERS NO RIGHTS UPON THE CERTIFICATE HOLDER. THIS CERTIFICATE DOES NOT AFFIRMATIVELY OR NEGATIVELY AMEND, EXTEND OR ALTER THE COVERAGE AFFORDED BY THE POLICIES BELOW. THIS CERTIFICATE OF INSURANCE DOES NOT CONSTITUTE A CONTRACT BETWEEN THE ISSUING INSURER(S), AUTHORIZED REPRESENTATIVE OR PRODUCER, AND THE CERTIFICATE HOLDER.

IMPORTANT: If the certificate holder is an ADDITIONAL INSURED, the policy(ies) must have ADDITIONAL INSURED provisions or be endorsed. If SUBROGATION IS WAIVED, subject to the terms and conditions of the policy, certain policies may require an endorsement. A statement on this certificate does not confer rights to the certificate holder in lieu of such endorsement(s).

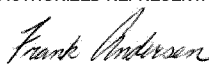
| | |
|---|--|
| PRODUCER The Andersen Insurance Group 14026 Thunderbolt Place Suite 200 Chantilly, VA 20151 | CONTACT NAME: Randi L. Swisher PHONE (A/C, No, Ext): (703) 988-0900 101 E-MAIL ADDRESS: randi@theandersengrp.com FAX (A/C, No): |
| | INSURER(S) AFFORDING COVERAGE |
| INSURED TelaForce, LLC Titan Technologies, LLC Titan Facilities, Inc. 4008 Legendary Drive, Suite 600 Destin, FL 32541 | INSURER A: Valley Forge Insurance Company NAIC # 20508 |
| | INSURER B: The Continental Insurance Company 35289 |
| | INSURER C: Transportation Insurance Company 20494 |
| | INSURER D: ACE American Insurance Company 22667 |
| | INSURER E: |
| | INSURER F: |

COVERAGES **CERTIFICATE NUMBER:** **REVISION NUMBER:**

THIS IS TO CERTIFY THAT THE POLICIES OF INSURANCE LISTED BELOW HAVE BEEN ISSUED TO THE INSURED NAMED ABOVE FOR THE POLICY PERIOD INDICATED. NOTWITHSTANDING ANY REQUIREMENT, TERM OR CONDITION OF ANY CONTRACT OR OTHER DOCUMENT WITH RESPECT TO WHICH THIS CERTIFICATE MAY BE ISSUED OR MAY PERTAIN, THE INSURANCE AFFORDED BY THE POLICIES DESCRIBED HEREIN IS SUBJECT TO ALL THE TERMS, EXCLUSIONS AND CONDITIONS OF SUCH POLICIES. LIMITS SHOWN MAY HAVE BEEN REDUCED BY PAID CLAIMS.

| INSR LTR | TYPE OF INSURANCE | ADDL INSD | SUBR WVD | POLICY NUMBER | POLICY EFF (MM/DD/YYYY) | POLICY EXP (MM/DD/YYYY) | LIMITS |
|----------|---|-----------|----------|---------------|-------------------------|-------------------------|---|
| A | <input checked="" type="checkbox"/> COMMERCIAL GENERAL LIABILITY <input type="checkbox"/> CLAIMS-MADE <input checked="" type="checkbox"/> OCCUR GEN'L AGGREGATE LIMIT APPLIES PER: <input type="checkbox"/> POLICY <input checked="" type="checkbox"/> PROJECT <input checked="" type="checkbox"/> LOC OTHER: | X | | 6043404302 | 1/9/2023 | 1/9/2024 | EACH OCCURRENCE \$ 1,000,000 |
| | | | | | | | DAMAGE TO RENTED PREMISES (Ea occurrence) \$ 1,000,000 |
| | | | | | | | MED EXP (Any one person) \$ 5,000 |
| | | | | | | | PERSONAL & ADV INJURY \$ 1,000,000 |
| | | | | | | | GENERAL AGGREGATE \$ 2,000,000 |
| | | | | | | | PRODUCTS - COMP/OP AGG \$ 2,000,000 |
| | | | | | | | \$ |
| B | <input checked="" type="checkbox"/> AUTOMOBILE LIABILITY <input checked="" type="checkbox"/> ANY AUTO OWNED AUTOS ONLY <input type="checkbox"/> SCHEDULED AUTOS <input checked="" type="checkbox"/> HIRED AUTOS ONLY <input checked="" type="checkbox"/> NON-OWNED AUTOS ONLY | X | | 6043404252 | 1/9/2023 | 1/9/2024 | COMBINED SINGLE LIMIT (Ea accident) \$ 1,000,000 |
| | | | | | | | BODILY INJURY (Per person) \$ |
| | | | | | | | BODILY INJURY (Per accident) \$ |
| | | | | | | | PROPERTY DAMAGE (Per accident) \$ |
| | | | | | | | \$ |
| B | <input checked="" type="checkbox"/> UMBRELLA LIAB <input checked="" type="checkbox"/> OCCUR <input type="checkbox"/> EXCESS LIAB <input type="checkbox"/> CLAIMS-MADE DED <input checked="" type="checkbox"/> RETENTION \$ 10,000 | | | 6043404283 | 1/9/2023 | 1/9/2024 | EACH OCCURRENCE \$ 25,000,000 |
| | | | | | | | AGGREGATE \$ 25,000,000 |
| | | | | | | | \$ |
| B | WORKERS COMPENSATION AND EMPLOYERS' LIABILITY ANY PROPRIETOR/PARTNER/EXECUTIVE OFFICER/MEMBER EXCLUDED? (Mandatory in NH) <input type="checkbox"/> Y <input checked="" type="checkbox"/> N If yes, describe under DESCRIPTION OF OPERATIONS below | | N/A | 6043404347 | 1/9/2023 | 1/9/2024 | <input checked="" type="checkbox"/> PER STATUTE <input type="checkbox"/> OTH-ER |
| | | | | | | | E.L. EACH ACCIDENT \$ 500,000 |
| | | | | | | | E.L. DISEASE - EA EMPLOYEE \$ 500,000 |
| | | | | | | | E.L. DISEASE - POLICY LIMIT \$ 500,000 |
| C | E&O/Cyber, \$5K Ded. | | | 6043404302 | 1/9/2023 | 1/9/2024 | Occurrence/Aggregate \$ 5,000,000 |
| D | Excess Cyber | | | XEO G70846500 | 1/9/2023 | 1/9/2024 | \$ 5,000,000 |

DESCRIPTION OF OPERATIONS / LOCATIONS / VEHICLES (ACORD 101, Additional Remarks Schedule, may be attached if more space is required)
Re: RFP-IT-69-23
Okaloosa County BCC is included as an Additional Insured with respect to General Liability and Auto Liability. 30 days written notice of cancellation (10 days notice for non-payment of premium).

| | |
|---|---|
| CERTIFICATE HOLDER Okaloosa County BCC 5479A Old Bethel Road Crestview, FL 32536 | CANCELLATION SHOULD ANY OF THE ABOVE DESCRIBED POLICIES BE CANCELLED BEFORE THE EXPIRATION DATE THEREOF, NOTICE WILL BE DELIVERED IN ACCORDANCE WITH THE POLICY PROVISIONS. |
| | AUTHORIZED REPRESENTATIVE  |

PLEASE FILL IN THE LABOR RATES THAT ONLY APPLY TO YOUR SERVICES.

| Labor Category | Hourly Rate | After Hours Rate | Weekends/Holidays Rate |
|--|-------------|------------------|------------------------|
| Analyst | \$89.51 | \$134.27 | \$134.27 |
| Consulting Services | \$267.87 | \$394.31 | \$394.31 |
| Database Specialist | \$136.51 | \$204.77 | \$204.77 |
| Desktop Supporting Services | \$89.51 | \$134.27 | \$134.27 |
| Help Desk Analyst | \$75.97 | \$113.96 | \$113.96 |
| Junior Help Desk Analyst | \$48.46 | \$72.68 | \$72.68 |
| Junior Network Engineer | \$99.64 | \$149.46 | \$149.46 |
| Junior Systems Engineer | \$93.45 | \$140.18 | \$140.18 |
| Junior Technician | \$75.97 | \$113.96 | \$113.96 |
| Junior Web Developer | \$70.43 | \$105.65 | \$105.65 |
| Microsoft Specialist | \$104.60 | \$156.91 | \$156.91 |
| Network Engineer | \$131.85 | \$197.76 | \$197.76 |
| Network Operating Systems Support Services | \$105.71 | \$158.56 | \$158.56 |
| Network Security Support Services | \$139.88 | \$209.82 | \$209.82 |
| Network Technician | \$102.41 | \$153.62 | \$153.62 |
| Program Analyst | \$128.06 | \$192.09 | \$192.09 |
| Program Manager | \$326.53 | \$489.80 | \$489.80 |
| Project Coordinator | \$105.71 | \$158.56 | \$158.56 |
| Project Manager | \$262.87 | \$394.31 | \$394.31 |
| Security Consultant | \$262.87 | \$394.31 | \$394.31 |
| Security Specialist | \$172.51 | \$258.76 | \$258.76 |
| Senior Analyst | \$104.60 | \$156.91 | \$156.91 |
| Senior Database Specialist | \$176.68 | \$265.01 | \$265.01 |
| Senior Help Desk Analyst | \$96.53 | \$149.85 | \$149.85 |
| Senior Network Engineer | \$172.51 | \$258.76 | \$258.76 |
| Senior Software Engineer | \$187.34 | \$281.01 | \$281.01 |
| Senior Systems Engineer | \$147.09 | \$220.64 | \$220.64 |
| Senior Technical Writer | \$96.74 | \$145.11 | \$145.11 |
| Senior Technician | \$131.42 | \$197.14 | \$197.14 |
| Senior Web Developer | \$152.47 | \$228.71 | \$228.71 |
| Software Engineer | \$161.30 | \$241.95 | \$241.95 |
| Solutions Architect | \$262.87 | \$394.31 | \$394.31 |

| | | | |
|---|-----------|-----------|-----------|
| Sr. Virtualization Engineer | \$ 147.09 | \$ 220.64 | \$ 220.64 |
| Subject Matter Expert | \$ 167.90 | \$ 251.86 | \$ 251.86 |
| Systems Engineer | \$ 113.35 | \$ 170.02 | \$ 170.02 |
| Technician | \$ 96.53 | \$ 144.79 | \$ 144.79 |
| Virtualization Engineer | \$ 113.35 | \$ 170.02 | \$ 170.02 |
| VoIP Engineer | \$ 131.84 | \$ 197.76 | \$ 197.76 |
| Web Developer | \$ 114.36 | \$ 171.53 | \$ 171.53 |
| Add additional categories as necessary... | | | |
| | \$ | \$ | \$ |
| | \$ | \$ | \$ |
| | \$ | \$ | \$ |
| | \$ | \$ | \$ |

Attachment "B"

GENERAL SERVICES INSURANCE REQUIREMENTS FOR CYBER LIABILITY

CONTRACTORS INSURANCE

1. The Contractor shall not commence any work in connection with this Agreement until he has obtained all required insurance and the certificate of insurance has been approved by the Okaloosa County Risk Manager or designee.
2. All insurance policies shall be with insurers authorized to do business in the State of Florida and having a minimum rating of A, Class X in the Best Key Rating Guide published by A.M. Best & Co. Inc.
3. All insurance shall include the interest of all entities named and their respective officials, employees & volunteers of each and all other interests as may be reasonably required by Okaloosa County. The coverage afforded the Additional Insured under this policy shall be primary insurance. If the Additional Insured have other insurance that is applicable to the loss, such other insurance shall be on an excess or contingent basis. The amount of the company's liability under this policy shall not be reduced by the existence of such other insurance.
4. With the exception of Workers' Compensation policies, the County shall be shown as an Additional Insured with Endorsement for each policy on the Certificate of Insurance.
5. The County shall retain the right to reject all insurance policies that do not meet the requirement of this Agreement. Further, the County reserves the right to change these insurance requirements with 60-day notice to the Contractor.
6. The County reserves the right at any time to require the Contractor to provide copies of any insurance policies to document the insurance coverage specified in this Agreement.
7. Any subsidiaries used shall also be required to obtain and maintain the same insurance requirements as are being required herein of the Contractor.
8. Any exclusions or provisions in the insurance maintained by the Contractor that excludes coverage for work contemplated in this agreement shall be deemed unacceptable and shall be considered a breach of contract.

WORKERS' COMPENSATION INSURANCE

1. The Contractor shall secure and maintain during the life of this Agreement Workers' Compensation insurance for all of his employees employed for the project or any site connected with the work, including supervision, administration or management, of this project and in case any work is sublet, with the approval of the County, the Contractor shall require the Subcontractor similarly to provide Workers' Compensation insurance for all employees employed at the site of the project, and such evidence of insurance shall be furnished to the County not less than ten (10) days prior to the commencement of any and all sub-contractual Agreements which have been approved by the County.
2. Contractor must be in compliance with all applicable State and Federal workers' compensation laws, including the U.S. Longshore Harbor Workers' Act or Jones Act, if applicable.
3. No class of employee, including the Contractor himself, shall be excluded from the Workers' Compensation insurance coverage. The Workers' Compensation insurance shall also include Employer's

Liability coverage. If there is an existing approved State of Florida Exemption for Workers' Compensation it must be provided to Okaloosa County.

4. A Waiver of Subrogation is required to be shown on all Workers Compensation Certificates of Insurance.

BUSINESS AUTOMOBILE LIABILITY

Coverage must be afforded for all Owned, Hired, Scheduled, and Non-Owned vehicles for Bodily Injury and Property Damage in an amount not less than \$1,000,000 (One Million Dollars) combined single limit each accident. If the contractor does not own vehicles, the contractor shall maintain coverage for Hired & Non-Owned Auto Liability, which may be satisfied by way of endorsement to the Commercial General Liability policy or separate Business Auto Policy. Contractor must maintain this insurance coverage throughout the life of this Agreement.

COMMERCIAL GENERAL LIABILITY INSURANCE

1. The Contractor shall carry Commercial General Liability insurance against all claims for Bodily Injury, Property Damage and Personal and Advertising Injury caused by the Contractor.
2. Commercial General Liability coverage shall include the following:
 - 1.) Premises & Operations Liability
 - 2.) Bodily Injury and Property Damage Liability
 - 3.) Independent Contractors Liability
 - 4.) Contractual Liability
 - 5.) Products and Completed Operations Liability
3. Contractor shall agree to keep in continuous force Commercial General Liability coverage for the length of the contract.

CYBER LIABILITY

The Contractor shall carry Cyber Liability insurance coverage for third party liability. Coverage will include ID Theft Monitoring, Credit Monitoring (if necessary) & Notification. Coverage must be afforded for negligent retention of data as well as notification and related costs for actual or alleged breaches of data.

INSURANCE LIMITS OF LIABILITY

The insurance required shall be written for not less than the following, or greater if required by law and shall include Employer's liability with limits as prescribed in this contract:

| | <u>LIMIT</u> |
|--------------------------|---|
| 1. Workers' Compensation | |
| 1.) State | Statutory |
| 2.) Employer's Liability | \$500,000 each accident |
| 2. Business Automobile | \$1,000,000 each (A combined single limit) |

| | | |
|----|---------------------------------|--|
| 3. | Commercial General Liability | \$1,000,000 each occurrence Bodily Injury & Property Damage \$1,000,000 each occurrence Products and completed operations |
| 4. | Personal and Advertising Injury | \$1,000,000 each occurrence |
| 5. | Cyber Liability | \$1,000,000 per claim |

NOTICE OF CLAIMS OR LITIGATION

The Contractor agrees to report any incident or claim that results from performance of this Agreement. The County representative shall receive written notice in the form of a detailed written report describing the incident or claim within ten (10) days of the Contractor’s knowledge. In the event such incident or claim involves injury and/or property damage to a third party, verbal notification shall be given the same day the Contractor becomes aware of the incident or claim followed by a written detailed report within ten (10) days of verbal notification.

INDEMNIFICATION & HOLD HARMLESS

To the fullest extent permitted by law, Contractor shall indemnify and hold harmless the County, its officers and employees from liabilities, damages, losses, and costs including but not limited to reasonable attorney fees, to the extent caused by the negligence, recklessness, or wrongful conduct of the Contractor and other persons employed or utilized by the Contractor in the performance of this contract.

CERTIFICATE OF INSURANCE

1. Certificates of Insurance indicating the project name, number, evidencing all required coverage, and if applicable any State of Florida approved Workers’ Compensation Exemption must be submitted not less than 10 days prior to the commencement of any of the work. The certificate holder(s) shall be as follows: Okaloosa County BCC, 5479A Old Bethel Road, Crestview, Florida, 32536.
2. The contractor shall provide a Certificate of Insurance to the County with a thirty (30) day prior written notice of cancellation; ten (10) days’ prior written notice if cancellation is for nonpayment of premium.
3. In the event that the insurer is unable to accommodate the cancellation notice requirement, it shall be the responsibility of the contractor to provide the proper notice to the County. Such notification shall be in writing by registered mail, return receipt requested, and addressed to the Okaloosa County Purchasing Department at 5479-A Old Bethel Road Crestview, FL 32536.
4. In the event the contract term goes beyond the expiration date of the insurance policy, the contractor shall provide the County with an updated Certificate of insurance no later than ten (10) days prior to the expiration of the insurance currently in effect. The County reserves the right to suspend the contract until this requirement is met.
5. The certificate shall indicate if coverage is provided under a claims-made or occurrence form. If any coverage is provided on a claims-made form, the certificate will show a retroactive date, which should be the same date of the initial contract or prior.
6. All certificates shall be subject to Okaloosa County’s approval of adequacy of protection.

7. All deductibles or self-insured retentions (SIRs), whether approved by Okaloosa County or not, shall be the Contractor's full responsibility.
8. In no way will the entities listed as Additional Insured be responsible for, pay for, be damaged by, or limited to coverage required by this schedule due to the existence of a deductible or SIR.

GENERAL TERMS

Any type of insurance or increase of limits of liability not described above which, the Contractor required for its own protection or on account of statute shall be its own responsibility and at its own expense.

Any exclusions or provisions in the insurance maintained by the contractor that excludes coverage for work contemplated in this contract shall be deemed unacceptable and shall be considered breach of contract.

The carrying of the insurance described shall in no way be interpreted as relieving the Contractor of any responsibility under this contract.

Should the Contractor engage a subcontractor or sub-subcontractor, the same conditions will apply under this Agreement to each subcontractor and sub-subcontractor.

The Contractor hereby waives all rights of subrogation against Okaloosa County and its employees under all the foregoing policies of insurance.

EXCESS/UMBRELLA INSURANCE

The Contractor shall have the right to meet the liability insurance requirements with the purchase of an EXCESS/UMBRELLA insurance policy. In all instances, the combination of primary and EXCESS/UMBRELLA liability coverage must equal or exceed the minimum liability insurance limits stated in this Agreement. An Excess liability policy must be submitted indicating which policy it applies to.

Attachment “C” Civil Rights Clauses

Title VI List of Pertinent Nondiscrimination Acts and Authorities

During the performance of this Agreement, the Contractor, for itself, its assignees, and successors in interest (hereinafter referred to as the “Contractor”), as applicable, agrees to comply with the following non-discrimination statutes and authorities; including but not limited to:

- Title VI of the Civil Rights Act of 1964 (42 USC § 2000d *et seq.*, 78 stat. 252) (prohibits discrimination on the basis of race, color, national origin);
- 49 CFR part 21 (Non-discrimination in Federally-assisted programs of the Department of Transportation—Effectuation of Title VI of the Civil Rights Act of 1964);
- The Uniform Relocation Assistance and Real Property Acquisition Policies Act of 1970, (42 USC § 4601) (prohibits unfair treatment of persons displaced or whose property has been acquired because of Federal or Federal-aid programs and projects);
- Section 504 of the Rehabilitation Act of 1973 (29 USC § 794 *et seq.*), as amended (prohibits discrimination on the basis of disability); and 49 CFR part 27;
- The Age Discrimination Act of 1975, as amended (42 USC § 6101 *et seq.*) (prohibits discrimination on the basis of age);
- Airport and Airway Improvement Act of 1982 (49 USC § 471, Section 47123), as amended (prohibits discrimination based on race, creed, color, national origin, or sex);
- The Civil Rights Restoration Act of 1987 (PL 100-209) (broadened the scope, coverage and applicability of Title VI of the Civil Rights Act of 1964, the Age Discrimination Act of 1975 and Section 504 of the Rehabilitation Act of 1973, by expanding the definition of the terms “programs or activities” to include all of the programs or activities of the Federal-aid recipients, sub-recipients and contractors, whether such programs or activities are Federally funded or not);
- Titles II and III of the Americans with Disabilities Act of 1990, which prohibit discrimination on the basis of disability in the operation of public entities, public and private transportation systems, places of public accommodation, and certain testing entities (42 USC §§ 12131 – 12189) as implemented by U.S. Department of Transportation regulations at 49 CFR parts 37 and 38;
- The Federal Aviation Administration’s Nondiscrimination statute (49 USC § 47123) (prohibits discrimination on the basis of race, color, national origin, and sex);
- Executive Order 12898, Federal Actions to Address Environmental Justice in Minority Populations and Low-Income Populations, which ensures nondiscrimination against minority populations by discouraging programs, policies, and activities with disproportionately high and adverse human health or environmental effects on minority and low-income populations;
- Executive Order 13166, Improving Access to Services for Persons with Limited English Proficiency, and resulting agency guidance, national origin discrimination includes discrimination because of limited English proficiency (LEP). To ensure compliance with Title VI, you must take reasonable steps to ensure that LEP persons have meaningful access to your programs (70 Fed. Reg. at 74087 to 74100);
- Title IX of the Education Amendments of 1972, as amended, which prohibits you from discriminating because of sex in education programs or activities (20 USC 1681 *et seq.*).

Attachment "D"
Vendors on Scrutinized List Form

By executing this Certificate TelaForce, LLC, the bid proposer, certifies that it is not: (1) listed on the Scrutinized Companies that Boycott Israel List, created pursuant to section 215.4725, Florida Statutes, (2) engaged in a boycott of Israel, (3) listed on the Scrutinized Companies with Activities in Sudan List or the Scrutinized Companies with Activities in the Iran Petroleum Energy Sector List, created pursuant to section 215.473, Florida Statutes, or (4) engaged in business operations in Cuba or Syria. Pursuant to section 287.135(5), Florida Statutes, the County may disqualify the bid proper immediately or immediately terminate any agreement entered into for cause if the bid proposer is found to have submitted a false certification as to the above or if the Contractor is placed on the Scrutinized Companies that Boycott Israel List, is engaged in a boycott of Israel, has been placed on the Scrutinized Companies with Activities in Sudan List or the Scrutinized Companies with Activities in the Iran Petroleum Energy Sector List, or has been engaged in business operations in Cuba or Syria, during the term of the Agreement. If the County determines that the bid proposer has submitted a false certification, the County will provide written notice to the bid proposer. Unless the bid proposer demonstrates in writing, within 90 calendar days of receipt of the notice, that the County's determination of false certification was made in error, the County shall bring a civil action against the bid proposer. If the County's determination is upheld, a civil penalty shall apply, and the bid proposer will be ineligible to bid on any Agreement with a Florida agency or local governmental entity for three years after the date of County's determination of false certification by bid proposer.

As the person authorized to sign this statement, I certify that this firm complies fully with the above requirements.

DATE: Nov 2, 2023 SIGNATURE: 

COMPANY: TelaForce, LLC NAME: Les Rose
(Type or Print)

ADDRESS: 4008 Legendary Dr., Ste. 600 TITLE: CEO

Destin, FL 32541 E-MAIL: Les.Rose@titantechnologies.com

PHONE NO.: 850.897.8100