DOF Creations

Request for Proposal

Technology Catalog Solutions

Proposals Due: February 1, 2023

RFP #23-06

Florida BUY

Panhandle Area Educational Consortium
—PURCHASING AGENCY—

Submitted by: Saeed Bramwell-Gordon Senior
Accounts Manager

01-21-2023

Panhandle Area Educational Consortium
Attn: Tori Baxley
753 West Boulevard
Chipley, Florida 32428

RE: RFP #23-06

To Tori Baxley and Panhandle Area Educational Consortium:

DOF Creations, LLC dba Service Driven Solutions is excited about the opportunity to partner with the Panhandle Area Educational Consortium to provide technology equipment, services, and support to the districts of the PAEC. We are pleased to offer our response to the PAEC Request for Proposal for Technology Catalog Solutions RFP #23-06.

DOF is at the forefront of proactive IT solutions. With over 30 years of experience in IT infrastructure, design, installation, and support, we have the passion, experience, and expertise to provide all entities participating in this contract with a superior customer experience. DOF has provided services from single product ordering to complete projects including consultation, design, implementation, and support to education, government, healthcare, and commercial customers. We find passion and purpose in aiding organizations in an ever-changing, tech-driven world.

Our mission is to evaluate and implement IT Solutions to ensure all technology works together efficiently, securely, and seamlessly while meeting the customers' needs and budget. At DOF Creations, we know that the staff members working with technology are as important as the technology itself. Our knowledge of how systems and people interact is what drives our success.

DOF Creations, LLC dba Service Driven Solutions has read, understands, and agrees to all the requirements of this RFP. Through our staff and relationships with distributors and manufacturers, we have the financial, technical, and organizational resources available to fully provide the products and services specified, without exceptions. We look forward to the opportunity to serve the districts of the PAEC.

If you require additional information, please do not hesitate to contact us.

Sincerely,

Saeed Bramwell-Gordon
Sr. Accounts Manager

Solicitation Acknowledgement (REQUIRED)

This page must be signed and included with your submission. Failure to do so will result in immediate rejection of your submission.

The undersigned hereby certifies that the response included herein is made without prior understanding, agreement, or connection with any person or business entity submitting a response for the same goods or services and is in all respects fair and without collusion or fraud.

The undersigned understands and agrees that by submitting a response that the entirety of the response is subject to Florida Statue 119 and will be considered a public record upon solicitation award or recommendation to award subject to the following exemptions: Confidential information shall include only information that is made exempt from disclosure by Florida Statute. Should the bidder/proposer believe any information submitted is protected from disclosure under Florida's public records law, the bidder/proposer **must provide evidence** of a statutory exemption under Florida law that is satisfactory to the Consortium or obtain a protective order. All items of Confidential information must be labeled in writing as such when delivered to the recipient. (Any item marked "Confidential" that is not accompanied by sufficient evidence of statutory exemption or a protective order shall be considered a public record and by signing below the bidder/proposer hereby agrees to this provision.)

The undersigned understands and agrees that any vendor-suggested changes and inquiries regarding this solicitation were due by the date shown on the solicitation information sheet (page 2), and that any vendor-required changes to the terms and conditions not already approved in an addendum issued by the Consortium prior to the solicitation due date will likely be rejected and may (in the Consortium's complete discretion) result in the rejection of the entire submission.

The undersigned agrees to abide by all conditions of this invitation and certifies that he or she is authorized to sign this submission for the business entity indicated below.

Bidder/Proposer Business Name
DoF Creations, LLC dba Service Driven Solutions

Business Address
1912 Hamilton St, STE 203 Jacksonville, FL 32210

Printed Name & Title of Authorized Signatory
Soee Q Bromwell-Gordon, Sr. Accts Manager

Signature of Authorized Signatory (Please Sign & Date)
_1/27/23_

DOF's team has experience supporting school districts across the Panhandle, as well as State and Local government entities, educational institutions, healthcare, and small and mid-size businesses across the US. Our team has experience and certifications covering networking, cybersecurity, cloud, data, and development. We also have experience evaluating network, security, and code issues to help build holistic, long-lasting solutions for organizations of different sizes, from small entities to large enterprises. Utilizing a variety of credit lines, we're able to support small and large technology purchases and implementations depending on the needs of our customers. A few of our recent projects include:

- Jacksonville University
- Okaloosa County Schools
- Walton County Schools
- Gate Hospitality

Through making service a priority, DOF has built strong relationships with customers, manufacturers, distributors, banks, and other resellers. We are activity leaders and have upper-level medallion status with several manufacturers. Our relationships, company status, and active credit give us the financial capability to effectively perform the Scope of Work and provide the services outlined in this RFP.

Credit Limit
DOF Creations

Client	Credit Limit	Credit Used	Approved Advance	Available	% Available
DOF Creations	1,000,000.00	0.00		1,000,000.00	100%

SouthStar Financial, LLC
840 Lowcountry Blvd
Mount Pleasant, South Carolina,
29464

Section 6 - Specifications

A. The Respondent must check either "Comply" or "Deviate" box for each specification item. **All deviations must be noted and explained on the attached form titled "Deviations" at the end of this solicitation package to be considered (See Attachment 11: Deviations from Section 6)**

Item	Description	Comply	Deviate
A.1	The Respondent can offer a <u>large</u> catalog of Technology Solutions to eligible entities.	✓	
A.2	The Respondent offers free shipping on items over $500.00 or more.	✓	
A.3	The Respondent can integrate its online catalog into the Florida Buy Marketplace.	✓	
A.4	The Respondent must be a manufacturer's authorized sales and service dealer for all proposed products. An authorized sales and service dealer is defined in this solicitation as one purchasing their products for resell directly from the manufacturer(s) or the manufacturer's approved channels. Products that result from new authorized sales and service dealer arrangements between the Respondent and the manufacturer during the term of this contract may be added and offered through	✓	

Item	Description	Comply	Deviate
	the Florida Buy State Cooperative Purchasing contract.	✓	
A.5	Products and Services can be provided for eligible entities in 67 districts in the State of Florida and beyond.	✓	
A.6	If the Respondent makes an error in pricing (typographical or photographic error, for example), the Buyer reserves the right to return the product. The Respondent agrees to pay for cost of any returned product due to a pricing error.	✓	
A.7	The Respondent must provide a Safety Data Sheet (SDS) for all items sold, if required. A separate sheet must be provided for each individual item when purchase is made.	✓	
A.8	The Respondent shall maintain a toll-free support line open during regular business hours Monday through Friday.	✓	

Detail by Entity Name

Rejected Filing

DOF CREATIONS, LLC

Filing Information

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Number   **Document Type**

Filed By   SAEED BRAMWELL-GORDON

DOF CREATIONS, LLC

12604 RIVER BIRCH DR.

RIVERVIEW, FL 33569

Document Images

No images are available for this filing.

State of Florida

Minority Business
Certification

SERVICE DRIVEN SOLUTIONS, INC

Is certified under the provisions of
287 and 295.187, Florida Statutes, for a period from:

November 3, 2022   to   November 3, 2024

J. Todd Inman
Florida Department of Management Services

FLORIDA DEPARTMENT OF MANAGEMENT SERVICES
SUPPLIER DIVERSITY

<u>Business Name and Location Address</u>

<u>Certificate Number</u>

39-8018187630-0

DOF CREATIONS LLC
12604 RIVER BIRCH DR
RIVERVIEW, FL 33569-8223

By extending this certificate or the certificate number to a selling dealer to make eligible purchases of taxable property or services exempt from sales tax and discretionary sales surtax, the person or business named above certifies that the taxable property or services purchased or rented will be resold or re-rented for one or more of the following purposes:

- Resale as tangible personal property
- Re-rental as tangible personal property
- Resale of services
- Re-rental as commercial real property
- Incorporation into tangible personal property being repaired
- Re-rental as transient rental property
- Incorporation as a material, ingredient, or component part of tangible personal property that is being produced for sale by manufacturing, compounding, or processing

Your *Florida Annual Resale Certificate for Sales Tax* (Annual Resale Certificate) allows you or your representatives to buy or rent property or services tax exempt when the property or service is resold or re-rented. You **may not** use your Annual Resale Certificate to make tax-exempt purchases or rentals of property or services that will be used by your business or for personal purposes. Florida law provides for criminal and civil penalties for fraudulent use of an Annual Resale Certificate.

As a seller, you must document each tax-exempt sale for resale using one of three methods. You can use a different method each time you make a tax-exempt sale for resale.

1. Obtain a copy (paper or electronic) of your customer's current Annual Resale Certificate.
2. For each sale, obtain a transaction authorization number using your customer's Annual Resale Certificate number.
3. Each calendar year, obtain annual vendor authorization numbers for your regular customers using their Annual Resale Certificate numbers.

Online: Visit **floridarevenue.com/taxes/certificates**

Phone: 877-357-3725 and enter your customer's Annual Resale Certificate number

Mobile App: Available for iPhone, iPad, and Android devices

ACORD®	CERTIFICATE OF LIABILITY INSURANCE	DATE (MM/DD/YYYY) 01/27/2023

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 be endorsed. If SUBROGATIONIS 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	CONTACT NAME:		
GRANITE RISK ADVISORS 20267436 531 ROSELANE STREET SUITE 620 MARIETTA GA 30060	PHONE (A/C, No, Ext): (678) 905-0220	FAX (A/C, No):	
	E-MAIL ADDRESS:		
	INSURER(S) AFFORDING COVERAGE		NAIC#
	INSURER A : Hartford Underwriters Insurance Company		30104
INSURED DOF CREATIONS LLC 12604 RIVER BIRCH DR RIVERVIEW FL 33569-8223	INSURER B : Hartford Fire Insurance Company		19682
	INSURER C : Hartford Casualty Insurance Company		29424
	INSURER D :		
	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 INSR	SUBR WVD	POLICY NUMBER	POLICY EFF (MM/DD/YYYY)	POLICY EXP (MM/DD/YYYY)	LIMITS	
A	COMMERCIAL GENERAL LIABILITY CLAIMS-MADE [X] OCCUR [X] General Liability GEN'L AGGREGATE LIMIT APPLIES PER: [X] POLICY [ ] PROJECT [ ] LOC OTHER:			20 SBM AN6DWN	10/05/2022	10/05/2023	EACH OCCURRENCE	$1,000,000
							DAMAGE TO RENTED PREMISES (Ea occurrence)	$1,000,000
							MED EXP (Any one person)	$10,000
							PERSONAL & ADV INJURY	$1,000,000
							GENERAL AGGREGATE	$2,000,000
							PRODUCTS - COMP/OP AGG	$2,000,000
A	AUTOMOBILE LIABILITY [ ] ANY AUTO [ ] ALL OWNED AUTOS [ ] SCHEDULED AUTOS [X] HIRED AUTOS [X] NON-OWNED AUTOS			20 SBM AN6DWN	10/05/2022	10/05/2023	COMBINED SINGLE LIMIT (Ea accident)	$1,000,000
							BODILY INJURY (Per person)	
							BODILY INJURY (Per accident)	
							PROPERTY DAMAGE (Per accident)	
A	[X] UMBRELLA LIAB [X] OCCUR [ ] EXCESS LIAB [ ] CLAIMS-MADE [ ] DED [X] RETENTION $ 10,000			20 SBM AN6DWN	10/05/2022	10/05/2023	EACH OCCURRENCE	$2,000,000
							AGGREGATE	$2,000,000
C	WORKERS COMPENSATION AND EMPLOYERS' LIABILITY ANY PROPRIETOR/PARTNER/EXECUTIVE OFFICER/MEMBER EXCLUDED? (Mandatory in NH) If yes, describe under DESCRIPTION OF OPERATIONS below	Y/N N/A		20 WEC AV5WZA	12/29/2022	12/29/2023	[X] PER STATUTE [ ] OTH-ER	
							E.L. EACH ACCIDENT	$1,000,000
							E.L. DISEASE -EA EMPLOYEE	$1,000,000
							E.L. DISEASE - POLICY LIMIT	$1,000,000
B	FailSafe Technology Errors or Omissions Liability			20 SBM AN6DWN	10/05/2022	10/05/2023	Each Wrongful Act Aggregate Limit	$500,000 $500,000

DESCRIPTION OF OPERATIONS / LOCATIONS / VEHICLES (ACORD 101, Additional Remarks Schedule, may be attached if more space is required)
Those usual to the Insured's Operations.

CERTIFICATE HOLDER	CANCELLATION
For Informational Purposes 12604 RIVER BIRCH DR RIVERVIEW FL 33569-8223	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 *Susan L. Castaneda*

ACORD 25 (2016/03)   The ACORD name and logo are registered marks of ACORD

Proposal Checklist

Attachment 1
Florida Buy State Cooperative Purchasing Agency
RFP #23-06: Technology Catalog Solutions
PROPOSAL CHECKLIST

The following items/submittals are required to be qualified as a Respondent to the RFP. The Respondent must submit an electronic version (flash drive) of their proposal as well as one (1) original copy, and three (3) copies by the due date and time listed in the RFP by standard mail (USPS, FedEx, UPS, or in person). Written submissions must follow the format listed in the RFP which is 12-point Times New Roman font. **Submission made via email will be rejected.**

Please review the checklist and indicate WITH A MARK (√) that all the required documents have been included with your submission.

Your proposal should include the following:

✓   **NARRATIVE**: The Narrative should outline capabilities, experience in providing Technology Catalog Solutions with complete information relative to and addressing the scope and specifications.

✓   Information regarding current licenses, registrations and certifications issued by federal, state, and local agencies.

✓   Liability and Worker's Compensation Certificates

✓   Description of which regions (state and national) your company can service.

✓   Attachment 1- Proposal Checklist

✓   Attachment 2- Quality Requirement Form

✓   Attachment 3- Reference Sheet

✓   Attachment 4- Membership Acknowledgement Form

✓   Attachment 5- Pricing Sheet

✓   Attachment 6- Questionnaire

✓   Attachment 7- Contract Offer and Award

✓   Attachment 9- Signed Non-Collusion Affidavit

✓   Attachment 10- Signed EDGAR form

✓   Attachment 11-Deviations from Section 6 (Specifications)

✓   Attachment 12-Company Information Sheet

Quality Requirements Form

Attachment 2
Florida Buy State Cooperative Purchasing Agency
RFP #23-06: Technology Catalog Solutions
QUALITY REQUIREMENTS FORM

Quality Requirements, or basic business requirements, are the minimum set of standards that an entity must meet and certify to be considered responsible and responsive. Please complete the Quality Requirement form and submit it with your response. This form MUST be submitted with your response.

	Quality Requirements	Yes	No
1	Minimum of 5 years of experience in providing technology products, services, and consultation.	✓	
2	References have been provided.	✓	
3	Certificate of Insurance (Liability, Worker's Compensation, etc.)	✓	
4	Certifications to perform the work outlined in the scope and specifications.	✓	

Reference Form

Attachment 3
Florida Buy State Cooperative Purchasing Agency
RFP #23-06: Technology Catalog Solutions
REFERENCE FORM

Respondent: DOF Creations, LLC dba Service Driven Solutions

Provide references from no less than three (3) schools, school districts, or other eligible entities.

Reference Jacksonville University   Contact Tammer El-Maadawy

Address: 2800 University Blvd. N
Jacksonville, FL 32211   Phone 904-256-7515

Email: telmaad@ju.edu

Description and date(s) of services provided: From June 2021 to present DOF provided wireless

and switching infrastructure and support for the university network upgrade and expansion

project.

Reference Walton County Schools   Contact Henry Martin

Address: 145 S. Park St. DeFuniak Springs, FL   Phone 850-892-1115

Email: henry.martin@walton.k12.fl.us

Description and date(s) of services provided: March 2022 - Phase 1 (Add routers at all

schools.) April 2022 - Install access points at ECTC. July 2022 - Phase 2 wireless and switching.

Reference Gadsen County Public Schools   Contact John Thomas

Address: 35 Martin Luther King Blvd.
Quincy, FL32351   Phone 850-627-9651 Ext 1303

Email: thomasj@gcpsmail.com

Description and date(s) of services provided: DOF provides ongoing services and support

for our data centers and schools. They provide switches, routers, firewalls, and edge

protections. These services and support are routed through vendors.

RFP 23-06 Technology Catalog Solutions

Attachment 3
Florida Buy State Cooperative Purchasing Agency
RFP #23-06: Technology Catalog Solutions
REFERENCE FORM

Respondent: __DOF Creations, LLC dba Service Driven Solutions__

Provide references from no less than three (3) schools, school districts, or other eligible entities.

Reference _Okaloosa County School District_ Contact _Barry Boutwell_

Address: _120 Lowery Place, Fort Walton Beach, FL 32548_ Phone _(850) 833-3100_

Email: _barry.boutwell@titantechnologies.com_

Description and date(s) of services provided: _____

_____ DOF has provided networking and cyber security services to the district. _____

_____

Reference_____ Contact _____

Address: _____ Phone _____

Email: _____
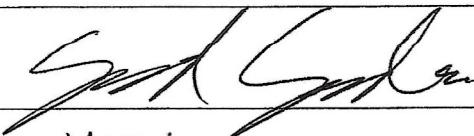
Description and date(s) of services provided: _____

_____

_____

Reference_____ Contact _____

Address: _____ Phone _____

Email: _____

Description and date(s) of services provided: _____

_____

_____

Membership Acknowledgement Form

Attachment 4
Florida Buy State Cooperative Purchasing Agency
RFP #23-06: Technology Catalog Solutions
MEMBERSHIP ACKNOWLEDGEMENT FORM

I fully understand and agree that an award of the RFP requires participation in the Florida Buy State Cooperative Purchasing program and a 2% Administrative Fee for sales generated off this contract will be paid quarterly to the Panhandle Area Educational Consortium's Florida Buy State Cooperative Purchasing program, along with a sales report (a template of which will be provided by Florida Buy State Cooperative Purchasing) for contract management, marketing, and facilitation of this agreement. The fees will be based off the actual amount invoiced to the entity utilizing the contract and the 2% fee is not to be added to the invoice or otherwise passed to any entity choosing to use this agreement.

I fully understand that the award and contract are approved by a single governmental entity, the Washington County, Florida School District as PAEC's fiscal agent (and lead agency), and are only available for use and benefit of all entities complying with state procurement laws and regulations (public and private schools, colleges and universities, cities, counties, non-profits, all other governmental entities and other entities contractually performing work on behalf of an eligible entity provided all state and local public procurement regulations are followed).

I also understand that the contract/agreement may be utilized for eligible entities outside of the state of Florida provided it is allowed under such state's procurement laws and under the same terms and conditions of this agreement.

Print Name___Saeed Bramwell-Gordon___

Signature _____

Date ___1/27/23___

Pricing Sheet

Attachment 5
Florida Buy State Cooperative Purchasing Agency
RFP #23-06: Technology Catalog Solutions

Company Name: DOF Creations, Inc				
Product Category	**Labor (Leave blank if not applicable)**	**List Price**	**Contract Price**	**Percentage Discount**
Aruba Hardware/Software		See manufacturer list price.		32%
Aruba Maintenance		See manufacturer list price.		8%
Fortinet Hardware/Software		See manufacturer list price.		15%
Fortinet Maintenance		See manufacturer list price.		15%
Arista Hardware/Software		See manufacturer list price.		25%
Arista Maintenance		See manufacturer list price.		8%
Cisco Hardware/Software		See manufacturer list price.		25%
Cisco Maintenance		See manufacturer list price.		5%
Extreme Hardware/Software		See manufacturer list price.		42%
Extreme Maintenance		See manufacturer list price.		12%
Juniper Hardware/Software		See manufacturer list price.		5%
Juniper Maintenance		See manufacturer list price.		3%
Palo Alto Hardware/Software		See manufacturer list price.		5%
Palo Alto Maintenance		See manufacturer list price.		2%
Bluecat Hardware/Software		See manufacturer list price.		24%
Bluecat Maintenance		See manufacturer list price.		8%
Crowdstrike Hardware/Software		See manufacturer list price.		30%
Crowdstrike Maintenance		See manufacturer list price.		15%
bitB Hardware/Software		See manufacturer list price.		20%
bitB Maintenance		See manufacturer list price.		15%
Mandiant Hardware/Sofware		See manufacturer list price.		12%
Mandiant Maintenance		See manufacturer list price.		8%
Barracuda Hardware/Software		See manufacturer list price.		20%
Barracuda Maintenance		See manufacturer list price.		5%
Rubrik Hardware/Software		See manufacturer list price.		15%
Rubrik Maintenance		See manufacturer list price.		8%
Clear Touch		See manufacturer list price.		30%
Hubbell		See manufacturer list price.		15%
APC		See manufacturer list price.		15%
Amazon Web Services		See manufacturer list price.		"Best Pricing"
Microsoft Azure		See manufacturer list price.		"Best Pricing"
Google Cloud		See manufacturer list price.		"Best Pricing"
Cyber Risk UW		See manufacturer list price.		"Best Pricing"

Company Name: DOF Creations, Inc

Product Category	Labor (Leave blank if not applicable)	List Price	Contract Price	Percentage Discount
eGlass		See manufacturer list price.		8%
Ekahau		See manufacturer list price.		8%
Denodo		See manufacturer list price.		8%
Dell		See manufacturer list price.		8%
HPE		See manufacturer list price.		8%
IBM		See manufacturer list price.		8%
Immix		See manufacturer list price.		8%
Logrhythm		See manufacturer list price.		8%
Sonicwall		See manufacturer list price.		8%
Oracle		See manufacturer list price.		8%
Panzura		See manufacturer list price.		8%
Poly		See manufacturer list price.		8%
Scale		See manufacturer list price.		8%
Trellix		See manufacturer list price.		8%
Commscope/Rukus		See manufacturer list price.		8%
Nile Secure		See manufacturer list price.		8%
Tripplite		See manufacturer list price.		8%
Eaton		See manufacturer list price.		8%
Panasonic		See manufacturer list price.		8%
Unitrends		See manufacturer list price.		8%
Tech Global		See manufacturer list price.		8%
Aures		See manufacturer list price.		8%
LG		See manufacturer list price.		8%
Touch Dynamic		See manufacturer list price.		8%
Viewzusa		See manufacturer list price.		8%
Elotouch		See manufacturer list price.		8%
NS4ed		See manufacturer list price.		5%
All Other Manufacturers		See manufacturer list price.		2%

Service Category	Cost
Incident Response Planning	$310/hr
Cloud Consulting	$250/hr
Web Development Consulting	$225/hr
DevOps Consulting	$200/hr
Software Development Consulting	$225/hr
Network Evaluation	To Be Determined Upon Evaluation
Managed SIEM	To Be Determined Upon Evaluation
Managed Network Administration	To Be Determined Upon Evaluation
CISO-as-a-Service	To Be Determined Upon Evaluation
Managed EDR/XDR	To Be Determined Upon Evaluation
Network Implementation	To Be Determined Upon Evaluation

Questionnaire

Attachment 6
Florida Buy State Cooperative Purchasing Agency
RFP #23-06: Technology Catalog Solutions
Questionnaire

Instructions.   Please complete the questionnaire below by placing your company's answers in the correlating response column.

Responding Company's Name:	DOF Creations
Instructions: For those responding to the RFP, please respond to the questions below.	
Question	**Response**
1. As you envision it, what is your company's role in this partnership? Please include sales and marketing strategies.	DOF plans to provide the highest level of service to PAEC and make available all listed products and services.
2. Does your company have the capability to provide training on how to use this contract?	Yes.
3. Describe the warranties on your products.	All products are warrantied per manufacture terms and conditions.
4. What is your service area? Name the counties in Florida and other states.	All 50 states.
5. Does your company offer online ordering?	Yes.
6. Does your company have regional sites around Florida and are you equipped for rapid response if desired by a customer?	Yes. We have 3 locations in the state of Florida.
7. Explain the process of responding to a work order.	DOF will provide a quote for solutions and services. When a PO is received, we will immediately place the order. We will provide status information through completion.
8. What are your payment terms?	Net 30.
9. Does your company accept payment by procurement/credit card? If so, is the member assessed a fee for purchasing with a procurement/credit card?	Yes. No fees.
10. Does your company offer any prompt payment discounts? If so, please describe.	No.

11. Does your company require a minimum order? If so, what are your minimum order requirements? If the minimum is not met, what surcharge would you access?	No minimum order required.

12. Briefly explain your policy and the lead time required from a member placing an order to receipt of products/services.	PO's are immediately placed with the manufacturer. Lead times are dependent on manufacturer stock.
13. Does your company assess fuel surcharges for responses? If so, what is the charge?	N/A
14. At times there are issues with service, please describe your process for addressing these issues.	Customers have a dedicated customer resource manager that follows the full lifecycle of the order. If problems do arise, DOF will utilize all resources including sales, service, manufacturers, and engineering to resolve the issue.
15. State your company's process for handling dissatisfied customers.	Our top priority, if a customer is dissatisfied for any reason, is finding the why. The customer will work directly with the customer resource manager to get to the root of the problem. Issues will be handled with the appropriate resource and escalated accordingly.
16. State your company's process for introducing new products to the list of products/services you offer.	DOF will introduce any new products or services directly to customers through in person contact, email, or events.
17. Would your company consider a dedicated inside sales representative that would be familiar with the Florida Buy State Cooperative Purchasing contract/program and our membership, be empowered to handle situations as a regular sales account representative would, and be available for quick responses to member inquiries and questions?	Yes.
18. Would your company be willing to work with each of the Florida regions on sending/mailing out printed material to members?	Yes.

19. Please describe what your company envisions as a 30-day roll-out and marketing plan. Do you believe your company has enough staff that will be dedicated to the Florida Buy State Cooperative Purchasing program to ensure a successful roll-out in a timely, well communicated, responsive fashion?	DOF establishes a customized marketing plan inhouse to roll out all new services and products. Yes, we have plenty of staffing to ensure a successful roll-out.

20. Please list the contracts your company currently holds that may compete directly with the Florida Buy State Cooperative Purchasing program and describe how you will position the program versus other contracts.	DOF does not hold any competing contracts.
21. Will you lead with the Florida Buy State Cooperative Purchasing contract if awarded?	Yes.
22. If other contracts are available, is the Florida Buy State Cooperative Purchasing pricing the same or lower than pricing offered under your existing contracts?	Yes.
23. If other contracts are available, please describe the process Florida Buy State Cooperative Purchasing would need to take to transition a current purchaser who requests to utilize our contract instead of their current contract.	The customer resource manager will be able to assist in the transition.
24. How would you educate your sales representatives on the strengths of our contract?	All sales representatives will be introduced to the contract and given information on the contract advantages, procedures, and policies.
25. Would sales representatives be willing to conduct on-site visits with cooperative staff to members to explain the benefits of the Florida Buy State Cooperative Purchasing Program?	Yes.
26. Please describe your marketing plan to reach and connect with our members in Florida. Please note what touch points and connection those members have with sales representatives.	DOF has dedicated account managers in each region of Florida. They will directly contact members to introduce our service offerings within the contract.

27. List any additional stipulations and/or requirements your company requests that are not covered in the RFP.	None.

Contract Offer and Award

Florida Buy State Cooperative Purchasing Agency
Technology Catalog Solutions
RFP #23-06
CONTRACT OFFER AND AWARD

OFFER TO BE COMPLETED BY RESPONDENT

In compliance with the Request for Proposal, the undersigned warrants that I/we have examined the Instructions to Respondent's and Technical Specification and being familiar with all the conditions surrounding the proposed project, hereby offer and agree to furnish all products and professional services in compliance with all terms, conditions, specifications and amendments in this solicitation and any written exceptions in the offer. Signature also certifies understanding and compliance of this proposal. The undersigned understands that his/her competence and responsibility and that of his/her proposed subcontractors, time of completion, as well as other factors of interest to the Florida Buy State Cooperative Purchasing as stated in the evaluation section, will be a consideration in making the award. This contract binds said vendor to all terms and conditions stated in the proposal and the award will be activated on the date signed by the Lead Agency of the Florida Buy State Cooperative Purchasing Program.

Company Name: Dof Creations Dba Service Driven Solutions
Address: 1912 Hamilton St STE 203 Phone Number: 813.486.8931
City: Jacksonville   State: FL   Zip: 32210
Contract Contact Person: Soee Gordon Email: sbgordon@dofcreations.com
Authorized Signature: [signature]   Date: 1/27/23

ACCEPTANCE OF OFFER AND CONTRACT AWARD TO BE COMPLETED ONLY BY THE LEAD AGENCY OF FLORIDA BUY STATE COOPERATIVE PURCHASING

Your RFP for contracting services is hereby accepted by the PAEC fiscal agent and District of Record, the Washington County Florida School Board on _____. As Offeror, you are now bound to sell the materials and services listed by the attached RFP based upon the solicitation, including all terms, conditions, specifications, amendments as set forth in the Request for Proposal. The parties intend this contract to constitute the final and complete agreement between the Agency and Respondent, and no other agreements, oral or otherwise, regarding the subject matter of this contract, shall bind any of the parties hereto. No change or modification of this contract shall be valid unless it shall be in writing and signed by both parties to this contract. If any provision of this contract is deemed invalid or illegal by any appropriate court of law, the remained of this contract shall not be affected thereby. The term of the agreement will be for 3 years with the option to renew for two additional 12-month terms. After the first 12 months, the contract may be cancelled by either party upon receipt of a 30-day notice provided all client obligations created under the contract have been satisfied.

Awarding Agency: PAEC fiscal agent and District of Record, the Washington County FL School Board

Agency Executive: Herbert J. Taylor, Superintendent: Signature_____ Date _____

Agency Executive: John T. Selover, Executive Director, PAEC: Signature_____ Date_____

PAEC BD _____
WCSB _____

Affidavit of Non-Collusion

Florida Buy State Cooperative Purchasing Agency
RFP #23-06: Technology Catalog Solutions
AFFIDAVIT OF NON-COLLUSION

Instructions: This form must be signed by the business's authorized representative and notarized below

The undersigned, is duly authorized to represent the persons, business and corporations joining and participating in the submission of the foregoing Request for Proposal (RFP) (such persons, business and corporations hereinafter being referred to as the Respondent), being duly sworn, on his/her oath, states that to the best of his/her belief and knowledge no person, business or corporation, nor any person duly representing the same joining and participating in the submission of the foregoing bid, has directly or indirectly entered into any agreement or arrangement with any other respondents, or with any official of the *Florida Buy State Cooperative Purchasing Agency*, or any employee thereof, or any person, business or corporation under contract with *Florida Buy* whereby the respondent, in order to induce the acceptance of the foregoing RFP by the *Florida Buy State Cooperative Purchasing Agency*, has paid, or is to pay to any other respondent, or to any of the aforementioned persons, anything of value whatever, and that the bidder has not, directly nor indirectly entered into any arrangement, or agreement, with any other respondent/s which tends to or does lessen or destroy free competition in the letting of the contract sought for by the foregoing RFP .

1. This is to certify that the respondent, or any person on his/her behalf, has not agreed, connived, or colluded to produce a deceptive show of competition in the manner of the bidding, or award of the referenced contract.
2. This is to certify that neither I, nor to the best of my knowledge, information and belief, the respondent, nor any officer, director, partner, member or associate of the respondent, nor any of its employees directly involved in obtaining contracts with *Florida Buy State Cooperative Purchasing*, or any subdivision of the state has been convicted of false pretenses, attempted false pretenses, or conspiracy to commit false pretenses, bribery, attempted bribery or conspiracy to bribe under the laws of any state or federal government for acts or omissions after January 1, 1985.
3. This is to certify that the respondent, or any person on his behalf has examined and understands the terms, conditions, scope of work and specifications, and other documents of this solicitation and that any and all exceptions have been noted in writing and have been included with the RFP submittal.
4. This is to certify that if awarded a contract, the respondent will provide the equipment, commodities, and/or services to members and affiliate members of the Agency in accordance with the terms, conditions, scope of work and specifications and other documents of this solicitation in the following pages of this RFP.
5. This is to certify that the respondent is authorized by the manufacturer(s) to sell all proposed products on a statewide basis.
6. This is to certify that we have completed, reviewed, approved, and have included all information that is required of these RFP forms.

SAEED GORDON
_____
Authorized Representative (Please print or type)
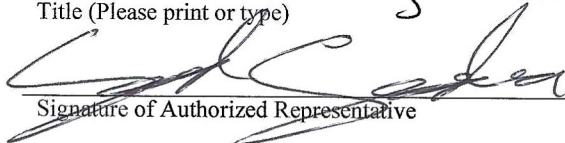
2528 Bellwood Dr
_____
Mailing Address

SR Accts Manager
_____
Title (Please print or type)

Brandon, FL, 33511
_____
City, State, Zip

_____
Signature of Authorized Representative

1/24/23
_____
Date

Julie Leach
NOTARY PUBLIC
STATE OF FLORIDA
Comm GG311482
Expires 4/23/2023

Subscribed and sworn to before me this 24th day of January , 20 23

Notary Public in and for County of Pasco   State of Florida

My Commission Expires on 4/23/2023   Signature Julie Leach

"EDGAR" Form

Attachment 10
Florida Buy State Cooperative Purchasing Agency
Uniform Guidance "EDGAR" Certification 2 CFR Part 200

When a purchasing agency seeks to procure goods and services using funds under a federal grant or contract, specific federal laws, regulations, and requirements may apply in addition to those under state law. This includes, but is not limited to, the procurement standards of the Uniform Administrative Requirements, Cost Principles and Audit Requirements for Federal Awards, 2 CFR 200, referred to as the "Uniform Guidance" or new "EDGAR". All vendors submitting proposals must complete this EDGAR Certification form regarding the vendor's willingness and ability to comply with certain requirements which may be applicable to specific agency purchases using federal grant funds.

For each of the items below, the Vendor will certify its agreement and ability to comply, where applicable, by having the vendor's authorized representative check and initial the applicable boxes and sign the acknowledgement at the end of this form. If a vendor fails to complete any item of this form, Florida Buy State Cooperative Purchasing will consider and may list the response, as the vendors is unable to comply. A "No" response to any of the items below may impact the ability of a purchasing agency to purchase from the vendor using federal funds.

1. **Violation of Contract Terms and Conditions**
Provisions regarding vendor default are included in Florida Buy State Cooperative Purchasing's terms and conditions. Any contract award will be subject to such terms and conditions, as well as any additional terms and conditions in any purchase order, ancillary agency contract, or construction contract agreed upon by the vendor and the purchasing agency, which must be consistent with and protect the purchasing agency at least to the same extent as Florida Buy State Cooperative Purchasing's terms and conditions. The remedies under the contract are in addition to any other remedies that may be available under law or in equity.
Yes, I agree _____/_____ No, I disagree _____ Initials ___S G___

2. **Termination for Cause of Convenience**
For a participating agency purchase or contract in excess of $10,000 made using federal funds, you agree that the following term and condition shall apply:
The participating agency may terminate or cancel any purchase order under this contract at any time, with or without cause, by providing seven (7) business days in advance written notice to the vendor. If this agreement is terminated in accordance with this paragraph, the participating agency shall only be required to pay vendor for goods and services delivered to the participating agency prior to the termination and not otherwise returned in accordance with the vendor's return policy. If the participating agency has paid the vendor for goods and services not year provided as the date or termination, vendor shall immediately refund such payment(s).
If an alternate provision for termination of a participating agency's purchase for cause and convenience, including the manner by which it will be affected and the basis for settlement,

is in the participating agency's purchase order, ancillary agreement or construction contract agreed to by the vendor, the participating agency's provision shall control.

Yes, I agree _____✓_____ No, I disagree _____ Initials __S C__

3. **Equal Employment Opportunity**

Except as otherwise provided under 41 CFR Part 60, all participating agency purchases or contract that meet the definition of "federally assisted construction contract" in 41 CFR Part 60-1.3 shall be deemed to include the equal opportunity clause provided under 41 CFR 60-1.4(b), in accordance with Executive Order 11246, "Equal Employment Opportunity" (30 FR 12319, 12935, 3 CFR Part, 1964-1965 Comp., p. 339), as amended by Executive Order 11375, "Amending Executive Order 11246 Relating to Equal Employment Opportunity," and implementing regulations at 41 CFR Part 60, "Office of Federal Contract Compliance Programs, Equal Employment Opportunity, Department of Labor."

The equal opportunity clause provided under 41 CFR 60-1.4(b) is hereby incorporated by reference. Vendor agrees that such provision applies to any participating agency purchase or contract that meets the definition of "federally assisted construction contract" In 41 CFR Part 60-1.3 and vendor agrees that it shall comply with such provision.

Yes, I agree _____✓_____ No, I disagree _____ Initials __S G__

4. **Davis Bacon Act**

When required by Federal program legislation, vendor agrees that, for all participating agency construction contracts/purchases in excess of $2,000, vendor shall comply with the Davis-Bacon Act (40 USC 3141-3144, and 3146-3148) as supplemented by Department of Labor regulations (29 CFR Part 5, "Labor Standards Provisions Applicable to Contracts Covering Federally Financed and Assisted Construction"). In accordance with the statute, vendor is required to pay wages to laborers and mechanics at a rate not less than the prevailing wages specific in a wage determinate made by the Secretary of Labor. In addition, vendor shall pay wages not less than once a week.

Current prevailing wage determinations issued by the Department of Labor are available at www.wdol.gov. Vendor agrees that, for any purchase to which this requirement applies, the award of the purchase to the vendor is conditioned upon vendor's acceptance of wage determination.

Vendor further agrees that is shall also comply with the Copeland "Anti-Kickback" Act (40 USC 3145), as supplemented by Department of Labor regulations (29 CFR Part 3, "Contractors and Subcontractors on Public Building or Public Work Financed in Whole or in Part by Loans or Grants from the United States"). The Act provides that each construction completion, or repair of public work, to give up any part of the compensation to which he or she is otherwise entitled.

Yes, I agree _____/_____ No, I disagree _____ Initials __S C__

5. **Contract Work Hours and Safety Standards Act**

Where applicable, for all participating agency purchases in excess of $100,000 that involve the employment of mechanics or laborers, vendor agrees to comply with 40 USC 3702 and 3704, as supplemented by Department of Labor regulations (29 CFR Part 5). Under 40 USC 3702 of the Act, vendor is required to compute the wages of every mechanic and laborer based on 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 the 40 USC 3704 are applicable to construction work and provide that no laborer or mechanic must be required to work in surroundings or under working conditions

that are unsanitary, hazardous, or dangerous. These requirements do not apply to the purchase of supplies, materials, or articles ordinarily available on the open market, or contracts for transportation or transmission of intelligence.

Yes, I agree _____/_____ No, I disagree _____ Initials ___S G___

6. **Right to Inventions Made Under a Contract or Agreement**

If the participating agency's federal award meets the definition of "funding agreement" under 37 CFR 401.2(a) and the recipient or sub recipient wishes to enter into a contract with a small business firm or nonprofit organization regarding the substitution of parties, assignment or performance or experiments, developmental or research work under the "funding agreement," the recipient or sub recipient must comply with the requirements of 37 CFR Part 401, "Rights to Inventions Made by Nonprofit Organizations and Small Business Firms Under Government Grants, Contracts and Cooperative Agreements," and any implementing regulations issued by the awarding agency.

Yes, I agree _____/_____ No, I disagree _____ Initials ___S G___

7. **Clean Air Act and Federal Water Pollution Control Act**

Clean Air Act (42 USC 7401-7671q.) and the Federal Water Pollution Control Act (33 USC 1251-1387), as amended, contracts and sub grants of amounts in excess of $150,000 must contain a provision that requires the non-Federal award to agree to comply with all applicable standards, orders, or regulations issued pursuant to the Clean Air Act (42 USC 7401-7671q.) and the Federal Water Pollution Control Act, as amended (33 USC 1251-1387). Violations must be reported to the Federal awarding agency and the Regional Office of the Environmental Protection Agency (EPA). When required, vendor agrees to comply with all applicable standards, orders, or regulations issued pursuant to the Clean Air Act and the Federal Water Pollution Control Act.

Yes, I agree _____✓_____ No, I disagree _____ Initials ___S G___

8. **Debarment and Suspension**

Debarment and Suspension (Executive Orders 12549 and 12689), a contract award (see 2 CFR 180.222) must not be made to parties listed on the government-wide exclusions in the System for Award Management (SAM), in accordance with 0MB guidelines at 2 CFR 180 that implement Executive Orders 12549 (3 CFR Part 1966 Comp. p. 189) and 12689 (3 CFR Part 1989 Comp. p. 235), "Debarment and Suspension." SAM exclusions contain the names of parties debarred, suspended, or otherwise excluded by agencies, as well as parties declared ineligible under statutory or regulatory authority other than Executive Order 12549. Vendor certifies that the vendor is not current listed and further agrees to immediately notify Florida Buy State Cooperative Purchasing and all participating agencies with pending purchases or seeking to purchase from the vendor if vendor is later listed on the government-wide exclusions in SAM, or is debarred, suspended, or otherwise excluded by agencies or declared ineligible under stat statutory or regulatory authority other than Executive Order 12549.

Yes, I agree _____✓_____ No, I disagree _____ Initials ___S G___

9. **Byrd Anti-Lobbying Amendment**

Byrd Anti-Lobbying Amendment (31 USC 1352), vendors that apply or bid for an award exceeding $100,000 must file the required certification. 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 USC 1352. Each tier must also disclose any lobbying with non-Federal funds that take place in connection with obtaining any Federal award. Such disclosures are forwarded from tier to tear up to the non-Federal award.

Yes, I agree ___✓___ No, I disagree _____ Initials ___SG___

10. Procurement of Recovered Materials

For participating agency purchases utilizing Federal funds, vendor agrees to comply with Section 6002 of the Solid Waste Disposal Act, as amended by the Resource Conservation and Recovery Act where applicable and provide such information and certifications as a participating agency may require confirming estimates and otherwise comply. 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 recover, and establishing an affirmative procurement program for procurement of recovered materials identified in the EPA guidelines.

Yes, I agree ___SG✓___ No, I disagree _____ Initials ___SG___

11. Profit as a Separate Element of Price

For purchases using federal funds in excess of $150,000, a participating agency may be required to negotiate profit as a separate element of the price. See 2 CFRR 200.323(b). When required by a participating agency, vendor agrees to provide information and negotiate with the participating agency regarding profit as a separate element of the price for a particular purchase. However, vendor agrees that the total price, including profit, charged by the vendor to the participating agency shall not exceed the awarded pricing, including any applicable discount, under the vendors contract with Florida Buy State Cooperative Purchasing.

Yes, I agree ___✓___ No, I disagree _____ Initials ___SG___

12. General Compliance with Participating Agencies

In addition to the foregoing specific requirements, vendor agrees, in accepting any purchase order from a participating agency, it shall make a good faith effort to work with participating agency to provide such information and to satisfy requirements as may apply to a particular purchase or purchases including, but not limited to, applicable record keeping and record retention requirements.

Yes, I agree ___✓___ No, I disagree _____ Initials ___SG___

By signing below, I certify that the information in this form is true, complete, and accurate and that I am authorized by my company to make this certification and all consents and agreements contained herein.

DOF Creations, LLC dba Service Driven Solutins
_____
Name of Company

_____
Signature of Authorized Personnel

_____1/27/23_____
Date

Saeed Bramwell-Gordon
_____
Printed Name

Deviations from Section 6 (Specifications)

Please provide and explanation for items marked "Deviate" from the specifications table listed between A.1 and A.19 in Section 6.

Deviations

Instructions:
- If "no" is marked with an "X" below, complete this form by signing it at the bottom.
- If "yes" is marked with an "X" below, insert answers into the form shown below, providing narrative explanations of deviations. *(To insert more rows, hit the tab key from the last field in the last row and column.)*
- If adding pages, the responder's name and identifying information as to which item the response refers must appear on each page.
- Deviations to local, state, or federal laws cannot be accepted under this RFP.

X	**No**, this responder does not have deviations (exceptions or alternates) to the specifications listed between A.1 and A.19 in Section 6
	Yes, this responder has the following deviations to the specifications listed between A.1 and A.19 in Section 6

Specification (describe)	Details of Deviation

Signature: _____ Date: ___1/27/23___

Company Information Sheet

Attachment 12
Florida Buy State Cooperative Purchasing Agency
RFP #23-06: Technology Catalog Solutions
COMPANY INFORMATION

Please provide updated information for our Florida Buy website. Please include all information you would like to show up on the webpage for your contract. The more information you give the better.

Vendor Information	
Name	DOF Creations, LLC dba Service Driven Solutions Inc.
Logo	https://dofcreations.com/wp-content/uploads/2022/11/DOF_LOGO_recreated-01.png
Homepage URL	Dofcreations.com
Company Email	solutions@dofcreations.com
Company Phone	888-834-4644
Company Fax	
Company Address	1912 Hamilton St. #203, Jacksonville, FL 32210
Company Overview	DOF Creations is a technology consulting firm and reseller partner covering networking, cybersecurity, cloud adoption, coding, and data security and optimization
Contract Benefits	
How to Order	By Purchase Order
FAQ	
Contact #1	
Name	Saeed Bramwell-Gordon
Title	Senior Accounts Manager
Phone	813-486-8931
Email	sbgordon@dofcreations.com
Contact #2	
Name	Viv Gordon
Title	Dir. - SLED & Enterprise Accounts

Sample Statement of Work-DOF methodology

DOF Creations

[Company Address]
[City, ST ZIP Code]

SOW [000] for Agreement to Perform Consulting Services to [Client Name]

Date	Services Performed By:	Services Performed For:
[Date]	DOF Creations	[Client Name]
	[Company Address]	[Client Address]
	[City, ST ZIP Code]	[City, ST ZIP Code]

This Statement of Work (SOW) is issued pursuant to the Consultant Services Master Agreement between [Client Name] ("Client") and DOF Creations ("Contractor"), effective [Date] (the "Agreement"). This SOW is subject to the terms and conditions contained in the Agreement between the parties and is made a part thereof. Any term not otherwise defined herein shall have the meaning specified in the Agreement. In the event of any conflict or inconsistency between the terms of this SOW and the terms of this Agreement, the terms of this SOW shall govern and prevail.

This SOW # [000] (hereinafter called the "SOW"), effective as of [Date] is entered into by and between Contractor and Client and is subject to the terms and conditions specified below. The Exhibit(s) to this SOW, if any, shall be deemed to be a part hereof. In the event of any inconsistencies between the terms of the body of this SOW and the terms of the Exhibit(s) hereto, the terms of the body of this SOW shall prevail.

Period of Performance

The Services shall commence on [Date] and shall continue through [Date].

Engagement Resources

List names of resources and any key information about each.

Scope of Work

Contractor shall provide the Services and Deliverable(s) as follows:

Describe services and/or deliverables included in this SOW.

Deliverable Materials

If this is an SOW for deliverable work product, describe deliverables here. If this is an SOW for services that do not include specific deliverables, you might want to include a statement such as "There are no formal deliverables or work products defined in association with these services."

Contractor Responsibilities

Define contractor responsibilities.

Client Responsibilities

Define client responsibilities.

Fee Schedule

This engagement will be conducted on a Time & Materials basis. The total value for the Services pursuant to this SOW shall not exceed [$000] unless otherwise agreed to by both parties via the project change control procedure, as outlined within. A PCR will be issued specifying the amended value.

This figure is based on [000] ours of professional services. Contractor will provide up to [00] resources based on the following functional/rate structure.

Item Description	Number of Resources	Hourly Rate	Number of Hours

Upon completion of this Performance Period, Contractor and Client will have the option to renew this agreement for an additional then-stated number of hours at the then-current hourly rate for those resources identified.

Bill To Address	Client Project Manager	Client Cost Center
[Client Address] [City, ST ZIP Code]	[Project Manager Name]	[Cost Center Number]

Invoice Procedures

Client will be invoiced monthly for the consulting services and T&L expenses. Standard Contractor invoicing is assumed to be acceptable. Invoices are due upon receipt.

Invoices shall be submitted monthly in arrears, referencing this Client's SOW Number to the address indicated above. Each invoice will reflect charges for the time period being billed and cumulative figures for previous periods. Terms of payment for each invoice are due upon receipt by Client of a proper invoice. Contractor shall provide Client with sufficient details to support its invoices, including time sheets for services performed and expense receipts and justifications for authorized expenses, unless otherwise agreed to by the parties. Payments for services invoiced that are not received within 30-days from date of invoice may be subject to penalty.

Completion Criteria

Contractor shall have fulfilled its obligations when any one of the following first occurs:

- Contractor accomplishes the Contractor activities described within this SOW, including delivery to Client of the materials listed in the Section entitled "Deliverable Materials," and Client accepts such activities and materials without unreasonable objections. No response from Client within 5-business days of deliverables being delivered by Contractor is deemed acceptance.
- Contractor and/or Client has the right to cancel services or deliverables not yet provided with [20] business days advance written notice to the other party.

Assumptions

    List any assumptions that are specific to this project.

Project Change Control Procedure

The following process will be followed if a change to this SOW is required:

- A Project Change Request (PCR) will be the vehicle for communicating change. The PCR must describe the change, the rationale for the change, and the effect the change will have on the project.
- The designated Project Manager of the requesting party (Contractor or Client) will review the proposed change and determine whether to submit the request to the other party.
- Both Project Managers will review the proposed change and approve it for further investigation or reject it. Contractor and Client will mutually agree upon any charges for such investigation, if any. If the investigation is authorized, the Client Project Managers will sign the PCR, which will constitute approval for the investigation charges. Contractor will invoice Client for any such charges. The investigation will determine the effect that the

Statement of Work

implementation of the PCR will have on SOW price, schedule and other terms and conditions of the Agreement.
- Upon completion of the investigation, both parties will review the impact of the proposed change and, if mutually agreed, a Change Authorization will be executed.
- A written Change Authorization and/or PCR must be signed by both parties to authorize implementation of the investigated changes.

IN WITNESS WHEREOF, the parties hereto have caused this SOW to be effective as of the day, month and year first written above.

[Client Name]   DOF Creations

By: _____   By: _____
Name: Name:
Title: Title:

Company Services and Certifications

Our Services

In-Class Technology

Continue to support digital transformation in your classrooms with leading teaching and learning technologies

More About This Service

Cybersecurity

Identify the areas, issues, and threats most likely to create a problem before it becomes a nightmare

More About This Service

Audits & Assessments

Get the lay of your land to shape policy and practices and support project planning and implementations

More About This Service

Networking & Infrastructure

Continue to drive enterprise operations with innovative connectivity solutions

More About This Service

Development & DevOps

As the challenges solved by code evolve, keep pace with the change needed to meet those needs

More About This Service

Administrative Technologies

While other technologies might get more attention, back-office technologies cover your basic needs, getting you from point A to point B

More About This Service

Certifications

DOF Creations' team members possess certifications in a variety of technology specialties, including:

- Fortinet – NSE 1, NSE 2, NSE 3

- Certified Ethical Hacker (CEH)

- CISSP

- DoS Attacks and Defense

- Exploring Cybersecurity in Industrial Control Systems

- File Allocation and Tracking in FAT32

- File Allocation and Tracking in NTFS

- Firewall Configuration with pfSense

- Forensic Data Acquisition

- Introduction to Image File Forensics

- Live Forensics Using GRR

- Preparing for a Zero Trust Initiative

- Ransomware Identify, Protect, Detect, Recover

International Information System Security Certification Consortium

The (ISC)² Board of Directors hereby awards

Frederick Matuschak

the credential of

Certified Information Systems Security Professional

having met all of the certification requirements, which include the professional experience prerequisite, adoption of the (ISC)² Code of Ethics, and successful performance on the required competency examination, subject to recertification every three years, this individual is entitled to all of the rights and privileges associated with this designation, as defined in the (ISC)² Bylaws.

CISSP®

ANSI — ANSI Accredited Program PERSONNEL CERTIFICATION
ISO/IEC 17024

Dr. Kevin Charest - Chairperson

Lori Ross O'Neil - Secretary

(ISC)²

Verify Member is in good standing at:www.isc2.org/verify

SANS OnDemand
Anytime, anywhere

presents this certificate to

Frederick Matuschak

for successfully completing

FOR508: Advanced Incident Response, Threat Hunting, and Digital Forensics (G01_02_SF_CM_7985)

through the **SANS** *OnDemand program on*

December 9th, 2021

Kimie Cabreira, Director
SANS OnDemand

CPE Credits:
36

OnDemand

aruba

a Hewlett Packard
Enterprise company

Dof Creations, LLC

United States

**Qualifies as Gold HPE Partner Ready for Aruba Networking Partner
for Fiscal Year 2023**

Tadd Gruenewald

Tadd Gruenewald
Channel Director

Our Partners

Our Partners

We're proud to partner with leading organizations that help us to better serve our customers.

ARISTA	aruba	amazon web services	Microsoft Azure	BLUECAT
bitB BRAD IN THE BOX	CISCO	CROWDSTRIKE	Cyber Risk Underwriters	Barracuda
ClearTouch INTERACTIVE	rubrik	DELL	denodo	eGlass
ekahau WIRELESS DESIGN	Extreme networks	FORTINET	Google Cloud	HPE GreenLake
IBM	SONICWALL	HUBBELL Hubbell Premise Wiring	immix	LogRhythm
MANDIANT	ORACLE	PANZURA	poly	SCALE COMPUTING
Trellix	Ruckus WIRELESS	nile	TRIPP·LITE	

CLEARPASS ONGUARD

Enterprise-class endpoint protection, posture assessments and health checks

ClearPass OnGuard performs advanced endpoint posture assessments to ensure security and compliance requirements are met prior to devices connecting to the corporate network.

As a key component of the Aruba ClearPass Policy Manager platform, the advanced network access control (NAC) framework in ClearPass OnGuard offers exceptional safeguards against vulnerabilities.

The following operating systems and versions are supported:

- Microsoft – Support for Windows 7 and above. Can be run as a service.
- Apple – Support for macOS 10.10 and above.
- Linux – Support for Red Hat Enterprise Linux 5 and above, Ubuntu 14.x LTS, 16.x LTS and 18.x LTS, Community Enterprise Operating System (CentOS) 5 and above, Fedora Core 24 and above, and SUSE Linux 12.x.

Supported agents:

	OnGuard Persistent Agent	OnGuard Dissolvable Agent	Microsoft's NAP Agent
Microsoft	X	X	X
Apple	X	X	
Linux	X*	X	

Note: Auto-remediation only supported by persistent agents
* Persistent agent supported on Ubuntu endpoints running Ubuntu 14.x LTS, 16.x LTS and 18.x LTS, Red Hat Enterprise Linux 7, and CentOS 7

THE CLEARPASS ADVANTAGE

In addition to anti-virus, anti-spyware and personal firewall audits performed by traditional NAC products, OnGuard agents can perform more granular posture and health checks, to ensure a greater level of endpoint compliance and network authorization.

Flexible Deployment Options

OnGuard can be deployed and configured in a variety of ways based on preference and specific infrastructure requirements. This includes the capability to deploy in an agentless configuration, utilize dissolvable agents, or take advantage of the continuous monitoring capabilities offered through a full OnGuard agent.

KEY FEATURES

- Enhanced capabilities for endpoint compliance and control
- Supports Microsoft, Apple, and Linux operating systems
- Anti-virus, firewall checks and more
- Optional auto-remediation and quarantine capabilities
- System-wide endpoint messaging, notifications and session control
- Centrally view the online status of all devices from the ClearPass Policy Manager platform

ClearPass OnGuard 6.8.0.109500

Health Status: Healthy

Connection Details   Diagnostics   Settings

Health Status: Healthy

Logout

Retry

INFO:Response processed

01/29/19 12:51:41 Your machine has successfully completed Host Integrity Check

01/29/19 12:51:38 Started new Session
Show Old Sessions

Health Log   Send Logs
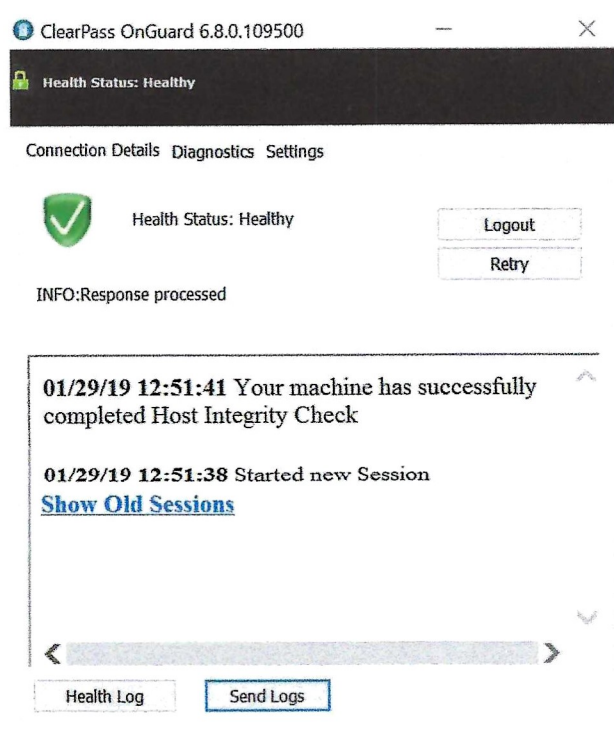
Successful wireless authentication of a Windows 10 device.

When running persistent OnGuard agents, ClearPass Policy Manager can centrally send system-wide notifications and alerts, and allow or deny network access based on real-time changes on the endpoint. The persistent agent also supports auto and manual remediation.

Alternatively, the web-based dissolvable agent is ideal for personal, non IT-issued devices that connect via a captive portal and do not allow agents to be permanently installed. A one-time check at login ensures policy compliance. Devices not meeting compliance can be redirected to a captive portal for manual remediation.

Automatic remediation

If unhealthy endpoints do not meet compliance requirements, the user receives a message about the endpoint status and instructions on how to achieve compliance if auto-remediation is not used.

Messages can include reasons for remediation, links to helpful URLs and helpdesk contact information. ClearPass persistent agents provide the same message and remediation capabilities for 802.1X and combined environments.

IT-managed and BYOD endpoint compliance
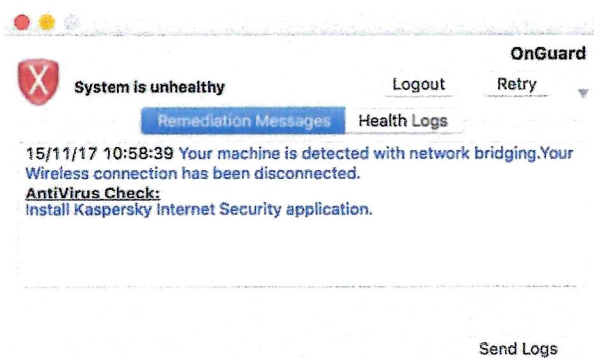
Detailed macOS posture message

OnGuard persistent and dissolvable agents can be used together in environments where endpoints are owned by the organization, employees and visitors. This ensures that all devices are assessed and granted proper privileges before accessing the network.

Complete endpoint visibility

To simplify troubleshooting, endpoint control and compliance reporting, ClearPass Policy Manager allows IT to centrally manage health-check settings and policies. IT also has the

	Windows	macOS	Linux
Installed Applications	X	X	
AntiVirus	X	X	X
Firewall	X	X	
Disk Encryption	X	X	
Network Connections	X	X	
Processes	X	X	
Patch Management	X	X	
Peer to Peer	X	X	
Services	X	X	X
Virtual Machines	X	X	
Windows Hotfixes	X		
USB Devices	X	X	
File Check	X	X	

* Chart represents ClearPass version 6.8 functionality.
** Disclaimer: Not all checks are supported across operating systems and agent type.

ability to view endpoint activity, including user and device data for each device that connects using OnGuard agents.

Real-time endpoint compliance

Depending on operating system type OnGuard performs the following level of posture and health checks.

ORDERING GUIDANCE

ClearPass OnGuard can be ordered via perpetual license or subscription that includes ArubaCare for the length of the subscription.

Ordering ClearPass OnGuard involves the following three steps:

1. Determine the number of unique computer endpoints that will have posture/health checks performed prior to network access within your environment.

2. Select the total number of OnGuard licenses.

Additional ClearPass OnGuard capacity can be purchased at any time to meet growth demands. ClearPass OnGuard is licensed on a per endpoint basis.

ORDERING INFORMATION

Part Number	Description
Perpetual Licenses	
JZ472AAE	Aruba ClearPass New Licensing OnGuard 100 Endpoints E-LTU
JZ473AAE	Aruba ClearPass New Licensing OnGuard 500 Endpoints E-LTU
JZ474AAE	Aruba ClearPass New Licensing OnGuard 1K Endpoints E-LTU
JZ475AAE	Aruba ClearPass New Licensing OnGuard 2500 Endpoints E-LTU
JZ476AAE	Aruba ClearPass New Licensing OnGuard 5K Endpoints E-LTU
JZ477AAE	Aruba ClearPass New Licensing OnGuard 10K Endpoints E-LTU
JZ478AAE	Aruba ClearPass New Licensing OnGuard 25K Endpoints E-LTU
JZ479AAE	Aruba ClearPass New Licensing OnGuard 50K Endpoints E-LTU
JZ480AAE	Aruba ClearPass New Licensing OnGuard 100K Endpoints E-LTU
Perpetual Licenses Warranty	
Software	90 days*
Subscription Licenses (1 Year)	
JZ481AAE	Aruba ClearPass New Licensing OnGuard 100 Endpoints 1yr E-STU
JZ482AAE	Aruba ClearPass New Licensing OnGuard 500 Endpoints 1yr E-STU
JZ483AAE	Aruba ClearPass New Licensing OnGuard 1K Endpoints 1yr E-STU
JZ484AAE	Aruba ClearPass New Licensing OnGuard 2500 Endpoints 1yr E-STU
JZ485AAE	Aruba ClearPass New Licensing OnGuard 5K Endpoints 1yr E-STU
JZ486AAE	Aruba ClearPass New Licensing OnGuard 10K Endpoints 1yr E-STU
JZ487AAE	Aruba ClearPass New Licensing OnGuard 25K Endpoints 1yr E-STU
JZ488AAE	Aruba ClearPass New Licensing OnGuard 50K Endpoints 1yr E-STU
JZ489AAE	Aruba ClearPass New Licensing OnGuard 100K Endpoints 1yr E-STU
Subscription Licenses (3 Year)	
JZ490AAE	Aruba ClearPass New Licensing OnGuard 100 Endpoints 3yr E-STU
JZ491AAE	Aruba ClearPass New Licensing OnGuard 500 Endpoints 3yr E-STU
JZ492AAE	Aruba ClearPass New Licensing OnGuard 1K Endpoints 3yr E-STU
JZ493AAE	Aruba ClearPass New Licensing OnGuard 2500 Endpoints 3yr E-STU
JZ494AAE	Aruba ClearPass New Licensing OnGuard 5K Endpoints 3yr E-STU
JZ495AAE	Aruba ClearPass New Licensing OnGuard 10K Endpoints 3yr E-STU
JZ496AAE	Aruba ClearPass New Licensing OnGuard 25K Endpoints 3yr E-STU
JZ497AAE	Aruba ClearPass New Licensing OnGuard 50K Endpoints 3yr E-STU
JZ498AAE	Aruba ClearPass New Licensing OnGuard 100K Endpoints 3yr E-STU

* Extended with support contract

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DATA SHEET

HPE GREENLAKE FOR ARUBA NAAS SERVICE PACKS FOR PARTNERS

OVERVIEW

The as-a-service (aaS) model takes a different approach to traditional technology deployments in that it is driven by agility and flexibility, so the process of purchasing and deploying NaaS is not bogged down in long sales cycles or detailed SOWs. That's why Aruba created HPE GreenLake for Aruba NaaS Service Packs. Service Packs are the key fundamental building blocks for partners to design and deliver a NaaS solution for customers to satisfy their wired, wireless, and SD-WAN requirements quickly and easily.

Each Service Pack includes the required Aruba hardware, software, support, and service components for each specific use case, making it as simple to transact as traditional Aruba solutions. Service Packs are delivered as a monthly subscription and can include the option for customers to "flex" their subscription payments up or down as their needs change.

Service Packs are structured to help partners build and scale their NaaS businesses. It's a non-contractual, off-the-shelf solution, which partners can sell, transact and deliver through preconfigured, standardized solutions that are repeatable. More importantly, Service Packs enable partners to add value and differentiation with their own services, driving larger deals, stronger customer relationships, and faster time to revenue.

ALL-INCLUSIVE NAAS OFFERING

Each Service Pack comes pre-designed with the necessary components to deliver the use case. It starts with industry-leading Aruba technology, including hardware (down to the mounting bracket), software and services. Service Packs also include the monthly subscription as well as a standardized contract that's quick and easy to execute – all in a single SKU. Partners can easily design solutions by using Service Packs in different combinations, or building blocks, to address the most common wired, wireless, and SD-WAN use cases.

KEY FEATURES

- Subscription-based offering with monthly billing
- SKU-based quoting and ordering
- Pre-defined, configurable components
- Flex up/Flex down capabilities
- Customer Experience Management (CEM)

SUBSCRIPTION-BASED MODEL

HPE GreenLake for Aruba NaaS Service Packs are a subscription, not a lease, requiring no up-front capital and backed by the vast financial resources of HPE Financial Services. Neither partners nor customers sign a lease or a financing agreement; instead, they choose a subscription with a specific rate and term. Unlike a lease, Service Pack subscriptions do not show up as an asset or liability on the balance sheet.

Since Service Packs are subscription-based, partners are not constrained by the large upfront costs of traditional purchasing and leasing models.

FLEXIBILITY TO MEET YOUR CUSTOMER NEEDS

While each Service Pack has been designed with pre-determined components, each one is configurable so partners can design a NaaS solution based on customer requirements. For example, the Wireless Indoor Service Pack comes pre-configured with an Aruba AP-510 Series access point. However, if a customer needs higher-density coverage, that access point can be replaced with an AP-535 to satisfy their requirements.

In addition, Service Packs provide "flex up" and "flex down" options that enable customers to increase or decrease their capacity as their needs change, to bring their network spend closer in line with what they're using. Customers can "flex up" by placing additional Service Pack orders using the standard subscription term. "Flex down" allows customers to return up to 10% of their Aruba network assets, without penalty, after the first 12 months of their subscription and two months prior to the end of the subscription term.

INCREASED REVENUE OPPORTUNITIES

Service Packs are designed to be sold and delivered by our partners. Aruba partners provide a variety of services that complement Service Packs and increase the value for their customers, from design and installation through operations and customer success, and even additional high-value professional services such as white-glove hardware replacement, security services, and more. In addition, Service Packs enable partners to tap into new incentives and rebates to further increase their profitability.

CUSTOMER EXPERIENCE MANAGEMENT

Customer Experience Management (CEM) is an additional service above and beyond support that delivers the digital insights and solution expertise to help continually analyze and assess a customer's network environment, lowering their risk and accelerating their ROI. CEM ensures a successful NaaS deployment via key functions such as service onboarding and on-going capacity and availability management.

CEM starts with Aruba Service Manager (ASM), a self-service cloud dashboard providing relevant, up-to-date information about a customer's network infrastructure, such as device inventory of deployed equipment, relevant security vulnerabilities, product advisories and more. ASM access is included as part of every Service Pack deployment. In addition to ASM, Service Pack deployments may include customer success manager services that can assist with deployment-related questions, prioritizing support cases, escalations, as well as regular reporting that includes recommendations for proactive lifecycle management.

CEM is a complementary service that provides partners the ability to leverage practice and expertise they may not currently have, while still having the partner own the relationship with the customer.

Service Pack

- 1 Network device
- 1 Flat bracket mount
- 1 Aruba Central license
- 3- or 5-year subscription
- Customer Experience Management
- Hardware and software support
- Power source

Illustrative example, not a comprehensive list

Wireless Indoor	Wireless Outdoor	Wireless Remote	Wired Access	Wired Aggregation
	Wired Core	UXI	SD-Branch	
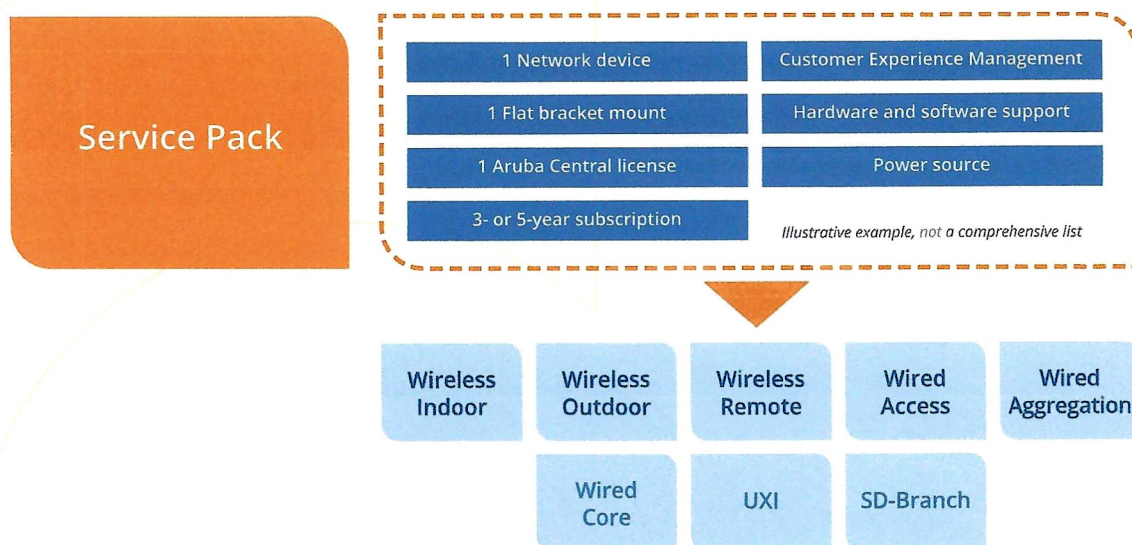
SERVICE PACK FEATURE SUMMARY

CORE FEATURES	
Service Pack components	Includes the required Aruba hardware/CPE and software for each use case as well as support and Customer Experience Management (CEM) services. Some Service Pack components are configurable.
Service Pack terms	**Term duration:** The subscription duration, or Service Pack Term, is either 3 or 5 years with monthly billing. **Flex up:** Customers can add capacity, or "flex up," by placing additional Service Pack orders that have their own respective 3 or 5 year terms. **End of term:** Approximately 12 months prior to the expiration of the Service Pack term, Aruba will provide end of term options, which include the extension of the existing service on a month-to-month basis, a renewal of the contract (including technology refresh) or return of the Aruba equipment.
Customer Experience Management (CEM)	CEM assists in service delivery and provides relevant information to the designated partner throughout the Service Pack term. Specific CEM deliverables are based on the total contract value (TCV) and are as follows: 1. Lifecycle assessment of HPE GreenLake for Aruba service through digital access to the Aruba Service Manager (ASM), a cloud-based, self-service dashboard that provides relevant, up-to-date information about the customer network environment including inventory, product/security advisories, incidents, etc. Access to expert Aruba resources is available through the "Ask CEM" function. 2. In addition to the digital experience described above, contracts exceeding $1M in total contract value may include an assigned customer success manager who helps manage the lifecycle of the deployment throughout the subscription term. This provides a single point of contact for all deployment-related questions, prioritizing support cases, escalations, as well as regular reporting that includes recommendations for proactive lifecycle management.
Support	Aruba provides a standard support level for all components included in the Service Packs.

OPTIONAL FEATURES	
Flex down	Flex down enables customers to return up to 10% of the total contract value (TCV) during the contract term without penalty, provided they preselect the flex down option at the time of order. This option becomes available after the first 12 months and before the last two months of the Service Pack term. A 60-day notification is required to flex down. A partner initiates the request via the digital portal identifying the specific site and Service Packs. Once approved, the Service Pack is decommissioned and the customer or partner returns the Service Pack to Aruba. The receipt of the returned equipment triggers the adjustment to the monthly bill and notification is sent to the partner.
PASS	The PASS service enables the safe and sustainable return of Aruba equipment on expiration of the Service Pack Term. PASS customers get the convenience of a prepaid return service including features such as packing and shipping, documentation (waybill), and claim resolution. Subject to terms and conditions.

SERVICE PACK SPECIFICATIONS

WIRELESS

	Wireless Indoor	Wireless Outdoor	Wireless Remote
Use case	Provides indoor wireless connectivity across mid, high, and ultra-high performance and density use cases	Provides outdoor wireless connectivity in high-density environments	Provides remote wireless connectivity for connecting remote sites—ideal for hospitality, branch, and teleworker deployments
Environment	Indoor	Outdoor	Indoor
Performance density	Mid, high, and ultra-high density	High-density	Low-density
Wireless standard	Wi-Fi 6/6E	Wi-Fi 6	Wi-Fi 6
Speed	7.8 Gbps maximum	3 Gbps maximum	1.5 Gbps maximum
Hardware defaults			
Access Point	Aruba 510 Series	Aruba 570 Series	Aruba 500H Series
Power	Default—PoE	Default—PoE	Default—PoE
Mounting bracket	Included	Included	Included
Software			
Operating system	Included	Included	Included
Aruba Central license	Foundation	Foundation	Foundation
Services			
Product support	NBD exchange parts only	NBD exchange parts only	NBD exchange parts only
CEM	Included	Included	Included
Subscription			
Subscription Term	3 or 5 years	3 or 5 years	3 or 5 years

WIRED

	Wired Access	Wired Aggregation	Wired Core
Use case	Provides wired connectivity for network access layer connections	Provides wired connectivity for network access, aggregation, and core deployments	Provides wired connectivity for high performance, scale, and bandwidth deployments
Environment	Indoor	Indoor	Indoor
Switching	Layer 3	Layer 3	Layer 3
Hardware defaults			
Switch	Aruba CX 6200 Switch Series	Aruba CX 6300 Switch Series	Aruba CX 6400 Switch Series
Form factor	Fixed	Fixed	Modular chassis
Access port count | speed	24 | 100M/1GbE	24 | 100M/1GbE/2.5GbE/5GbE	240 | 1GbE/2.5GbE/5GbE
Uplink port count | speed	4 | 1GbE/10GbE SFP+	4 | 1GbE/10GbE to 25GbE (SFP+)	4 | 10GbE/25GbE
Power	AC	AC	AC
Transceivers	2 x 100m MMF	2 x 100m MMF	None included
Mounting bracket	Included	Included	Included
Software			
Operating system	Included	Included	Included
Aruba Central license	Foundation	Foundation	Foundation
Services			
Product support	NBD exchange parts only	NBD exchange parts only	NBD exchange parts only
CEM	Included	Included	Included
Subscription			
Subscription Term	3 or 5 years	3 or 5 years	3 or 5 years

SD-BRANCH

Use Case	Provides software-defined, enterprise-grade network services, including management, forwarding, security, and configuration. The controller integrates policy enforcement for WLAN, LAN, and WAN.
Environment	Indoor
Firewall throughput	12 Gbps minimum
Port count | speed	2 x SFP+ | 1G
Hardware defaults	
Gateway	Aruba 7200 Series
Power	AC
Mounting bracket	Included
Transceivers	2 x 1G SFP
Software	
Operating system	Included
Aruba Central license	Foundation
License	
Controller per AP capacity license	2 included
Services	
Product support	NBD exchange parts only
CEM	Included
Subscription	
Subscription Term	3 or 5 years

USER EXPERIENCE INSIGHT (UXI)

Use Case	Provides network service testing (AP association, network authentication, DHCP, DNS, captive portal) and internal and external service testing of applications using synthetic test templates that measure latency, jitter, packet loss, throughput, VoIP mean opinion scores or web application transactions.
Environment	Indoor
Hardware defaults	
Sensor	UXI G6 sensor
Gigabit Ethernet	10/100/1,000 Gigabit Ethernet
Power	Power over Ethernet (PoE)
Mounting bracket	Included
Software	
UXI Cloud subscription	Included
Services	
Product support	NBD exchange parts only
CEM	Included
Subscription	
Subscription Term	3 or 5 years

ORDERING AND INVOICING INFORMATION

- Individual SKUs for each HPE GreenLake for Aruba NaaS Service Pack are provided in the table below.

- Availability of HPE GreenLake for Aruba NaaS Service Packs may vary according to local resources and may be restricted to eligible products and geographic locations. To obtain further information or to order, contact your Aruba channel account manager (CAM) or partner business manager (PBM).

- Invoicing occurs monthly in advance immediately following the commencement of the first Service Pack term.

SKU	Service Pack
JN036AAS	HPE GreenLake for NaaS Wired Access Service Pack
JN037AAS	HPE GreenLake for NaaS Wired Core Service Pack
JN038AAS	HPE GreenLake for NaaS Wired Aggregation Service Pack
JN039AAS	HPE GreenLake for NaaS Wireless Indoor Service Pack
JN040AAS	HPE GreenLake for NaaS Wireless Outdoor Service Pack
JN041AAS	HPE GreenLake for NaaS Wireless Outdoor Service Pack
JN042AAS	HPE GreenLake for NaaS User Experience Insight Service Pack
JN043AAS	HPE GreenLake for NaaS SD-Branch Service Pack

PARTNER INFORMATION AND SUPPORT

- For existing HPE/Aruba partners, visit the HPE Partner Ready Portal

- To become an Aruba partner, visit arubanetworks.com/partners/become-a-partner/

aruba

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ARUBA USER EXPERIENCE INSIGHT

Aruba User Experience Insight (UXI) is a cloud-based application performance monitoring solution that validates network health and troubleshoots problems that affect day-to-day user experience. Ideal for campus and branch environments alike, UXI assumes the role of an end-user, evaluating the performance, connectivity, and responsiveness of network infrastructure and applications such as corporate ERM or Office365 applications. In addition to the above evaluation, the UXI agent for Zebra gathers detailed end-user roaming and voice analysis from the Zebra devices. This outside-in perspective is presented through a simple, intuitive dashboard, powered by machine learning, that provides a proactive way to solve problems before they impact the business. UXI is easy to configure, deploy and manage, and immediately begins providing insights once sites are online.

AI-POWERED ANALYTICS

UXI contributes to Aruba ESP by using a combination of AIOps capabilities and onsite sensors to automatically identify various issues that can affect wired, wireless and WAN access. Sensors mimic user and IoT behavior by accessing and using applications like Netflix or Skype for Business. Upon detecting an issue in real time, UXI analyzes the severity of the issue using machine learning algorithms, and groups the issues that requires immediate attention into larger events called incidents. These incidents are highlighted on the dashboard, thereby eliminating alert fatigue, and triggering automatic ticket creation to alert and help IT quickly and proactively fix problems and optimize experiences without frustrating and time-consuming troubleshooting.

Examples of available insights and outcomes include:

- **Device association:** All stages of connections including authentication, DHCP and DNS helps identify where in the process users may experience problems.
- **End-to-end app responsiveness:** Continuous visibility into the responsiveness of internal and cloud-hosted applications by location that gets in front of issues where there are no dedicated IT resources.

KEY FEATURES

- Intuitive, simple-to-use dashboard with end-to-end visibility over performance and health
- AI powered alerts that highlights issues affecting high priority services
- Automated user and application experience monitoring through synthetic testing
- Network performance metrics for wired, wireless, and cloud application connectivity
- Simplified deployment and backup connectivity with built-in cellular connectivity
- Multivendor support enables testing for any Aruba or third-party network environment
- Integration with third-party applications like ServiceNow and Slack via Webhooks

- **UXI agent for Zebra:** Monitors the network experience faced by Zebra devices. When used alongside UXI hardware sensors, the complete solution helps IT teams to baseline network and application performance and rapidly troubleshoot network issues.
- **Incident Detection:** Near real-time insights for high priority services that require IT attention, such as guest portal load times, slow application performance, bad VoIP quality, packet loss and outages that IT can use to quickly troubleshoot issues. Incidents can also trigger external applications like ServiceNow and Slack using Webhooks.

- **Web Application Testing:** Test web applications from an end user perspective by easily customizing test cases to mimic end users. Aruba UXI enables businesses to test end to end workflow like hopping on to a website, logging in, clicking a button, and logging out of the web application.

- **Support for IPv6:** Aruba UXI provides precise visibility and in-depth network performance in an IPv6 environment to show DHCPv6, DNS64/NAT64, and SLAAC configurations, and applications performance over the network.

- **Data Push Destination:** Businesses can create customer reports by configuring the Aruba UXI dashboard to send network and application monitoring test results to a destination (data analysis platform) that businesses manage. The current options are AWS S3, Google Big Query, Elasticsearch, Splunk (Beta), or business can setup a generic HTTP endpoint to receive this data. Using generic http endpoint, businesses can now analyze the data in ServiceNow, PowerBI, Sumo logic, Mode analytics, PagerDuty, etc.

- **Upgraded Reports:** Aruba UXI can be configured to generate highly customizable reports on weekly basis – both On-demand and configurable. Business can choose to get the reports according to Sensor Groups, Networks, Schedule – Weekly, Monthly, Daily, Date, and Time.

APPLICATION AND NETWORK MONITORING

The UXI sensors monitor on-premises, data center and cloud based enterprise applications. When used with UXI agent for Zebra businesses can also monitor roaming and voice traffic performance. Customers can configure the sensor to log in and out of mission critical web applications, click links, fill out forms and perform various web interactions – just like real users do. The UXI dashboard will report on the overall health of these applications including success, failure and transaction times. UXI sensors also come with an extensive library of pre-configured popular tests such as Dropbox, YouTube, Slack and Netflix.

UXI sensors use dynamic packet captures that are uploaded to the cloud when issues are detected. The packet capture data is invaluable for troubleshooting issues in depth and arriving at root cause without having to visit the site. Reported data includes: connectivity, throughput, latency, jitter, packet loss, web server response time, web application transaction time and VoIP MoS.
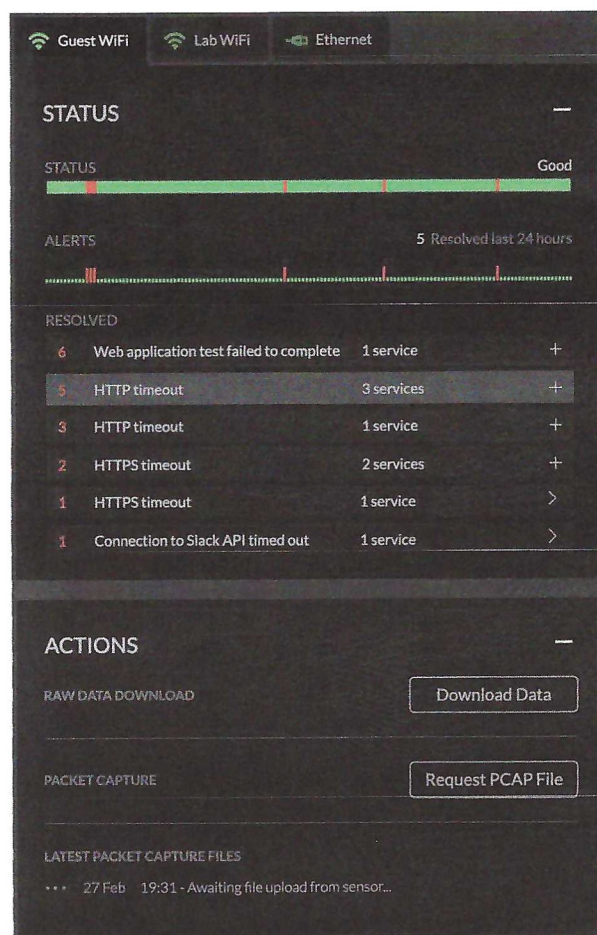
SECURE TO THE CORE

UXI has been built from the ground up to ensure complete network security and privacy. Features include:

- Data encryption at rest and in motion, and all communication using TLS
- Hashing to conceal network access credentials
- No SSID bridging nor externally-accessible logic ports (SSH and in-bound Telnet are disallowed)
- Security validation by independent vulnerability and penetration assessments

KEY BENEFITS

Proactive user experience insights

Gain first-hand intelligence over network health from a user perspective. By using a synthetic sensor, multiple combinations of common user workflows can be tested.

Dynamic Packet Capture (PCAP)

Dynamic packet captures help identify problems and conduct root-cause analyses. PCAP files can be generated and uploaded automatically or on demand, and retained for up to 30 days. Raw data is retained for up to 18 months.

Cloud-delivered updates

With every subscription, UXI provides continuous software updates that enhance the value of your existing sensor infrastructure.

Vendor neutral

Deliver insights quickly for any network environment – just connect to a Wi-Fi or wired network.

Third-party integrations

Enable Webhooks with services like Slack and ServiceNow for instant notifications anywhere.

World-class Support

Get 24/7 assistance from Aruba Live Chat directly from the dashboard.

FLEXIBLE DEPLOYMENT OPTIONS

UXI is available for Aruba and multi-vendor networks, and gathers health metrics from the wired LAN, WLAN, and Internal and external applications.

UXI Dashboard

The Cloud-based UXI Dashboard provides an end-to-end view of user and application experiences and orchestrates the configuration, deployment, collection, and visualization of network health across every site. From the main dashboard, easily identify problems and perform remediation actions.

G-Series Sensors

G-Series Sensors have a slim, cylindrical design with a pleasing aesthetic that fits in with any workplace décor – while a Kensington lock keeps them in place. All models feature PoE and Wi-Fi. A Bluetooth 5.0 radio allows the system to be set-up via the UXI Mobile App, while a cellular option allows sensors to be rapidly configured and immediately begins serving the network. One sensor can test up to four networks, one via the Ethernet port and up to three for Wi-Fi SSIDs.

G5 Sensors - Linux based devices powered by a dual Core 1.3Ghz ARM based processor, ideal for testing Wi-Fi 5 and previous generations network environment.
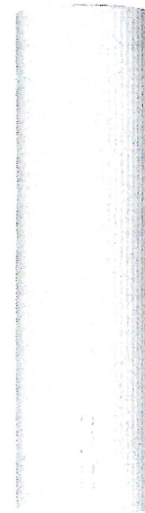
G6 Sensors - Linux devices powered by 2.0GHz chipset, 2GB RAM and 8GB eMMC, ideal for testing Wi-Fi 6 and previous generations network environment.

Mobile App

The UXI Mobile App connects to a G-Sensor's Bluetooth radio and allows UXI Sensors to be quickly set up, registered, and configured. The app also configures network and application testing.

Aruba UXI agent for Zebra

The Aruba User Experience Insight (UXI) agent for Zebra complements the hardware sensor and enables IT administrators and network operators to measure and troubleshoot the end-user experience by analyzing the network performance from the perspective of Zebra android-based handsets. The UXI agent is deployed on Zebra devices and continuously performs synthetic tests to monitor network and application performance, it also provides detailed insight into roaming and SIP call quality and helps IT to pinpoint the issue location.

REQUEST A DEMO

For more information and to demo the solution, please contact your Aruba sales representative.

ORDERING INFORMATION

The solution consists of a cloud dashboard that is accessed through a 1, 3, or 5 year software subscription attached to each sensor in deployment. A separate 1, 3 or 5 year cellular data LTE subscription is required for cellular enabled sensor models (see below).

For the Aruba UXI Agent, customers need to buy a license from Aruba for each Zebra device running the agent. The software is free to download from Google Play but requires a valid subscription from Aruba to function. The UXI agent for Zebra leverages the Zebra Mobility DNA Wireless Insights solution to provide detailed insight into roaming and SIP call performance. In addition to the UXI agent for Zebra license, customers also need to buy an additional license from Zebra for Zebra Mobility DNA Wireless Insights (This is not included in Aruba's subscription).

SPECIFICATIONS

	Aruba UXI G5 Sensor	Aruba UXI G5C Sensor (LTE)	Aruba UXI G6 Sensor	Aruba UXI G6C Sensor (LTE)
Network Interface	· 802.11a/b/g/n/ac 2.4GHz & 5GHz with two spatial streams · Gigabit Ethernet 10/100/1,000 · Bluetooth Low Energy (BLE5.0) radio	· 802.11a/b/g/n/ac 2.4GHz & 5GHz with two spatial streams · Gigabit Ethernet 10/100/1,000 · Bluetooth Low Energy (BLE5.0) radio · 3G/LTE connection for onboarding with full managed SIM and service	· 802.11a/b/g/n/ac/ax 2.4GHz & 5GHz with two spatial streams · Gigabit Ethernet 10/100/1,000 · Bluetooth Low Energy (BLE5.1) radio	· 802.11a/b/g/n/ac/ax 2.4GHz & 5GHz with two spatial streams · Gigabit Ethernet 10/100/1,000 · Bluetooth Low Energy (BLE5.1) radio · 3G/LTE connection for onboarding with full managed SIM and service
Power	· 802.3af Power over Ethernet (PoE) · Optional AC power adapter · Power Consumption of 12W	· 802.3af Power over Ethernet (PoE) · Included AC power adapter · Power backup of 20s · Power Consumption of 12W	· 802.3af Power over Ethernet (PoE) · Optional AC power adapter · Power Consumption of 12W	· 802.3af Power over Ethernet (PoE) · Included AC power adapter · Power backup >=20s · Power Consumption of 12W
Mounting	· Ideal placement on a wall mounting, pillar, etc. is ± 4 to 5 feet (± 1.5 meters) off the ground · Includes Command Strip™ adhesive mounting for quick wall mounting below 2m in height · Each sensor includes a bracket, with a star set screw and Kensington lock slot · Non-skid rubber feet for placing sensors on a flat surface · Optional T-Bar mounting kit	· Ideal placement on a wall mounting, pillar, etc. is ± 4 to 5 feet (± 1.5 meters) off the ground · Includes Command Strip™ adhesive mounting for quick wall mounting below 2m in height · Each sensor includes a bracket, with a star set screw and Kensington lock slot · Non-skid rubber feet for placing sensors on a flat surface · Optional T-Bar mounting kit	· Ideal placement on a wall mounting, pillar, etc. is ± 4 to 5 feet (± 1.5 meters) off the ground · Includes Command Strip™ adhesive mounting for quick wall mounting below 2m in height · Each sensor includes a bracket, with a star set screw and Kensington lock slot · Non-skid rubber feet for placing sensors on a flat surface · Optional T-Bar mounting kit	· Ideal placement on a wall mounting, pillar, etc. is ± 4 to 5 feet (± 1.5 meters) off the ground · Includes Command Strip™ adhesive mounting for quick wall mounting below 2m in height · Each sensor includes a bracket, with a star set screw and Kensington lock slot · Non-skid rubber feet for placing sensors on a flat surface · Optional T-Bar mounting kit
Physical Characteristics	· Weight: 387 grams · Dimensions with the mounting bracket: Width: 67.70mm, 2.66in Depth: 42.30mm, 1.66in Height: 265.75mm, 10.46in	· Weight: 436 grams · Dimensions with the mounting bracket: Width: 67.70mm, 2.66in Depth: 42.30mm, 1.66in Height: 265.75mm, 10.46in	· Weight: 449 grams · Dimensions with the mounting bracket: Width: 67.70mm, 2.66in Depth: 42.30mm, 1.66in Height: 265.75mm, 10.46in	· Weight: 498 grams · Dimensions with the mounting bracket: Width: 67.70mm, 2.66in Depth: 42.30mm, 1.66in Height: 265.75mm, 10.46in
Environmental	· Operating Temperature: 32° F to 104° F, 0° C to 40° C · Humidity: 5% to 93% non-condensing · UL 2043 Plenum rated for use in air-handling spaces · Storage & Transportation Temperature: -40° F to 158° F, -40° C to 70° C	· Operating Temperature: 32° F to 104° F, 0° C to 40° C · Humidity: 5% to 93% non-condensing · UL 2043 Plenum rated for use in air-handling spaces · Storage & Transportation Temperature: -40° F to 158° F, -40° C to 70° C	· Operating Temperature: 32° F to 104° F, 0° C to 40° C · Humidity: 5% to 93% non-condensing · UL 2043 Plenum rated for use in air-handling spaces Storage & Transportation Temperature: -40° F to 158° F, -40° C to 70° C	· Operating Temperature: 32° F to 104° F, 0° C to 40° C · Humidity: 5% to 93% non-condensing UL 2043 Plenum rated for use in air-handling spaces Storage & Transportation Temperature: -40° F to 158° F, -40° C to 70° C
Reliability	MTBF 824 kHrs[1] at 25° C operating temperature	MTBF 776 kHrs[1] at 25° C operating temperature	MTBF 868 kHrs[1] at 25° C operating temperature	MTBF 838 kHrs[1] at 25° C operating temperature

[1] The MTBF numbers exclude the RTC battery because of its electrochemistry characteristics

SPECIFICATIONS

	Aruba UXI G5 Sensor	Aruba UXI G5C Sensor (LTE)	Aruba UXI G6 Sensor	Aruba UXI G6C Sensor (LTE)
Regulatory	· FCC ID: R3R67A: Q9DASIN0301 · CE Marked · RED Directive 2014/53/EU · EMC Directive 2014/30/EU · Low Voltage Directive 2014/35/EU · UL/IEC/EN 60950	· FCC ID: R3S69A: Q9DASIN0302 · CE Marked · RED Directive 2014/53/EU · EMC Directive 2014/30/EU · Low Voltage Directive 2014/35/EU · UL/IEC/EN 60950	· FCC ID: R7H75A: Q9DASIN0303 · CE Marked · RED Directive 2014/53/EU · EMC Directive 2014/30/EU · Low Voltage Directive 2014/35/EU · UL/IEC/EN 62368	· FCC ID: R7H76A: Q9DASIN0304 · CE Marked · RED Directive 2014/53/EU · EMC Directive 2014/30/EU · Low Voltage Directive 2014/35/EU · UL/IEC/EN 62368
Warranty and Support	· 1-year replacement warranty with 10-day shipment · Software support included with subscription · Hardware support through Foundation Care	· 1-year replacement warranty with 10-day shipment · Software support included with subscription · Hardware support through Foundation Care	· 1-year replacement warranty with 10-day shipment · Software support included with subscription · Hardware support through Foundation Care	· 1-year replacement warranty with 10-day shipment · Software support included with subscription · Hardware support through Foundation Care

DEPLOYMENT INFORMATION

Multiple sensors can be placed within an environment to monitor performance within different areas. This number is dependent on many factors, including the density of both end-users and network devices. Guidance:

- One sensor for every five APs in a typical carpeted office
- One sensor per site (e.g., retail store or branch)
- One sensor every 10 APs in a large public venue (e.g. stadium or conference center)
- The Aruba UXI agent for Zebra is recommended on every supported Zebra device running the appropriate android operating system and updates.

Please refer to the product help documentation for supported Zebra devices and software requirements.

Part Number	Description
Sensor Hardware	1-year replacement warranty with 10-day shipment. Software support included with subscription Hardware support through Foundation Care
R3R67A	Aruba User Experience Insight G5 sensor (Ethernet + Wi-Fi AC)
R3S69A	Aruba User Experience Insight G5C sensor (Ethernet + Wi-Fi AC + Cellular)
R7H75A	Aruba User Experience Insight G6 sensor (Ethernet + Wi-Fi AX)
R7H76A	Aruba User Experience Insight G6C sensor (Ethernet + Wi-Fi AX + Cellular)
UXI agent for Zebra	
R8R05AAE	Aruba UXI Agent for Zebra Cloud 1-year Subscription E-STU
R8R06AAE	Aruba UXI Agent for Zebra Cloud 3-years Subscription E-STU
R8R07AAE	Aruba UXI Agent for Zebra Cloud 5-years Subscription E-STU
Accessories	
R3T84A	Aruba User Experience Insight T-Bar and Ceiling Mounting Kit
R3T90A	Aruba User Experience Insight Universal AC Power Supply
Cloud Subscription Software (required for all sensors)	1,3 or 5-year cloud software subscription is required for each sensor. This subscription provides 24/7 software support, data trending, analytics, and security services via the dashboard.
R4W97AAE	Aruba User Experience Insight Cloud 1-Year Subscription E-STU
R4W98AAE	Aruba User Experience Insight Cloud 3-Year Subscription E-STU
R4W99AAE	Aruba User Experience Insight Cloud 5-Year Subscription E-STU
Cellular Subscription Software (Required for R3S69A and R7H76A)	Required for all LTE-enabled sensors. This subscription enables managed cellular services that are used for zero-touch provisioning, onboarding, out-of-band failure analytics, and issues alerting.
R4X00AAE	Aruba User Experience Insight LTE 1-Year Subscription E-STU
R4X01AAE	Aruba User Experience Insight LTE 3-Years Subscription E-STU
R4X02AAE	Aruba User Experience Insight LTE 5-Year Subscription E-STU

For a UXI sensor to operate, a valid CLOUD and/or LTE subscription is required. Should you want to upgrade your HW support with Foundation care, the additional services can be ordered from Support Services Central SKU lookup tool. Foundation Care does not allow access to the UXI dashboard.

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Contact us at www.arubanetworks.com/contact

aruba
a Hewlett Packard
Enterprise company

FÜRTINET.

FortiCare BPS

FortiCare Best Practice Service

The FortiCare Best Practice Service (BPS) provides the customer with technical advice to help them make the most of their Fortinet investment. FortiCare BPS is an annual subscription-based service. Once a ticket is created through the FortiCare Support Portal, the BPS ticket is rerouted to a product-specific technical expert. Response for these consultations are handled as per a standard P3 ticket.
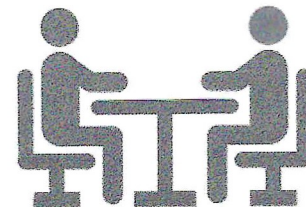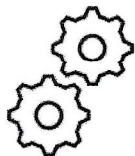
Planning

- Initial design review and recommendations
- Licensing/software sizing
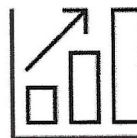
Improvement

- Operation use case review to identify gaps
- Configuration backup/database review and testing
- Performance tuning

Deployment

- Configuration review and tuning
- Sample scripts, configuration, and tools recommendations
- Integration consultation for supported third party systems
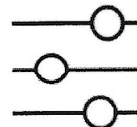
Product-specific Needs

- Upgrades
- Migration
- Third party integrations

WHY FORTICARE BPS

- Direct access to Fortinet product experts
- Knowledge of global best practices that other Fortinet customers have adopted
- Fortinet's custom-built hardware and propietary OS means faster support and no third party involvement

FORTICARE SERVICES AT A GLANCE

	24X7	ASE	BPS	PROFESSIONAL SERVICES	DESIGNATED TAM
FortiCare Support Subscriptions					
24×7 Technical Support	⊘	⊘			
Access to Online Resources (FortiCare/FortiCloud)	⊘	⊘			
Operating System (OS) Updates	⊘	⊘			
Dynamic OS Package Updates (Geo-IP, Certificates, C&C, Internet Service DB, etc.)	⊘	⊘			
Participation in Beta Programs	⊘	⊘			
Prioritized Call Handling/Routing		⊘			⊘
Consultation Subscriptions					
Initial Deployment Review and Recommendations			⊘		
VM and Software Sizing			⊘		
Integration with NOC/SOC Operations			⊘		
Integration with Supported Third Party Systems			⊘		
Sample Code and Configuration			⊘		
Guidance for Security Fabric Integration between Core Products (FortiGate, FortiClient EMS, FortiAnalyzer)			⊘		
Shortcut to Best Practices That Other Organizations Have Adopted			⊘		
Dedicated Resource Engagements					
Upfront Scoping Required				⊘	
Customer Assessment and Work Definition				⊘	
Oversight for Live Changes				⊘	
Hands on Keyboard				⊘	
On-premise Consultation				Optional	
Regular Business Reviews					⊘
Environment Staging					⊘
Upgrade Pretesting					⊘

HOW TO BUY

|	24X7	ASE	BPS	PROFESSIONAL SERVICES	DESIGNATED TAM
FortiGate	Any bundle or a la carte	A la carte	Not available	Advanced Services	Advanced Services
FortiManager	Any bundle or a la carte	A la carte	Hardware bundle or a la carte VM subscription (S-series)	Advanced Services	Advanced Services
FortiSOAR	Included	A la carte	Bundle subscription option	Advanced Services	Advanced Services
FortiClient	Included	A la carte	Add-on/a la carte SKU	Advanced Services	Advanced Services
FortiEDR	Included	A la carte	Add-on/a la carte SKU	Advanced Services	Advanced Services
FortiMonitor	Included	A la carte	Add-on/a la carte SKU	Advanced Services	Advanced Services

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Extreme Fabric Connect Overview

As **DOF Creations** looks to replace your network infrastructure equipment, including switching equipment, it is the ideal time to consider if now is the time to deploy a new network architecture. With Extreme, you have options. You can deploy a traditional tiered architecture similar to your existing network with stacking and Extreme's role-based policy enabling granular per-user/per-device control at the edge of the network or a Fabric architecture with inherent automation to improve efficiency by offering automated self-provisioning for effortless deployment and ongoing management, as well as enhanced security. There is even a hybrid option with Fabric at the network core and role-based policy at the network edge.

When looking at conventional networks built over the last 20+ years, it can easily be observed that successive layers of complexity have accumulated, principally to meet evolving application needs. The legacy network architecture has reached a very high level of complexity with multiple protocols that have very high levels of interdependency. Though complexity has grown, the size of the IT team supporting the network has not. Over the past several years, the industry has moved toward fabric technology and virtualizing the network. Essentially all network vendors offer fabric technology today, developing overlays and underlays that by design mask the complexities of the underlying traditional multi-protocol approach, offering forms of automation to customers by introducing additional management software tools. At the end of the day, with these approaches, the conventional multi-protocol model, along with its foundational complexities and challenges for service delivery and day two support, still exist.

Extreme's strategy and approach is unique, transforming the traditional multi-protocol network model. The physical network infrastructure is the foundation of the Extreme Fabric solution, which is built leveraging a standards-based network virtualization technology based on an enhanced implementation of IEEE 802.1aq Shortest Path Bridging (SPBm) and IETF RFC 6329 IS-IS Extensions. Extreme refers to this as their **Fabric Connect** technology. We are provided a high-level summary of Extreme Fabric Connect and summarizing the key benefits it can deliver to the HCPS in the following pages.

Traditional Network:
Rigid and complex
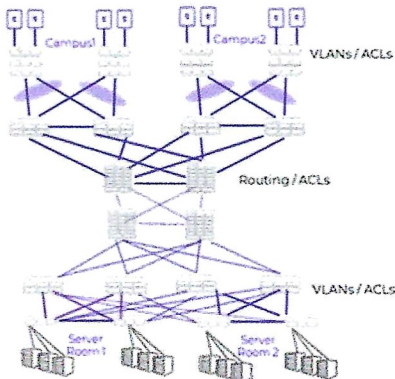
Fabric Connect:
Simple, agile, cloud-driven
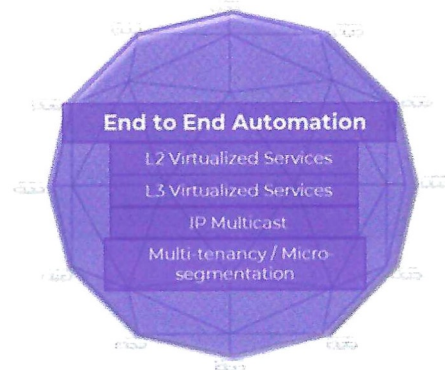
Extreme Fabric Connect represents a differentiated way to deploy and operate networks that leverages a standards-based network virtualization technology. Fabric Connect streamlines and simplifies the network – significantly reducing the number of protocols as well as the number of touch points. The result is a dramatically simpler, single technology network that lessens the opportunities for misconfiguration and sub-optimal performance, and is far easier to build, manage, and troubleshoot – improving uptime, performance, stability, and reliability – as well as lowering operating expense. Compared to a traditional network, Fabric Connect offers a dynamic, flexible virtualized network that facilitates the deployment of the digital technology today's education environment need

Fabric Connect is one of the most (if not the most) widely deployed campus fabric in the industry. Extreme customers have deployed thousands of Fabric Connect networks. Although other vendors have their own campus fabric solutions, they are more complex, generally requiring an advanced skill set to deploy. Fabric Connect delivers the following standard automation and security features versus traditional switched networks:

- ✓ 11 x faster edge provisioning
- ✓ 85% improved service availability
- ✓ 6.5 x better time to repair
- ✓ 28x more scalable multicast networks
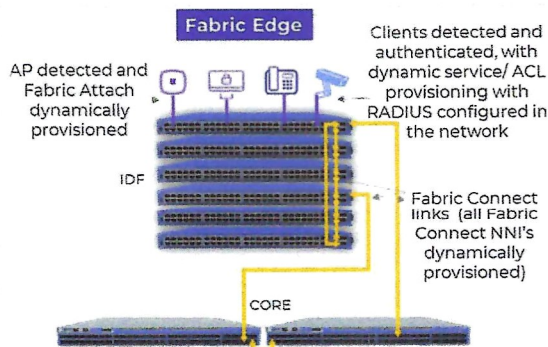- ✓ Secure fabric core with hyper-segmentation

Importantly, the Extreme fabric-enabled hardware solution supports all traditional networking standards; any legacy protocols can run in parallel with Fabric Connect. This provides a very smooth migration to a Fabric-centric architecture and ensures that any design-specific requirements can be seamlessly accommodated.

Some of the key attributes of Fabric Connect directly address automation and security which are summarized below.

Fabric Connect Automation

Fabric Connect includes inherent automation capabilities to ensure the effortless deployment of new infrastructure and well as ongoing management. Through auto-sense ports, Fabric Connect supports full infrastructure automation, and zero-touch on-boarding of new devices to the management tools. In addition to being able to detect and dynamically provision Fabric enabled switches/APs, the auto-sense capabilities also allow the detection of IP phones, IoT devices, and client PCs. Key automation features of Fabric Connect to reduce complexity and risk include:
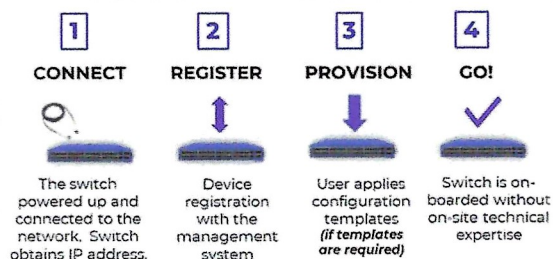
- ✓ **Zero-touch deployment of the Fabric Connect infrastructure** – With just a single seed switch, all NNI links on all other switches connected to the fabric will be dynamically provisioned.

- ✓ **Zero-touch deployment of Fabric Attach switches/APs** – When a Fabric Attach device is connected to the network, the Fabric Attach link is dynamically provisioned.

- ✓ **Zero-touch / zero-trust edge** – Fabric Edge delivers significant reduction in manual provisioning that is currently required at the network edge (MLAG, VLANs, IP multicast, etc.). When RADIUS is configured in the network, users, IoT devices, and phones are detected, authenticated, and assigned a role-based policy that contains an ACL and service that are dynamically applied to the edge switch port as users connect to network. Extreme's edge automation features virtually eliminate touch points on applying policy.

- ✓ **Zero-touch on-boarding** – Simplifies the deployment and eliminates the need for technical staff to be physically on-site for new hardware deployments. Fabric Connect devices on-board to either the ExtremeCloud IQ - Site Engine or ExtremeCloud IQ management systems though a secure service that is dynamically established. New

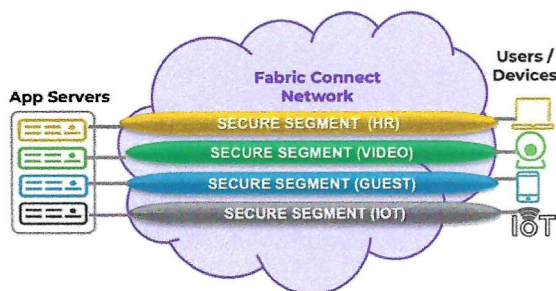devices are dynamically assigned an IP address, DNS, and default gateway.

Fabric Security

Fabric Connect is inherently secure; even proving to be unbreakable in multiple Hack-a-thon events. This innovative standards-based network virtualization technology enables the creation of thousands of private virtual networks to segment and protect critical applications, data, or users. Each of these Virtual Service Networks (VSNs) is completely isolated without any IP reachability in or out (unless specified). As an added benefit, these secure virtual networks can be deployed quickly and without complexity at the network edges.

Another aspect of Fabric Connect that enhances security is the Ethernet Switched Path. Because Fabric Connect is an Ethernet fabric rather than an IP fabric, all forwarding through the fabric is performed at Layer 2. For IP routing in the Global Routing Table and in individual L3 VSNs alike, the virtualized network appears to users as a single distributed router. Many times hackers, upon gaining access to the network, will use IP trace tools and network scanning tools to learn the topology and potentially gain access to core and distribution routing switches. With Fabric Connect and the use of the Ethernet Switch Path instead of the typical hop-by-hop IP routed path, all the distribution and core switches along the pathway become invisible to the user.

Key security features of Fabric Connect include:

✓ **Stealth Networking** – With Fabric Connect, services are dynamically created with Ethernet Switched Paths. These paths are therefore not vulnerable to IP scanning/hacking techniques and ensure the end-to-end network topology remains hidden. Individual endpoints and complete services are transported, fully isolated from each other, delivering a true "ships-in-the-night" capability.

✓ **Hyper-Segmentation** – Fabric Connect delivers scale-out service separation with the ability to simply create thousands of secure zones that can extend end-to-end to completely isolate different traffic types, applications, or types of users/devices. If a breach occurs, it remains isolated within that segment, preventing potentially catastrophic lateral movements. Uniquely, these hyper-segments can span the entire network. They are established using a simplified edge-only provisioning capability, and

automatic attachment is supported thereby improving time-to-service and reducing the operational burden.

✓ **Network elasticity** – Since Extreme Fabric Connect is not dependent on IP routing to establish service paths, services are able to extend and retract dynamically eliminating potential back door entry points. As applications terminate, or end-point devices close-down or disconnect, the networking services retract from the edge. This elasticity has two key benefits: it simplifies and expedites provisioning of network devices, and it reduces a network's exposure and attack profile.

Extreme certainly makes some bold claims about their Fabric Connect technology. Rest assured, Fabric Connect is field proven with thousands of global deployments in the most mission critical environments (nuclear power plants, air traffic control, hospitals, and more). We are excited at the opportunity to continue discussions about the possibility of migrating HCPS to Fabric Connect.

BLUECAT™

BlueCat GEN4 Appliances

BlueCat GEN4 appliances supports the needs of the Enterprise that requires a full-featured appliance coupled with high performance, dual-power AC/DC supplies, and lights-out management.

BlueCat GEN4 appliances represent BlueCats's latest generation of rack-optimized system solutions that support the highest performance demands and throughput for BlueCat Address Manager and BlueCat DNS/DHCP Server application. BlueCat GEN4 appliances are high-performance, 1-socket 1U rack servers with the enhanced computing power, business scalability, simplified management, data protection, and security features that make them an ideal choice for the most demanding deployments.

Benefits

- Full-featured appliance solution for both hardware and software
- Increased memory and disk capacity compared to Generation 3 appliances
- Multi-core scalable processor
- Cost-effective, rack-mountable servers
- 64-bit architecture
- Redundant power AC, DC optional

- Light-out management (iDRAC9 enterprise)
- Ready for Enterprise DNS
- Optional Fibre connectivity (10GB SPF+/DA)
- Improved QPS/LPS performance
- Dual Power is standard across the appliance range

Hardware Specifications

BlueCat GEN4 Appliances

	Model	XMB3	2000	4000	5000	7000
	Supported Platforms	BDDS	BDDS-25	BDDS-50	BAM-5000, BDDS-75	BAM-7000, BDDS-125
Performance Specifications	Queries per Second (QPS)	15,000	60,000	150,000	230,000	270,000
	Leases per Second (LPS)	110	1000	1500	2000	2300
Processor	CPU	Intel Atom® Processor E3827	Intel® Pentium® Gold G5500 Processor	Intel® Xeon® E-2124	Intel® Xeon® E-2136	2 x Intel Xeon Silver 4114
	CPU Speed	3.8 GHz	3.8 GHz	3.3 GHz	3.3 GHz	2.2 GHz
	CPU Total Cores & Threads	2C/4T	2C/4T	4C/4T	6C/12T	20C/40T
	Hyper Threading Support	N/A	Yes	N/A	Yes	Yes
Memory	Memory	4 GB	8 GB	16GB	32 GB	64 GB
	Memory Speed	1333 MT/s	2666 MT/s	2666 MT/s	2666 MT/s	2666 MT/s
Power	PSU	DC + 12V Input	Dual AC PSU(s)	Dual AC PSU(s)	Dual AC PSU(s)	Dual AC PSU(s)
	PSU Wattage	N/A	350 w	350 w	350 w	495 w
	PSU Swappable	N/A	Yes	Yes	Yes	Yes
	PSU DC Option	N/A	N/A	N/A	N/A	Yes
	UPS Agent Support	NO	NO	NO	NO	Yes*
Storage	Storage Type	HDD	HDD + SDXC	HDD + SDXC	HDD + SDXC	SSD + SDXC
	Storage Capacity	(1) x 500 GB SATA	(1) x 1 TB 7200 SATA (1) x 16 GB SHDC Cards	(1) x 1 TB 7200 SATA (1) x 16 GB SHDC Cards	(2) x 1 TB 7200 SATA (RAID 1) (1) x 16 GB SHDC Cards	(2) x 960 GB (RAID 1) SSD Main Array

*Available November 2019

						(2) x 240 GB (RAID 1) M2 SSD BOSS (2) x 16 GB (Raid 1) SHDC Cards
	Raid Configuration	N/A	N/A	N/A	RAID1 - PERC H330 Controller	RAID1 - PERC H730P Controller
Network	Network Card	(2) x Intel i210IT DP	(2) x Broadcom 5720 DP	(2) x Broadcom 5720 DP	(2) x Broadcom 5720 DP	(1) x Intel i350 QP
	Fibre Option Support	N/A	N/A	N/A	Yes – replaces network card	Yes – replaces network card
	Optional Fibre Card	N/A	N/A	N/A	(2) x Intel X710 Dual Port 10 GB DA/SFP+	Intel X710 Quad Port 10 GB DA/SFP+
	Network Ports	(4) x 1 GB (Intel)	(4) x 1 GB (Broadcom)	(4) x 1 GB (Broadcom)	(4) x 1 GB (Broadcom)	(4) x 1 GB (Intel)
	IDRAC Port	N/A	Yes	Yes	Yes	Yes
	IDRAC Hardware	N/A	iDRAC9 Enterprise	iDRAC9 Enterprise	iDRAC9 Enterprise	iDRAC9 Enterprise
Rack and Mounting Specifications	Mounting Kit	Special Kit for mount 2xXMB3 is 1U rack	ReadyRails Static Rails 2/4 Post	ReadyRails Sliding without CMA	ReadyRails Sliding without CMA	ReadyRails Sliding with CMA
	Depth	155.00 mm	508.00 mm	508.00 mm	508.00 mm	808.51 mm
	Width	190.0 mm	482.0 mm	482.0 mm	482.0 mm	482.0 mm
	Height	42.0 mm	42.8 mm	42.8 mm	42.8 mm	42.8 mm
Warranty	Standard	5 Years, next business day	5 Years, next business day	5 Years, next business day	5 Years, next business day	5 Years, next business day
	Optional	N/A	4 Hours	4 Hours	4 Hours	4 Hours

BLUECAT™

BOUNDLESS CYBERSECURITY
FOR THE HYPER-DISTRIBUTED ERA

SonicWall delivers Boundless Cybersecurity for the hyper-distributed era in a work reality where everyone is remote, mobile and unsecure.

SonicWall safeguards organizations mobilizing for their new business normal with seamless protection that stops the most evasive cyberattacks across boundless exposure points and increasingly distributed and cloud-enabled workforces.

By knowing the unknown, providing real-time visibility and enabling breakthrough economics, SonicWall closes the cybersecurity business gap for enterprises, governments and SMBs worldwide.
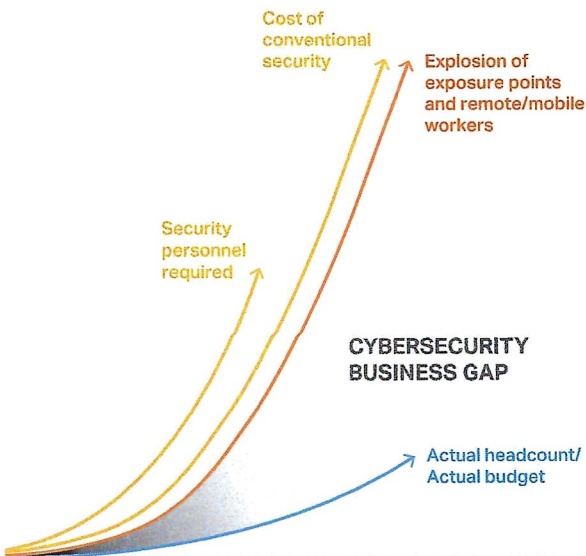
1991
Founded

300+
Patents

1,600+
Employees

500,000+
Organizations

17,000+
Global Channel Partners

Cost of conventional security

Explosion of exposure points and remote/mobile workers

Security personnel required

CYBERSECURITY BUSINESS GAP

Actual headcount/ Actual budget

BOUNDLESS CYBERSECURITY

Today's hyper-distributed, anywhere/anytime world opens the door to widespread remote work — and an explosion of exposure points. In today's new IT reality, yesterday's legacy solutions fall short. Moreover, the rising costs of conventional security, shrinking budgets and a limited availability of qualified personnel create a Cybersecurity Business Gap.

There is a better way forward: SonicWall Boundless Cybersecurity. This new paradigm leverages global threat intelligence, seamless real-time protection and industry-leading TCO to offer scalable security for every business, wherever work gets done.

DEDICATED TO THE CUSTOMER

Powered by a network of global support centers, SonicWall offers award-winning, around-the-clock technical support for enterprises, SMBs, governments and more. Each geographic location provides you the security expertise and regional understanding your organization requires to maintain focus on your key operational and business objectives. And with SonicWall, you can tailor your support service to your specific needs via a range of standard and premium offerings.

24/7 Online & Phone Support

Single Point of Contact

Deployment Planning

Professional Services

World-Class Self-Service

KNOW THE UNKNOWN

- Verification of unknown users
- Capture ATP to verify unknown users in real time
- RTDMI™ to catch threats that others don't
- Block until verdict (80% <2 seconds)
- Seamless multi-layered coverage

UNIFIED VISIBILITY & CONTROL

- No blind spots
- No silos
- Single-pane-of-glass management
- Real-time threat awareness
- Personalized risk assessment
- Act fast on what matters

DISRUPTIVE ECONOMICS

- Built-in efficiencies
- One platform, many environments
- Compounded benefits as you scale
- Automated & zero-touch deployment
- Budget-friendly business continuity

SONICWALL BOUNDLESS CYBERSECURITY

Network Security	Secure Access Service Edge	Simplified Management	Advanced Threat Protection	Secure SD-Wan

Wireless Security	Secure Remote Access	SaaS Security	Endpoint Protection	Email Protection

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THREE DECADES OF TRUST

SonicWall has nurtured a reputation of professionalism, innovation and integrity that spans more than three decades. We're ready to help you implement Boundless Cybersecurity for the hyper-distributed era. We solve the widening cybersecurity business gap by protecting SMBs, enterprises and governments across boundless points of exposure and growing remote workforces.

| SonicWall.com | +1.888.557.6642

SONICWALL®