



**Town Council
Regular Meeting**
October 21, 2025, 6:00 PM
Council Chambers, La Plata Town Hall
305 Queen Anne St.
La Plata MD

Agenda

1. Call to Order

1.1. Call to Order

Attendees, please use meeting courtesy. Virtual attendees are asked to mute microphones when joining the meeting. Participants may be muted by the Town Clerk and meetings will be recorded.

In accordance with the Open Meetings Act, the public has the right to view/listen to the discussion only. At their discretion, the Town Council may allow participants to voice questions or provide comments on the topics under discussion. Written comments may be submitted via email to Legislative@townoflaplata.org. Individuals wishing to address the Town Council may sign up in advance on the Town's website (Public Communications) or on the meeting sign-up sheet.

Join on your computer, mobile app, or room device.

[Join the meeting now](#)

Meeting ID: 240 806 147 692

Passcode: 2T5Bm6FQ

1.2. Roll Call

1.3. Pledge of Allegiance

1.4. Approval of the Meeting Agenda

2. Disclosure of Closed Session

2.1. Disclosure of Closed Session on September 23, 2025

3. Petitions, Communications, Appearances and Public Comment

3.1. Public Comment

4. Matters of Council Discussion

4.1. Firehouse Museum Presentation by Historic Preservation Commission

4.2. Safe Streets for All Project Update

- 4.3. Southwest Access Management Plan Project Update
- 4.4. Utility Bill Assistance for La Plata Residents and Businesses
- 4.5. Purchase of Security Cameras
- 4.6. Town Hall Host Server Replacement
- 4.7. Discussion of Charter Amendments
 - 1. Concerning Elected Officials' Salaries
 - 2. Concerning Appointment of Town Manager
 - 3. Concerning Appointment of Town Attorney
 - 4. Resign to Run
- 4.8. Discussion of Petition to Maryland Department of the Environment for Aquifer Reallocation
- 4.9. Discussion of Tax Relief for La Plata Residents

5. Legislation

- 5.1. Resolution 25-25 Utility Bill Assistance for La Plata Residents and Businesses (For Introduction and Consideration of Adoption)

A RESOLUTION concerning

Utility Bill Assistance for Town Residents and Businesses

FOR the purpose of assisting those affected by the federal government shutdown with Town of La Plata utility charges for residents and businesses by providing an extension to the due date; delaying penalties and fees; establishing a new due date; and all matters generally relating thereto.

- 5.2. Resolution 25-26 Purchase of Security Cameras (For Introduction and Consideration of Adoption)

A RESOLUTION concerning

Purchase of Security Cameras

FOR the purpose of authorizing the Town Manager to enter into a contract purchase agreement for the purchase and installation of equipment and components for the security camera system at Town-owned facilities; and all matters generally relating thereto.

- 5.3. Resolution 25-27 Town Hall Host Server Replacement (For Introduction and Consideration of Adoption)

A RESOLUTION concerning

Replacement of Town Hall Host Server

FOR the purpose of authorizing the Town Manager to enter into a contract purchase agreement for

the purchase and installation of Information Technology equipment at Town Hall; and all matters generally relating thereto.

6. New Business

- 6.1. Reports from the Mayor and Town Council
- 6.2. Town Manager's Operational Report (Written Only)
- 6.3. Treasurer's Report (Written Only)
- 6.4. Cash Disbursement Report (Written Only)

7. Adjourn

- 7.1. Adjournment

**PRESIDING OFFICER'S WRITTEN STATEMENT FOR CLOSING A MEETING ("CLOSING STATEMENT") UNDER THE
OPEN MEETINGS ACT (General Provisions Article § 3-305)**

This Certification Must Be Completed Before a Closed Session May Be Held

Date: **09/23/2025** Time: **6:00 PM** Location: **La Plata Town Hall** at this meeting, a motion was made by **Councilman Guttenberg** and seconded by **Councilman Sampson** to conduct a closed session of the Council of the Town of La Plata.

Recorded vote to close the meeting:

<u>Members</u>	<u>IN FAVOR</u>	<u>OPPOSED</u>	<u>ABSTAINING</u>	<u>ABSENT</u>
Mayor Jeannine E. James	☒	☐	☐	☐
Councilman Paul Guttenberg	☒	☐	☐	☐
Councilman Patrick McCormick	☐	☒	☐	☐
Councilman Gregory Sampson Jr.	☒	☐	☐	☐
Councilman Tyjon Johnson	☒	☐	☐	☐

(Note: If any member of the public objects to conducting the closed session, a copy of this certification must be sent to the Maryland Open Meetings Law Compliance Board.)

STATUTORY AUTHORITY TO CLOSE SESSION, State Government Article §3-305(b) (check all that apply):

- ☐ (1) To discuss:
- ☐ (i) the appointment, employment, assignment, promotion, discipline, demotion, compensation, removal, resignation, or performance evaluation of an appointee, employee, or official over whom it has jurisdiction; or
 - ☐ (ii) any other personnel matter that affects one or more specific individuals;
- ☐ (2) protect the privacy or reputation of an individual with respect to a matter that is not related to public business;
- ☐ (3) consider the acquisition of real property for a public purpose and matters directly related to the acquisition;
- ☐ (4) consider a matter that concerns the proposal for a business or industrial organization to locate, expand, or remain in the State;
- ☐ (5) consider the investment of public funds;
- ☐ (6) consider the marketing of public securities;
- ☒ (7) consult with counsel to obtain legal advice;
- ☒ (8) consult with staff, consultants, or other individuals about pending or potential litigation;
- ☐ (9) conduct collective bargaining negotiations or consider matters that relate to the negotiations;
- ☐ (10) discuss public security, if the public body determines that public discussion would constitute a risk to the public or to public security, including:
- ☐ (i) the deployment of fire and police services and staff; and
 - ☐ (ii) the development and implementation of emergency plans;
- ☐ (11) prepare, administer, or grade a scholastic, licensing, or qualifying examination;
- ☐ (12) conduct or discuss an investigative proceeding on actual or possible criminal conduct;
- ☐ (13) comply with a specific constitutional, statutory, or judicially imposed requirement that prevents public disclosures about a particular proceeding or matter;
- ☐ (14) discuss, before a contract is awarded or bids are opened, a matter directly related to a negotiating strategy or the contents of a bid or proposal, if public discussion or disclosure would adversely impact the ability of the public body to participate in the competitive bidding or proposal process; or
- ☐ (15) discuss cybersecurity, if the public body determines that public discussion would constitute a risk to:
- ☐ (i) security assessments or deployments relating to information resources technology;
 - ☐ (ii) network security information, including information that is:
 - ☐ 1. related to passwords, personal identification numbers, access codes, encryption, or other components of the security system of a governmental entity;
 - ☐ 2. collected, assembled, or maintained by or for a governmental entity to prevent, detect, or investigate criminal activity; or
 - ☐ 3. related to an assessment, made by or for a governmental entity or maintained by a governmental entity, of the vulnerability of a network to criminal activity; or
 - ☐ (iii) deployments or implementation of security personnel, critical infrastructure, or security devices.

**PRESIDING OFFICER'S WRITTEN STATEMENT FOR CLOSING A MEETING ("CLOSING STATEMENT") UNDER THE
OPEN MEETINGS ACT (General Provisions Article § 3-305)**
This Certification Must Be Completed Before a Closed Session May Be Held

For each citation checked the reasons for closing and topics to be discussed:

- (7)

Topic: Legal implications and risks associated with ongoing personnel and administrative matters

Reason for Closure:
Discussion involves privileged attorney-client communications regarding legal risks and strategy not appropriate for public disclosure
- (8)

Topic: Pending Maryland Department of the Environment litigation

Reason for Closure: Discussion involves communications regarding pending litigation not appropriate for public disclosure

Persons attending closed session:

Jeannine James, Mayor (virtual)	Tyjon Johnson, Mayor Pro Tem	
Councilman Paul Guttenberg	Chuck Stevens, Town Manager	
Councilman Patrick McCormick	Michelle Miner, Assistant Town Manager	
Councilman Gregory Sampson Jr.	Garrett Wozniak, Legal Consultant	

Action(s) Taken:

- (7)

Staff were directed to implement the recommendations presented by Mr. Wozniak concerning ongoing personnel matters.
- (8)

Town staff provided an update on pending litigation with the Maryland Department of the Environment.

Time closed session adjourned: **7:54 PM**

This statement is made by Councilman Tyjon Johnson, Presiding Officer: _____

La Plata Town Museum

Prepared by:
Historical Preservation
Commission
Presented to:
La Plata Town Council
21 Oct 2025



Objective

Historical Preservation Commission: To bring the history of La Plata alive and accessible to our citizens and visitors invigorating downtown commerce in the process.

Today: To obtain Town Council approval in principle to renovate the La Plata historical firehouse for a town museum in the 2-story section and a multipurpose room that could be used in a variety of ways in the single-story section.

Background

The La Plata historical firehouse, originally constructed in 1929 and located at #3 Firehouse Street was the first firehouse in Charles County. The original part of the structure housed two truck bays on the first floor with a multipurpose / bunk room and a dispatch room on the second floor. In 1952 a one-story wooden frame addition was constructed to house the newly formed Charles County Rescue Squad.

In 1962 the Fire Department moved into a new firehouse at 201 Charles Street (currently used by the Charles County Board of Elections) and the Charles County Rescue Squad moved to #2 Calvert Street. From 1962-1992 the building remained unoccupied and was used by the Fire Department for storage. In 1992 the original 2-story building was renovated, and the one-story addition was demolished and replaced by a cinder block addition to house additional field trucks.

La Plata acquired the building in 2001/2002. It was then converted to the Charles County Fire Museum and remained open until volunteers were no longer available to keep it open. The antique fire truck, furniture, and equipment is still owned by the La Plata Volunteer Fire Department.

Recently, a memorial garden was created to honor the 2002 tornado victims in the rear yard, and the exterior of the building was painted red.

Town of La Plata Facebook Video

Local landmarks are one of the ways a community keeps its history alive. Through creative repurposing, they offer a new way for visitors to connect with a time or place. La Plata's Old Firehouse – once the home of the first volunteer fire department in Charles County, Maryland – sat quietly on a side alley, protecting the Star Memorial Garden. This garden dedicated to those lost in the tornado of 2002 has been tended for years by the volunteers of the La Plata Garden Club (LPGC). When Keep La Plata Beautiful's Arts Workgroup saw this building, however, they saw an opportunity to breathe new life into this corner of local history. Through conversations with the LPGC, the Town's Historic Preservation Commission, and the Southern Maryland Volunteer Firemen's Association, came to see the Arts Workgroup's vision: a walkable destination for downtown visitors, painted the colors of the vintage 1932 Seagrave fire truck stored inside. Emblazoned on the wall is the logo of La Plata Volunteer Fire Department Company 1, reminding visitors of the building's history. Just past the archway, visitors will find a quiet nook to sit for a break or lunch on memorial benches, now accompanied by a native pollinator garden installed by Keep La Plata Beautiful's volunteers.

<https://www.facebook.com/TownofLaPlata/videos/1320425819497451/?fs=e&s=TleQ9V&fs=e>



Town of La Plata Firehouse Feasibility Study

LD Holmes Architects, P.C. was contracted to perform a feasibility study to explore costs and options to make the building fully accessible and compliant. Initially, the study was to explore the costs and options for improvements to transform the single-story garage space into a multi-purpose room. Subsequently, the scope was expanded to address the entire vision.

The final study was submitted 17 April 2025.

Areas addressed included:

- Zoning Code Compliance
- Building Code Compliance
- Americans With Disability Act
- Additional Work Required
- Mold Remediation
- Egress and ADA Solutions

LAPLATA FIRE HOUSE MUSEUM
3 Firehouse Street
LaPlata, Maryland 20646

FEASIBILITY STUDY
Revised April 17, 2025



Prepared by:
LD Holmes Architects, P.C.
313 Charles St, Ste B
LaPlata, MD 20646

Strategy

- Joint project with the Historical Preservation Commission, Beautification Commission, La Plata Community Garden Club, and La Plata Volunteer Fire Department
 - Held preliminary discussions with the Beautification Commission and the La Plata Community Garden Club
 - HPC is interacting with the La Plata Volunteer Fire Department and Charles County Rescue Squad
- Pursue a 2-phased approach
 - Soft opening to re-open the historical firehouse as the La Plata Town Museum
 - Full renovation^④ will be a long-term project dependent on approved budget and contributions

Preliminary Budget Estimate

(Provided by LD Holmes Architects, P.C. in Feasibility Study)

• DESIGN AND PERMITS (includes \$2,500 for Building Permits)	\$ 25,800
• COMMUNITY ROOM (including Option 2 - ADA Concrete Ramp & Bathroom Configuration and Option 4 - South Entrance Wood Shopfront (Recommended))	\$ 67,207
• Museum (including ADA Option 2 - Lower Door Sill and Concrete Work at East Entrance (Recommended))	\$ 50,675
	Total \$ 143,681
• Available Budget	\$ 42,000
• Soft Opening (included in above Total)	\$ 21,554
• Volunteers would reduce the budget requirements significantly. \$13,000 should provide enough resources to accomplish necessary renovations.	

Recommendations

- 1) Historical Preservation Commission (HPC) coordinate with the Beautification Commission and La Plata Community Garden Club to ensure continued alignment.
- 2) Pursue a 2-phased approach to re-open the historical firehouse as the La Plata Town Museum.
 - a) Request Volunteer Firemen's Association to help clean up the 2-story section of the building and create displays.
- 3) Direct staff and HPC to develop the detailed project plan including a management structure.
- 4) Initiate the soft opening effort to re-open the historical firehouse as the La Plata Town Museum.

With Council approval we will work with Town Manager and Director of planning to get started!

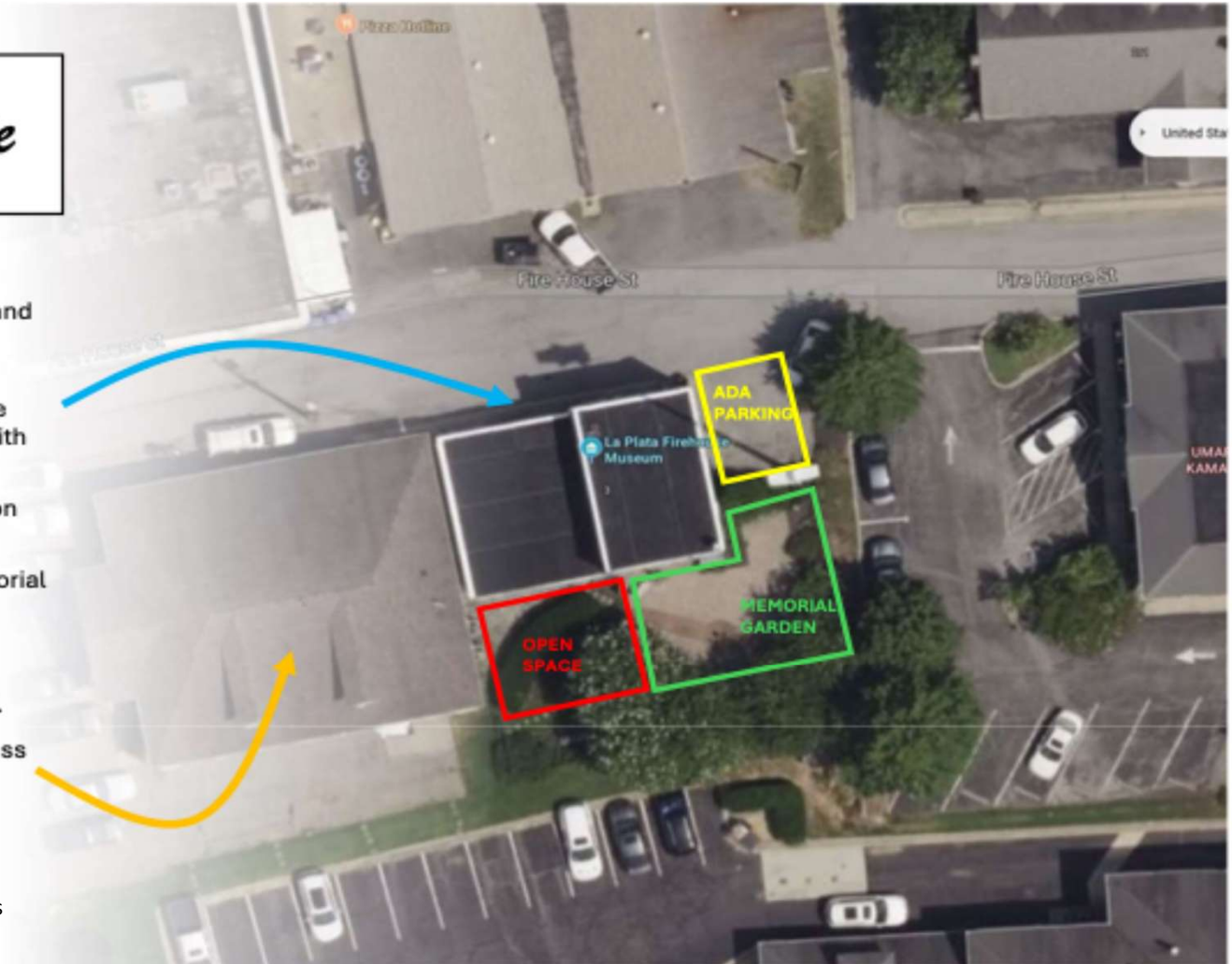
Backup

The Building Site

The building sits on a .16 acre plot of land (6,952 SF) nestled between St. Mary's Avenue and Calvert Street.

- To the north is Firehouse Street. The building sits directly on the street with little or no buffer.
- There is one dedicated ADA space on the east side in front of the garden.
- The fire house has a beautiful memorial garden on the lot located in the southeast corner.
- The area to the left of the garden is open space and could be improved.
- To the west is an existing church. Less than three feet is between the two structures.

Source: L D Holmes Architects, P.C. • 313 Charles Street, Ste. B • La Plata, Maryland 20646-3586



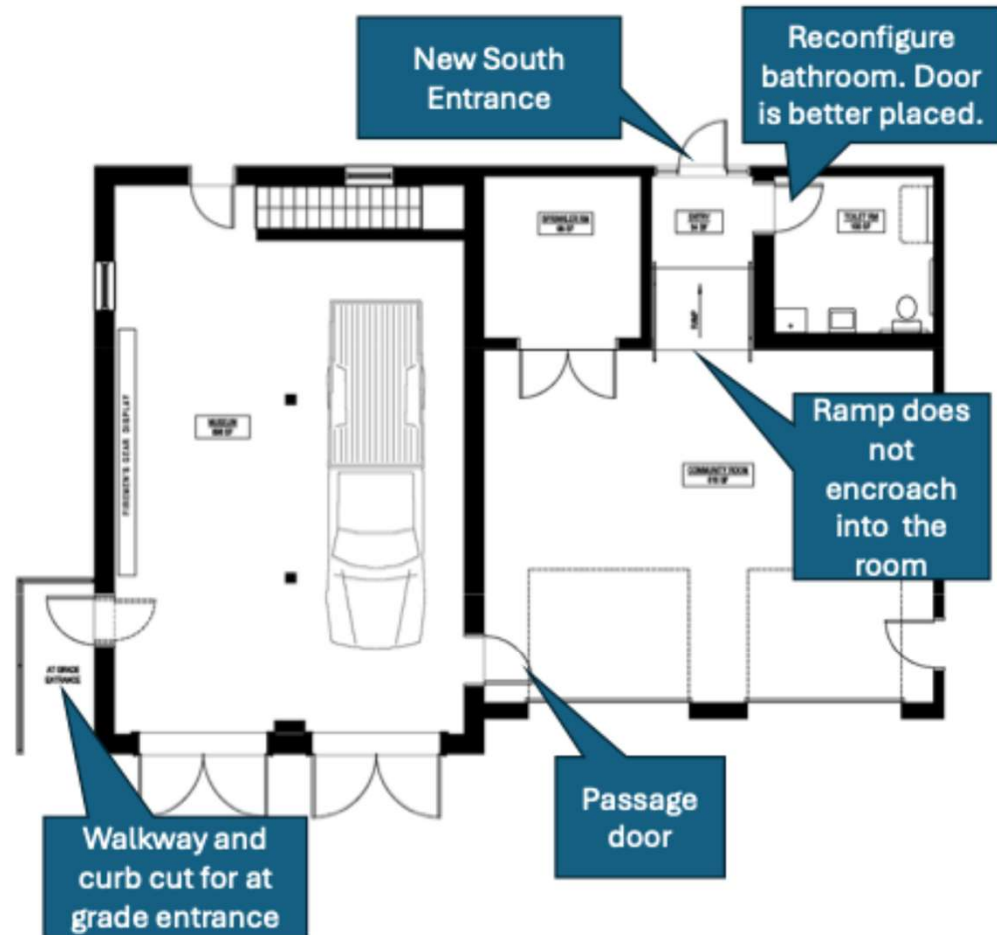
ADA Solution for Firehouse First Floor

South Entrance

Recommended Solution

- New Entrance to the south side.
- Walkway and curb cut for at grade entrance to the east.
- Wider doors in existing openings
- Garage doors can remain
- Passage door between spaces
- Bathroom is reconfigured

Source: L D Holmes Architects, P.C. • 313 Charles Street, Ste. B • La Plata, Maryland 20646-3586



ADA Solution for Firehouse Second Floor

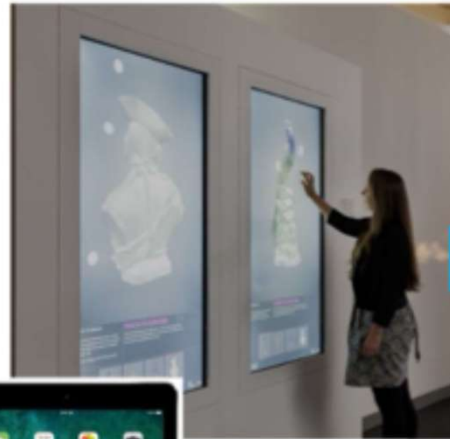
ADA

EQUIVALENT FACILITATION

The referenced 2010 ADA Standards do allow for “Equivalent Facilitation” through the use of designs, products, or technologies as alternatives to those prescribed, provided they result in substantially equivalent or greater accessibility and usability.

Source: L D Holmes Architects, P.C. • 313 Charles Street, Ste. B • La Plata, Maryland 20646-3586

Interactive Wall Displays



QR Codes

Virtual Reality



Tablets



Preliminary Estimate for Soft Opening (Subset of Preliminary Budget Estimate)

PAINTING		\$ 18,015.46
First Floor Interior Walls - Prime and Paint	1,674.81	
Second Floor Interior Walls - Prime and Paint	1,674.81	
Doors - Prime and Paint	241.50	
Door Trim - Prime and Paint	141.23	
First Floor Ceiling - Prime and Paint	1,232.85	
Second Floor Ceiling - Prime and Paint	1,232.85	
Floor Prep - Grind Slab	2,990.00	
Floor Epoxy Paint or Coating	8,700.35	
Exposed Pipes	127.06	
Electrical		\$ 3,538.17
Replace existing 8' fluorescent fixtures with LED lighting	2,687.28	
Replace smoke detectors	411.32	
LED Exit Sign	328.92	
LED Emergency Light w/ battery backup	110.65	
Total		\$ 21,553.63

Volunteers would reduce the budget requirements significantly. \$13,000 should provide enough resources to accomplish necessary renovations.



October 15, 2025

TO: Town of La Plata

FR: Jamie Kendrick, AICP, Principal
Woodvalley Community Strategies

RE: Safe Streets for All Grant – Next Steps

In 2024, the Town applied for and was awarded \$360,000¹ under USDOT's Safe Streets for All Program which was established to fund local and regional grants for the prevention of roadway fatalities and serious injuries. The grant application cited 16 fatalities between 2017-2021 within 1.5 miles of town limits, as well as risky conditions such as on local roads such as high speeds, lack of facilities for pedestrians and bicyclists, and uncoordinated growth patterns leading to conflicting traffic movements.

Funds were awarded to the Town under the "Planning and Demonstration Projects" grant category which has limitations on most but not all construction activities. Work performed under this grant will set the Town up well for a construction funding application in May 2025.

As submitted, the grant application included three project activities:

- Continue design development for project(s) from the Southwest Access Management Plan.
- Conduct sidewalk and crosswalk feasibility studies with an emphasis on (but not limited to) Kent and Oak Streets, and Washington Avenue.
- Install quick-build traffic calming projects including paint, safety posts, and other traffic calming devices to be deployed at locations where speed and risky driver behaviors put vulnerable road users at risk.

Since the grant application was made, external conditions have changed such that work on Kent Street and Oak Street and Washington Avenue sidewalk studies are not advisable at this time.

It is recommended that Town staff move forward with projects as follows:

Project	Allocation	Notes
Continue design development for project(s) from the Southwest Access Management Plan.	\$175,000	Consultant task to be assigned with goal of having project defined for SS4A implementation grant application in June 2026.
La Plata Bikeway	\$140,000	To be used for breakout projects (Willow Lane, flashing beacons on Radio Station Road, etc.)
Neighborhood Traffic Calming Quick-Build Projects	\$110,000	Locations to be determined (Town-owned streets only)
Program Management	\$25,000	Compliance reporting, consultant oversight, project selection, etc.

¹ The Town must contribute \$90,000 as local matching funds over the next three years.



October 15, 2025

TO: Town of La Plata

FR: Jamie Kendrick, AICP, Principal
Woodvalley Community Strategies

RE: Southwest Access Management Plan

At present there is only one access point to the southwest quadrant's primary residential development (Steeplechase) which is the first of multiple subdivisions planned in the area. As each successive phase of the Steeplechase subdivision has been built, residents have expressed increasing concern about safety entering and exiting the development given the speed and volume of traffic on US 301, as well as concerns about emergency access. This memorandum summarizes the history of planning and development in the southwest quadrant, existing and future traffic conditions, and concepts and recommendations for addressing the concerns.

In the 2009 and 2020 La Plata Comprehensive Plan, a western loop road is shown to be built concurrent with each of the planned developments west of MD 6. A portion of the western loop was built north of MD 6 as Quailwood Parkway, however, south of MD 6 the concept was not continued through what is now Steeplechase. Ostensibly this did not occur because there would not have been connectivity from Steeplechase to MD 6 and a bridge over the ravine would have been costly for a single developer to bear. The lack of connection between MD 6 and Steeplechase as well as the layout of Steeplechase may have effectively precluded the loop road as initially conceived.

In the Fall 2022, the La Plata Planning Commission and Town Council requested identification and evaluation of alternatives to improve access, mobility, and safety for residents of the Town's southwest quadrant. This became known as the Southwest Access Management Plan study (SWAMP). Six concepts were evaluated, and technical work was completed in May 2023. There was no consensus among the community, developers, and Planning Commission and no recommendations were adopted.

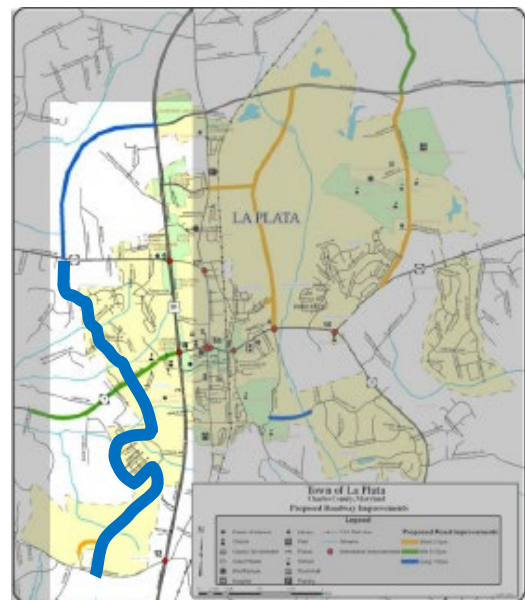


Figure 1. 2009 and 2020 Comprehensive Plan Western Loop Road

EXISTING AND FUTURE CONDITIONS

Developing solutions for improved access, safety and mobility must be looked at systematically and holistically to include all planned or potential developments along US 301 south of MD 6. At the time of the study, there were five planned developments in the quadrant with an estimated 1200 residential units and 40,000 square feet of commercial space at various points in the development pipeline.¹ From

¹ At least one of these developments has now been eliminated by the Town's purchase of the Monteiro property, although if the property is developed with Town facilities, then access will need to be considered but development intensity would be far less.

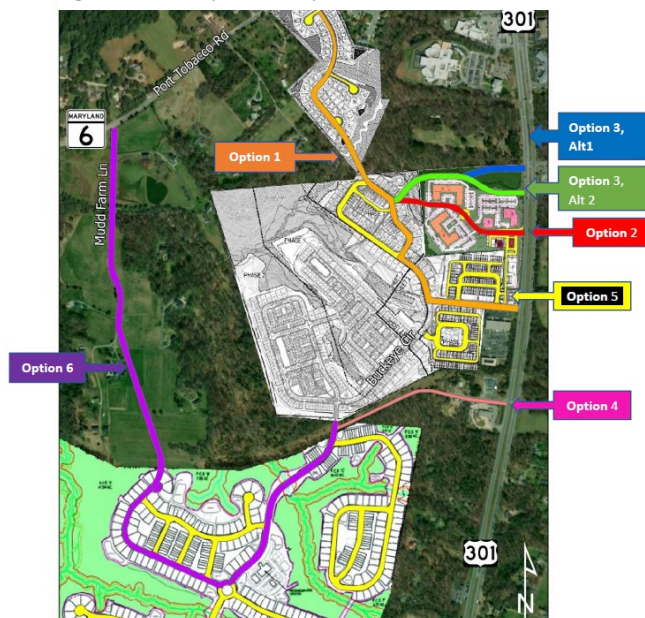
a purely technical and objective standpoint, existing traffic conditions are at a level of service “B” in the morning and “C” in the evening for trips departing Catalpa Drive. At full buildout (including planned required connections between Steeplechase and Stagecoach), conditions would be at level of service “E” or “F” at all intersections including and between and US 301 and MD 6 and Old Stagecoach Road.

There are also significant traffic safety concerns south of MD 6. In the five years preceding the SWAMP, there were 390 crashes on US 301 between Rosewick Road and Old Stagecoach Drive resulting in 123 injuries (minor and serious); at least 20% were coded as left turn type crashes. If all the plans for the southwest quadrant were to continue with their intended access points and no further regulation by the Town or SHA, then five new driveways would have been created within 1700’. Further, U-turns at Glen Albin Drive and at the existing median break near the Public Works building south of Catalpa Drive would be expected to increase crash frequency and severity.

STUDY GOALS, CONCEPTS, & CONSTRAINTS

Town staff and the consultant team established two goals for the study. First, identify projects or strategies that could be implemented in the near term to improve the safety of ingress and egress at US 301 via Catalpa Drive for current Steeplechase residents. Second, identify plans, strategies, or projects that could provide two access points for all current and future residents of the southwest quadrant. To achieve both goals, coordination and cooperation would be needed among property owners, developer, residents, the Town and State Highway Administration (SHA); however, it was acknowledged that the onus was on the Town to develop and advance solution(s) because the Town’s planning and development processes had allowed the conditions to occur.

Figure 2. Concepts Developed and Evaluated



Six concepts were developed unconstrained by environmental, topographic and property ownership considerations. Upon screening the concepts based on these considerations, two concepts became most viable: 1) creating safe, signalized gaps in traffic with minimal impacts on the US 301 mainline by using a “Florida T” intersection; 2) or using the DPW yard and SMECO corridor to provide a southern entrance to Steeplechase.

Figure 3. SWAMP Phase 1 – “Florida T” Intersection Improvements



US 301 at Glen Albin Drive

US 301 at Monteiro Property and/or Catalpa Drive

RECOMMENDATIONS

The consultant team recommends that the Town pursue the “Florida T” option in coordination with the State Highway Administration. The “Florida T” option would be a less costly approach and require only coordination with the State Highway Administration, rather than multiple property owners/developers. The concept would improve conditions at both Glen Albin Drive and Catalpa Drive and have long-term value regardless of Stagecoach construction. If the Monteiro property were ever developed, the Florida “T” could be made a full intersection with relative ease.

Funding from the Safe Streets for All grant is available to initiate preliminary engineering, receive approval from SHA, and environmental clearances.



Agenda Item Summary

MEETING GROUP: Town Council
STAFF RESOURCE: Michelle Miner
DEPARTMENT: Executive
TYPE: Town Council Resolution
SUBJECT: Utility Bill Assistance for Town Residents and Businesses

BACKGROUND:

For the purpose of assisting those affected by the federal government shutdown with Town of La Plata utility charges for residents and businesses by providing an extension to the due date, waiving penalties and fees, and establishing a new due date. The Town Council issued similar relief in response to the federal furlough of 2018 via Town Council Resolution #19-02.

FISCAL IMPACT:

The fiscal impact of this resolution is anticipated to be minimal. The measure provides temporary relief to residents and businesses affected by the federal government shutdown by extending utility payment due dates, waiving penalties and fees, and establishing a new payment deadline.

Because all billed amounts remain due in full, the resolution merely defers the collection timeline rather than reducing or eliminating revenue. While the Town will forego the collection of late payment fees for bills paid after the original due date but before the extended deadline, this has little to no budgetary impact. The Town's budgeted revenue from late fees is conservatively estimated and does not represent a material portion of overall utility fund revenues. Revenue collected from late fees and penalties has averaged \$31,700 per quarter for the last four (4) quarters billed.

This action provides short-term financial flexibility for affected residents and businesses while maintaining the Town's fiscal stability and revenue integrity.

STRATEGIC PLAN ALIGNMENT:

This initiative aligns with the Town's Strategic Plan Goal #1: Good Governance - "We will serve as responsible stewards of community trust in making decisions to maximize public service value to our residents." Specifically, this resolution addresses the strategy to "Assess community needs and desires by seeking community input and feedback" by responding to



the immediate financial challenges faced by residents and businesses affected by the federal government shutdown.

Additionally, this aligns with the Core Value of Equity: "By engaging with the community, listening to citizens, evaluating their concerns, and addressing needs, we model our commitment to one another."

SUSTAINABILITY CONSIDERATIONS:

This initiative supports community sustainability by promoting social equity and economic resilience during a period of financial hardship. By providing temporary payment relief, the Town helps maintain household financial stability and supports local business continuity, preventing potential cascading economic impacts in the community. The extension period also provides an opportunity to encourage water conservation practices among residents, which supports environmental sustainability goals. This approach aligns with Sustainable Maryland's focus on community resilience and social equity.

ADA CONSIDERATIONS:

This resolution does not require specific ADA accommodations, as it applies uniformly to all Town utility customers regardless of ability status. However, Town staff will ensure that information about the payment extension is communicated through multiple accessible channels, including the Town website, social media, and direct billing notices to ensure all residents and businesses can access this information.

RECOMMENDED ACTION:

Approve Resolution 25-25, providing temporary utility bill payment relief to Town of La Plata residents and businesses affected by the federal government shutdown by extending payment due dates, waiving the assessment of penalties and fees, and establishing a new payment deadline as specified in the resolution.

ATTACHMENTS:

Resolution 25-25



Agenda Item Summary

MEETING GROUP: Town Council
STAFF RESOURCE: Chief Matt Norris
Captain Michael J. Payne
DEPARTMENT: Police Department
TYPE: Town Council Resolution
SUBJECT: Purchase of Security Cameras

BACKGROUND:

The American Rescue Plan Act (ARPA) was signed into law by President Biden on March 11, 2021, as a \$1.9 trillion federal relief package in response to the COVID-19 pandemic. It was designed to provide direct economic assistance to individuals, support state and local governments, strengthen public health response, aid businesses, and invest in long-term recovery efforts. The Town of La Plata received \$4,029,308 in American Rescue Plan Act (ARPA) funding during fiscal year 2023.

The Town's department directors met collectively to review priorities and identify areas where ARPA funding could provide the greatest benefit to the community. Through these discussions, directors evaluated operational challenges, infrastructure needs, and opportunities to strengthen public safety and service delivery. One of the needs identified was the replacement of the Town's aging and failing security camera system. The current system has become unreliable and increasingly difficult to maintain, creating gaps in security coverage. Updating the system with modern technology was recognized as a critical investment to enhance safety, accountability, and readiness while aligning with the Town's long-term strategic goals.

Depending on year-end financial performance, a budget amendment from the unassigned fund balance or a reassignment of expenditures within the current fiscal year may be necessary to fully fund this expenditure.

FISCAL IMPACT:

The security camera project was originally allotted \$150,000 in ARPA funding, which was placed into the Town's project reserve fund until specific needs were identified. Following an evaluation of priority facilities, Town Hall and the Police Department Headquarters were selected as the two sites most in need of upgraded security camera systems. Skyline



Technology Solutions provided formal quotes for these locations, totaling \$109,092.59, well within the amount allocated. This leaves a balance of approximately \$40,907.41 in reserve for potential future security enhancements or related infrastructure needs. The purchase will be made by piggybacking under the 2024 Carroll County contract, ensuring compliance with procurement requirements and leveraging favorable pricing already negotiated by another Maryland jurisdiction.

The installation includes twenty-one (21) Verkada security cameras, a system chosen for its long-term value, ease of use, and advanced features. Verkada's cloud-based platform centralizes security operations while offering AI-driven analytics such as person and vehicle recognition, improving situational awareness and response capabilities. Because Verkada is the sole proprietor of its technology, the Town benefits from secure, proprietary innovation without reliance on third-party vendors.

From a fiscal perspective, the system provides strong return on investment by minimizing ongoing costs. The cameras come with onboard storage, end-to-end encryption, automatic software updates, and a 10-year warranty, eliminating the need for annual storage or maintenance fees. The streamlined installation process also reduces labor expenses, further containing project costs. This ensures that the Town not only upgrades critical infrastructure today but also achieves long-term budgetary sustainability with minimal recurring obligations.

STRATEGIC PLAN ALIGNMENT:

Goal #1 – Good Governance: Installing security cameras supports La Plata's commitment to accountability and transparency. Cameras create an objective record of events, ensuring fair and consistent enforcement while protecting both residents and staff from unfounded claims. By enhancing public trust and providing clear evidence during investigations, security technology reinforces the town's responsibility as a steward of community safety and well-being.

Goal #2 – Operational Excellence: Surveillance cameras are a valuable technological tool that improve efficiency and effectiveness in service delivery. By integrating cameras into town operations, staff gain the ability to monitor key public areas without requiring constant on-site presence, allowing resources to be allocated more effectively. The data gathered can



support proactive decision-making and enhance the town's ability to respond quickly to issues. Cameras exemplify the plan's vision of leveraging technology to advance productivity and customer service.

Goal #3 – Economic Prosperity: A safe environment is essential for sustaining economic growth. Surveillance cameras strengthen La Plata's attractiveness to businesses, developers, and visitors by fostering a secure downtown core and commercial areas. When residents and visitors feel confident about their safety, they are more likely to invest time and resources in local shops, restaurants, and events. Cameras help protect these investments, reduce the risk of vandalism or theft, and contribute to a thriving economic base.

Goal #4 – Community Identity: The Town of La Plata strives to be a vibrant and welcoming destination for residents and visitors. Surveillance cameras reinforce this image by enhancing public safety in shared spaces such as parks, trails, and the downtown business district. Their presence helps ensure that community amenities remain inviting, clean, and secure. Cameras also provide peace of mind during public events, strengthening La Plata's reputation as a safe and enjoyable place to live, work, and visit.

Goal #5 – Public Service Readiness: As La Plata grows, the town must plan and develop infrastructure that supports the health, safety, and wellness of residents. Surveillance cameras serve as a modern public safety infrastructure investment. They help prepare the community for emergencies by providing real-time information and documentation, while also serving as a deterrent to crime. By incorporating cameras into future planning, La Plata demonstrates its readiness to meet the evolving safety needs of the community.

SUSTAINABILITY CONSIDERATIONS:

The proposed security camera system balances public safety with energy efficiency, long-term cost savings, environmental responsibility, and alignment with the Town's strategic goals.



ADA CONSIDERATIONS:

In addition to addressing security concerns, the camera systems will support ADA compliance by alerting staff to maintenance issues on accessible routes, using accessible software, and covering key areas such as entrances, ramps, and crosswalks.

RECOMMENDED ACTION:

Adopt Resolution 25-26, "Purchase of Security Cameras," authorizing the use of project reserve funds to contract with Skyline Technology Solutions for the installation of twenty-one (21) Verkada surveillance cameras at Town Hall and the Police Department Headquarters.

ATTACHMENTS:

1. Quote from Skyline Technology Solutions (Verkada Camera Installation at Police Department)
2. Quote from Skyline Technology Solutions (Verkada Camera Installation at Town Hall)
3. Verkada Sole Source Letter
4. Carroll County Request for Proposals General Instructions
5. Carroll County Request for Proposal Project NO. 49-F-1-24/25
6. Skyline Technology Solutions Carroll County Public Network Technical Proposal
7. Skyline Technology Solutions Authorized Hardware/Software Reseller Discount Proposal
8. Skyline Technology Solutions CCPN CATS 2024 Contract Overview
9. Skyline Technology Solutions Labor Rates RFP #49-F-1- 24/25
10. Skyline Technology Solutions and Carroll County Government Executed Contract
11. Carroll County Government Purchase Order to Skyline Technology Solutions

Bill to:

Town of La Plata, MD
305 Queen Anne Street
PO BOX 2268
La Plata, Maryland 20646

Location:

Town of La Plata, MD
101 La Grange Avenue
La Plata, Maryland 20646

Quote

Date: 10-02-2025
Expiration Date: 11-01-2025
Quote NO: QUO-10140
Revision ID: 1
Demand NO: DMND0012609
Terms: Net 30

Contract Number:	Salesperson:	Reference:	F.O.B.
CCPN CATS is 49-F-1-24/25	Jed Rieke	Town of La Plata Verkada PD	Origin

SECTION 1: STATEMENT OF WORK

1. Statement of Work

1. Skyline Technology Solutions is pleased to provide Town of La Plata with a quote for the Police Department Verkada CCTV System located at the Police Department (101 La Grange Avenue). Skyline Technology Solutions will complete the following Scope of Work based on site survey & attached floor plan.

1. Scope of Work

1. *Cabling*

1. Provide, Install, Terminate, and Test (5) orange Cat6 cables.
2. Reuse existing rack.
3. Use available space on the existing patch panel.
4. Provide and Install (1) RJ 45 and (1) biscuit box for each Cat6 cable.
5. Provide (1) 10' orange Cat6 patch cable for equipment end device and (1) 1' orange Cat6 patch cable for patch panel to switch.

2. *Video Surveillance System – see drawings for camera locations*

1. Provide, configure, and install (5) exterior cameras.
 1. (1) CH53-1TBE-HW Outdoor Multisensor Camera.
 1. Wall mounted.
 2. (1) CB52-E 5MP Bullet Camera.
 1. Wall mounted.
 3. (1) CB62-TE 4K LPR Bullet Camera.
 1. Wall mounted.
 4. (1) CY53-E 2x5MP Multi-sensor Camera.
 1. Wall mounted.
 5. (1) CD53-E 5MP Dome Camera.
 1. Ceiling or wall mounted.
2. (5) VMS/Camera Licenses will be applied to Customer Verkada VMS.

3. (5) cameras will be enrolled into Customer Verkada Cloud VMS.
4. All cameras provided have onboard video storage for 30 days.
3. *Verkada Reoccurring License will be set at the time of signed proposal and be valid for (10) years.*

2. **Assumptions**

1. *General*

1. All work will be performed during normal business hours of 7am - 5pm.
2. Access to a free and clear workspace will be granted by the customer.
3. Skyline will confirm that all existing equipment and cabling that are to be reused or relocated will be operational prior to project initiation. All nonfunctioning equipment and cabling will be addressed by a Change Order quote.

2. *Cabling By Skyline*

1. All cable pathways are accessible.
2. Patching drywall and painting are excluded from the proposal except when stated in the Scope of Work.
3. Core holes are excluded from proposal except when stated in the Scope of Work.
4. Low-voltage boxes, string, and conduit are excluded from proposal except when stated in the Scope of Work.
5. Exterior wiremold or surface mount raceway is excluded from proposal except when stated in the Scope of Work.
6. The existing underground conduit pathway to be utilized for this installation is assumed to be viable, unobstructed, and capable of being traversed. Conduits which are found to be non-viable or obstructed will not be utilized by Skyline unless they are repaired or replaced by others or repaired or replaced by Skyline by means of an approved change order.

3. *Video Surveillance*

1. All camera views will be verified by the end user within (1) business day of project completion.
2. The customer will return the completed Customer Requirements Form (CRF) before any equipment is purchased. CRF includes I.P. Address, Device Naming, Power Requirements, Storage Needs, etc.
3. Skyline will have remote access before, during, and after installation.
4. Skyline assumes the customer will replace ceiling tiles if needed.
5. Price assumes all cameras are installed no more than 20' above ground.
6. Price assumes all exterior cameras will be mounted on gooseneck wall mounts.
7. Price assumes all interior cameras will be surface mounted directly to the walls or ceilings.
8. Skyline cannot guarantee the integrity of the existing cameras to be reused. If the existing cables cannot meet the performance requirements of the applicable standard certification test, Skyline will notify the point of contact and may replace the cameras by means of an approved Change Order.

3. **Provided by Others**

1. (5) patch panel ports.
2. (2) 15W POE Network ports.
3. (3) 30W POE Network ports.
4. All Necessary Servers and Workstations.
5. Skyline will provide a separate Customer Requirements Form (CRF) following proposal acceptance, detailing items needed prior to equipment being ordered and/or work being scheduled. Specific items may include, but are not limited to, IP address information, power equipment, switch/patch panel ports, etc.

4. **Training**

1. Price includes (4) hours of training during installation to demonstrate the following:

1. Verkada Command overview
2. Video playback
3. Analytics search
4. Video backup/archiving

5. **Drawings & Submittals**

1. Submittals are not included in this quote.
2. As-Built drawings are not included in this quote.

6. **Standard Practices**

1. All Category Cable and/or Fiber will be tested with an approved testing device in compliance with Industry testing procedures.
2. This design and installation will comply with all federal, state, county, and municipal codes and regulations, the National Electric Code (NEC), National Fire Protection Assn. (NFPA), ANSI/EIA/TIA - 568A & 569 for building telecommunication wiring and pathway.
3. All cable, outlets, termination panels, and devices will be machine-printed labeled using a sequence to match the floor plan and/or customer-provided labeling scheme.
4. All Skyline-provided equipment will be tested in our lab before being installed at the customer location to reduce RMAs.
5. Video Surveillance will comply with standards set forth in the National Electric Code (NEC) Internet Connection Article 725, requirements for minimum wire sizes, adjustment factors, overcurrent protection, insulation requirements, wiring methods, and materials.
6. Access Control System will comply with standards set forth in the National Electric Code (NEC) Internet Connection Article 725, requirements for minimum wire sizes, adjustment factors, overcurrent protection, insulation requirements, wiring methods, and materials.

SECTION 2: BILL OF MATERIALS

Part Number	Description	Qty	MSRP	Disc%	Unit Price	Amount
LIC-CAM-MLT4-10Y-CAP	Verkada 10-Year Four-Camera Multisensor License, Capacity Increase	1	\$5,399.00	34%	\$3,563.34	\$3,563.34
LIC-CAM-MLT2-10Y-CAP	Verkada 10-Year Two-Camera Multisensor License, Capacity Increase	1	\$3,199.00	34%	\$2,111.34	\$2,111.34
CY53-512E-HW	Verkada CY53-E Outdoor Two-Camera Multisensor, 2x5MP, Zoom Lens, 512GB of Storage, Maximum 30 Days o	1	\$2,199.00	34%	\$1,451.34	\$1,451.34
SKI-KIT-REV1-3	Belden Camera Installation Kit (1 10' Cat 6 Orange PC, 1 Cat 6 Orange Jack, 1 2 Port Surface Box)	5	\$40.00	45%	\$22.00	\$110.00
ACC-MNT-SJBOX-1	Verkada Inc. ACC-MNT-SJBOX-1 Square Junction Box Mount	2	\$89.00	34%	\$58.74	\$117.48
C601103003	Category 6 3' Patch Cord Orange	5	\$11.75	27.49%	\$8.52	\$42.60

Part Number	Description	Qty	MSRP	Disc%	Unit Price	Amount
Non-Serialized Part - See Description	Verkada CH53-1TBE-HW Outdoor Four- Camera Multisensor Camera, 1TB, 30 Days Max	1	\$3,399.00	34%	\$2,243.34	\$2,243.34
Non-Serialized Part - See Description	Verkada ACC-POE-90W-E-NA Outdoor 90W PoE++ (802.3bt-2018) Injector, GigE, NA Type B	1	\$169.00	34%	\$111.54	\$111.54
ACC-MNT-ARM-1	Verkada Arm Mount	2	\$99.00	34%	\$65.34	\$130.68
CB62-512TE-HW	Verkada CB62-TE Outdoor Bullet Camera, 4K, Telephoto Zoom Lens, 512GB of Storage, Maximum 30 Days of	1	\$1,899.00	34%	\$1,253.34	\$1,253.34
CD53-256E-HW	Verkada CD53-E Outdoor Dome Camera, 5MP, Zoom Lens, 256GB of Storage, Maximum 30 Days of Retention	1	\$1,399.00	34%	\$923.34	\$923.34
LIC-CAM-10Y-CAP	Verkada 10-Year Camera License, Capacity Increase	3	\$1,799.00	34%	\$1,187.34	\$3,562.02

Part Number	Description	Qty	MSRP	Disc%	Unit Price	Amount
MISC JOB MATERIALS	MISC JOB MATERIALS - includes 20' of conduit, j-hooks, and consumables.	1	\$0.00	0%	\$574.20	\$574.20
Non-Serialized Part - See Description	Verkada ACC-MNT-YPEND-1 Two Camera Multisensor Pendant Cap	1	\$109.00	34%	\$71.94	\$71.94
CB52-256E-HW	Verkada CB52-E Outdoor Bullet Camera, 5MP, Zoom Lens, 256GB of Storage, Maximum 30 Days of Retention	1	\$1,399.00	34%	\$923.34	\$923.34
2413 003U1000	23/4PR SOL NS CAT6 CMP Orange	1	\$655.00	47.1%	\$346.50	\$346.50
ACC-MNT-PEND-1	Verkada Pendant Cap Mount	1	\$69.00	34%	\$45.54	\$45.54
FREIGHT	Freight Charges	1	\$0.00	0%	\$174.90	\$174.90
SKY-LB-SEC ENG	Engineer, Physical Security	4			\$168.96	\$675.84
SKY-LB-FAC SPEC I	Facilities Specialist Level I	35			\$112.64	\$3,942.40
SKY-LB-FAC SPEC II	Facilities Specialist Level II	44			\$120.83	\$5,316.52



Part Number	Description	Qty	MSRP	Disc%	Unit Price	Amount
SKY-LB-PROJECT MGR	Project Manager	13			\$168.96	\$2,196.48



SECTION 3: SUMMARY

Return POs by email to your Salesperson or email to contracts@skylinenet.net.

Please include the following on your PO:

- Ship To Address and Site Contact Name
- Invoicing Name and Address or Email
- PO Number and Master Contract Number
- Quantities and Part Numbers
- Order Date
- Chassis Serial #(s) - Maintenance Requests

FOB = Origin

Labor Subtotal	\$12,131.24
Materials Subtotal	\$17,756.78
QUOTE TOTAL	\$29,888.02

Authorized Signature

Print Name and Title

Date

Bill to:

Town of La Plata, MD
305 Queen Anne Street
PO BOX 2268
La Plata, Maryland 20646

Location:

Town of La Plata, MD
305 Queen Anne Street
PO BOX 2268
La Plata, Maryland 20646

Quote

Date: 10-02-2025
Expiration Date: 11-01-2025
Quote NO: QUO-10139
Revision ID: 1
Demand NO: DMND0012606
Terms: Net 30

Contract Number:	Salesperson:	Reference:	F.O.B.
CCPN CATS is 49-F-1-24/25	Jed Rieke	Town of La Plata Verkada Town Hall	Origin

SECTION 1: STATEMENT OF WORK

1. Statement of Work

1. Skyline Technology Solutions is pleased to provide Town of La Plata with a quote for the Town Hall Verkada CCTV System located at the Town Hall (305 Queen Anne Street). Skyline Technology Solutions will complete the following Scope of Work based on site survey & attached floor plan.

Scope of Work

1. *Cabling*

1. Provide, Install, Terminate, and Test (15) orange Cat6 cables.
2. Reuse existing rack.
3. Use available space on the existing patch panel.
4. Provide and Install (1) RJ 45 and (1) biscuit box for each Cat6 cable.
5. Provide (1) 10' orange Cat6 patch cable for equipment end device and (1) 1' orange Cat6 patch cable for patch panel to switch.

2. *Video Surveillance System – see drawings for camera locations*

1. Provide, configure, and install (8) interior cameras.
 1. (3) CD63 4K Indoor Dome Cameras.
 - i. Cam 8, 15, 16, ceiling or wall mounted.
 2. (2) CM42 5MP Indoor Mini Dome Cameras.
 - i. Cam 9 and 10, ceiling mounted.
 3. (3) CF83-E 12.5MP Fisheye Cameras.
 - i. Cam 11, pole ceiling mounted.
 - ii. Cam 13 and 14, wall mounted.
2. Provide, configure, and install (8) exterior cameras.
 1. (2) CH53-1TBE-HW Outdoor Multisensor Cameras.
 - i. Cam 1, pole mounted with (1) GW31-E Outdoor Wireless Gateway.
 - i. Town of La Plata to provide continuous 110VAC power outlet on light pole.
 - ii. Cam 2, wall mounted.

2. (2) CB62-E 4K Bullet Cameras.
 - i. Cam 3 and 6, wall mounted.
3. (2) CB62-TE 4K Bullet Cameras.
 - i. Cam 4 and 12, wall mounted.
4. (2) CY53-E 2x5MP Multi-sensor Cameras.
 - i. Cam 5 and 7, wall mounted.
3. (16) VMS/Camera Licenses will be applied to Customer Verkada VMS.
4. (16) cameras will be enrolled into Customer Verkada Cloud VMS.
5. All cameras provided have onboard video storage for 30 days.
3. *Verkada Reoccurring License will be set at the time of signed proposal and be valid for (10) years.*

4. **Assumptions**

1. *General*

1. All work will be performed during normal business hours of 7am - 5pm.
2. Access to a free and clear workspace will be granted by the customer.
3. Skyline will confirm that all existing equipment and cabling that are to be reused or relocated will be operational prior to project initiation. All nonfunctioning equipment and cabling will be addressed by a Change Order quote.
4. Removal of existing outdoor cameras is not included in this quote.

2. *Cabling By Skyline*

1. All cable pathways are accessible.
2. Patching drywall and painting are excluded from the proposal except when stated in the Scope of Work.
3. Core holes are excluded from proposal except when stated in the Scope of Work.
4. Low-voltage boxes, string, and conduit are excluded from proposal except when stated in the Scope of Work.
5. Exterior wiremold or surface mount raceway is excluded from proposal except when stated in the Scope of Work.
6. The existing underground conduit pathway to be utilized for this installation is assumed to be viable, unobstructed, and capable of being traversed. Conduits which are found to be non-viable or obstructed will not be utilized by Skyline unless they are repaired or replaced by others or repaired or replaced by Skyline by means of an approved change order.

3. *Video Surveillance*

1. All camera views will be verified by the end user within (1) business day of project completion.
2. The customer will return the completed Customer Requirements Form (CRF) before any equipment is purchased. CRF includes I.P. Address, Device Naming, Power Requirements, Storage Needs, etc.
3. Skyline will have remote access before, during, and after installation.
4. Skyline assumes the customer will replace ceiling tiles if needed.
5. Price assumes all cameras are installed no more than 20' above ground.
6. Price assumes all exterior cameras will be mounted on gooseneck wall mounts.
7. Price assumes all interior cameras will be surface mounted directly to the walls or ceilings.

8. Skyline cannot guarantee the integrity of the existing cameras to be reused. If the existing cables cannot meet the performance requirements of the applicable standard certification test, Skyline will notify the point of contact and may replace the cameras by means of an approved Change Order.

5. Provided by Others

1. (1) dedicated 110VAC Receptacle will be provided by Town of La Plata on the light pole out-front of the town hall building.
2. (15) patch panel ports.
3. (6) 15W POE Network ports.
4. (9) 30W POE Network ports.
5. All Necessary Servers and Workstations.
6. Skyline will provide a separate Customer Requirements Form (CRF) following proposal acceptance, detailing items needed prior to equipment being ordered and/or work being scheduled. Specific items may include, but are not limited to, IP address information, power equipment, switch/patch panel ports, etc.

6. Training

1. Price includes (4) hours of training during installation to demonstrate the following:
 1. Verkada Command overview
 2. Video playback
 3. Analytics search
 4. Video backup/archiving

7. Drawings & Submittals

1. Submittals are not included in this quote.
2. As-Built drawings are not included in this quote.

8. Standard Practices

1. All Category Cable and/or Fiber will be tested with an approved testing device in compliance with Industry testing procedures.
2. This design and installation will comply with all federal, state, county, and municipal codes and regulations, the National Electric Code (NEC), National Fire Protection Assn. (NFPA), ANSI/EIA/TIA - 568A & 569 for building telecommunication wiring and pathway.
3. All cable, outlets, termination panels, and devices will be machine-printed labeled using a sequence to match the floor plan and/or customer-provided labeling scheme.
4. All Skyline-provided equipment will be tested in our lab before being installed at the customer location to reduce RMAs.
5. Video Surveillance will comply with standards set forth in the National Electric Code (NEC) Internet Connection Article 725, requirements for minimum wire sizes, adjustment factors, overcurrent protection, insulation requirements, wiring methods, and materials.
6. Access Control System will comply with standards set forth in the National Electric Code (NEC)

Internet Connection Article 725, requirements for minimum wire sizes, adjustment factors, overcurrent protection, insulation requirements, wiring methods, and materials.

SECTION 2: BILL OF MATERIALS

Part Number	Description	Qty	MSRP	Disc%	Unit Price	Amount
2413 003U1000	23/4PR SOL NS CAT6 CMP Orange	3	\$655.00	47.1%	\$346.50	\$1,039.50
LIC-GW-10Y-CAP	Verkada 10- Year Wi-Fi Gateway License, Capacity Increase	1	\$899.00	34%	\$593.34	\$593.34
GW31-E-HW	Verkada GW31 Wi-Fi Gateway, Outdoor, 802.11ax	1	\$999.00	34%	\$659.34	\$659.34
Non-Serialized Part - See Description	Verkada ACC-MNT- ANGLE-1 Angle Mount, 30 deg	2	\$149.00	34%	\$98.34	\$196.68
Non-Serialized Part - See Description	Verkada CH53-1TBE- HW Outdoor Four- Camera Multisensor Camera, 1TB, 30 Days Max	2	\$3,399.00	34%	\$2,243.34	\$4,486.68
Non-Serialized Part - See Description	Verkada ACC-POE- 90W-E-NA Outdoor 90W PoE++ (802.3bt- 2018) Injector, GigE, NA Type B	1	\$169.00	34%	\$111.54	\$111.54

Part Number	Description	Qty	MSRP	Disc%	Unit Price	Amount
CB62-512TE-HW	Verkada CB62-TE Outdoor Bullet Camera, 4K, Telephoto Zoom Lens, 512GB of Storage, Maximum 30 Days of	2	\$1,899.00	34%	\$1,253.34	\$2,506.68
CB62-512E-HW	Verkada CB62-E Outdoor Bullet Camera, 4K, Zoom Lens, 512GB of Storage, Maximum 30 Days of Retention	2	\$1,799.00	34%	\$1,187.34	\$2,374.68
ACC-MNT-PEND-1	Verkada Pendant Cap Mount	3	\$69.00	34%	\$45.54	\$136.62
Non-Serialized Part - See Description	Verkada ACC-ADAP- 54V-NA AC/DC Adapter, 54V, NA Type B Plug	1	\$89.00	34%	\$58.74	\$58.74
SKI-KIT-REV1-3	Belden Camera Installation Kit (1 10' Cat 6 Orange PC, 1 Cat 6 Orange Jack, 1 2 Port Surface Box)	15	\$40.00	45%	\$22.00	\$330.00

Part Number	Description	Qty	MSRP	Disc%	Unit Price	Amount
MISC JOB MATERIALS	MISC JOB MATERIALS - includes 80' of conduit, j-hooks, and consumables	1	\$0.00	0%	\$1,412.40	\$1,412.40
LIC-CAM-MLT2-10Y-CAP	Verkada 10-Year Two-Camera Multisensor License, Capacity Increase	2	\$3,199.00	34%	\$2,111.34	\$4,222.68
C601103003	Category 6 3' Patch Cord Orange	16	\$11.75	27.49%	\$8.52	\$136.32
LIC-CAM-10Y-CAP	Verkada 10-Year Camera License, Capacity Increase	12	\$1,799.00	34%	\$1,187.34	\$14,248.08
ACC-MNT-ARM-1	Verkada Arm Mount	2	\$99.00	34%	\$65.34	\$130.68
LIC-CAM-MLT4-10Y-CAP	Verkada 10-Year Four-Camera Multisensor License, Capacity Increase	2	\$5,399.00	34%	\$3,563.34	\$7,126.68
ACC-MNT-POLE-1	Verkada Pole Mount	1	\$209.00	34%	\$137.94	\$137.94
ACC-MNT-SJBOX-1	Verkada Inc. ACC-MNT-SJBOX-1 Square Junction Box Mount	4	\$89.00	34%	\$58.74	\$234.96

Part Number	Description	Qty	MSRP	Disc%	Unit Price	Amount
Non-Serialized Part - See Description	Verkada CM42-256-HW Mini Dome Camera, 5MP, 256 of Storage, Maximum 30 Days of Rete	2	\$699.00	34%	\$461.34	\$922.68
FREIGHT	Freight Charges	1	\$0.00	0%	\$488.40	\$488.40
CF83-512E-HW	Verkada CF83-E Outdoor Fisheye Camera, 12MP, Fixed Lens, 512GB of Storage, Maximum 30 Days of Retent	3	\$1,799.00	34%	\$1,187.34	\$3,562.02
CY53-512E-HW	Verkada CY53-E Outdoor Two-Camera Multisensor, 2x5MP, Zoom Lens, 512GB of Storage, Maximum 30 Days o	2	\$2,199.00	34%	\$1,451.34	\$2,902.68
Non-Serialized Part - See Description	Verkada ACC-MNT-YJBOX-1 Two-Camera Multisensor Junction Box Mount	2	\$149.00	34%	\$98.34	\$196.68

Part Number	Description	Qty	MSRP	Disc%	Unit Price	Amount
CD63-512-HW	Verkada CD63 Indoor Dome Camera, 4K, Zoom Lens, 512GB of Storage, Maximum 30 Days of Retention	3	\$1,499.00	34%	\$989.34	\$2,968.02
SKY-LB-FAC SPEC II	Facilities Specialist Level II	93			\$120.83	\$11,237.19
SKY-LB-PROJECT MGR	Project Manager	24			\$168.96	\$4,055.04
SKY-LB-SEC ENG	Engineer, Physical Security	12			\$168.96	\$2,027.52
SKY-LB-FAC SPEC I	Facilities Specialist Level I	95			\$112.64	\$10,700.80



SECTION 3: SUMMARY

Return POs by email to your Salesperson or email to contracts@skylinenet.net.

Please include the following on your PO:

- Ship To Address and Site Contact Name
- Invoicing Name and Address or Email
- PO Number and Master Contract Number
- Quantities and Part Numbers
- Order Date
- Chassis Serial #(s) - Maintenance Requests

FOB = Origin

Labor Subtotal	\$28,020.55
Materials Subtotal	\$51,184.02
QUOTE TOTAL	\$79,204.57

Authorized Signature

Print Name and Title

Date



January 01, 2025

Verkada Inc.
406 E. 3rd Ave
San Mateo, CA 94401

To whom it may concern:

Verkada Inc. ("Verkada") has built a unique end-to-end, cloud-managed security platform for monitoring and managing physical security. The Verkada integrated platform offers comprehensive solutions across video security (cameras), access control (door controllers and readers), environmental sensors (air quality monitoring), alarms (wired and wireless sensors, wired alarm panel, and wireless hub, as well as packaged monitoring offerings), visitor management, mailroom management, and video door intercoms. This platform includes a number of unique features, such as up to 365 days of continuous on-camera storage, a full range of indoor and outdoor cameras with night vision (dome, mini, bullet, split, and fisheye models), infrared LED isolation on 4K dome camera models, an offline mode that allows a user to view live streams via a viewing station even in the event of an Internet outage, and security screens for visitors. Verkada provides native integration across all of those applications, including security cameras, access control, environmental sensors, alarms, visitor management, mailroom management, and video intercoms.

Verkada is the only manufacturer of cloud-managed physical security solutions with all of those features. These products are designed, manufactured, and sold exclusively by Verkada through our partner resellers, and Verkada holds various intellectual property rights in and to its products.

If you desire additional information, details on Verkada's products and services are available on our website at <https://www.verkada.com>. You may also review our most up-to-date list prices at <https://www.verkada.com/pricing>.

Thank you for your interest in our products — we look forward to working with you.

Best regards,
Brandon Davito
SVP Product and Operations

REQUEST FOR PROPOSALS GENERAL INSTRUCTIONS

Addendums

Addendum to Bids and RFP's may occur at any time prior to the due date. It is the potential bidder's responsibility to frequently visit the Purchasing Bureau's web site to obtain amendments once they have downloaded a bid (solicitation).

Questions

Bidders must submit their questions through the Public Purchase web site, using the instructions below.

Questions must be submitted five (5) days prior to bid opening.

Bidders may submit questions to the agency on specific bids. Click on the title of a bid, on the right of the bid page click [View/Ask Questions] to open a new page that lists all previous questions and answers. Click "Ask a Question," enter your question in the field provided and click "Save" to submit your question. Your question is immediately sent by email to the contact person for the bid. When your question is answered you will be notified by email and the answer may be posted on the bid.

Tip: By using the "Questions" feature your questions and the agency's answers can be posted on Public Purchase making them available to all other vendors that are registered with the agency. If you would like to confidentially submit questions to the agency, contact the bid's main contact. It will be up to the discretion of the Buyer to decide if questions/answers are confidential.

Notice of Intent to Award and Official Award

All the Notice of Intent to Award and the Official Award notices will be posted on the Carroll County Website <http://ccgovernment.carr.org/ccg/>. It is the bidder's responsibility to frequently visit the Purchasing Bureau's website to obtain up to date information.

Errors in Proposals

All contractors or individuals are expected to fully inform themselves as to the conditions, requirements and specifications before submitting proposals. Failure to do so will be of the contractor or individual submitting proposal own risk and they may not secure relief on the plea of error in either omission or commission. In case of error in extension of prices in the proposal, the unit price shall govern.

Signature of Proposals

Each proposal must show the full business address and telephone number of the contractor or individual and be signed by the person or persons legally authorized to sign the contract. All correspondence concerning the proposal and contract, including notice of award, copy of contract and purchase order, will be mailed or delivered to the address shown on the proposal in the absence of written instructions for the contractor to the contrary.

Errors and Omissions

Following the submission of the Proposals, no Contractor may, without consent of the Chief, Bureau of Purchasing, modify or amend its Proposal in any respect, except to correct an obvious arithmetic error that can be corrected based on the detailed cost breakdowns provided with the Proposal or except in connection with the clarifications and negotiated process described herein. Any alterations, erasures, or interlineations made on the Proposal shall only be considered valid if initialed by the Proposal signer.

Compliance with Specifications

The contractor shall abide by and comply with the true intent of the specifications and not take advantage of any unintentional error or omission, but shall fully complete every part as the true intent and meaning of the scope of services as decided by the Purchasing Chief, and as described hereinafter.

Award or Rejection of Proposals

The Board of Carroll County Commissioners reserves the right to reject any and/or all proposals and to waive any informality in the proposals received whenever such rejection or waiver is in the best interest of Carroll County. All Instructions, Conditions and Provisions contained within the proposal document must be adhered to. Failure to comply with Instruction, Condition or Provision shall be deemed reasonable cause to disqualify any proposal. The Board of Carroll County Commissioners also reserves the right to reject the proposal of a contractor who has previously failed to perform properly or complete on time contracts of similar nature or a proposal of a contractor which investigation shows is not in a position to perform the contract. The Board of Carroll County Commissioners also reserves the right to award the proposal within sixty (60) days from the date of opening.

Contractor Communication, Questions and Clarification

All correspondence, communication and/or contact in regard to any aspect of this solicitation shall be with the Purchasing Agent identified above, or his/her designated representative. Contractors and their representative shall not make any contact with or communicate with any members of Carroll County Government, or its employees and Contractors, other than the Purchasing Agent in regard to any aspect of this solicitation or proposals.

Bid Discrepancy

Any Contractor finding any discrepancy in or omission from the specifications, in doubt as to their meaning, or feeling that the specifications are discriminatory, shall notify the Carroll County Bureau of Purchasing Agent in writing five (5) days before the scheduled opening bids. Exceptions, as taken, in no way obligate the County to change the specifications. The Carroll County Bureau Purchasing Agent will notify all Contractors in writing, by the addendum duly issued, of any interpretations made of specifications or instructions.

Correspondence

The County will assume no responsibility for oral instructions or suggestions. All official correspondence in regard to the specifications should be directed to and will be issued by the Carroll County Bureau Purchasing Agent.

Withdrawal

After proposals have been officially opened, no proposal may be withdrawn for a period of sixty (60) days, and then only by written notification delivered to the Carroll County Bureau Purchasing, 225 North Center Street, Westminster, Maryland 21157. Prior to the date/time set for proposal opening, however, proposals may be modified or withdrawn by the Contractor's authorized representative in person or by written or facsimile notice. If proposals are modified or withdrawn in person, the authorized representative shall make her/his verifiable identity known and shall sign a receipt for the proposal. Written or facsimile notices shall be received in the office and labeled – "Bureau of Purchasing" no later than the exact proposal due date and time.

Proposal-Postponement and Addenda

Carroll County Bureau of Purchasing (CCBP) reserves the right to revise or amend the specifications up to the time set for final written questions. Such revisions and amendments, if any, shall be announced by an addendum to this solicitation. Acknowledgements of the receipt of all amendments will be required from all Contractors receiving this RFP. If the revisions and amendments require, in the sole judgment of CCBP,

changes to substance of the proposal, the proposal due date may be postponed by such number of days as in the opinion of CCBP shall enable Contractors to revise their proposals. In any case, the proposal due date will be at a time not less than five (5) business days after the issue date of the last addendum, and the new addendum will include announcement of the new proposal due date, if applicable.

Cancellation of RFP

The Carroll County Commissioners may cancel this RFP, in whole or in part, whenever this action is determined to be advantageous to the County or otherwise in its best interest.

Incurred Expenses

The Board of County Commissioners will not be responsible for any costs incurred by any Contractor in preparing and submitting a proposal, or in performing any other activities relative to this procurement.

Economy of Preparation

Proposals should be prepared simply and economically, providing a straightforward, concise description of the Contractor's proposal for meeting the requirements of this RFP. Only type written proposals, in English will be accepted.

Confidential Information

Carroll County Government will in good faith endeavor not to disclose proprietary information, trade secrets and confidential, commercial and financial information submitted in any proposal. **Any such proprietary information, trade secrets or confidential commercial and financial information that a Contractor believes should be exempted from disclosure must be specifically identified and marked as such.** Blanket-type identification or designation by a Contractor of whole pages or sections as containing proprietary information, trade secrets or confidential commercial and financial information will not necessarily assure confidentiality. Specific proprietary information, trade secrets or confidential commercial and financial information must be clearly identified as such.

Award of Agreements - Tie Proposals

Award will be made to the responsive and responsible Contractor submitting a proposal that meets or exceeds the requirements and specifications of this procurement, and receives the highest ranked or scored evaluation based on the evaluation criteria, as stated in this RFP. In determining whether a proposal is "responsive and responsible," the Purchaser may consider, among other things, an examination of the Contractor's financial statements, and/or business background of the Contractor's employees, and/or evidence of the Contractor's satisfactory performance and integrity on past contracts per client reference. Award of contract will be made within 60 days after the closing date for submission of proposals. The highest responsive and responsible ranked Contractor deemed to be in the best interest and most advantageous to Carroll County will be awarded the contract. The Board of County Commissioners of Carroll County may, at its option, accept or reject any substitution offered to any specification.

In the case of tie proposals, the proposal which is in the best interest of Carroll County Government shall be considered the successful proposal.

Proposal Rejection/Reservations

The Board of County Commissioners of Carroll County reserves the right to waive minor informalities or irregularities in any proposal received that do not go to the heart and central purpose of the proposal or do not prejudice other Contractors. The Board of County Commissioners of Carroll County further reserves the right to reject any or all proposals and to award the contract in its entirety, or in part, whichever in its opinion best serves the interest of the County. The County Purchasing Agent may waive minor differences in the

specifications, provided these differences do not violate the specifications intent, nor materially affect the operation for which the item or items are being purchased, nor increase estimated maintenance and repair cost to the County. The County shall have the right to take such steps as it deems necessary to determine the stability of the Contractor to perform the work; the apparent low Contractor, upon request, shall furnish all such information and data for this purpose.

Multiple and/or Alternate Proposals

Multiple proposals and/or alternate proposals will not be accepted. Any proposal submitted in response to this RFP must clearly state a not-to-exceed total cost per the provisions contained herein, and such a total cost must be complete enough in its scope and detail as to permit Carroll County Government to fairly evaluate it along with other proposals received for the purpose of determining a successful Contractor.

Joint Offers:

When two or more Contractors desire to submit a single proposal in response to this RFP, they should do so on a prime-subcontractor basis rather than as a joint venture. Carroll County Government intends to contract with a single entity and not with multiple entities doing business as a joint venture.

Deviations from Specifications

Specifications contained herein reflect Carroll County's preference (or are noted as illustrative) as to dimensions, materials and major components of this procurement. The Contractor must note, in bold face type, in any proposal that deviates from any specification, the text where each deviation occurs, and the Contractor must state an explanation of the deviation.

Verification of Registration and Tax Payment

Before a corporation can do business in the State of Maryland it must be registered with the Department of Assessments and Taxation, State Office Building, Room 803, 301 West Preston Street, Baltimore, MD 21201. It is strongly recommended that any potential Contractor complete registration prior to the due date for receipt of proposals. A Contractor's failure to complete registration with the Department of Assessments and Taxation may disqualify an otherwise successful Contractor from final consideration and contract award.

Acceptance of Terms and Conditions

By submitting a proposal in response to this RFP, a Contractor shall be deemed to have accepted all the terms, conditions and requirements set forth in this RFP and hereby offers to provide services and results as specified in this Carroll County Request for Proposal, unless otherwise clearly noted and explained in its proposal as described.

Acceptance of Proposal Content

The content of this RFP and the Proposal of the successful Contractor will be included by reference in any resulting contract. All prices, terms and conditions in the proposal shall remain fixed and valid for 60 days after the closing date. This period may be extended by mutual agreement between the Contractor and the Carroll County Bureau of Purchasing.

Exceptions

The Contractor shall furnish a separate statement on company letterhead giving a complete description of all exceptions to the terms, conditions and specifications, referencing the section of the RFP being addressed. Failure to furnish the statement will mean that the proposer agrees to meet all requirements of the RFP.

Qualified Contractors

In order to be considered a qualified Contractor, the Contractor submitting a proposal in response to this Request for Proposal must be able to completely perform the services requested and all of the requirements of this Request for Proposal in a timely, prompt and satisfactory manner.

By submitting a response to this solicitation, each Contractor certifies that it can legally do business in the State of Maryland, and represents that it is not in arrears in the payments of any obligations due and owing the State of Maryland, including the payment of taxes and employee benefits, and that it shall not become so in arrears during the term of the Contract if selected for Contract award.

Project Information

All existing County data to be used and additional data or information developed by the firm for this project is and shall be the sole property of the County. The firm may not assert any right of ownership to any of the data or information resulting from this project, including text files, mapping data, databases, spreadsheets, etc. the County shall have full rights for use and transfer of any and all data or information. Any transfer, sale, distribution, loan or offering for use of existing data or data and information developed by the firm for this project, in whole or in part, to any person or entity outside of Carroll County Government is prohibited without prior written consent by the County.

Subcontracting

Contractors submitting proposals that contemplate or intend to subcontract portions of the engagement to small contractors or contractors owned and controlled by socially and economically disadvantaged individuals, must disclose that fact, and shall clearly name the proposed subcontracting contractors in the proposal. Following the award of the contract, no additional subcontracting will be allowed without the express prior written approval of the County Comptroller.

Procedures

The extent and character of the work to be done by the contractor shall be subject to the general control and approval of the County's authorized representative. The contractor shall not comply with requests and/or orders issued by other than the representatives acting within their authority for the county.

Labor and Procurement Requirements

The contractor and all subcontractors of the contractor shall conform to the labor laws of the State of Maryland and all other laws, ordinances, and legal requirements affecting the work in Carroll County, Maryland.

Contract

The proposal with respect to all items accepted and all papers accompanying the same, the scope of services and the Standard Services Agreement, and other papers and documents referred to in any of the foregoing shall constitute the formal contract, unless otherwise specified between the successful contractor or individual and the Board of Carroll County Commissioners.

Non-collusion Certification

By submission of this proposal, the firm hereby certifies:

1. The fees in this Proposal have been arrived at as a result of an independent business judgment, without collusion, consultation, communication, agreement or otherwise for the purpose of restricting competition, in any manner relating to prices, with any other person, partnership or corporation;

2. Unless otherwise required by law, the fees which have been set forth in this Proposal have not directly or indirectly been knowingly disclosed by the firm, prior to proposal “opening,” to any other person, partnership or corporation; and,
3. No attempt has been made, or will be made, by the firm to induce any other person, partnership or corporation to submit, or not to submit, a Proposal for the purpose of restricting competition.

Billing and Payment

Each bill shall carry the purchase order number of Carroll County.

All invoices will be paid within thirty (30) days unless any item thereon is questioned, in which event payment will be withheld pending verification of the amount claimed and the validity of the claim.

Indemnity

The successful bidder shall protect, hold free and harmless, defend and indemnify the County Commissioners of Carroll County, including its officers, agents, volunteers and employees, from all liability, penalties, cost, law suits, damages, expenses, death of any person or damage to property of any kind, which injury, death or damage arises out of, or is any way connected with the performance of the work under this contract. The contractor’s/vendor’s obligation to defend and indemnify shall survive the termination of the contract.

Insurance Coverage

Coverage Type	Minimum Coverage Required
Workers Compensation Insurance (including occupational diseases) prescribed by applicable law and subject to statutory limits.	Statutory
Employers Liability Insurance	\$1,000,000 Each Accident, Disease Each Employee, Disease Policy Limit
Commercial General Liability – Bodily Injury and Property Damage on an occurrence basis “to include:” Blanket Contractual Liability and Personal Injury, Premise/Operations, Actions of Independent Contractors- Contractors Protective Liability, Completed Operations and Products Liability, Broad Form Property Damages, Professional (on services), Explosion, Environmental/Pollution, Collapse and Underground Hazard Coverage	\$1,000,000 Per Occurrence and \$2,000,000 Aggregate \$100,000 Fire Damage Limit (any one fire) \$5,000 Medical Expense (any one person)
Automobile Bodily Injury and Property Damage Liability Insurance. Such insurance must extend to Contractor’s owned, non- owned, hired, and leased automobiles and vehicles used in the performance of Contractor’s Work under this Agreement.	\$1,000,000 Combined Single Limit for injuries to or death of any person or persons and property damage per occurrence and aggregate. \$1,000,000 Uninsured/ Underinsured Motorist Coverage. Statutory Personal Injury Protection. Comprehensive and Collision Coverage at Actual Cash Value. Medical Expense coverage \$10,000
Excess Liability (Umbrella Form)	not <\$1,000,000 per occurrence;

	\$2,000,000 aggregate or as otherwise required by the Contract Documents
*Claims made coverage required	

Endorsements and Special Requirements

1. All policies of insurance, with the exception of the Worker's Compensation policy, must name County, and assigns, officers, directors, officials, contractors, members, agents, consultants, volunteers and employees, as additional insureds ("Additional Insured Parties"). This insurance for the additional insureds will be as broad as the coverage provided for the named insured subcontractor. It will apply as primary and non-contributory insurance before any other insurance or self-insurance, including any deductible, maintained by, or provided to, the additional insured.
 2. All policies of insurance, including Workers Compensation, will contain waivers of subrogation in favor of the Additional Insured Parties for recovery of damages to the extent these damages are covered by commercial general liability, commercial umbrella liability, business auto liability or workers compensation and employers liability insurance maintained per requirements stated above.
 3. Each and every policy of insurance will expressly provide that it is primary coverage without any right of contribution, including deductibles, from any insurance carried by the Additional Insured Parties.
 4. Each and every policy of insurance, to the extent that it or they provide the County with contingent and/or excess liability coverage with respect to their work or interest in the Project, will expressly provide that all provisions thereof, except the limits of liability and the liability for premiums, will operate in the same manner as if there were a separate policy of insurance covering each additional insured.
 5. Insurance shall be procured from insurance companies authorized to do business in the State of Maryland and acceptable to Carroll County. Insurers must have an A.M. Best rating of A- or better and a financial size of Class VII or better unless approved by Risk Manager.
 6. In the event that an insurance policy is cancelled, not renewed or has restrictive modifications added, Contractor shall provide all Additional Insured Parties with at least forty-five (45) days written notice thereof to each additional insured.
 7. Coverage must provide for bodily injury, sickness, disease, sustained by any person, including death.
 8. Property damage, including destruction of property including resulting loss of use, cleanup costs, loss of use of tangible property that has not been physically damaged or destroyed including diminution of value and Natural Resources.
 9. The policy must insure contractual liability, be Primary and Non Contributory and name County as additional insured.
 10. The policy cannot contain exclusions for work performed by subcontractors. If any portion of the project is subcontracted, the successful bidder shall require all of the subcontractors to maintain the same insurance policy limits for all insurances required of the successful bidder.
 11. Contractor shall submit Certificate of Insurance for review and approval by County who shall hold the Certificate of Insurance for the duration of the Contract. County may terminate this agreement if the insurance policy is cancelled at any time unless a new policy has been submitted to, and approved by County before the cancellation of the first policy takes effect. If County terminates this agreement, Contractor shall be responsible to County for all damages incurred and the failure of insurance shall constitute a material breach.
- Contractor shall maintain this policy until the County inspects and fully accepts the work completed performed under the terms of this contract.

Certificate of Insurance

Prior to job starting dates Contractors must provide the Carroll County Bureau of Purchasing with a Certificate of Insurance for all required coverage. The certificate must show: Contractor's agent's name, insurance carrier's

name, the County as additionally insured, name of contractor, policy number, effective and expiration dates of contractor's policy.

The Contractor shall not begin to perform work on the project until certificate is received by the Bureau of Purchasing, 225 North Center Street, Room 213, Westminster, MD 21157.

Irrevocable Trust Receipts

- A. Should the contractor be denied corporate surety credit for whatever reason the County will accept an Irrevocable Trust Receipt (ITR) issued by an individual surety. This individual surety must work through insurance agents licensed in the State of Maryland, in accordance with Maryland law.
- B. A letter issued and duly authorized from the conventional bonding company denoting the “reason for denial” must be submitted with the bid as “Proof of Denial”, and provided that the individual surety can meet all Maryland statutory and regulatory requirements. Failure to meet the bonding requirement(s) shall be cause for immediate rejection of the bid.
- C. Bureau of Purchasing, the Bureau Chief may be consulted by potential bidders to clarify or seek answers to questions regarding the preparation and or submittal of the alternative bonding method as discussed in this section by calling 410-386-2181.

Interpretation – Maryland Law Prevails

The contract resulting from this solicitation shall be construed under the laws of the State of Maryland. Mandatory provision for all contracts unless otherwise authorized by the Board of County Commissioners of Carroll County

Protest Procedures

Protests of bid awards must be received by the County’s Procurement Officer in writing by certified mail not later than ten (10) calendar days after bidders have been notified or should have known of the contract award. Protests must be fully supported with adequate technical data, test results, or other pertinent information to support the protest. At a minimum, this must include the name and address of the protestor; identification of the project for which the protest is being filed; a statement of the reasons for the protest; supporting exhibits, evidence or documents to substantiate the protest; and a statement of the ruling desired from the county.

The decision of the county shall be final except in instances of violations of federal law or regulations; and/or violations of the county’s protest procedure or the failure of the county to review a complaint or protest.

Termination and Renewal

A termination period will be required ninety (90) days prior to the end of the contract for termination or non-renewals. This contract may be renewed as stated in this proposals’ section Contract and Renewal Options and are subject to availability of funding and successful vendor’s performance.

Minority Business Enterprise Policy

The successful bidder shall make a good faith attempt to encourage bids and utilize certified minority business enterprises, as outlined in the Carroll County Minority Business Enterprise policy, dated 10/03/02. Contact the County Purchasing office at (410) 386-2181 for more information.

Carroll County Equal Employment Opportunity Clause

Carroll County expects that the contractor not discriminate against any employee or applicant for employment because of race, creed, color, national origin, sex or age.

The Americans with Disabilities Act

The Americans with Disabilities Act applies to the Carroll County Government and its programs, services, activities, and facilities. Anyone requiring an auxiliary aid or service for effective communication or who has a complaint should contact The Department of Citizen Services, 410.386.3600 or 1.888.302.8978 or MD Relay 7-1-1/1.800.735.2258 as soon as possible but no later than 72 hours before the scheduled event.

Employment of Aliens

All bidders, as a condition to doing business with the County, are required to comply with all applicable laws and regulations relating to the employment of aliens. If it is determined that a bidder fails to comply with any such employment laws or regulations during the course of any County projects, such failure may constitute a material breach of the bidder's contractual relationship with the County, and the County may take all reasonable steps to terminate its relationship with the bidder (Resolution #719-08 – 2/7/08).

E-Verify

The use of the Federal Government program known as E-Verify was enacted June 14, 2011 by the County Commissioners of Carroll County, MD. Resolution No.840-2011.

(1.) The County Commissioners believe it is in the best interest of Carroll County to require the use of a federal program known as E-verify sponsored by the U.S. Department of Homeland Security to establish compliance with certain federal laws for all county initiated service contracts and (2) Whereas E-Verify will apply to all County initiated service contracts for vendors and contractors according to Resolution No. 840-2011.

Cooperative Purchasing

The County reserves the right to extend all of the terms, conditions, specifications, and unit or other prices of any contract resulting from this bid to any and all public bodies, subdivisions, school districts, community colleges, colleges, and universities including non-public schools. This is conditioned upon mutual agreement of all parties pursuant to special requirements, which may be appended thereto. The supplier/contractor agrees to notify the issuing body of those entities that wish to use any contract resulting from this bid and will also provide usage information, which may be requested. The County assumes no authority, liability, or obligation, on behalf of any other public or non-public entity that may use any contract resulting from this bid. All purchases and payment transactions will be made directly between the contractor and the requesting entity. Any exceptions to this requirement must be specifically noted in the bid/proposal response.

Detailed Specifications

The requirements that are stated in the detailed specifications, or the special provisions will have precedence over the General Information to Bidders.

DRAFT - SERVICE AGREEMENT – DRAFT

THIS AGREEMENT, effective as of this ____ day of _____, 20____, by and between **THE COUNTY COMMISSIONERS OF CARROLL COUNTY, MARYLAND**, a body corporate and politic of the State of Maryland (hereinafter referred to as "County"), and _____ (hereinafter referred to as "Contractor").

WHEREAS, County requires a qualified Contractor who is able to provide _____ for the Department _____ (herein "Services or Project"); and

WHEREAS, Contractor has been fully informed as to the scope of the project and has read and examined _____; and

WHEREAS, Contractor represents that it is professionally qualified to render the services detailed in this agreement and the contract documents and has submitted a _____ based upon the County's _____, the terms of which are specifically incorporated into the Agreement by reference; and

WHEREAS, Contractor represents that Contractor is experienced and skilled in the requested services and desires to perform such Services for the County.

NOW THEREFORE, in consideration of the covenants and promises contained in this Agreement, the parties agree as follows:

Revised 4/12/18

1. Services to be Provided. Contractor agrees to execute the project in accordance with the _____. Contractor agrees to perform the services at its own risk.

2. Costs. The cost for services to be provided by Contractor under this Agreement shall be based upon the quoted price set forth in Contractor's _____. The total price amount under the terms of Agreement shall not exceed the rates set forth in the Contractor's _____, and as accepted by the County. Payment and invoicing terms shall be governed by those set forth under the County's _____. All questions regarding payment and invoicing shall be directed to _____.

3. Independent Contractor. Contractor shall operate as and have the status of independent contractor and shall not act or be an agent or employee of County. Contractor shall be responsible for determining the means and methods for performing the services described herein. The means and methods shall be subject to approval by County. Contractor shall provide all materials and equipment to carry out the terms of this Agreement.

4. Term of Agreement. This agreement shall become effective immediately following the date of execution, with performance to commence on _____ and shall remain effective for period of one (1) year. The County reserves the right to renew this Agreement for _____ additional terms of one (1) year, at the sole discretion of the County and pending fiscal availability and satisfactory performance. The County will automatically renew this Agreement on the expiration if each term year (if applicable) unless ninety (90) days' notice is given to Contractor that the Agreement is not to be renewed. Additionally all incomplete Services currently pending prior to the end of the term or date of termination shall be completed in full under the term of the agreement before invoice will be accepted by the County or payment made.

5. Termination of Agreement for Convenience. County may terminate this Agreement in accordance with this clause in whole or in part, without showing cause, upon giving written notice to Contractor, whenever County shall determine that such termination is in the best interests of County. County shall pay all reasonable costs incurred by Contractor prior to the date of termination.

6. Termination of Agreement for Default. County may terminate this Agreement in accordance with this clause if Contractor fails to perform the services under this Agreement properly and on time, or otherwise violates any provision of the Agreement. County shall pay Contractor fair and equitable compensation for satisfactory performance prior to receipt of notice of termination, less the amount of damages caused by the breach of Contractor. County will not provide compensation for any anticipatory profits.

7. Indemnity. Contractor agrees to indemnify and hold harmless County, its officers, agents, employees, and volunteers from any and all claims, demands, causes of action, damages, liabilities, costs, and suits, arising out of, occurring, or resulting from any personal injury or damage to or loss of property of any nature, caused by, arising out of, or in any way connected with the services provided hereunder. The contractor's/vendor's obligation to defend and indemnify shall survive the termination of the contract.

8. Compliance with Laws: Contractor hereby represents and warrants that:

(1) It shall comply with all Federal, State and local laws, regulations, and ordinances applicable to its activities and obligations under this Agreement; and

(2) It shall procure, at its expense, all licenses, permits, insurance, and governmental approval, if any, necessary to the performance of its obligations under this Agreement.

9. Delegation of Duties. Unless otherwise agreed by County in writing, Contractor shall personally perform the services agreed upon. Contractor may not delegate his/her duties under this Agreement without the prior written consent of County. Upon obtaining prior written consent of County, Contractor may subcontract. Contractor shall remain fully responsible and liable for the performances of services hereunder.

10. Ownership of Documents. All documents and other products which are prepared by Contractor and form a part of its services shall, upon completion of the Project, become County's property and shall be delivered to County and be available to County upon its demand. Contractor shall be responsible for the protection and/or replacement of any Contract Document and other Products in Contractor's possession. All such documents, as instruments of professional services, are not to be used by County on any other Project unless County, before use, executes and delivers to Contractor an agreement in writing absolving, releasing, indemnifying, and saving harmless Contractor for the use, or provides Contractor appropriate compensation and the right and opportunity to determine the feasibility and propriety of the intended use.

11. Conflict of Interest: No employee of County, or any department, commission, agency, or branch thereof, whose duties as such employee include matters related to or affecting the subject matter of this Agreement shall, while in such employment, become or be an employee of the Contractor. Contractor hereby agrees not to knowingly tender an offer of employment to any such employee of County during the term of this Agreement.

12. Americans with Disabilities Act: In performance of this Agreement, Contractor acknowledges that it is acting on behalf of County and warrants that it and its agents shall comply with all applicable provisions of the Americans with Disabilities Act. Contractor hereby indemnifies and holds harmless County from all damages and costs, including costs of defending claims and reasonable attorneys' fees, arising from any claim that Contractor has failed to comply with the Americans with Disabilities Act.

13. Non-Discrimination in Employment: Contractor shall operate under this Agreement so that no employee or applicant for employment otherwise qualified, is denied employment or other benefits on the grounds of race, color, religion, sex, sexual orientation, creed, national origin, age, marital status, or physical or

mental handicap which would not reasonably preclude the required performance. Contractor shall include a clause similar to this clause in all subcontracts. Contractor and each subcontractor shall post in conspicuous places, for available employees and applicants for employment, notices setting forth the provisions of this non-discrimination clause.

14. Insurance. Contractor shall obtain and maintain general liability insurance and professional malpractice insurance as necessary to protect in any legal action, tort, contract, or other liability which may be raised against Contractor or the County. Contractor shall additionally comply with all of the following Insurance Terms:

(1) Contractor shall obtain Worker's Compensation coverage during the entire life of the Contract. Contractor shall obtain Workers' Compensation Insurance as required by statute. The Workers' Compensation coverage shall cover a sole proprietor, all employees, partners, officers, members, leased employees and any other person working for or with the Contractor. Contractor shall provide County a certificate of Workers' Compensation insurance before beginning the Work. If Contractor fails to carry Workers' Compensation insurance or its policy lapses during the Work for any reason, Contractor shall indemnify County against any claims against County's Workers' Compensation insurance policy. Contractor shall also be responsible to reimburse the County for any audit premiums that result from any lapses in Contractor's policy. Contractor shall additionally obtain Employer's Liability Insurance with limits of: \$100,000 accident/\$100,000 disease each employee/and \$500,000 disease policy limit.

(2) Contractor's Commercial General Liability policy shall be on an occurrence basis and shall include: Policy limits not less than \$1,000,000 each occurrence and \$2,000,000 general aggregate; Coverage for Premises/Operations, Actions of Independent Contractors, Products/Completed Operations, Contractual Liability and Personal Injury; Coverage shall include explosion, collapse, or underground (XCU) hazards as applicable to classification; Products or Completed Operations coverage shall be purchased for at least three years after the completion of the contract and shall cover the operations performed under the contract.

(3) Contractor shall provide insurance coverage for any owned, hired, or non-owned motor vehicles. The policy limits shall not be less than \$1,000,000 combined single limit or \$1,000,000 bodily injury and \$1,000,000 property damage each accident. The policy will provide \$1,000,000 of uninsured or underinsured motorist coverage and include contractual liability coverage.

(4) The County shall be added as an additional insured to the general liability policy with the following wording: "The County, its officers, agents, employees and volunteers are additional insured with regards to the General Liability policy for work performed under terms of the contract." Contractor's Certificate(s) of Insurance shall include the following: A cancellation provision requiring a written forty-five (45) day notice of cancellation or non-renewal will be furnished to the County by the Contractor's insurance carrier(s) or insurance agent(s). Therefore, the words "endeavor to" and "but failure to mail such notice shall impose no obligation or liability of any kind upon the company, its agents or representatives" are to be eliminated from the cancellation provision of standard ACORD certificates of insurance.

(5) Contractor shall provide the County with a Certificate of Insurance, before beginning work, evidencing the coverage required above. Insurance shall be procured from insurance companies authorized to do business in the State of Maryland and acceptable to Carroll County. The insurers shall have an A.M. Best's insurance rating of A- or better and a financial size of Class VII or better unless the County Risk Manager grants specific approval for an exception.

(6) If Commercial General or other liability insurance purchased by Contractor has been issued on a "claims made" basis, the Contractor must comply with the following additional conditions. The limits of liability and the extensions to be included as described in the Check List remain the same. The Contractor must either: Agree to provide certificates of insurance evidencing the above coverages for a period of five (5) years after final payment for the contract. Such certificates shall evidence a retroactive date, no later than the beginning of the Contractors or sub-contractors' work under this contract; or Purchase an extended (minimum five (5) year) reporting period endorsement for the policy or policies in force during the term of this contract and evidence the purchase of this extended reporting period endorsement by means of a certificate of insurance or a copy of the endorsement itself. If the construction project exceeds \$1,500,000.00, it will require a five (5) year extended reporting period (tail). All deductibles for all insurance requirements are subject to County approval.

15. Irrevocable Trust Receipts. Should the Contractor be denied surety credit for whatever reason the County will accept an Irrevocable Trust Receipt (herein ITR) issued by an individual surety. This individual surety must work through insurance agents licensed in the State of Maryland, in accordance with Maryland Law.

A Letter issued duly authorized from the conventional bonding company denoting the "reason for denial" must be submitted with the Statement of Qualifications as "Proof of Denial," and provided that the individual surety can meet all Maryland statutory and regulatory requirements.

16. Contingent Fee Prohibition: Contractor warrants that it has not employed or retained any person, partnership, corporation, or other entity, other than a bona fide employee or agent working for Contractor, to solicit or secure this Agreement, and that it has not paid or agreed to pay any person, partnership, corporation, or other entity, other than a bona fide employee or agent, any fee or any other consideration contingent on the making of this Agreement.

For breach or violation of this Paragraph, County shall have the right to annul this Agreement without liability, or, in its discretion, to deduct from the price or consideration or otherwise recover the full amount of such fee or other consideration.

17. Contract Documents. The documents that make up the complete Contract between the County and the Contractor are: this Agreement and all documents contained in the Bid Packet and the Bid submitted by the Contractor, including, but not limited to, the Instructions, the Standard Specifications, addenda, and any modifications. These documents set forth all of the covenants, provisions, agreements, conditions, and understandings between the County and the Contractor.

18. Governing Law. The terms of this Agreement shall be interpreted and enforced according to the laws of the State of Maryland. The parties agree that any legal action that may result from this Agreement shall be subject to the jurisdiction of Maryland courts.

Revised 4/12/18

19. Employment of Aliens Contractor shall be responsible for complying with all applicable laws and regulations regarding the employment of aliens. In the event it is determined that the Contractor has violated any laws or regulations regarding the employment of aliens during the term of this Agreement, such violation may be considered a material breach of this Agreement, and the County may terminate this Agreement for Default, in accordance with the terms of this Agreement and the Contract Documents (Resolution #719-08 – 2/7/08).

20. Severability. If any provision or portion of a provision shall for any reason be held to be invalid or unenforceable, the invalidity or unenforceability of such provision or portion of such provision shall not affect any of the remaining provisions hereof, and this Agreement shall be construed and enforced as if such invalid or unenforceable provision or portion thereof had not been contained herein.

21. Amendment to Agreement. This Agreement may be amended as County and Contractor mutually agree in writing. Except for the specific provision amended, the Agreement shall remain in full force and effect after such amendment subject to the same laws, obligations, conditions, provisions, rules and regulations, as it was prior to said amendment.

22. Counterparts. This Agreement may be executed in any number of counterparts, each of which shall be deemed to be an original and all of which together shall be deemed to be one and the same instrument.

IN WITNESS WHEREOF, the parties have executed this Agreement and have caused their respective seals to be affixed on or before the date first set forth herein.

_____(SEAL)
"Contractor"
By:
Title:

THE COUNTY COMMISSIONERS OF
CARROLL COUNTY, MARYLAND,
a body corporate and politic of the State of Maryland

_____(SEAL)
"County"

Approved for legal sufficiency:

County Attorney

h:\MMS\Agmts\02\Services-General

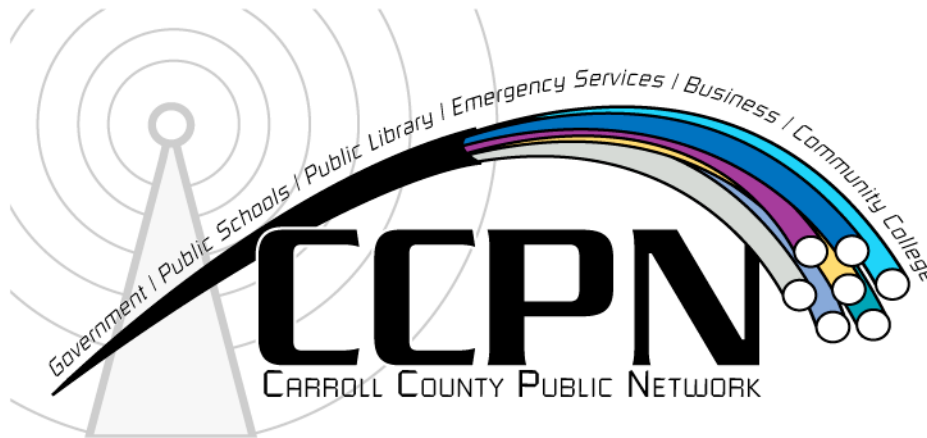
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Request for Proposal

CARROLL COUNTY PUBLIC NETWORK CONSULTING AND TECHNICAL SERVICES

PROJECT NO. 49-F-1-24/25

Carroll County Public Network



KEY INFORMATION SUMMARY SHEET

Carroll County Public Network Request For Proposal

Carroll County Public Network, Consulting and Technical Services

RFP Issue Date: July 23, 2024

RFP Issuing Office: Carroll County Government – Carroll County Public Network Administrative Committee

Procurement Contact: Corey Hood
Office Phone: 410-386-2181
Fax: 410-840-8929
e-mail: chood@carrollcountymd.gov

Introduction

The **Carroll County Public Network (CCPN)** is a partnership between **Carroll County Government, Carroll County Public Schools, Carroll County Public Library and Carroll Community College**. Carroll County, through the CCPN and its partner organizations, has made significant capital investments in the shared CCPN network infrastructure and in technology that utilizes and is built upon the infrastructure to provide the full range of technology capabilities collectively and to their respective organizations. Recognizing the need to maintain and expand this high-speed network infrastructure and associated technology services for these public entities, the County has created this RFP to obtain IT resources and services quickly and efficiently from a Contractor(s) that has specific expertise and experience with the overall CCPN and specific partner infrastructure and enterprise IT operations. These technological capabilities are utilized by additional connected agencies throughout the county and state.

Having a qualified Contractor(s) capable of engineering, implementing, maintaining, and supporting the specific technologies utilized within this infrastructure is critical in maximizing the investments and enhancing the capabilities of the partners and their IT staff. IT Services are not commodity-based items but rather a relationship-based partnership between the CCPN, other partners, and Contractor(s) that support the information technology enterprise. An ongoing relationship with a Contractor(s) provides efficiencies, stability, and both operational and financial benefits to the county and ultimately the citizens. The goal of the CCPN is to maintain and grow the infrastructure resource that will support the growing community and facilitate more programs focused on improving services to the citizens. (See Attachment B CCPN MOU)

This contract will provide for the necessary resources to support current and future requirements of the various CCPN Information Technology Departments through specific Statements-Of-Work (SOW) or staff augmentations. It will allow all the users of the public network and associated technologies to have the capabilities needed to fully benefit from the network and the opportunities it provides. The Contractor(s) will provide specific consultation and support for the general technologies utilized between and at the CCPN entities in the following primary areas:

- 1) Enterprise Service Provider
- 2) Network Engineering and Planning Services
- 3) Information System Security
- 4) Surveillance and Physical Security
- 5) Web and Internet Services
- 6) Electronic Document Management
- 7) Geographical Information Systems
- 8) Software Engineering
- 9) Systems/Facilities Management and Maintenance
- 10) Application Service Provider
- 11) Telecommunications and Video Services
- 12) Server and Database Administration
- 13) IT Management Consulting Services
- 14) Documentation and Technical Writing
- 15) Quality Management
- 16) Cloud Computing Services

Abbreviations and Definitions

For purposes of this RFP, the following abbreviations or terms have the meanings indicated below:

- a. **Agency** – A unit of Carroll County Government
- b. **CCC** – Carroll Community College
- c. **CCG** – Carroll County Government
- d. **CCPL** – Carroll County Public Library
- e. **CCPN** – Carroll County Public Network is a consortium governed by an MOU consisting of the County Government, Public School System, Public Library System and Community College.
- f. **CCPS** – Carroll County Public Schools
- g. **Contract** – the Contract attached to this RFP as “Attachment A: Services Agreement”

- h. Contractor(s)** – the selected Respondent
- i. Contractor(s)’s Program Manager** – person designated in the Respondent’s Proposal with the authority and knowledge to resolve customer complaints on behalf of the Contractor(s) that are not technical in nature
- j. COTS** – Commercial-Off-The-Shelf Software
- k. Custom Software** – software, including source code, developed in whole or in part, to meet the project requirements and the resulting computer program
- l. Data** – a collection of organized information, usually the result of experience, observation or experiment, other information within a computer system, or a set of premises that may consist of numbers, words or images, particularly as measurements or observations of a set of variables
- m. Fault Management** – the detection of a problem, fault isolation and correction to normal operation that includes reactive device, agent and port monitoring as well as call management services, incident management services, and escalation management
- n. FCAPS** - (fault-management, configuration, accounting, performance, and security
 - FCAPS is an acronym for a categorical model of the working objectives of network management. There are five levels, called the fault-management level (F), the configuration level (C), the accounting level (A), the performance level (P), and the security level (S).
- o. Fixed Hourly Labor Category Rates** - fully loaded hourly rates established in the Contract that include all direct and indirect costs and profit for the Contractor(s) to perform a task or Statement of Work (SOW)
 - Indirect costs shall include all costs that would normally be considered general and administrative costs and/or routine travel costs, or which in any way are allocated by the Contractor(s) against direct labor hours as a means of calculating profit or recouping costs which cannot be directly attributable to an SOW. Non-routine travel costs will be identified in an SOW when appropriate.
- p. LAN** – Local Area Network
- q. Local Time** – time in the Eastern Time Zone as observed by Carroll County, Maryland
- r. networkMaryland** – a statewide high-speed backbone providing intra- and inter-LATA connectivity and services to Maryland’s Public Sector
- s. Material Costs** - The cost the Contractor(s) charges for peripheral materials or supplies needed to perform this contract. It is expected that any hardware or software procured for the work performed under this contract will be purchased utilizing existing County or State of Maryland contracts. For those materials or supplies purchased by the contractor, no more than 10% profit

may be added. A competitive bid may be required if specified by the POTR and must include three bids.

- t. **NNI** – Network to Network Interface
- u. **Respondent** – an entity that submits a proposal in response to this RFP
- v. **Partner** – Any one of the four members of the CCPN
- w. **Performance Management** – live device, metric graphs, weekly service reports, configurable threshold monitoring, notification and event reporting
- x. **Procurement Officer** – The Carroll County Government Purchasing representative for the resulting contract. The County’s Procurement Officer is:
Carrie Dulski, Procurement Officer
Carroll County Office of Procurement
225 North Center Street,
Westminster, MD 21157
Phone #410-386-2181
However, the County may change the Procurement Officer at any time.
- y. **Procurement Officer’s Technical Representative (POTR)** – the CCPN Chair or IT Director of the Partner Entity that serves as the technical manager for the resulting contract that monitors the daily activities of the contract and associated SOW’s and provides technical guidance to the Contractor(s)
- z. **Public Sector** – State, county and municipal government agencies and departments, libraries, hospitals, K-12 education, and higher education
- aa. **Purchase Order (PO)** – a formal document issued by CCPN and/or Partner initiating the acquisition of products and/or services from a formal Quote provided by the Contractor(s)
- bb. **Quote** – written estimated price of product and/or service
- cc. **RFP** – this Request for Proposals for the Carroll County Public Network, including any amendments
- dd. **Security Management** – maintaining effective safeguards to protect the integrity of the network
- ee. **Selection Rationale Statement (SLS)** - a written statement attached to an SOW or PO that demonstrates due diligence in the event of a multi-Contractor(s) award of this RFP where multiple Contractor(s) are allowed participation in the same area of the 15 general areas outlined in the scope
 - The SLS will indicate due diligence in comparing price, technical expertise, and availability/schedule in the selection of the vendor.

- ff. **Service Level Agreement (SLA)** – defined performance standards the Contractor(s) is obligated to meet including performance benchmarks, response time, and schedule for notification in advance
- gg. **Staff Augmentation** – a type of outsourcing model that uses temporary workers to fill short-term job positions within an organization to increase staff capacity or required expertise.
- hh. **Statement of Work (SOW)** – a signed document between the CCPN and/or Partner Entity that defines the specific performance aspects of a task or area of work.
 - Further, it is the document by which the Contractor(s) receives the formal permission to perform all time and materials (T&M) work as determined by the POTR. The Contractor(s) shall not proceed with any work until after receipt of a signed SOW. All general terms and conditions contained in this Contract shall apply to all SOWs.
- ii. **TBF – Time-Between-Failures** - the minimum, maximum, and average time between failures for a component during a reporting period
- jj. **Time and Material (T&M)** - type of payment to the Contractor(s) specific to an SOW and/or quote based on direct labor hours billed at specific hourly rates, plus non-routine travel costs as may be identified in an SOW, plus the cost of any materials provided.
 - The labor category hourly rates may not exceed the hourly rates specified in the Contract. The Contractor(s) will be required to provide time records and/or other documentation documenting that all direct hours billed have actually been expended by its principals or employees, or those of subcontractor(s), totally and productively in the performance of the specific SOW. In addition, the Contractor(s) must also provide documentation of the cost of materials or other activities directly used in the performance of an SOW. The fixed hourly labor category rates, plus the material costs, and non-routine travel will be the only payment made for this type of SOW.
- kk. **WAN – Wide-Area-Network** - a geographically dispersed telecommunications network
 - The term distinguishes a broader telecommunication structure from a local area network. An intermediate form of network in terms of geography is a metropolitan area network (MAN)

II. **wLAN – Wireless Local Area Network**

Project Manager

The Project Manager overseeing all projects will be Mark Ripper, Director, Technology Services.

Contract Type

The scope of the contract will encompass the major areas as described in Section 2.3 of this RFP and any related hardware or software noted in Section 2.2.1.

The base location of operations for performance under this contract will be Carroll County, MD. No travel expenses to and from the base location to the Contractor(s)'s site will be reimbursed. No living expenses will be reimbursed.

Hourly and Time and Materials rates for all levels and types of services will be computed from the time that the Contractor(s) or its subcontractor(s) initiates services. This time does not include travel to the site for regularly scheduled work or meetings.

The Contractor(s) shall not proceed with any work until a signed SOW and/or PO is received from the CCPN or Partner.

The Contractor(s) shall provide an explanation and supporting documentation, where applicable, to all billing inquiries and disputes within 10 business days of initial contact by the POTR. All work performed must be billed no later than the month following the month in which the products are received or services are rendered.

The CCPN reserves the right to issue this contract to multiple Contractors to allow for maximum flexibility. The CCPN may identify specific areas of the scope of fifteen (15) functional areas that each Contractor may participate. If there is any overlap, the CCPN will exercise due diligence in its selection of a Contractor based on price, technical expertise, and availability/schedule. The Selection Rationale Statement (SLS) will be attached to the SOW and/or PO as evidence of due diligence.

Contract Duration

The contract resulting from this RFP shall be for a period of 4 years, with (2) additional optional 1-year renewals.

The term of this agreement shall be for 4 years. The County reserves the right to renew this agreement on a yearly basis for up to six (6) years, pending fiscal availability and satisfactory vendor performance. Carroll County will automatically renew this agreement on each option year unless ninety (90) days' notice is given to the Contractor(s) that the agreement is not renewed. Increases for profit shall not be accepted.

Questions or Clarifications

Firms must submit their questions through the Public Purchase web site, using the instructions below. Questions must be submitted five (5) days prior to bid opening.

Firms may submit questions to the agency on specific bids. Click on the title of a bid, on the right of the bid page click [View/Ask Questions] to open a new page that lists all previous questions and answers. Click "Ask a Question," enter your question in the field provided and click "Save" to submit your question. Your question is immediately sent by email to the contact person for the bid. When your question is answered you will be notified by email and the answer may be posted on the bid.

Tip: By using the "Questions" feature your questions and the agency's answers can be posted on Public Purchase making them available to all other vendors that are registered with the agency. If you would like to confidentially submit questions to the agency, contact the bid's main contact. It will be up to the discretion of the Buyer to decide if questions/answers are confidential.

Addendums

Addendums to Bids may occur at any time prior to the due date. The responsibility lies with the bidder to visit the Public Purchase web site to obtain addendums once they have downloaded a bid (solicitation) even though bidders will receive an e-mail from Public Purchase notifying of any addendums, per the explanation below from Public Purchase:

Any change or addendum made to a bid will be listed at the bottom of the bid showing the information that was added or changed on the bid. Vendors who are invited to a bid or any vendor who has previously responded to the bid will be notified by email when a change or addendum is made. Vendors can also see which bids have recently been changed or had addenda added from the lists of bids on their home tab. The date of the last change or addendum on the bid is posted on the right-side column of your bid list.

Performance Bond

Performance bonds shall be in the form of a performance bond or certified check made payable to County Commissioner of Carroll County in the amount of \$250,000.

Insurance shall be procured from insurance companies authorized to do business in the State of Maryland and acceptable to Carroll County. The insurers shall have an A.M. Best's insurance rating of A- or better and a financial size of Class VIII or better unless the County Risk Manager grants specific approval for an exception.

Proposal Submittals

Proposals along with any other requested documentation will be accepted electronically only through Public Purchase on or before **August 13 , 2024 @ 10:30 AM EST. Proposals submitted in any other manner and late proposals will be rejected.**

UPLOAD THE FOLLOWING DOCUMENTS:

- 1. Technical Proposal** - Submit one (1) Technical proposal describing the requirements outlined
- 2. Financial Proposal** - Submit one (1) Financial proposal using the Attachment C Form
- 3. Redacted copies of each proposal Technical and Financial.**

Technical and Financial Proposals should be submitted separately from one another, do not include your Financial Proposal with your Technical Proposal. BIDS SUBMITTED IN ANY OTHER MANNER WILL BE REJECTED.

Please add the following information in the General Notes section (Public Purchase).

Company Name:

Contact Information:

Company Address:

Phone Number: Email Address:

Procedure in The Event of The Receipt of Only One Proposal

If only one responsive Proposal is received in response to the RFP, an award may be made to the responsive Bidder, further negotiations may be conducted, or the Proposal may be rejected. If the Proposal is rejected, new Proposals may be solicited. If the Proposal is not rejected, further negotiations may be conducted under the following conditions as determined at the sole discretion of the Board of Commissioners:

1. The need for the procurement continues.
2. The price and terms of the one Proposal are fair, reasonable, and responsive.

Notice of Intent to Award and Official Award

All the Notices of Intent to Award and the Official Award notices will be posted on Carroll County's Website. It is the bidder's responsibility to frequently visit the Office of Procurement's website to obtain up to date information.

Award

Award of this proposal is contingent upon the availability of County funds.

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TECHNICAL PROPOSAL

Format of Technical Proposal

The Respondent shall prepare the technical proposal in the order described below. The technical proposal shall include:

1. Title and Table of Contents

The technical proposal should begin with a title page bearing the name and address of the Respondent and the name and number of this RFP. This should be followed by a table of contents for the technical proposal.

2. Executive Summary

The Respondent shall condense and highlight the contents of the technical proposal in a separate section titled “Executive Summary”. The summary shall also identify any exceptions the Respondent has taken to the requirements of this RFP, the contract (Attachment A), or any other attachments.

WARNING: Exceptions to terms and conditions may result in having the proposal deemed unacceptable or classified as not reasonably susceptible of being selected for award.

3. Solution

Respondents must propose and discuss in detail how their qualifications and approach for each work area they are responding to in Section 2.3 meet the requirements. The response must include examples of work previously done in these areas.

4. Back up, Recoverability, and Security

Respondents must propose their plan for providing back-up, off-site storage, disaster recovery and security for any work done outside of the partner environments.

5. Hardware and Software

The proposal must include all necessary equipment, software, and services that can be provided to support the work areas described in section 2.1. It is expected that the Contractor(s) will retain ownership of all Contractor(s) purchased hardware, software, licenses, and other peripherals necessary at the end of this contract.

6. Personnel

The Respondent must describe its personnel capabilities in compliance with the section below titled Respondent Minimum Qualifications. Resumes must be provided for all key personnel proposed for this RFP.

If the Respondent believes additional labor categories are needed, they should identify them to the Procurement Officer during the pre-proposal conference. No other labor categories than those listed or as amended to the RFP will be accepted for this Contract.

7. Respondent Experience and Capabilities

Respondents shall include information on experience with similar projects in the functional areas responded to, particularly with public entities supported. Respondents shall describe how their organization can meet the qualifications of this RFP and shall include the following:

- a. An overview of the Respondents experience and capabilities rendering services like those included in functional areas listed in this RFP. This description shall include:
 - corporate size, length of time the corporation has been providing services, key business partners, and the number of employees dedicated to providing services,
 - service offerings,
 - technical skills and certifications of the Contractor(s)'s employees associated with providing services within the functional areas,
 - experience, training, and certification relative to the specific components of hardware and services of this RFP for employees associated with providing services within the functional areas detailed in this request for bid,
 - project management capabilities,
 - vendor management of associated 3rd party manufacturers or suppliers required in the functional areas.
 - the number of clients and geographic locations the Respondent currently serves.
- b. An organization chart of the Respondent showing all major component units, which component(s) will perform the requirements of this contract, where the management of this contract will fall within the organization, and what corporate resources will be available to support this contract in both primary and secondary, or back-up roles.
- c. Up to three (3) references from its customers who are capable of documenting:
 - The Respondents ability to manage projects in the functional areas.
 - Each client reference must be from a client with similar service requirements and must include the following information:
 - Name of client organization
 - Name, title, and telephone number of Point of Contact for client organization
 - Value, type, and duration of contract(s) supporting client organization.
 - The services provided, scope of the contract, objectives satisfied.

8. Financial Capabilities and Statements

The Respondent shall provide copies of the last two (2) year-end financial statements (independently audited preferred).

9. Legal Actions Summary

The Respondent shall include the following:

- a) A statement as to whether there are any pending legal actions against the Respondent, and a brief description of any such action.
- b) A brief description of any settled claims against the Respondent over the past three (3) years.
- c) A description of any judgments against the Respondent within the past five (5) years, including the case name, number, court, and the case description.

The information specified above should be limited to information technology and telecommunications services or projects within the United States.

10. Subcontractor(s)

Respondents must identify the types of subcontractor(s) they would consider utilizing, if any, and the role these subcontractor(s) will have in the performance of the contract. While this contract is for a “general Contractor(s)” and this information is not required, it is preferable to indicate that work which the general Contractor(s) will perform directly.

11. Required Technical Proposal items to be submitted by Respondent:

A detailed description of the capabilities of each of the functional areas being responded to is required.

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COST PROPOSAL

The Cost Proposal must contain all cost information in the format specified in Attachment C. Complete the cost sheets only as provided in the Cost Proposal Instructions.

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SCOPE OF WORK

Background

The four partners of the CCPN operate enterprise IT environments with the full scope of technology applications and services. To maximize the investment in the CCPN Network and the four partner network infrastructures, the CCPN utilizes the expertise of both internal staff, contractors, and other service providers. This contract will provide for the necessary resources to support current and future requirements of the various CCPN Information Technology Departments through specific Statements-Of-Work (SOW) or staff augmentations.

To help enable all users of the CCPN to have the technical capabilities needed to fully benefit from the network and the opportunities it provides, the Contractor(s) will provide specific consultation and support for general technologies utilized between and at the CCPN entities in the following primary areas:

- 1) Enterprise Service Provider
- 2) Network Engineering and Planning Services
- 3) Information System Security
- 4) Surveillance and Physical Security
- 5) Web and Internet Services
- 6) Electronic Document Management
- 7) Geographical Information Systems
- 8) Software Engineering
- 9) Systems/Facilities Management and Maintenance
- 10) Application Service Provider
- 11) Telecommunications and Video Services
- 12) Server and Database Administration
- 13) IT Management Consulting Services
- 14) Documentation and Technical Writing
- 15) Quality Management
- 16) Cloud Computing Services

Work Requirements

The Contractor(s) will be required to adhere to the CCPN and each of the four CCPN entities' security policies and procedures as applicable. These policies may be revised from time to time and the Contractor(s) shall comply with all such revisions.

Based on the requirements of specific POs or SOWs, the following applies: **Materials, Hardware (Equipment), Software, and Data**

Materials:

Any materials (equipment and supplies) needed to perform this contract are defined as “Material Costs”. For those materials purchased by the Contractor(s), no more than a 10% administrative fee can be added to the cost of those materials to the Contractor(s). It is expected that the majority of the materials procured for the work performed under this contract will be purchased utilizing existing County or State of Maryland contracts. A competitive bid may be required if specified by the POTR and must include three bids.

“Materials” only includes items that are utilized specifically by the Contractor(s) in the performance of the contract and not those items re-sold to the CCPN.

Hardware and COTS Software:

1. In responding to any SOW for which a Contractor(s) proposes the purchase of any hardware (equipment) and/or COTS software to be re-sold to and owned by the CCPN, the Contractor(s) shall specifically identify the brand name, model, and other specifics of each different piece of equipment and/or COTS software proposed for use, the quantity needed, and a selling price for which it will acquire the equipment and/or COTS software.
2. Because of the nature of the services provided in the fifteen (16) functional areas, hardware and software may be proposed as part of a solution. Given the reality of the Contractor(s) being able to “register” the deal with the manufacturer, a greater discount may be available to the CCPN from the Contractor(s) than other purchasing contracts. Therefore, this contract allows for the purchase of hardware and software if proposed in an SOW as part of a solution in one of the functional areas.
3. The Contractor(s) specifically agrees that for any equipment and/or COTS software that it proposes for in response to an SOW, the CCPN will have the right to purchase the proposed equipment and/or COTS software from another source, instead of from the selected Contractor(s).
4. If the CCPN chooses to purchase any equipment or COTS software from a source other than the selected Contractor(s), provided the CCPN purchases the same equipment or COTS software as proposed by the Contractor(s) in its SOW, the Contractor(s) must agree to accept the equipment and/or COTS software provided by the CCPN and shall integrate it with its service delivery the same as if the Contractor(s) had provided the equipment and/or COTS software itself. Barring conclusive evidence of faulty installation or the installation of substandard or defective equipment and/or COTS software by another party, including the CCPN, the Contractor(s) may not use the fact that it did not directly provide the equipment and/or COTS software as an excuse for non-performance of any deliverable under an SOW.

Custom Software:

1. The CCPN shall solely own any custom software, including, but not limited to application modules developed to integrate with a COTS, source-codes, maintenance updates, documentation, and configuration files, when developed under this contract or a specific SOW.

2. Upon a Contractor(s)'s voluntary or involuntary filing of bankruptcy or any other insolvency proceeding, Contractor(s)'s dissolution, Contractor(s)'s merger with or acquisition by another company or contractor, discontinuance of support of any software or system, the Contractor(s) shall convey to the CCPN all rights, title, and interests in all custom software, licenses, software source codes, and all associated Software Source Code Documentation that comprises any solutions proposed as a part of this contract or any SOW. These rights include, but are not limited to, the rights to use, and cause others to use on behalf of the CCPN, said software, software documentation, licenses, software source codes, and Software Source Code Documentation.

Source Code:

1. For all custom software provided to the CCPN pursuant to any SOW, the Contractor(s) shall either provide the source code directly to the CCPN in a form acceptable to the CCPN or deliver two copies of each software source code and software source code documentation to a CCPN-approved escrow agent. The Contractor(s) shall cause the escrow agent to place the software source code in the escrow agent's vaulted location that is located in the Baltimore/Washington area of Maryland that is acceptable to the CCPN. Two copies of the source code shall be stored on compact discs or other media designated by the CCPN in a format acceptable to the CCPN and shall be easily readable and understandable by functional analysts and technical personnel with the skill set for that type of component, subcomponent, or software code.
2. The Contractor(s) shall provide the following:
 - a) Name, address, and telephone number of the third party who acts as escrow agent;
 - b) Source code escrow procedures;
 - c) Name, address, telephone number of party who audits escrow account;
 - d) Frequency of updates and maintenance of source code at escrow agent; and
 - e) Description of licensing arrangements and associated costs.
3. The CCPN shall have the right to audit the software source code and corresponding software source code documentation for each software product that comprises the solution as represented by the Contractor(s). This audit shall be scheduled at any time that is convenient for the parties to be present. The CCPN shall be provided with software or other tools required to view all software source code.

Data:

1. Data, databases, and derived data products created, collected, manipulated, or directly purchased as part of a PO or SOW shall become the property of the CCPN. The purchasing CCPN partner is considered the custodian of the data and shall determine the use, access, distribution, and other conditions based on appropriate State statutes and regulations.
2. Licensed and/or copyrighted data shall be governed by the terms and conditions identified in the SOW or the license.

Required Project Policies, Guidelines, and Methodologies:

1. The Contractor(s) shall keep itself informed of and comply with all applicable federal, State and local laws, regulations, ordinances, policies, standards and guidelines affecting information technology projects applicable to its activities and obligations under this Contract, as those laws, policies, standards and guidelines may be amended from time to time, and it shall obtain and maintain, at its expense, all licenses, permits, insurance, and governmental approvals, if any, necessary to the performance of its obligations under this Contract. It is the responsibility of the Contractor(s) to ensure adherence and to remain abreast of new or revised laws, regulations, policies, standards and guidelines affecting project execution. The following policies, guidelines and methodologies can be found at <https://doit.maryland.gov/policies/Pages/ContractPolicies.aspx> under “Policies and Guidance.” These may include, but are not limited to:
 - The State Information Technology Security Policy and Manual;
 - The State’s System Development Life Cycle (SDLC) methodology.
2. The Contractor(s) shall provide an SOW for all work requests that meets the requirements in Attachment D.
3. The Contractor(s) shall follow the project management methodologies that are consistent with the Project Management Institutes (PMI) Project Management Body of Knowledge (PMBOK) Guide. Contractor(s)’s staff and subcontractors are to follow a consistent methodology for all Contract activities.
4. The Contractor(s) shall apply a structured methodology to identify, evaluate, and select hardware, software, and services to meet specific requirements and when warranted, adjusting the methodology, including prototypes and pilots, to mitigate risk. This shall include, but not be limited to providing recommendations and assessments for all systems and technologies in areas such as the following:
 - a. COTS evaluations and comparisons,
 - b. COTS integration strategies and feasibility,
 - c. Technology insertion,
 - d. Technology upgrades,
 - e. System concept feasibility, and
 - f. Projected return on investment.

Operating Environment:

The CCPN utilizes a county-wide fiber-optic network that connects all locations of the partner entities. Each of the CCPN entities operates their own network in its own address space. Each partner maintains its own Data Center and full enterprise IT capabilities related to both infrastructure, hardware, software, and support. The partners do utilize each other’s Data Centers for redundancy in the form of Business Continuity, Disaster Recovery, and some shared resources and services.

Travel Reimbursement:

Routine Travel is defined as travel within a 50-mile radius of Westminster, MD or the Contractor(s)’s facility, whichever is closer to the consulting site. There will be no payment for labor hours for travel time or reimbursement for any travel expenses for work performed within these radiuses or at the Contractor(s)’s facility.

Non-routine travel is defined as travel beyond the 50-mile radius of Westminster, MD or the Contractor(s)'s facility, whichever is closer to the consulting site. Non-routine travel will be identified within an SOW, if appropriate, and will be reimbursed according to the State's travel regulations and reimbursement rates, which can be found at:

<https://dbm.maryland.gov/pages/default.aspx> - search: Fleet Management. If non-routine travel is conducted by automobile, the first 50 miles of such travel will be treated as routine travel and will not be reimbursed. The Contractor(s) may bill for labor hours expended in non-routine traveling beyond the identified 50-mile radius, only if specified in the SOW.

Functional Area Descriptions:

A PO or SOW may traverse multiple functional areas. The CCPN reserves the right to utilize other contracts or issue a separate RFP for services that are covered in these functional areas. The examples of services listed in this section are not all inclusive of the services available under this contract.

Functional Area One – Enterprise Service Provider (ESP):

- A) Description – Services to ensure that information systems are designed to capitalize on CCPN architectures and State IT standards, provide interoperability with other systems and networks, be reliable and maintainable, and make the most cost-effective use of COTS technology and CCPN-wide and partner-wide resources.
- B) Examples of Potential Services:
 - Deliver stated levels of performance, interoperability, and maintenance support within the known constraints of the CCPN and partner infrastructure; and
 - Testing the appropriate configurations of two or more hardware or software components of information systems or telecommunications networks.

Functional Area Two - Network Engineering and Planning Services:

- A) Description - The CCPN at its option may request network planning and engineering services as the CCPN network grows. The Contractor(s) shall provide an SOW addressing the specific requirements.
- B) Examples of Potential Services:

Functions associated with such requests may include but are not limited to:

- Traffic engineering
- Growth analysis
- Network security analysis
- Transition planning
 - Migration and expansion strategies
- Capacity planning
- Cost analysis
- Requirements analysis
- Modeling and simulation
 - Alternatives evaluation

- Redundancy and resiliency
- Network architecture design
 - Routing architecture
 - Transport and interconnect design
- Network Hardware Purchasing/Reselling

Functional Area Three - Information System Security:

The security of information and computing resources at all organizational levels; including software/application and data security support, as well as disaster recovery planning and risk assessment.

Hardware/Software/Application Security Support:

- A) Description –Strategies and solutions to defend hardware/software, IT and telecommunications resources against adversaries such as malware, viruses, worms and hackers for operating systems and applications in a mainframe, client/server, cloud, or networked environment.
- B) Examples of Potential Services:
- Provide operational and analytical support related to security for computing platforms (i.e. PC, servers, mainframe), cloud and networks.
 - Analyze and evaluate new and emerging security technologies as well as vendor security products for their applicability and feasibility of use in securing hardware/software, IT and telecommunications resources;
 - Support customer security operations, including assisting customers with analyzing, developing and implementing security methodologies and safeguards to protect their IT and telecommunications assets;
 - Provide technical training for all aspects of information security relative to personal computers, file servers, cloud services, and networks;
 - Design, test, install and support wireless network security systems; and
 - Provide virus detection, elimination, and prevention support.

Disaster Recovery and Risk Assessment:

- A) Description - Disaster recovery planning and risk assessment in support of the mitigation of risks to IT and telecommunications systems and infrastructure. Through quantitative risk analyses establish recovery time and recovery point objectives, effective mitigation strategies, and documented disaster recovery plans. Assess adequacy of existing management, operational, and technical controls in safeguarding assets against waste, loss, unauthorized access/use, misappropriation to establish the consequences/impact of the potential threats on operations and service delivery requirements.
- B) Examples of Potential Services:
- Review, develop, update and/or integrate disaster recovery, continuity of operations plans, contingency plans, and risk assessments.
 - Identify, develop and/or implement mitigation strategies to increase the effectiveness of operations and the continuity of service; and

- Cyber Incident Support and Recovery Services.

Functional Area Four – Surveillance and Physical Security:

- A) Description - provide the necessary resources to support physical security to facilities including assessment, consultation, technology solutions, and best practice recommendations.
- B) Examples of Potential Services:
- Video Surveillance Assessment and Consultation
 - Video Surveillance Systems
 - Security Assessment and Consultation
 - Security Systems /Access Control and Visitor Management
 - Communication System Assessment and Consultation
 - Communication Systems
 - Facility Hardening Recommendations
 - Security Procedure Recommendations

Functional Area Five – Web and Internet Systems:

- A) Description – A broad range of business solutions and support using the capabilities of the web and Internet; design, develop, test, implement and maintain websites, portals, web applications and web services and the associated hardware, software, network and security components that comprise these solutions.
- B) Examples of Potential Services:
- Design, develop, test, implement and maintain secure and accessible web and internet solutions such as web site portals, web applications and web services for various business processes including requisitions, quotes, purchase orders, notices of award, electronic payments, etc.;
 - Provide scalable security solutions for web and internet services at the network and application level such as secure sockets layer certificates, user authentication and single sign on (SSO), application firewalls, intrusion detection system (IDS) monitoring, public key infrastructure (PKI) and digital signatures;
 - Design, develop, implement and maintain web graphics and site content, including electronic catalogues of goods and services, to ensure accuracy and timeliness of information published to the web;
 - Create web-based applications that are a front-end to traditional mainframe system;
 - Apply new and emerging technologies to establish current and scalable web development platforms;
 - Assist in the implementation and customization of web services and other COTS solutions for the internet including, but not limited to electronic commerce/electronic data interchange (EC/EDI);
 - Provide data transformation solutions between disparate systems;
 - Monitor performance of web-based solutions including, but not limited to, traffic, usage statistics and surveys;
 - Provide configuration management control services and solutions; and
 - Provide support in the mitigation from a cyber attack or breach.

Functional Area Six – Electronic Document Management:

- A) Description – Service to establish or maintain electronic document imaging, document management, document workflow, and associated technologies.
- B) Examples of Potential Services:
 - Workflow analysis;
 - Document indexing/queuing and workload management;
 - System/application/network design;
 - Application prototyping;
 - Implementation and support services;
 - System interface development;
 - System migration strategies;
 - Document conversion (hardcopy to electronic or electronic to new system/media);
 - Performance monitoring/measurement;
 - System stress testing/benchmarking; and
 - Document and records retention/archiving.

Functional Area Seven – Geographical Information Systems (GIS):

- A) Description –Service to integrate, store, edit, analyze, and display geographically-referenced information in a client/server or web-based environment.
- B) Examples of Potential Services:
 - Cost-benefit analysis of migrating/integrating exiting databases with GIS;
 - Systems analysis, design and spatial database development;
 - Spatial referencing of spatial and non-spatial data;
 - Integration of spatially referenced data with other functional areas in an organization;
 - GIS system and data maintenance;
 - Data quality assurance (e.g. data accuracy, precision, consistency, completeness) according to data quality standards/guidelines of the Partners, County, and State;
 - Collect, create or acquire digital spatial data such as orthophotography, elevation data, transportation features, streams, or parcel maps;
 - Create maps using spatial data for web content, publication or other uses;
 - Linking data with maps using geocoding;
 - Define, develop, configure, implement and maintain GIS solutions, including COTS packages;
 - Manipulate geographical data;
 - Perform queries, analysis and visualization;
 - Leverage existing data sets and data assets of the Partners, County, and State, as necessary;
 - Interface disparate GIS data sets to GIS solution; and
 - Custom GIS application development to present data in standalone and web-based environments.

Functional Area Eight – Software Engineering:

- A) Description – Service to provide full life cycle of a software system development. Process definition; requirements management (project planning, quality assurance, project tracking and oversight, organizational process focus); software metrics; software process assessments; software capability evaluations; software project management; software certification; software validation and verification; open systems; software architecture; software reengineering; software reuse; component based software; software security; supervising software configuration management; and CASE tools.
- B) Examples of Potential Services:
- Provide ongoing system, applications maintenance and troubleshooting;
 - Analyze and document complex system requirements;
 - Design software tools and subsystems to support software reuse and domain analyses and manage their implementation.
 - Interpret software requirements, design specifications to code, manage software development and support (using formal specifications, data flow diagrams, and other accepted design techniques and tools), integrate and test software components;
 - Estimate software development costs and schedules;
 - Review existing programs and assist in making refinements, performance improvements, and improving current techniques; and
 - Estimate and track software quality attributes.

Functional Area Nine – Systems/Facilities Management & Maintenance:

Systems/Facilities Management and Maintenance services include: Data Center Technical Support/Operations, Monitoring, and Help Desk. At the CCPN's discretion, these services may be required to be provided externally to the requesting partner.

Data Center Technical Support

- A) Description - Planning, analysis, troubleshooting, integration, acquisition, installation, operations, maintenance, training, documentation, and administration services for computer centers.
- B) Examples of Potential Services:
- Develop/provide user manuals, programmer maintenance manuals, system design documentation;
 - Provide operations and maintenance support;
 - Analyze and assess equipment and performance degradation, including determination of hardware, software, and/or other technical changes necessary to meet operational requirements;
 - Perform data entry;
 - Provide support services to maintain operational data storage and retrieval applications resident on diverse computer platforms including, but not limited to, mainframes, and minicomputers;
 - Implement and maintain backup and disaster recovery systems and processes;

- Develop standard operating procedures for the data center and associated systems/applications;
- Provide alternative sources of computer operations support and/or data center facilities;
- Provide assistance and help to users in areas, including, but not limited to, personalized assistance, telephone assistance and limited training;
- Perform hardware/software testing, installation, and maintenance;
- Collect and maintain statistics on hardware and software problems, maintenance service calls, and user base;
- Migrate data from system A to system B, which may require data QA/QC, data cleansing, data conversion and manipulations management;
- Monitor system performance and coordinate with office system vendors and users on efficient and effective use of the system;
- Provide technical training on all functions of the system;
- Develop requirements/specifications for hardware, software, and/or services;
- Develop special applications as required;
- Maintain system architecture/schematic on hardware, software, circuits, and codes for each system and user(s);
- Develop and maintain a configuration management program for all supported applications;
- Develop and maintain a lifecycle management program for all hardware and software applications;
- Centrally administer software licenses, including dynamic allocation;
- Perform network-based detection of viruses and unauthorized software and facilities to counter/eliminate/control;
- Centrally distribute electronic software;
- Migrate systems between County and/or Partner-owned and/or commercial facilities.
- Manage and administer user identifications; passwords; and security keys; and
- Provide secure data center facility to host mission critical applications.

Facilities Maintenance

- A) Description – Cleaning of equipment, fire suppression, heating, ventilation and air conditioning (HVAC) installation and maintenance, and Uninterruptible Power Supply (UPS).
- B) Examples of Potential SOWs:
- Installation and maintenance of UPS and HVAC systems;
 - Installation and testing of fire suppression system; and
 - Cleaning of facilities equipment.

Help Desk

- A) Description - Centralized technical assistance service to support end user problem resolution, and the distribution of general information concerning the effective use of IT resources.

B) Examples of Potential Services:

- Troubleshoot problems encountered using software;
- Develop/provide user manuals, programmer maintenance manuals, and system design documentation;
- Provide user training in a variety of areas (e.g., desktop publishing, end-user security awareness training, telecommunications, operating systems, software packages);
- Analyze and assess equipment and performance degradation, including determination of hardware, software, and/or other technical changes necessary;
- Provide assistance in maintaining inventory control and location records of County- and/or Partner-owned IT hardware/software and disposal of property as required;
- Collect statistics on hardware/software/system problems, security incidents, maintenance service calls, and user base;
- Analyze new applications, perform software maintenance, and make appropriate enhancements to existing systems;
- Assist customer personnel in identifying their requirements and/or problems;
- Review implementation plans for applications to ensure that the system resources are available to support applications in both the long and short term;
- Perform configuration management of software and hardware, including computers and network equipment across the enterprise; and
- Centrally administer software licenses, including dynamic allocation.

Functional Area Ten – Application Service Provider:

A) Description - Combination of software, hardware and networking technologies to offer hosted service-based applications.

B) Examples of Potential Services - Application and support of applications such as, but not limited to:

- Finance;
- Human resources;
- E-commerce;
- Procurement;
- Materials management;
- Production;
- Order management and other legacy systems;
- Collaboration and automation tools;
- Web hosting;
- Knowledge management;
- Back-office solutions;
- e-business and e-commerce applications;
- Data warehousing;
- Information services (e.g., financial information, and legal research); and
- Support of applications in the Microsoft 365 Desktop and Cloud-based

environments.

Functional Area Eleven – Telecommunications and Video Services:

- A) Description – Technologies that support telecommunications and video communications.
- B) Examples of Potential Services:
 - VoIP;
 - IP Video Streaming;
 - Video conferencing;
 - Unified Communication;
 - Video Archival Solutions.

Functional Area Twelve – Server and Database Administration:

- A) Description – Service that provides for the administration and maintenance of servers, database management systems, and associated application databases. This includes supporting and troubleshooting operational servers (such as the Microsoft Suite of Servers), databases, supporting the development, implementation, installation, configuration, and design of new databases. In addition, it includes the management of server software updates, performance tuning, automating procedures, backup/recovery, and disaster recovery operations.
- B) Examples of Potential Services:
 - Install and configure Relational Database Management System (RDBMS) software;
 - Install and configure servers from the Microsoft Suite of server technology;
 - Implement, configure, and maintain servers in the cloud including but not limited to Microsoft Azure;
 - Install server and RDBMS upgrades, new versions, and patches;
 - Design and create logical data models;
 - Design and implement physical data models;
 - Plan and create servers;
 - Plan and create databases;
 - Manage server and database availability while performing essential server and database maintenance;
 - Develop, implement, document, and maintain all backup and maintenance schedules and processes;
 - Manage server and database security;
 - Manage server and database recovery procedures;
 - Manage scripting and database programming standards;
 - Provide server and database troubleshooting;
 - Install and configure associated server and RDBMS client software;
 - Manage server and database network performance and administration.

Functional Area Thirteen – IT Management Consulting Services:

The IT Management Consulting Services include any of the following types of services: IT enterprise architecture, systems review for architectural consistency, strategic planning assistance, project management services, and risk assessment analysis.

IT Enterprise Architecture Development

- A) Description – Define, design, develop, implement and maintain enterprise architecture plans, strategies, inventories and recommendations to support enterprise architecture (EA).
- B) Examples of Potential Services:
- Document and assess the current condition of the CCPN and partners. This analysis may require documentation at the system or subsystem level;
 - Recommend an EA strategy for the CCPN/partner with potential interim steps or phases for implementation based on the current condition survey mentioned above;
 - Provide recommendations for the development, implementation, assessment and maintenance of architectural principles, policies, standards and practices;
 - Provide data architecture, applications architecture, technology architecture, enterprise architecture planning, information systems architecture, and architecture trade-off analysis;
 - Conduct analyses and provide architecture impact assessments of proposed changes in information resources as directed;
 - EA tool set development, implementation and management;
 - Provide expertise to identify opportunities for integration and economies of scale across systems and/or organizations through the development or creation of enterprise architecture; and
 - Provide consultation on architecture improvement and recommendations on coordinating IT investments and initiatives across the CCPN and partner business processes.

Systems Review for Architectural Consistency

- A) Description - Engineering assistance to integrate systems based on architectural standards and common infrastructures. In particular, recommendations for systems development, acquisition, and operations and to leverage common infrastructures effectively among various partner missions and services. Such application reviews may cover a variety of IT system environments from simple personal computer (microprocessor) and workstation applications; to local area networks (LAN) and wide area networks (WAN), to distributed processing systems; to web-based interactive systems; to large and very complex mainframe database and file management systems that utilize remote batch processing and interactive teleprocessing.
- B) Examples of Potential Services:
- Assess system design of applications to ensure consistency between

- systems and enterprise architectures and best integration with common infrastructure before development (i.e., code generation);
- Evaluate and determine the adequacy and appropriateness of the proposed systems architecture and applications for the planned systems; and
- Assess risks related to systems development plans and change proposals to existing and target architecture at the systems and enterprise levels.

Strategic Planning Assistance

- A)** Description - Assistance in developing long-range IT plans, IT-enabled business plans, and program effectiveness measures related to proposed IT investments. Assistance with partner-level strategic planning for IT to ensure consistency with CCPN/partner (i.e., enterprise) plans and initiatives.
- B)** Examples of Potential Services:
- Analyze customer and citizen demand for IT-enabled services;
 - Evaluate current and emerging technologies and assist CCPN and partners with planning the tactical and strategic migration of business services to these technologies;
 - Develop IT strategic plans that align partner business and technology plans with the CCPN and partner technology and goals and objectives; and
 - Perform strengths, weaknesses, opportunities, and threats (SWOT) analyses, critical success factor analyses, strategic business planning, strategic information systems planning, electronic government assessments, and other techniques used to establish strategic information technology plans.

Project Management Services

- A)** Description - Successful IT project management services to ensure that IT project goals and objectives are met and that products are delivered on time, on budget and within scope, as well as meet the business objectives originally intended.
- B)** Examples of Potential Services:
- Ensure strategic alignment of IT projects by establishing project goals and objectives that are consistent with stated partner business drivers;
 - Provide project planning, task prioritization, budget/cost analysis, scheduling, projections of staffing requirements, and performance measurements; and
 - Assist CCPN and partners with project management of IT project by assessing and modifying Project Management Plans (PMP), schedules, contracts and manages resources; delegating tasks; receiving, gathering, analyzing and disseminating information; setting goals and objectives; organizing project team and governance structures; understanding technology projects and preparing action and contingency plans.

Risk Assessment Analysis

A) Description – Assess the risks associated with costs, benefits, schedule, technical performance, human factors, safety, and security. The analysis may include provisions for identifying risk areas, assessing risk factors, recommending appropriate resources to reduce risk factors, identifying and analyzing alternative actions available, identifying the most promising alternatives, and planning for implementation of risk reduction.

B) Examples of Potential Services:

- Assess risks and review technical risk assessments of an IT project, including subsystem designs, architectures, and computer systems in terms of their impact on costs, benefits, schedule and technical performance;
- Perform cost and schedule risk assessments to support various alternatives to meet mission need, recommend alternative courses of action when one or more interdependent segment(s) or phase(s) experience a delay, and recommend opportunities for new technology insertions;
- Provide fraud detection and prevention expertise on services to internal and external customers;
- Perform technical risk assessments at various points in the system life cycle;
- Identify areas of technical risk when translating operational requirements into system level requirements;
- Develop and/or evaluate potential methods of mitigating technical risks;
- Update evaluations in order to determine and forecast operational needs and changes;
- Provide presentations on reporting and operational enhancements;
- Develop operational management reporting tools and programs to prevent or mitigate risks;
- Provide and/or develop risk management policies, procedures, and guidelines; and
- Provide support for risk remediation.

Functional Area Fourteen – Documentation/Technical Writing:

A) Description –Develop and/or maintain the following types of documentation: system documentation; user manuals; computer operations and program maintenance manuals; plans for training, testing, quality assurance, and contingency operations; and backup, recovery and restart procedures; technical writing for proposals, presentations, standard operating procedures (SOP), policies and procedures.

B) Examples of Potential Services:

- Develop system documentation that captures functional, interface, integration, data, security, and internal control requirements, data sensitivity and criticality description, system/subsystem or modules, program, database design, security and internal control specifications
- Document security specifications
- Develop system documentation for a new or existing system
- Develop technical specifications for a proposal
- Develop standard operating procedures
- Update SDLC documentation

- Develop CCPN and partner security policy and procedures; and

Functional Area Fifteen – Quality Management:

Quality Management includes the overall quality of process management to the software development reviews and defect detection to the testing of the product for verification that it meets the requirements.

- A) Description - Create, update and implement quality assurance standards, processes and policies. To audit process and recommend improvements.
- B) Examples of Potential Services:
 - Process Development and Implementation
 - Information technology process definition and implementation
 - Identify and coordinate process integrations
 - Organizational process training
 - Auditing for efficiencies
 - Update and modify processes
 - Process Support
 - Portfolio Management
 - Resource Management
 - Software Development Methodology
 - Project Management
 - Configuration Management
 - Scope Management
 - Estimation
 - Software Quality Assurance - Create, update and implement quality assurance standards, processes and policies for the development and testing of software. Audit processes and recommend improvements.
 - Software Quality Process Development
 - Develop Project Quality Assurance Plans
 - Creation and implementation of product quality reviews
 - Creation and implementation of software testing strategies
 - Development and management of quality templates and tools
 - Auditing for efficiencies
 - Update and modify processes
 - Software Quality Control - Review and test the product during the Software Development Life Cycle (SDLC) to identify, classify, track and report defects and to coordinate resolution to ensure that the products meet specifications/requirements.
 - Reviews: Requirement Review, Design Review, Code Review, Implementation Plan Review, Test Plan Review, Test Cases Review
 - Testing: Unit Testing, Integration Testing, System Testing, Acceptance Testing

Functional Area Sixteen – Cloud Computing Services:

The Cloud Computing Services functional area includes any of the following types of services: Software as a Service (SaaS), Platform as a Service (PaaS), and Infrastructure as a Service (IaaS) for

public, private, and hybrid models. The goal is to provide reliable and scalable services while providing excellent technical and project management support for migration to cloud solutions.

CCPN Furnished Space/Equipment

The Contractor(s) will be provided limited working space as needed at any of the four CCPN partner locations. While additional equipment may, at the discretion of CCPN partners, be provided for Contractor(s) use, it is the responsibility of the Contractor(s) to provide necessary equipment and/or request the procurement of said equipment.

Hardware/Software

The Contractor(s) will provide network infrastructure solutions that include emerging technologies that support voice, data, and video in the workplace and that interface with next generation networks, as required. For example, the winning Contractor(s) shall be capable of establishing the telecommunications infrastructure of a new building, moving CCPN/partner equipment to a new location, or upgrading the CCPN/partner's legacy infrastructure.

The Contractor(s) will propose solutions to the CCPN's unique infrastructure-related requirements using commercially available products and services, or customized approaches if agreed upon by both the Contractor(s) and the CCPN.

The Contractor(s) will provide design, planning, implementation, and project management services for any proposed solution within a timeframe agreed upon at the outset of each project.

As part of the design and planning stage of any proposed solution, the Contractor(s) will provide, upon request: support documents to include but not limited to: requirements analysis, alternatives analysis, feasibility studies, economic analysis, workload analysis, security risk analysis, system requirements analysis, design and testing, and system/software compatibility studies.

As part of the project implementation of any proposed solution, the Contractor(s) will provide, upon request: Project management to include but not limited to: project planning and oversight, project tracking, resource analysis and assignment, budget/cost analysis, scheduling, performance measurements, risk management, change management, implementation, training, documentation, quality assurance.

The Contractor(s) will apply a structured methodology to identify, evaluate and select hardware, software, and services to meet specific requirements. When warranted, the Contractor(s) will adjust its methodology to mitigate risk. The Contractor(s) must describe their methodology.

Equipment Requirements

All proposed equipment will be commercially available "off-the-shelf" items requiring no further development and shall have been fully tested or demonstrated in a commercial or educational environment unless otherwise specified in the SOW or PO.

All equipment delivered under this contract must comply with International Organization for Standardization (ISO 9000) standards.

All equipment delivered under this contract will have a minimum up-time requirement of 99.95%. The Contractor(s) will supply Mean Time Between Failure (MTBF) and Mean Time to Repair (MTTR) data, as available, to ensure the reliability of delivered equipment and ensure its proper functioning.

The Contractor(s) will be capable of committing to a specified performance level and/or quality of service level for equipment in a Service Level Agreement (SLA). The basic requirements for the SLA include but are not limited to:

1. Specified level of customer support
2. Overall equipment availability as discussed above
3. Equipment quotes will be delivered to the CCPN within five (5) working days of request. Quotes will be delivered to the CCPN free of charge.

The Contractor(s) will establish and maintain an “inventory file” of all equipment purchased by the CCPN under this contract. Each record shall contain, but not be limited to, the following:

1. Original equipment manufacturer’s name and contact number
2. Date of installation
3. Warranty period (beginning and end dates)
4. Record of all maintenance performed (date and description of action taken)
5. Serial Numbers and/or inventory tag number

The Contractor(s) must show compatibility requirements for existing network installations for all proposed solutions.

The Contractor(s) must provide high level technical support for problem determination of network infrastructure and network performance of equipment sold and installed under this contract for a period equal to the warranty period starting at the date of installation and for a minimum of six (6) months.

The Contractor(s) must supply infrastructure maintenance and diagnostics during the equipment warranty period. Subcontractor(s) may be used only to supplement teams provided by the Contractor(s). The Contractor(s) must provide at least one qualified technician to be in charge of all diagnostics and upgrade teams provided as part of this contract.

Contractor(s) must agree to provide best competitive cost in the current market on all hardware and software, and must demonstrate this with examples in Attachment C, PRICE PROPOSAL. During the life of this contract, upon the purchase of any hardware or software, the CCPN reserves the right ask for, and receive, proof that vendor prices are fair and reasonable. If prices have been determined not to be fair and reasonable, the CCPN will purchase such hardware and software using alternate sources. The CCPN reserves the right to purchase hardware and software via other purchasing vehicles or to request that the Contractor(s) obtain multiple quotes for any technology purchased on behalf of the County.

Contractor(s) must possess the following certifications as well as in-depth experience and partner status with any proposed equipment manufacturer. Vendor must provide proof of all certifications and partnerships (not just those listed here) as attachments to their response to this proposal
Required certification: Juniper certification: JNCIP-ENT

The CCPN currently uses the following equipment/software manufacturers. Please list all applicable manufacturers' discounts. CCPN equipment/software includes but is not limited to:

- Aruba Authorized Equipment (non-refurbished)
- Avaya Authorized Equipment (non-refurbished)
- Cisco Authorized Equipment (non-refurbished)
- Genetec and Axis Equipment (non-refurbished)
- Juniper Authorized Equipment (non-refurbished)

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EVALUATION CRITERIA AND SELECTION PROCEDURE

Evaluation Criteria

Evaluation of the proposals will be based on the criteria set forth below: The Contract resulting from the RFP will be awarded to the Respondent(s) that is most advantageous to the County, considering price and the evaluation factors set forth herein. In making this determination, technical merit will receive greater weight than price.

Technical Criteria

The criteria to be applied to each technical proposal are listed below:

1. The detailed capabilities in the functional areas.
2. Backup, recovery, and security plans.
3. Hardware, software, and other technology utilized to support the functional areas.
4. Personnel proposed to perform the work.
5. Respondent experience and capabilities that illustrate the Respondents ability to successfully complete projects in the functional areas.
6. Respondent's business location – prefer firm located within or in close proximity to Carroll County for improved communication, interaction, project management, and economic development benefits.

General Selection Process

A selection team will independently review, evaluate, and score the proposals based on the evaluation criteria listed in the Request for Proposals. The team will come to a consensus and determine the final rankings of the proposals. The County intends to award the professional Services Agreement (similar in form to the attached) on the basis of qualifications, experience, and proposed fees.

Accordingly, the CCPN may hold discussions with all Respondents whose proposals are responsive and have been evaluated as meeting at the very least the minimum requirements and have the possibility of being selected for award. However, the CCPN also reserves the right to make an award without holding discussions. In either case of holding discussions or not doing so, the CCPN may determine a Respondent to be not responsible and/or not reasonably susceptible of being selected for award, at any time after the initial closing date for receipt of proposals and the review of those proposals.

Selection Process Sequence

- 1) The first step in the process will be to assess compliance with the proposal format set forth in Section 4 of this RFP. Respondents who fail to meet this basic requirement may be disqualified and their proposals eliminated from further consideration.
- 2) The next level of review will be an evaluation for technical merit. During this review, oral presentations and discussions with each Respondent will be held. The purpose of such discussions will be to assure a full understanding of the CCPNs' requirements and the Respondent's ability to perform, and to facilitate arrival at a contract that will be most

advantageous to the CCPN. For scheduling purposes Respondents should be prepared to make an oral presentation and participate in discussions within two weeks of the delivery of proposals to the CCPN. The Procurement Officer will contact Respondents when the schedule is set by the CCPN.

- 3) Respondents must confirm in writing any substantive oral clarification of, or change in, their proposals made in the course of discussions. Any such written clarification or change then becomes part of the Respondents proposal.
- 4) The Cost proposal of each qualified Respondent will be evaluated separately from the technical evaluation. After a review of the Cost proposals of qualified Respondents, the Procurement Officer may again conduct discussions.
- 5) When in the best interest of the CCPN, the Procurement Officer may permit Respondents who have submitted acceptable proposals to revise their initial proposals and submit, in writing, best and final offers (BAFOs).
- 6) Upon completion of all discussions and negotiations, reference checks, and site visits, if any, the Procurement Officer will recommend award of the contract to the responsible Respondent whose proposal is determined to be the most advantageous to the CCPN considering evaluation and price factors as set forth in this RFP. In making the most advantageous Respondent determination, technical factors will be given greater weight than Cost factors.

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Duration of Offer

Proposals submitted in response to this RFP are irrevocable for 120 days following the closing date of proposals or of Best and Final Offers (BAFOs), if requested. This period may be extended at the Procurement Officer's request only with the Respondents' written agreement.

Cancellations; Discussions

CCPN reserves the right to cancel this RFP, accept or reject any and all proposals, in whole or in part, received in response to this RFP, to waive or permit cure of minor irregularities, and to conduct discussions with all qualified or potentially qualified Respondents in any manner necessary to serve the best interests of the County. The County also reserves the right, in its sole discretion, to award a contract based upon the written proposals received without prior discussions or negotiations.

Incurred Expenses

CCPN will not be responsible for any costs incurred by a Respondent in preparing and submitting a proposal, in making an oral presentation, in providing a demonstration, or in performing any other activities relative to this solicitation.

Economy of Preparation

Proposals should be prepared simply and economically, providing a straightforward, concise description of the Respondents proposals to meet the requirements of this RFP.

Multiple or Alternative Proposals

Neither multiple nor alternate proposals will be accepted.

Access to Public Records Act Notice

A Respondent should give specific attention to the clear identification of those portions of its proposal that it considers confidential, proprietary commercial information or trade secrets, and provide justification why such materials, upon request, should not be disclosed by the County under the Access to Public Records Act, Title 10, Subtitle 6, of the State Government Article of the Annotated Code of Maryland.

Respondents are advised that, upon request for this information from a third party, the Procurement Officer is required to make an independent determination whether the information can be disclosed (see COMAR 21.05.08.01).

Respondent Responsibilities

The selected Respondent shall be responsible for all products and services required by this RFP. Subcontractor(s) must be identified and a complete description of their role relative to the proposals must be included in the Respondents proposals.

Mandatory Contractual Terms

By submitting an offer in response to this RFP, a Respondent, if selected for award, shall be deemed to have accepted the terms of this RFP and the Contract, attached as Attachment A. Any exceptions to this RFP or the Contract must be clearly identified in the Executive Summary of the technical proposal. A proposal that takes exception to these terms may be rejected.

Contract Price Adjustments

1. Price Adjustment

On July 1, 2025, and each July thereafter, the Contractor(s) shall be entitled to an adjustment to the hourly rate for labor categories listed in Section 3.1. At least fifteen (15) days prior to **July 1**, the CCPN shall advise the Contractor(s) of the permitted percentage adjustment for each hourly rate. The adjustment shall be based on the change in the Consumer Price Index as described in paragraph B below, but the maximum annual increase shall be limited to 5% of the current hourly rate.

All prices offered herein shall be firm against any increase for one (1) year from the effective date of this proposed agreement. Prior to commencement of subsequent renewal terms, the County will entertain requests for escalation of up to five (5%) increase on the current agreement. Request for price increases during option years must be made, in writing, to the Bureau of Purchasing, no later than 90 days before the expiration date of the contract, or the price shall remain as previously quoted. Any price increase must be accompanied by documentation supporting the rate increase. Increases for profit shall not be considered.

2. Consumer Price Index Information

- a. The adjustment shall be calculated by reference to the annual change in the U.S. Department of Labor, Bureau of Labor Statistics (BLS), the U.S. City Average Consumer Price Index - All Urban Consumers ("CPI-U"), all items, base period 1982-84=100, no seasonal adjustment, for the month of June.
- b. The adjustment will be calculated as a percentage resulting from the annual change in the index from August 1. An example of the calculation is provided in paragraph 4. Within five (5) business days of the receipt of the County's notice of adjustment, the Contractor(s) shall submit a schedule of revised rates.
- c. In the event that the BLS discontinues the use of the index described in paragraph B (1), adjustments shall be based upon the most comparable successor index to the CPI.
- d. The determination as to which index is most comparable shall be within the sole discretion of the County.

The following example illustrates the computation of percent change:

CPI for current period	136.0
Less CPI for previous period -	<u>129.9</u>
Equals index point change	6.1
Divided by previous period CPI /	<u>129.9</u>
Equals	0.047
Result multiplied by 100	<u>0.047 x 100</u>
Equals percent change	4.7

Contract Extended to Other Governments or Agencies

For the purposes of an information technology contract, State, County, municipal, and other non-county governments or agencies may purchase from the Contractor(s) goods or services covered by this contract at the same prices chargeable to Carroll County.

All such purchases by non-Carroll County governments or agencies:

1. Shall constitute contracts between the Contractor(s) and that government or agency;
2. Shall not constitute purchases by Carroll County or County agencies under this contract;
3. Shall not be binding or enforceable against Carroll County;
4. May be subject to other terms and conditions agreed to by the Contractor(s) and the purchaser. Contractor(s) bears the risk of determining whether or not a government or agency with which the Contractor(s) is dealing is a qualified government agency.

Insurance

1. The Contractor(s) shall indemnify and hold harmless the County, its officers, employees, agents, and volunteers from any and all claims, suits, losses, damages or expenses on account of injuries to or death of any or all persons or property damages sustained and caused by an act, omission, neglect or misconduct of said Contractor(s). Refer to the General Instruction for the required specific coverage amounts.
2. The Contractor(s) shall maintain property and casualty insurance with minimum limits sufficient to cover losses resulting from or arising out of Contractor(s) action or inaction in the performance of the contract by the Contractor(s), its agents, servants, employees or subcontractor(s).
3. The Contractor(s) shall maintain a policy of general and cyber liability insurance that is of the proper type and of sufficient limits that the County and its officials, employees, agents, servants, guests and subcontractor(s) are reasonably covered in the event of injury or death.
4. Certificates of insurance evidencing this coverage will be provided prior to the commencement of any activities in the Contract. All insurance policies must be with a company licensed to do business in Maryland.
5. Prior to the job starting date, the Contractor(s) must provide the Carroll County Office of Procurement with a Certificate of Insurance for all required coverage. The certificate must show: Contractor(s)'s agent's name, insurance carrier's name, the County as additionally insured, name of Contractor(s), policy number, effective and expiration dates of Contractor(s)'s policy.

County's Rights

The County reserves and holds the following rights and options which may be exercised at its sole discretion with respect to this RFP:

1. The County reserves the right to accept or reject any or all proposals and all Contractor(s) are notified that such acceptance or rejection shall be without liability on the part of the County, nor shall the Contractor(s) seek any recourse of any kind against the County because of such acceptance or rejection. The submittal of a Proposal in response to this notice shall constitute an agreement of the Contractor(s) to these conditions;
2. To select and enter into an agreement with the Contractor(s) which, in County's judgment, best satisfies the requirements and the goals and objectives of the County and, the best interests of the citizens of Carroll County.
3. To terminate or resume the procurement process by written notice to the Contractor(s) for any reason whatsoever.
4. To reject or set aside for subsequent reactivation any and all Proposals by written notice to such Contractor(s) for any reason.
5. To supplement, amend, or otherwise modify the scope of services at any time after receipt of proposals.
6. To execute an Agreement with the most responsible and responsive Contractor(s), based on the proposal and any clarifications and changes thereto made during the procurement process, that meets the requirements set forth in the RFP.
7. To seek and receive clarifications or changes to any proposal at any time.
8. To enter into preliminary or final negotiations at any time with any Contractor(s) individually or simultaneously with one or more other Contractor(s).
9. To conduct any clarification or negotiation with any Contractor(s) or any two or more Contractor(s).
10. To set or modify any deadline for the completion of any clarification or negotiation phase of the procurement process.
11. To reduce or expand at any time the list of Contractor(s) with which the County is actively engaged in any clarification or negotiation process, based on the evaluation factors set forth in this RFP as applied to the state of development of each Proposal as revised to such date.
12. To decline to enter an agreement as contemplated in this RFP.
13. To designate another body, agency, group, person, or authority to act on behalf of the County during the negotiation process or to assist it in the negotiation process.
14. To establish minimum qualifications for subcontractor(s) and suppliers and to disapprove proposed subcontractor(s) and suppliers other than those originally included in the team presented in the Statement of Qualifications from each Contractor(s).

Furthermore, each Contractor(s), by submitting its proposal, agrees to hold the County harmless and free from all liability, loss, injury, and/or cost and expense which might be incurred by such Contractor(s) in responding to or as a consequence of its response to this RFP and agrees to waive any and all claims for damages arising in connection with the procurement process contemplated by the RFP.

Non-collusion Certification

By submission of this proposal, the Contractor(s) hereby certifies:

1. The fees in this Proposal have been arrived at as a result of an independent business judgment, without collusion, consultation, communication, agreement or otherwise for the purpose of restricting competition, in any manner relating to prices, with any other person, partnership or corporation
2. Unless otherwise required by law, the fees which have been quoted in this Proposal have not directly or indirectly been knowingly disclosed by the Contractor(s), prior to proposal “opening,” to any other person, partnership or corporation; and,
3. No attempt has been made, or will be made, by the Contractor(s) to induce any other person, partnership or corporation to submit, or not to submit, a Proposal for the purpose of restricting competition.

Nondiscrimination

During the performance of this contract the Contractor(s) agrees as follows:

The Contractor(s) shall not discriminate against any person on the basis of race, creed, color, national origin, religion, sex or sexual orientation, age, marital status or mental or physical handicap in connection with the performance of the contract.

The Contractor(s) will also take a consultative action to ensure that applicants are recruited and employed, and that employees are treated during employment, without regard to their age, race, creed, color, national origin, ancestry, physical disability, marital status, sex or sexual orientation.

Project Information

All existing CCPN data and additional data or information developed by the Contractor(s) for this contract is and shall be the sole property of the CCPN. The Contractor(s) may not assert any right of ownership to any of the data or information resulting from this contract, including text files, mapping data, databases, spreadsheets, etc. The CCPN shall have full rights for use and transfer of any and all data or information. Any transfer, sale, distribution, loan or offering for use of existing data or data and information developed by the Contractor(s) for this project, in whole or in part, to any person or entity outside of Carroll County Government and/or the CCPN is prohibited without prior written consent by the County or appropriate CCPN Partner.

Service Agreement

A sample standard form of the Services Agreement is attached as Attachment A and will be used to finalize a Contract Agreement with the successful Contractor(s).

The Americans with Disabilities Act

The Americans with Disabilities Act applies to the County and its programs, services, activities and facilities. Anyone requiring an accommodation should contact the American with Disabilities Act Coordinator, Jolene G. Sullivan, at 410-386-3600 or 1-888-302-8978 at least five days in advance so that we may make arrangements. The mailing address is 10 Distillery Drive, First Floor, Suite 101, Westminster, MD 21157.

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RESPONDENT MINIMUM QUALIFICATIONS

The respondent should demonstrate skills in the major areas of competency outlined in this RFP. Demonstrated successful completion of similar projects will be given significant quality points in the review of the proposal.

PERSONNEL AND LABOR CATEGORIES

Administrator, Systems

Duties: Monitor and coordinate all data system operations, including security procedures, and liaison with end users. Ensure that necessary system backups are performed and storage and rotation of backups is accomplished. Monitor and maintain records of system performance and capacity to arrange vendor services or other actions for reconfiguration and anticipate requirements for system expansion. Assist managers to monitor and comply with CCPN data security requirements. Coordinate software development, user training, network management and minor installation and repair of equipment.

Education: An Associate's degree from an accredited college or university in Computer Science, Information Systems, Business or other related technical discipline. A bachelor's degree in one of the above disciplines equals one year specialized and two (2) years general experience. An additional year of specialized experience may be substituted for the required education.

General Experience: Two (2) years of experience in a computer-related field.

Specialized Experience: One (1) year of experience administering multi-user, shared processor systems and data communications networks.

Analyst, Computer Software/Integration (Senior)

Duties: Must be knowledgeable in implementing computer systems in a phased approach of requirements analysis and conceptual design, site survey, system design review, critical design review, installation, integration, and testing. Must be knowledgeable in performing requirements analysis for a wide range of users in areas such as office automation, and finance and accounting. Must be able to present system designs for user approval at formal reviews. Must be capable of performing configuration management, software integration, interpreting software test results, and recommending solutions for unsatisfactory test results. Must be knowledgeable in life-cycle support, including maintenance, administration, and management. Must be able to provide solutions to identified software problem reports.

Education: A Bachelor's Degree from an accredited college or university with a major in Computer Science, Information Systems, Engineering, Business, or other related scientific or technical discipline. A Master's Degree is preferred.

General Experience: Must have eight (8) years of progressive working experience as a computer specialist or a computer systems analyst.

Specialized Experience: At least five (5) years of experience as a Computer Systems Analysts

Analyst, Computer Systems (Junior)

Duties: Develops requirements for information systems from a project's inception to conclusion. Develops required specifications for simple to moderately complex systems. Assists senior computer systems analyst in preparing input and test data for the proposed system.

Education: A Bachelor's Degree from an accredited college or university with a major in Computer Science, Information Systems, Engineering, Business, or other related scientific or technical discipline or three (3) years of equivalent experience in a related field.

General Experience: Must have three (3) years of computer experience in assignments of a technical nature working under close supervision and direction.

Specialized Experience: At least one (1) year of experience in analyzing and programming applications on large-scale or mid-tier computers (or LAN-based) with a minimum of one (1) year of design and programming of moderately complex IT systems.

Analyst, Computer Systems (Senior)

Duties: Provides technical and administrative direction for personnel performing software development tasks, including the review of work products for correctness, adherence to the design concept and to user standards and for progress in accordance with schedules. Must be able to coordinate with the Program Manager to ensure problem solution and user satisfaction. Makes recommendations, if needed, for approval of major systems installations. Prepares milestone status reports and deliveries/presentations on the system concept to colleagues, subordinates, and end user representatives. Provides daily supervision and direction to support staff.

Education: A Bachelor's Degree from an accredited college or university with a major in Computer Science, Information Systems, Engineering, Business, or other related scientific or technical discipline or three (3) years of equivalent experience in a related field. A Master's Degree is preferred.

General Experience: Must have eight (8) years of computer experience working independently or under general direction on complex application problems involving all phases of systems analysis.

Specialized Experience: At least five (5) years of experience in analysis and design of business applications for complex large-scale or mid-tier computer systems, or LAN-based systems, to include experience in Database Management Systems (DBMS), and use of programming languages. Knowledge of current storage and retrieval methods and demonstrated ability to formulate specifications for computer programmers to use in coding, testing, and debugging of computer programs, documents, and procedures.

Analyst, Systems (Senior)

Duties: Serves as a computer systems expert on assignments that typically involve establishing automated systems, where concern is with overall life cycle structure; and conducts feasibility studies from design, implementation and post-implementation evaluation from a number of possible approaches. Design criteria must be established to accommodate changes in legislation, mission, or functional program requirements.

Education: Bachelor's Degree from an accredited college or university in Computer Science, Systems Analysis, Information Systems or a related field. A Master's Degree in a related field of information technology is preferred.

General Experience: A minimum of eight (8) years of experience in information technology systems analysis.

Specialized Experience: At least five (5) years of experience in the design of business applications on complex IT systems. Requires a broad knowledge of data sources, data flow, system interactions, advanced computer equipment and software applications, and advanced systems design techniques to develop solutions to unyielding complex problems and to advise officials on systems design and IT forecasts.

Application Developer, Advanced Technology

Duties: Must be able to translate applications requirements into web-based solutions using available technology. Must be able to apply new and emerging technologies to the software development process.

Education: A Bachelor's Degree from an accredited college or university with a major in Computer Science, Information Systems, Engineering, Business, or other related scientific or technical discipline or three (3) years of equivalent experience in a related field.

General Experience: Must have two (2) years of computer experience in at least two of the following disciplines: systems analysis, systems programming, application programming, and equipment analysis.

Specialized Experience: At least one (1) year of experience developing applications using advanced technologies, such as Internet protocols or web-based technology. Technologies include HTML, CGI applications, PERL or Javascript, and Java.

Application Developer, Advanced Technology (Senior)

Duties: Must be able to translate applications requirements into web-based solutions using available technology. Must be able to apply new and emerging technologies to the software development process.

Education: A Bachelor's Degree from an accredited college or university with a major in Computer Science, Information Systems, Engineering, Business, or other related scientific or technical discipline or five (5) years of equivalent experience in a related field. A Master's Degree is preferred.

General Experience: Must have three (3) years of computer experience in at least two of the following disciplines: system analysis, system programming, application programming, and equipment analysis.

Specialized Experience: At least one (1) year of experience developing applications using advanced technologies, including Internet protocols or web-based technology. Technologies include HTML, Microsoft Visual Studio, CGI applications, PERL or JavaScript, and Java.

Applications Development Expert

Duties: Provides design recommendations based on long-term IT organization strategy. Develops enterprise level application and custom integration solutions including major enhancements and interfaces, functions and features. Uses a variety of platforms to provide automated systems applications to customers. Provides expertise regarding the integration of applications across the business. Determines specifications, then plans, designs, and develops the most complex and business critical software solutions, utilizing appropriate software engineering processes – either individually or in concert with a project team. Will assist in the most difficult support problems.

Develops programming and development standards and procedures as well as programming architectures for code reuse. Has in-depth knowledge of state-of-the art programming languages and object-oriented approach in designing, coding, testing and debugging programs. Understands and consistently applies the attributes and processes of current application development methodologies. Researches and maintains knowledge in emerging technologies and possible application to the business. Viewed both internally and externally as a technical expert and critical technical resource across multiple disciplines. Acts as an internal consultant, advocate, mentor and change agent.

Education: Preference for a Bachelor's or Master's Degree in Computer Science, Information Systems, or other related field or equivalent work experience.

General Experience: At least seven (7) years of IT and business/industry work experience.

Specialized Experience: At least three (3) years as Technical expert in IT organization. Coaches and mentors more junior technical staff. Provides technical input into the most complex and high impact IT decisions. Accountable for the most complex enterprise-wide applications and issues, translating highly complex concepts for peers and customers.

Applications Programmer

Duties: Analyzes functional business applications and design specifications for functional areas such as finance, accounting, personnel, manpower, logistics, and contracts. Develops block diagrams and logic flowcharts. Translates detailed design into computer software. Tests, debugs, and refines the computer software to produce the required product. Prepares required documentation, including both

program-level and user-level documentation. Enhances software to reduce operating time or improve efficiency. Provides technical direction to programmers as required to ensure program deadlines are met.

Education: A Bachelor's Degree from an accredited college or university with a major in Computer Science, Information Systems, Engineering, Business, or other related scientific or technical discipline or three (3) years of equivalent experience in a related field. A Master's Degree is preferred.

General Experience: Must have five (5) years of computer experience in information systems design.

Specialized Experience: At least three (3) years of experience as an application programmer on large- scale DBMS, knowledge of computer equipment, and ability to develop complex software to satisfy design objectives.

Architect, Application (Senior)

Duties: Manages major projects that involve providing professional support services and/or the integration, implementation and transition of large, complex systems. Provides design and development of e- government solutions, and is responsible for technical design and implementation of the architecture. Designs, develops and maintains infrastructure and backend applications. Provides expertise on defining the role of broadband and wireless applications. Provides definition of current CCPN architecture blueprints. Provides expertise with web servers, gateways, and application servers and content management systems. Provides experience in web application technologies and middleware solutions. Researches new technologies and products for their applicability to business processes. Must be able to compare various solutions and determine the most suitable. Ensures that development efforts are well planned and in agreement with standards.

Education: Bachelor's Degree from an accredited college or university in Engineering, Computer Science, Mathematics or other related scientific or technical discipline. Master's degree preferred.

General Experience: At least 10 years of experience planning, designing, building, and implementing IT application systems. Must have led or been chief architect in a major IT applications implementation effort. Must have a strong background in software engineering principles and techniques.

Specialized Experience: At least six (6) years of experience in designing medium to large-scale sites and management of at least five Internet projects.

Architect, Information Technology (Senior)

Duties: Provides expertise in the most current principles and practices of architecture data management systems and experience in large system designs, and with data modeling in the information management arena. Provides expertise in modeling and organizing information to facilitate support of projects or information architectures. Provides guidance on how and what to

data and process model. Primarily deals with transition planning from legacy to modern systems by concentrating on information flows, data exchange, and data translation standardization services.

Education: Bachelor's Degree from an accredited college or university with a major in Engineering, Computer Science, Mathematics or a related field. Master's degree preferred.

General Experience: At least ten (10) years of experience planning, designing, building, and implementing IT systems.

Specialized Experience: At least five (5) years of the required ten (10) years of experience must be in the direct supervision and management of major projects that involve providing professional support services and/or the integration, implementation and transition of large complex system and subsystem architectures. Must have led or been chief architect in major IT implementation efforts. Must demonstrate a broad understanding of client IT environmental issues and solutions and be a recognized expert within the IT industry. Must demonstrate advanced abilities to team and mentor and possess demonstrated excellence in written and verbal communication skills.

Architect, Internet/Web

Duties: Responsible for analyzing assigned specifications, planning, designing and developing solutions, utilizing appropriate Internet/Intranet/Extranet architecture processes supporting a wide range of business processes. Provides appropriate documentation for object design decisions, estimating assumptions, applets and performance metrics – as required by organization architecture process standards, or as assigned. Responsible for minimizing the issues between the client and the server applications and for the overall setup and design of the Internet and web server architecture. The impact and complexity of this job increases if an organization is utilizing Internet solutions (vs. only Intranet), especially those with significant business impact (e.g., e-business).

Education: Preference for a Bachelor's Degree in Computer Science, Information Systems, or other related field or equivalent work experience.

General Experience: At least five (5) years of IT work experience.

Specialized Experience: Has worked independently or as a part of a team under general supervision and coached more junior technical staff. Technical expert in IT organization. Provides input into highly complex and high impacting decisions as it relates to area of expertise.

Architect, Systems (Senior)

Duties: Responsible for developing business, data, systems, and infrastructure models to develop enterprise architectures. Develops plans for migrating architectures. Develops technical reference models to include hardware/software standards. Engineers integrated hardware and software solutions to meet mission requirements.

Education: Bachelor's Degree from an accredited college or university in Computer Science, Information Systems or related field or three (3) years of equivalent experience in a related field. A Master's Degree in information technology is a plus.

General Experience: Experience performing architecture related work on at least five (5) IT systems.

Specialized Experience: Experience performing a significant role in all aspects of architecture related work on at least two (2) large IT systems.

Architect, Systems Design

Duties: Must be able to lead team in developing application, development, network, and technical architectures for mid-range client/server and mainframe applications. Responsible for gathering and defining the architecture requirements and for ensuring that the architectures are compatible and in compliance with the appropriate IT organization and project standards.

Education: A Bachelor's Degree from an accredited college or university with a major in Computer Science, Information Systems, Engineering, Business, or other related scientific or technical discipline. A Master's Degree is preferred.

General Experience: Must have six (6) years of experience planning, designing, building, and implementing mid-range IT systems.

Specialized Experience: At least four (4) years of experience developing applications, development, network, and technical architectures for mid-range client/server and mainframe applications. Demonstrated ability to develop and execute architecture strategies and to perform feasibility studies and integration analyses. Experience supervising and providing guidance in implementing various mid-range architectures and supporting implementation of large-scale applications.

Auditor, IT (Senior)

Duties: Identifies information processing and technology risks. Evaluates controls and makes recommendations. Identifies problems and recommends solutions. Reviews the installation and security related controls for a wide variety of computing platforms, including operating systems, sub-systems, databases and software products used to support the processing environment. Prepares and performs audit tests and evaluates results. Provides documentation of audit tests to facilitate efficient and effective reviews.

Education: CPA required. Bachelor's Degree from an accredited college or university in Accounting, Finance, Business, Computer Science, Information Systems, or related field.

General Experience: At least 10 years auditing experience.

Specialized Experience: At least seven (7) years of experience in IT audits. Proficient in generally accepted IT standards, statements and practices and IT security and control practices.

Computer Graphics Illustrator

Duties: Duties will include recommending various methods of portraying ideas and the design, layout, and generation of a variety of graphical presentation products from rough drafts or outlines. Must possess skill in the preparation of graphs, charts and text data for visual presentations. Duties will be performed using complex automated color graphic equipment and PC software packages. A basic knowledge of graphic equipment, graphic software, file formats and graphic terms is required.

Education: High school diploma or equivalent. An additional year of specialized experience may be substituted for the required education.

General Experience: Three (3) years of experience in creating and generating graphics using computer graphics software.

Computer Operations Center Specialist

Duties: Establishes detailed schedules for utilization of all equipment in the computer operations center to obtain maximum usage. Consults with personnel in other data processing sections to coordinate activities and prepare activity and progress reports regarding the computer operations center. Evaluates production, equipment and personnel costs. Analyzes and interprets technical data processing data. Communicates technical data processing information effectively both orally and in writing. Applies applicable rules, regulations, policies and procedures of the computer operations center.

Education: A Bachelor's Degree from an accredited college or university with a major in Computer Science, Information Systems, Engineering, Business, or other related scientific or technical discipline or three (3) years of equivalent experience in a related field. A Master's Degree is preferred.

General Experience: This position requires a minimum of five (5) years of experience.

Specialized Experience: At least three (3) years of specialized experience working in a computer operations center. Ability to function in a multi-system and/or multi-application environment. Ability to operate and monitor multiple terminals. Knowledge of data processing operations, equipment, procedures, and workflow. Knowledge of environmental requirements of mainframes, servers and other hardware. Knowledge of emergency security procedures for a computer operations center.

Computer Operations Research Analyst

Duties: Performs technical work in the operation of electronic computers and auxiliary peripheral equipment. Collates information into meaningful reports and presentation material. Maintains

any technical information in a systems library. Applies principles and methods to obtain maximum utilization of computer equipment. Operates and cares for computers and peripheral equipment.

Education: A Bachelor's Degree from an accredited college or university with a major in Computer Science, Information Systems, Engineering, Business, or other related scientific or technical discipline or three (3) years of equivalent experience in a related field.

General Experience: A minimum of one (1) year of work experience in a business environment.

Specialized Experience: At least one (1) year of demonstrated experience working in a computer operations center. Ability to function in a multi-system and/or multi-application environment. Ability to follow complex oral and written instruction. Ability to operate and monitor multiple terminals.

Computer Operator

Education: A high school diploma or equivalent. An Associate's Degree from an accredited college or university in Computer Science, Information Systems, Business or other related technical discipline is preferred. An associate degree in one of the above disciplines equals one year specialized and two years general experience. An additional year of specialized experience may be substituted for the required education.

General Experience: Five (5) years of experience in a computer-related field.

Specialized Experience: Three (3) years of experience administering multi-user, shared processor systems.

Computer Operator (Senior)

Education: A high school diploma or equivalent. An Associate's Degree from an accredited college or university in Computer Science, Information Systems, Business or other related technical discipline is preferred. An associate degree in one of the above disciplines equals one year specialized and two years general experience. An additional year of specialized experience may be substituted for the required education.

General Experience: Seven (7) years of experience in a computer-related field.

Specialized Experience: Five (5) years of experience administering multi-user, shared processor systems.

Computer Programmer (Junior)

Duties: Must be capable of translating detailed program flowcharts into program-coded instructions used by third- and fourth-generation, or current state-of-the-art computers.

Education: A Bachelor's Degree from an accredited college or university with a major in Computer Science, Information Systems, Engineering, Business, or other related scientific or technical discipline or three (3) years of equivalent experience in a related field.

General Experience: Must have three (3) years of computer programming experience.

Computer Programmer (Senior)

Duties: Must be capable of utilizing third- and fourth-generation or current state-of-the-art IT equipment and languages to develop and prepare diagrammatic plans for solution of business, management, communications, and strategic problems. Must be able to design detailed programs, flowcharts, and diagrams showing mathematical computations and sequence of machine operations necessary to copy and process data and print results. Must be able to verify the accuracy and completeness of programs and systems by preparing sample representative data and perform testing by means of cycle and system processing.

Education: A Bachelor's Degree from an accredited college or university with a major in Computer Science, Information Systems, Engineering, Business, or other related scientific or technical discipline or three (3) years of equivalent experience in a related field. A Master's Degree is preferred.

General Experience: Must have eight (8) years of programming experience in software development or maintenance.

Specialized Experience: At least five (5) years of experience in IT systems analysis and programming.

Computer Specialist

Duties: Must be able to determine costs for converting computer systems from one language or machine to another by utilizing compilers, simulators, emulators, and/or language translators and recommend better utilization of operating systems capabilities to improve system efficiency. Must be able to develop, manage, maintain, and evaluate state-of-the-art computer hardware, software, and software development tools; evaluate their ability to support specific requirements and interface with other equipment and systems; determine potential and actual bottlenecks; propose recommendations for their elimination; and make recommendations for systems improvements that will result in optimal hardware and software usage.

Education: A Bachelor's Degree from an accredited college or university with a major in Computer Science, Information Systems, Engineering, Business, or other related scientific or technical discipline or three (3) years of equivalent experience in a related field.

General Experience: Must have five (5) years of computer experience in at least two (2) of the following disciplines: systems analysis, systems programming, application programming, or equipment analysis.

Specialized Experience: At least three (3) years of experience as either a computer hardware and/or systems software specialist, or as a systems analyst with duties relating to the evaluation of third- and fourth-generation or state-of-the-art computer hardware and software and its ability to support specific requirements for systems management or large-scale system development and maintenance.

Computer Specialist (Senior)

Duties: Must be able to determine costs for converting computer systems from one language or machine to another by using compilers, simulators, emulators, and/or language translators and to recommend better utilization of operating systems capabilities for improving system efficiency. Develops, manages, maintains, and evaluates current state-of-the-art computer hardware, software, and software development tools; evaluates their ability to support specific requirements and interface with other equipment and systems; determines potential and actual bottlenecks and proposes recommendations for their elimination; and makes recommendations for system improvements that will result in optimal hardware and software use.

Education: A Bachelor's Degree from an accredited college or university with a major in Computer Science, Information Systems, Engineering, Business, or other related scientific or technical discipline or three (3) years of equivalent experience in a related field. A Master's Degree is preferred.

General Experience: Must have eight (8) years of computer experience in at least two of the following disciplines: system analysis, system programming, application programming, and equipment analysis.

Specialized Experience: At least five (5) years of experience either as a computer hardware or systems software specialist or as a systems analyst with duties relating to the evaluation of third- and fourth-generation or current state-of-the-art computer hardware and software and its ability to support specific requirements for hardware and software evaluation, system management, or large-scale system development and maintenance.

Computer Systems Programmer

Duties: Create and/or maintain operating systems, communications software, database packages, compilers, repositories, and utility and assembler programs. Modify existing software and develop special- purpose software to ensure efficiency and integrity between systems and applications.

Education: A Bachelor's Degree from an accredited college or university with a major in Computer Science, Information Systems, Engineering, Business, or other related scientific or technical discipline or three (3) years of equivalent experience in a related field. A Master's Degree is preferred.

General Experience: Must have five (5) years of computer experience in information systems design.

Specialized Experience: At least three (3) years of experience in IT systems analysis and programming.

Computer Systems Programmer (Senior)

Duties: Create and/or maintain operating systems, communications software, database packages, compilers, repositories, and utility and assembler programs. Modify existing software and develop special-purpose software to ensure efficiency and integrity between systems and applications.

Education: A Bachelor's Degree from an accredited college or university with a major in Computer Science, Information Systems, Engineering, Business, or other related scientific or technical discipline or three (3) years of equivalent experience in a related field. A Master's Degree is preferred.

General Experience: Must have 12 years of computer experience in information systems design.

Specialized Experience: At least 10 years of experience in IT systems analysis and programming.

Database Management Specialist (Junior)

Duties: Must be capable of providing highly technical expertise and support in the use of DBMS. Must be able to evaluate and recommend available DBMS products to support validated user requirements. Defines file organization, indexing methods, and security procedures for specific user applications. Develops, implements, and maintains database back-up and recovery procedures for the processing environments, and ensures that data integrity, security, and recoverability are built into the DBMS applications.

Education: A Bachelor's Degree from an accredited college or university with a major in Computer Science, Information Systems, Engineering, Business, or other related scientific or technical discipline or three (3) years of equivalent experience in a related field.

General Experience: Must have three (3) years of experience in DBMS systems analysis and programming.

Specialized Experience: At least one (1) year of experience in using current DBMS technologies, application design utilizing various database management systems and experience with DBMS internals.

Database Management Specialist (Senior)

Duties: Must be capable of providing highly technical expertise and support in the use of DBMS. Must be able to evaluate and recommend available DBMS products to support validated user requirements. Defines file organization, indexing methods, and security procedures for specific user applications. Develops, implements, and maintains database back-up and recovery procedures for the processing environments, and ensures that data integrity, security, and recoverability are built into the DBMS applications.

Education: A Bachelor's Degree from an accredited college or university with a major in Computer Science, Information Systems, Engineering, Business, or other related scientific or technical discipline or three (3) years of equivalent experience in a related field.

General Experience: Must have six (6) years of experience in DBMS systems analysis and programming.

Specialized Experience: At least three (3) years of experience in using current DBMS technologies, application design utilizing various database management systems and experience with DBMS internals.

Database Manager

Duties: Must be capable of managing the development of database projects. Must be able to plan and budget staff and data resources. Supports application developers in planning preparation, load analysis, and backup and recovery of data. When necessary, reallocates resources to maximize benefits. Must be able to prepare and deliver presentations on DBMS concepts. Provides daily supervision and direction to support staff. Monitors performance and evaluates areas to improve efficiency.

Education: A Bachelor's Degree from an accredited college or university with a major in Computer Science, Information Systems, Engineering, Business, or other related scientific or technical discipline or three (3) years of equivalent experience in a related field. A Master's Degree is preferred.

General Experience: Must have seven (7) years of experience in the development and maintenance of database systems.

Specialized Experience: At least five (5) years of experience with database management systems, system design and analysis, operating systems software, and internal and data manipulation languages.

Documentation Specialist

Duties: Gathers, analyzes, and composes technical information. Conducts research and ensures the use of proper technical terminology. Translates technical information into clear, readable documents to be used by technical and non-technical personnel. For applications built to run in a Windows environment, uses the standard help compiler to prepare all on-line documentation.

Education: Associate's Degree in related field. A Bachelor's degree is preferred.

General Experience: Must have four (4) years of experience in technical writing and documentation experience pertaining to all aspects of IT.

Specialized Experience: A minimum of two (2) years of experience in preparing technical documentation, which is to include researching for applicable standards.

Electrician, Journeyman

Duties: Identify malfunctions in electrical and electro-mechanical instruments. Repair non-functioning electrical and electro-mechanical instruments. Calibrate scientific and industrial instruments. Use established maintenance procedures for scientific and industrial instruments. Test input/output parameters of electrical/mechanical devices. Assemble electrical and electro-mechanical devices. Identify electrical/electro-mechanical components, devices or systems in accordance with predetermined specifications. Present technical information in oral, written and graphic form, including use of microcomputers to manipulate content and access information.

Education: An Associate's degree from an accredited college or university in Electronics Technology or a related field; or Technical school certificate of completion in the electrical field; or the equivalent military training. An additional year of specialized experience may be substituted for the required education. Must have a master electrician license from the Maryland Board of Master Electricians.

General Experience: Five (5) years of experience in electronics or related field.

Specialized Experience: Three (3) years of experience in the following areas: design, construction, testing, installation, maintenance and repair of electronic systems.

Electrician, Licensed Master

Duties: Identify malfunctions in electrical and electro-mechanical instruments. Repair non-functioning electrical and electro-mechanical instruments. Calibrate scientific and industrial instruments. Use established maintenance procedures for scientific and industrial instruments. Test input/output parameters of electrical/mechanical devices. Assemble electrical and electro-mechanical devices. Identify electrical/electro-mechanical components, devices or systems in accordance with predetermined specifications. Present technical information in oral, written and graphic form, including use of microcomputers to manipulate content and access information.

Education: An Associate's degree from an accredited college or university in Electronics Technology or a related field; or Technical school certificate of completion in the electrical field; or the equivalent military training. An additional year of specialized experience may be substituted for the required education. Must have a master electrician license from the Maryland Board of Master Electricians.

General Experience: Seven (7) years of experience in the electronics or related field.

Specialized Experience: Five (5) years of experience in the following areas: design, construction, testing, installation, maintenance and repair of electronic systems

Electrician's Helper

Duties: Performs task assigned by the Foreman or Electrician with a minimum of supervision such as: terminate junction boxes; install required conduit and wiring including branch and feeder, above and below ground; install fixture connections and rough-ins; under supervision of the Foreman or an Electrician, operates a variety of electrical testing equipment in locating and determining types of electrical malfunctions; demonstrates basic knowledge of plans, drawings, specifications and work orders; and, conducts all tasks in a safe and efficient manner.

Education: A high school diploma or equivalent. An Associate's degree from an accredited college or university in Electronics Technology or a related field; or Technical school certificate of completion in the electrical field; or the equivalent military training is preferred. An additional year of specialized experience may be substituted for the required education. Must have a master electrician license from the Maryland Board of Master Electricians.

General Experience: One (1) years of experience in electronics or related field.

Specialized Experience: Six (6) months experience in the following areas: design, construction, testing, installation, maintenance and repair of electronic systems.

Engineer, Facility Operations

Duties: Provides engineering support for facility and infrastructure projects. Support includes project development, design, bid proposal, schedule development, and technical support. May also manage and direct personnel in the operation, maintenance and repair of facilities, systems and institutional equipment. Includes building, heating, ventilation and air conditioning (HVAC) systems, boiler systems, generator systems and electrical systems.

Education: A Bachelor's degree from an accredited college or university in civil, mechanical, electrical, industrial or facilities management engineering or another related field.

General Experience: This position typically requires eight (8) years of experience in facilities management or a related field.

Engineer, Information

Duties: Must be capable of applying a business wide set of disciplines for planning, analysis, design, construction, and maintenance of information systems on a business-wide basis or across a major sector of the business. Must be capable of performing business strategic systems planning, information planning, and analysis. Performs process and data modeling in support of the planning and analysis efforts using both manual and automated tools, such as I-CASE tools. Must be able to apply reverse engineering and reengineering disciplines to develop migration strategic and planning documents. Provides technical guidance in software engineering techniques and automated support tools.

Education: A Bachelor's Degree from an accredited college or university with a major in Computer Science, Information Systems, Engineering, Business, or other related scientific or technical discipline.

General Experience: Must have five (5) years of experience in engineering, systems analysis, design, and programming.

Specialized Experience: At least two (2) years of experience in information systems development, functional and data requirement analysis, systems analysis and design, programming, program design, and documentation preparation.

Engineer, Information (Senior)

Duties: Develops analytical and computational techniques and methodology for problem solutions. Performs process and data modeling in support of the planning and analysis efforts using manual and automated tools; such as Integrated Computer-Aided Software Engineering (I-CASE) tools. Must be able to apply reverse engineering and reengineering disciplines to develop migration strategic and planning documents. Provides technical guidance in software engineering techniques and automated support tools. Must be capable of applying business process improvement practices to modernization projects. Applies, as appropriate, activity and data modeling transaction flow analysis; internal control and risk analysis; modern business methods; and performance measurement techniques. Assists in establishing standards for information systems procedures. Develops and applies organization wide information models for use in designing and building integrated, shared software and DBMS.

Education: A Bachelor's Degree from an accredited college or university with a major in Computer Science, Information Systems, Engineering, Business, or other related scientific or technical discipline. A Master's Degree is preferred.

General Experience: Must have eight (8) years of experience in managing the implementation of information engineering projects and experience in systems analysis, design and programming using CASE and IE tools and methods.

Specialized Experience: At least five (5) years of experience in information systems development, functional and data requirement analysis, systems analysis and design, programming, program design, and documentation preparation.

Engineer, Information Security (Cyber Security Engineer)

Duties: Analyzes and defines security requirements for information protection. Defines and develops security policies. Analyzes the sensitivity of information, performs vulnerability and risk assessments on the basis of defined sensitivity and information flow. Provide support in the mitigation of a cyber incident.

Education: A Bachelor's Degree from an accredited college or university with a major in Computer Science, Information Systems, Engineering, Business, or other related scientific or technical discipline. A Master's Degree is preferred.

General Experience: This position requires a minimum of eight (8) years of experience in information protection.

Specialized Experience: At least five (5) years of experience in defining security programs or processes for the protection of sensitive or classified information.

Engineer, Interdisciplinary

Duties: Must be capable of translating mission requirements and information problems into solutions employing current state-of-the-art information system equipment and software. Must be able to define interaction and interface among different categories of requirements and develop appropriate design to support the requirements while employing IT methodologies. Must be able to serve as a liaison to interpret and translate various disciplines represented on the task team and serve as a point of contact for evaluation of problems arising from the interdisciplinary nature of the task.

Education: A Bachelor's Degree from an accredited college or university with a major in Computer Science, Information Systems, Engineering, Business, or other related scientific or technical discipline.

General Experience: Must have five (5) years of experience in technical work in the areas of system management and system integration.

Specialized Experience: At least three (3) years of experience in IT disciplines involving operating systems software, electronics communications analysis and design, system interface, systems integration, and mechanical or civil engineering.

Engineer, Interdisciplinary (Senior)

Duties: Must have demonstrated ability to perform senior level engineering and/or IT tasks in the disparate areas of software, electronics telecommunications, or networking. Must be capable of translating mission requirements and information problems into solutions employing current state-of-the-art information system equipment and software. Must be able to define interaction with and/or interface between these different categories of requirements and to develop the appropriate design to support these requirements while employing methodologies from any of the above disciplines as required. Must be able to serve as a liaison to interpret and translate among the various disciplines represented on the task team and serve as a point of contact for evaluation of problems arising from the interdisciplinary nature of the task.

Education: A Bachelor's Degree from an accredited college or university with a major in Computer Science, Information Systems, Engineering, Business, or other related scientific or technical discipline. A Master's Degree is preferred.

General Experience: Must have eight (8) years of experience in technical work in the major areas of system management and system integration.

Specialized Experience: At least five (5) years of experience in specialized IT and telecommunications disciplines involving system interfaces, system integration and network development, and/or integration involving a wide range of network, hardware, and software

solutions. At least three (3) years in operating systems software, electronic communications analysis and design, or networking.

Engineer, Network (Junior)

Duties: Perform similar duties as directed or instructed by the senior network engineer. Conduct studies pertaining to network configuration and monitor traffic patterns such as protocols and peak usage. Stays current with technological changes.

Education: A Bachelor's degree from an accredited college or university with a major in Computer Science, Information Systems, Engineering or other related scientific or technical discipline.

General Experience: Five (5) years of experience in a computer-related field.

Specialized Experience: Three (3) years of progressive experience in planning, designing, implementation, and analyzing data or telecommunications networks.

Engineer, Network (Senior)

Duties: Responsible for the design and implementation of large data communications or telecommunications networks. Plans and monitors the installation of communications circuits. Manage and monitor local area networks and associated equipment (e.g., bridges, routers, modem pools, and gateways). Conducts short and long-term plan to meet communications requirements. Responsible for the design and implementation of LANs/WANs using hub switching and router technology. Performs hardware/software analyses to provide comparative data of performance characteristics and suitability within the existing systems environment. Prepares tradeoff studies and evaluations for vendor equipment. Generates network monitoring/performance report, for LAN/WAN utilization studies. Recommends network design changes/enhancements for improved system availability and performance.

Education: A Bachelor's degree from an accredited college or university with a major in Computer Science, Information Systems, Engineering or other related scientific or technical discipline. If applicable, shall be certified as network engineer for the specific network operating system as defined in the CCPN task request. The certification criteria are determined by the network operating system vendor.

General Experience: Nine (9) years of experience in a computer-related field.

Specialized Experience: Seven (7) years of progressive experience in planning, designing, implementation, and analyzing data or telecommunications networks. Must have experience with network analysis/management tools and techniques and be familiar with Personal Computers (PCs) in a client/server environment. Must be familiar with IT technology and long distance and local carrier management.

Engineer, Network Security

Duties: Designs, develops, engineers, and implements solutions for projects such as biometrics, smart cards, secure remote access, VPN, Intrusion detection, port scanning, web security and vulnerability assessments and remediation.

Education: A Bachelor's Degree from an accredited college or university with a major in Computer Science, Information Systems, Engineering, Business, or other related scientific or technical discipline. A master's degree in one of the above disciplines equals one year specialized and two years general experience. An additional year of specialized experience may be substituted for the required education.

General Experience: This position requires a minimum of eight (8) years of computer-related experience.

Specialized Experience: At least five (5) years of specialized experience in defining computer security requirements for high-level applications, evaluation of approved security product capabilities, and security management.

Engineer, Radio Frequency

Duties: The RF Engineer position is responsible for several components of the new site construction process as well as monitoring and maintaining the performance of existing sites. The components of the new construction process include: creating a search area, selecting a site candidate, filing forms with the FAA and FCC, ordering the necessary site hardware, filing extension agreements with neighboring carriers and frequency/PN planning. This position is also responsible for RF coverage, radio talk-path capacity, and organizing the logistics of cell site additions. The position also assists with budget preparations and performance troubleshooting.

Education: This position requires a 4-year college program with a Bachelor's Degree in Radio Engineering or Electrical Engineering or related field or equivalent vocational education, training, and experience with formal training in use of relevant administrative & industry specific tools (i.e. computer software and Internet).

Experience: Point-to-point microwave systems and path analysis is mandatory. The following skills are desirable: 1) effective communication skills, 2) willingness to work in a team environment, 3) planning/organizational skills, 4) goal orientation, and 5) experience in radio communications

Engineer, Software

Duties: Reviews and analyzes system specifications. Prepares programming specifications. Analyzes existing systems/subsystems for reusability benefits and needed changes. Prepares design plans and written analyses. Prepares unit and test scripts. Prepares documentation.

Education: A Bachelor's Degree from an accredited college or university with a major in Computer Science, Information Systems, Engineering, Business, or other related scientific or technical discipline or three (3) years of equivalent experience in a related field.

General Experience: Must have three (3) years of experience as a software engineer.

Specialized Experience: At least two (2) years of experience working with Ada, SQL, or third/fourth generation languages in the design and implementation of systems and one (1) year working with DBMS

Engineer, Stationary

Duties: Operates and maintains one or more engineering systems which provides a facility the services to function in a variety of service areas, such as: Heating and Air Conditioning Refrigeration, Emergency Power Generation, Uninterrupted Power Supply (UPS) systems, Electrical Switchboard systems, Fuel Distribution and Treatment systems, and Water Treatment and Boiler Heating systems. Observes system's gauges, meters, charts for proper system's operations. Performs preventive and corrective maintenance on system's components.

Education: A Bachelor's degree from an accredited college or university in Electrical, Mechanical, or Industrial Engineering or another related field.

General Experience: This position typically requires eight (8) years of experience in industrial engineering or a related field.

Engineer, Systems

Duties: Must be capable of analyzing information requirements. Evaluates system problems of workflow, organization, and planning. Develops appropriate corrective action.

Education: A Bachelor's Degree from an accredited college or university with a major in Computer Science, Information Systems, Engineering, Business, or other related scientific or technical discipline or three (3) years of equivalent experience in a related field.

General Experience: Must have three (3) years of experience in systems engineering.

Specialized Experience: At least one (1) year of experience in demonstrated use of interactive, interpretative systems with on-line, real-time acquisition capabilities.

Engineer, Systems (Senior)

Duties: Must be able to analyze information requirements. Must be able to evaluate problems in workflow, organization, and planning. Develops appropriate corrective action. Provides daily supervision and direction to staff.

Education: A Bachelor's Degree from an accredited college or university with a major in Computer Science, Information Systems, Engineering, Business, or other related scientific or technical discipline. A Master's Degree is preferred.

General Experience: Must have six (6) years of experience in systems engineering.

Specialized Experience: At least three (3) years of experience in the supervision of system engineers, and demonstrated use of interactive, interpretative systems with on-line, real-time acquisition capabilities.

Engineer, Systems Design

Duties: Must be able to perform design of information systems, including the design of the application architecture, database, and interfaces. Responsible for gathering and analyzing user requirements and translating them into system designs.

Education: A Bachelor's Degree from an accredited college or university with a major in Computer Science, Information Systems, Engineering, Business, or other related scientific or technical discipline. A Master's Degree is preferred.

General Experience: Must have six (6) years of experience planning, designing, building, and implementing IT systems. Familiar with Capability Maturity Model compliant structured methodology.

Specialized Experience: At least four (4) years of experience analyzing user requirements and translating them into system designs using various design tools and techniques. Demonstrated ability to develop and execute system designs, ensure implementation of repeatable processes, and ensure compliance with Capability Maturity Model (CMM) methodology.

Facilities Engineering Manager

Duties: Provides management and technical direction for facility, systems, and equipment repair, operation and maintenance. Provides oversight, strategic direction and technical support for the engineering, operation and maintenance of systems and subsystems.

Education: A Bachelor's degree from an accredited college or university in civil, mechanical, industrial or facilities management engineering or another related field.

General Experience: This position typically requires 10 years of experience in facilities management or related field.

Facilities Specialist Level I

Duties: Performs installation, operation, maintenance, and repair of facilities, institutional equipment and systems. This may include, but is not limited to, high- and low-pressure steam plant boilers; security and fire systems; portable and installed generator sets, automatic transfer sets, and uninterruptable power supplies, batteries and associated electrical wiring/components; air handling units, pumps, exchangers and cooling towers; and, carpentry, painting, plumbing, electrical and

mechanical activities. May perform various mechanical functions associated with diagnostics, dismantling, and repair of machines and mechanical equipment.

Education: High School diploma or equivalent required.

General Experience: This position typically requires one (1) year of experience in facilities work or a related field.

Facilities Specialist Level II

Duties: Performs installation, operation, maintenance, and repair of facilities, institutional equipment and systems. This may include, but is not limited to, high- and low-pressure steam plant boilers; security and fire systems; portable and installed generator sets, automatic transfer sets, ancillary power distribution systems, and uninterruptable power supplies, batteries and associated electrical wiring/components; air handling units, pumps, exchangers and cooling towers; and, carpentry, painting, plumbing, electrical and mechanical activities. May perform various mechanical functions associated with diagnostics, dismantling, and repair of machines and mechanical equipment.

Education: High School diploma or equivalent required.

General Experience: This position typically requires two (2) years of related experience in facilities work or related field.

Facilities Specialist Level III

Duties: Performs installation, operation, maintenance, and repair of facilities, institutional equipment and systems. This may include, but is not limited to, high- and low-pressure steam plant boilers; security and fire systems; portable and installed generator sets, automatic transfer sets, ancillary power distribution systems and uninterruptable power supplies, batteries and associated electrical wiring/components; air handling units, pumps, exchangers and cooling towers; and, carpentry, painting, plumbing, electrical and mechanical activities. May perform various mechanical functions associated with diagnostics, dismantling, and repair of machines and mechanical equipment.

Education: High School diploma or equivalent required.

General Experience: This position typically requires five (5) years of experience in facilities work or related field.

Facilities Specialist - Lead

Duties: Oversees and directs daily activities involving the installation, operation, maintenance, and repair of facilities, institutional equipment and systems. This may include, but is not limited to, high- and low-pressure steam plant boilers; security and fire systems; portable and installed generator sets,

automatic transfer sets, and uninterruptable power supplies, batteries and associated electrical wiring/components; air handling units, pumps, exchangers and cooling towers; and, carpentry, painting, plumbing, electrical and mechanical activities. May perform various mechanical functions associated with diagnostics, dismantling, and repair of machines and mechanical equipment.

Education: High School diploma or equivalent, and knowledge of OSHA general safety standards related to work involving electrical and mechanical tasks in an industrial environment.

General Experience: This position typically requires eight (8) years of experience in facilities work or a related field.

Facility Operations Supervisor

Duties: Supervises personnel engaged in the operation, maintenance and repair of facilities, systems, and equipment.

Education: Associate's degree (ASCE, ASEE, ASET, ASME or another related field) or equivalent.

General Experience: This position typically requires eight (8) years of related experience in facility operations or related field.

Fiber Optic Technician

Duties: Splice fibers, fuse fibers together, and install fiber cables for optical transmission systems.

Education: Associates Degree in Engineering or related field of study.

General Experience: Must have three (3) years of experience. Fiber Optic (CFOT) certification preferred.

Geographic Information Systems Analyst

Duties: Write programs and develop user interfaces, menus, and macro-level commands to meet user needs in addition to performing simple spatial analyses and producing reports according to customer specifications. Assist in the development of geographic information systems which may link parcel maps or photos with environmental data, historic data, transportation data and health data to produce maps or quantify information about the impacts of features on parcel ownership. Conducts geographic information system (GIS) program activities, utilizing GIS hardware and software to produce maps, spatial databases and thematic data (such as wetlands, road centerlines, cadastre, and historic sites). Creates, adjusts, corrects, converts and distributes base maps and thematic data. Digitize and maintain spatial databases of Maryland information; document procedures, validate data for accuracy and completeness, complete approved metadata forms and produce maps of the resulting information. Evaluate information and data from outside sources to determine the quality of the data. Provide geographic location coordinates from the GIS to facilitate spatial analysis and data manipulation, calculate distances and area of features and interpret legal descriptions and certify changes in boundary lines. Act as a "consultant" to internal customers during their use, development and quality assessment of spatial databases.

Education: A Bachelor's Degree from an accredited college or university in Geography, GIS Technology, Cartography, Computer Science, or related field with at least nine (9) credit hours in courses specifically related to GIS operation/management. A Master's Degree from an accredited college or university in Geography, GIS Technology, Cartography, Computer Science, or related field with at least nine (9) undergraduate credit hours in courses specifically related to GIS operation/management is preferred.

Experience: A minimum of two (2) years of professional experience is required in GIS, cartography, CADD, or a related field without an appropriate college degree.

Geographic Information Systems Specialist

Duties: Conducts geographic information system (GIS) program activities, utilizing GIS hardware and software to produce maps, spatial databases and thematic data (such as wetlands, road centerlines, cadastre, and historic sites). Creates, adjusts, corrects, converts and distributes base maps and thematic data. Digitize and maintain spatial databases of Maryland information; document procedures, validate data for accuracy and completeness, complete approved metadata forms and produce maps of the resulting information. Evaluate information and data from outside sources to determine the quality of the data. Provide geographic location coordinates from the GIS to facilitate spatial analysis and data manipulation, calculate distances and area of features and interpret legal descriptions and certify changes in boundary lines. Act as a "consultant" to internal customers during their use, development and quality assessment of spatial databases.

Education: 1) A Bachelor's Degree from an accredited college or university in Geography, GIS Technology, Cartography, Computer Science, or related field with at least nine (9) credit hours in courses specifically related to GIS operation/management.

Experience: Two (2) years of professional experience is required in GIS, cartography, CADD, or a related field without the appropriate college degree.

Geographic Information Systems Technician I

Duties: Conducts geographic information system (GIS) program activities, utilizing GIS hardware and software to produce maps, spatial databases and thematic data (such as wetlands, road centerlines, cadastre, and historic sites). Creates, adjusts, corrects, converts and distributes base maps and thematic data. Digitize and maintain spatial databases of Maryland information; document procedures, validate data for accuracy and completeness, complete approved metadata forms and produce maps of the resulting information. Evaluate information and data from outside sources to determine the quality of the data. Provide geographic location coordinates from the GIS to facilitate spatial analysis and data manipulation, calculate distances and area of features and interpret legal descriptions and certifies changes in boundary lines.

Education: Bachelor's degree from an accredited college or university in Geography, GIS Technology, Cartography, Computer Science, Library Science or related field with at least nine (9) credit hours in courses specifically related to GIS operation/management.

Experience: A minimum of two (2) years of successful experience at the equivalent of the GIS Trainee level.

Geographic Information Systems Technician II

Duties: Performs systems analysis, design, programming, documentation, and implementation of complex GIS applications. Develops logical and physical geo-database designs; implements geo-databases, establishes recovery plans, and monitors geo-database performance. Write programs and develop user interfaces, menus, and macro-level commands to meet user needs in addition to performing simple spatial analyses and producing reports according to customer specifications. Assist in the development of geographic information systems which may link parcel maps or photos with environmental data, historic data, transportation data and health data to produce maps or quantify information about the impacts of features on parcel ownership. Conducts geographic information system (GIS) program activities, utilizing GIS hardware and software to produce maps, spatial databases and thematic data (such as wetlands, road centerlines, cadastre, and historic sites). Creates, adjusts, corrects, converts and distributes base maps and thematic data. Digitize and maintain spatial databases of Maryland information; document procedures, validate data for accuracy and completeness, complete approved metadata forms and produce maps of the resulting information. Evaluate information and data from outside sources to determine the quality of the data. Provide geographic location coordinates from the GIS to facilitate spatial analysis and data manipulation, calculate distances and area of features and interpret legal descriptions and certify changes in boundary lines. Act as a “consultant” to internal customers during their use, development and quality assessment of spatial databases.

Education: A Bachelor’s Degree from an accredited college or university in Geography, GIS Technology, Cartography, Computer Science, or related field with at least nine (9) credit hours in courses specifically related to GIS operation/management. A Master’s Degree from an accredited college or university in Geography, GIS Technology, Cartography, Computer Science, or related field with at least nine (9) undergraduate credit hours in courses specifically related to GIS operation/management is preferred.

Experience: A minimum of three (3) years of professional experience in GIS, cartography, CADD, or a related field.

GeoSpatial Web Developer (Mid-level)

Duties: install and configure ArcGIS Server; develop mapping applications and web services using ArcGIS Server for Flex and JavaScript/HTML5, build and publish maps via ArcGIS and ArcGIS Online resources, ArcSDE databases, and geo-processing tools as services in ArcGIS Server to streamline existing geospatial procedures; develop mobile GIS applications, assume responsibility of full project lifecycle on simple projects; act proactively to avoid partner customer issues and meet their business needs.

The ideal candidate will also have experience developing for HTML 5, using open-source geospatial software development tools, and developing for multiple PC, iOS, Android platforms.

This role also requires an understanding of project management, including all software development life cycle phases. A firm understanding of database architecture is also needed.

Education: Bachelor's or Master's degrees from an accredited college or university in computer science, GIS, engineering, or related field; or three (3) years of equivalent experience in a related field.

Experience: At least three (3) years of experience working on GIS development projects related to the following skills:

- ESRI ArcGIS desktop, ArcGIS Server and REST APIs, and ArcSDE
- At least one (1) year of experience with Oracle or other RDBMS, SQL, and/or PL/SQL
- At least one (1) year of experience with other industry-standard technologies such as XML, Web services, application servers, and Web servers
- At least one (1) year developing web mapping applications using Flex and JavaScript/HTML5

GeoSpatial Web Developer (Senior)

Duties: This is Senior GIS Software Developer position. Responsibilities include: install and configure ArcGIS Server; develop mapping applications and web services using ArcGIS Server for Flex and JavaScript/HTML5, build and publish maps via ArcGIS and ArcGIS Online resources, ArcSDE databases, and geo-processing tools as services in ArcGIS Server to streamline existing geospatial procedures; develop mobile GIS applications, assume responsibility of full project lifecycle on simple projects; act proactively to avoid partner customer issues and meet their business needs.

The ideal candidate will also have experience developing for HTML 5, using open-source geospatial software development tools, and developing for multiple PC, iOS, and Android platforms.

This role also requires an understanding of project management, including all software development life cycle phases. A firm understanding of database architecture is also needed.

Education: Bachelor's or Master's degrees from an accredited college or university in computer science, GIS, engineering, or related field; or four (4) years of equivalent experience in a related field.

Experience: At least four (4) years of experience working on GIS development projects using the following skills:

- ESRI ArcGIS desktop, ArcGIS Server and REST APIs, and ArcSDE
- At least three (3) years of experience with Oracle or other RDBMS, SQL, and/or PL/SQL
- At least three (3) years of experience with other industry-standard technologies such as XML, Web services, application servers, and Web servers
- At least one (1) year of experience developing web mapping applications using Flex
- At least one (1) year of experience developing web mapping applications using JavaScript/HTML5

Group Facilitator (Senior)

Duties: Provides assistance in the group decision-making process by intervening to help a group improve its effectiveness and efficiency through enhanced problem identification, problem solutions and decision-making skills. Takes primary responsibility for managing the group process and assists groups to be more effective by improving existing group practices. Guides groups through proven processes and understands basic group dynamics and interrelationships. Intervenes when it is evident that the group process or other factors interfere with a group's ability to accomplish specific goals and objectives.

Education: Bachelor's Degree from an accredited college or university in Education, the Social Sciences, Human Resources, Business or a related field.

General Experience: At least five (5) years of experience as a group facilitator.

Specialized Experience: At least three (3) years of experience as a group facilitator involving technical projects.

Help Desk Manager

Duties: Provides daily supervision and direction to staff who are responsible for phone and in-person support to users in the areas of e-mail, directories, standard Windows desktop applications, and other network services. Manages personnel who serve as the first point of contact for troubleshooting hardware and software PC and printer problems.

Education: A Bachelor's Degree from an accredited college or university with a major in Computer Science, Information Systems, Engineering, Business, or other related scientific or technical discipline or three (3) years of equivalent experience in a related field. A Master's Degree is preferred.

General Experience: This position requires a minimum of seven (7) years of experience in the management of a Help Desk. General experience includes information systems development, network and other work in the client/server field, or related fields.

Specialized Experience: At least five (5) years of specialized experience includes management of help desks in a multiserver environment, comprehensive knowledge of PC operating systems (e.g., DOS, Windows), networking and email standards, and supervision of help desk employees. Demonstrated ability to effectively communicate orally and in writing and to have a positive customer service attitude.

Help Desk Specialist (Junior)

Duties: Provides telephone and in-person support to users in the areas of directories, standard Windows desktop applications, and applications developed under this Contract or predecessors. Serves as the initial point of contact for troubleshooting hardware/software, PC, and printer problems.

Education: A Bachelor's Degree from an accredited college or university with a major in Computer Science, Information Systems, Engineering, Business, or other related scientific or technical discipline or three (3) years of equivalent experience in a related field.

General Experience: This position requires a minimum of five (5) years of experience in business IT environments with emphasis on PC hardware and applications. General experience includes information systems development, work in the client/server field, or related fields.

Specialized Experience: At least two (2) years comprehensive knowledge of PC operating systems, e.g., DOS, Windows, as well as work on a help desk. Demonstrated ability to communicate orally and in writing and to have a positive customer service attitude.

Help Desk Specialist (Senior)

Duties: Provides telephone and in-person support to users in the areas of directories, standard Windows desktop applications, and applications developed under this Contract or predecessors. Serves as the initial point of contact for troubleshooting hardware/software, PC, and printer problems.

Education: A Bachelor's Degree from an accredited college or university with a major in Computer Science, Information Systems, Engineering, Business, or other related scientific or technical discipline or three (3) years of equivalent experience in a related field.

General Experience: This position requires a minimum of seven (7) years of experience in a business IT environment with emphasis on PC computer hardware and applications. General experience includes, but is not limited to: information systems development, work in the client/server field, or related fields.

Specialized Experience: At least five (5) years' comprehensive knowledge of PC operating systems, e.g., DOS, Windows, as well as work on a help desk. Demonstrated ability to effectively communicate orally and in writing and to have a positive customer service attitude.

Internet/Intranet Site Developer (Junior)

Duties: Must be able to translate applications requirements into the design of complex web sites, including integrating web pages and applications. Must be able to apply new and emerging technologies to the development process.

Education: A Bachelor's Degree from an accredited college or university with a major in Computer Science, Information Systems, Engineering, Business, or other related scientific or technical discipline or three (3) years of equivalent experience in a related field.

General Experience: Must have one (1) year of web development experience using current web development and graphic tools, as well as, web server and database administration.

Specialized Experience: At least one (1) year of experience designing, developing and deploying websites and/or web applications, including product selection, configuration, installation, maintenance, and site policy development. Experience developing webpages using HTML, scripting languages, platform specific web development languages and relational databases.

Internet/Intranet Site Developer (Senior)

Duties: Must be able to translate applications requirements into the design of complex websites, including integrating web pages and applications. Must be able to apply new and emerging technologies to the site development process.

Education: A Bachelor's Degree from an accredited college or university with a major in Computer Science, Information Systems, Engineering, Business, or other related scientific or technical discipline or three (3) years of equivalent experience in a related field.

General Experience: Must have five (5) years of web development experience using current web development and graphic tools, as well as web server and database administration.

Specialized Experience: At least three (3) years of experience designing, developing and deploying websites and/or web applications, including product selection, configuration, installation, maintenance, and site-specific web development languages and relational databases.

IT Professional (Senior)

Duties: Identifies strategic issues for the Information Management Department and advises IT Senior Management of the risks and/or opportunities created by these issues. Issues will be centered on IT measurements and IT project management. IT measurements will encompass the refining or creating of measures related to value creation of IT products and services. Project Management will include presenting recommendations on ways of managing projects more effectively (including, but not limited to: appropriate methodology and quality reviews) Accountabilities include coordinating input from various IT departments to develop recommendations, conducting analyses of issues and ensuring adequate communication of the endorsed positions and recommendations to stakeholders.

Education: Bachelor's Degree from an accredited college or university in Engineering, Computer Science, Information Systems, Business, Mathematics or a related technical or business field. A Master's degree is preferred.

General Experience: At least eight (8) years of relevant industry experience in the discipline required.

Network Administrator

Duties: Performs a variety of network management functions related to the operation, performance or availability of data communications networks. Experience with cable/LAN meters, protocol analyzers, SNMP and RMON based software products. Knowledge of Ethernet, FDDI and high

speed WANs and routers. Analyze client LANs/WANs, isolate source of problems, and recommend reconfiguration and implementation of new network hardware to increase performance. Advanced knowledge of network operating systems. Modifies command language programs, network startup files, assigns/reassigns network device logicals, participates in load balancing efforts throughout the network to achieve optimum device utilization and performance. Establishes new user accounts on the network granting access to required network files and programs. Manages network email functions. Establishes mailboxes and monitors mail performance on the network. Troubleshoots network/user problems, presents resolutions for implementation. Prepares a variety of network resource reports.

Education and other Requirements: An Associate's degree from an accredited college or university in Computer Science, Information Systems, Engineering or a related field, or two (2) years of college or university study in Computer Science, Information Systems, Engineering or a related field. If applicable, should be certified as a network administrator for a specific network operating system as defined in the CCPN task request. Certification criteria are determined by the network operating system vendor. Two (2) additional years of specialized experience may be substituted for the required education.

General Experience: Two (2) years of experience in a computer-related field.

Specialized Experience: One (1) year of experience in one or more of the following areas: data communications engineering, data communications hardware or software analysis, network administration or management, data communications equipment installation and maintenance, or computer systems administration and management.

Network Manager

Duties: Performs a variety of network management functions in support of MIS services related to the operation, performance, or availability of data communications networks. Modifies command language programs, network start up files, assigns/re-assigns network device logical, analyzes network performance and recommends adjustments to wide variety of complex network management functions with responsibility for overall performance and availability of networks. LAN/WAN consultant skilled in network analysis, integration and tuning. Experience with cable/LAN meters, protocol analyzers, Simple Network Management Protocol (SNMP) and Remote Monitoring (RMON) based software products. Knowledge of Ethernet, FDDI and high-speed WANs, routers, bridges, and switches. Analyze client LANs/WANs, isolate source of problems, and recommend reconfiguration and implementation of new network hardware to increase performance. Working knowledge of network operating systems. Conducts load balancing efforts to achieve optimum device utilization and network performance. Manages network email functions. Establishes mailboxes and monitors mail performance on the network. Coordinates with communications engineering to resolve hardware problems. Works with customer and operations staff in scheduling preventative and emergency maintenance activities.

Education and Other Requirements: A Bachelor's degree from an accredited college or university with a major in Computer Science, Information Technology, Engineering, or a related discipline. If applicable, shall be certified as network engineer for the specific network operating system as

defined in the CCPN task request. The certification criteria are determined by the network operating system vendor.

General Experience: 12 years of experience in a computer-related field.

Specialized Experience: 10 years of experience in one or more of the following areas: data communications engineering, data communications hardware or software analysis, network administration or management, or have data communication equipment installation and maintenance. Knowledge of cable including FDDI, FOIRL, and Ethernet over Twisted Pair. Particularly desirable is experience working with IBM's SNA with knowledge of the MVS operating system and SNA protocols.

Network Technician (Junior)

Duties: Perform similar duties as directed or instructed by the senior network engineer. Adds or exchanges externally connected PC accessories and data communications equipment including cables, boards, batteries, disks drives, and other PC components. Attaches, detaches, or exchanges LAN cabling to workstations, servers, network devices, telecommunications and data communications equipment.

Education: An Associate's degree from an accredited college or university in Computer Science, Information Systems, Engineering or a related field; or Technical school certificate of completion in the data communications field including cable installation, or the equivalent military training. An additional year of specialized experience may be substituted for the required education.

General Experience: Three (3) years of experience in a computer-related field.

Specialized Experience: A minimum of two (2) years of experience installing and maintaining shared resources for communication networks and devices.

Network Technician (Senior)

Duties: Adds or exchanges externally connected PC accessories and data communications equipment. Troubleshoots LANs/WANs and provides problem resolution for PC and data communications hardware. Adds or replaces boards, batteries, disks drives, and other PC components. Installs cabling for networks such as LANs and WANs. Attaches, detaches, or exchanges LAN cabling to workstations, servers, network devices, telecommunications and data communications equipment. Works independently, may provide supervision and guidance to two (2) or more network technicians.

Education: An Associate's degree from an accredited college or university in Computer Science, Information Systems, Engineering or a related field; or Technical School certificate of completion in the data communications field including cable installation; or the equivalent military training. Two (2) additional years of specialized experience may be substituted for the required education.

General Experience: Seven (7) years of experience in a computer-related field.

Specialized Experience: Five (5) years of experience in the following areas: Installation, operation, and maintenance of data communication networks and devices.

Office Automation Specialist

Duties: Specialized data entry work, operating specialized data entry equipment in a high production and closely monitored work environment. Responsible for key entering data from a variety of source documents with specific standards maintained for speed and accuracy.

Education: A Bachelor's Degree from an accredited college or university with a major in Computer Science, Information Systems, Engineering, Business, or other related scientific or technical discipline or three (3) years of equivalent experience in a related field.

General Experience: This position requires a minimum of five (5) years of experience data entry work and equipment.

Specialized Experience: At least three (3) years of specialized experience in the operation of specialized data entry equipment.

Operations Research Analyst (Senior)

Duties: Conducts investment analyses or other complex operational analyses. Provides expertise and supports evaluations of program results and potential changes to program results related to IT investments along with an analysis and presentations of alternatives. Provides operational analyses support to all phases of the life cycle of an information system. Conducts operational analyses of existing systems using performance measures, criteria, and standards to determine requirements for needed changes. Evaluates, selects, and uses the tools of modern operations research (such as commercially available decision and analytical support software tools) to conduct analyses of projected changes to system or program performance. Supports architecture efforts including economic analyses of architecture alternatives, architecture issues resolutions, and affordability analyses.

Education: Bachelor's Degree from an accredited college or university in a related field, with at least 24 semester hours in a combination of mathematics, probability, statistics and logic. Master's degree preferred.

General Experience: Must have eight (8) years of experience in operations research.

Specialized Experience: At least five (5) years of experience in conducting quantitative analysis using operations research tools, econometrics, or other quantitative techniques.

Operator Level I

Duties: Processes, schedules, coordinates, and tracks maintenance and repair work orders involving, buildings, systems, and infrastructure.

Education: High School Diploma or equivalent required.

General Experience: This position typically requires six (6) months of experience involving civil engineering, and maintenance and repair of facilities, mechanical systems, and equipment or related field.

Operator Level II

Duties: Processes, schedules, coordinates, and tracks maintenance and repair work orders involving, buildings, systems, and infrastructure.

Education: High School Diploma or equivalent required.

General Experience: This position typically requires three (3) years of experience involving civil engineering, and maintenance and repair of facilities, mechanical systems, and equipment or related field.

Optical Network Engineer

Duties: Responsible for supporting and maintaining the CCPN fiber network. Responsibilities include low-level network design, access-network capacity planning, detailed documentation, platform management and maintenance.

Education: Bachelor's Degree in a relevant engineering or technology field preferred. Strong technical background with substantial industry or military experience will be considered. (Minimum 5 years).

General Experience: Experience with optical equipment and knowledge of Transport technologies.

Photographer

Duties: Responsible for photographing erected radio towers and providing photographic simulation through superimposition of an image of the towers at different locations.

Education: Associates Degree from an accredited college or university in Photography or related field or two (2) years of equivalent experience in a related field. A Bachelor's Degree is preferred.

General Experience: At least one (1) year of experience photographing radio towers or other tower structures and providing photographic simulation.

Planner, Information Technology (Senior)

Duties: Provides planning services for a wide range of programs and projects including design, development, implementation, post-implementation and maintenance of the systems. Provides SWOT analyses, critical success factor analyses, strategic business planning, strategic information

systems planning, value chain analyses, e-business assessments, and other techniques used to establish strategic plans. Provides expertise in conducting research, evaluations, and studies required to develop both short- term and long-term plans. Provides plans, designs, concepts, and develops both general and specific program and project strategies for linking proposed investments in IT to business results. Provides planning, scheduling, networking and coordination assistance among CCPN organizations involved in implementation and integration efforts. Identifies problems and recommends solutions.

Education: A Bachelor's Degree from an accredited college or university with a major in Computer Science, Information Systems, Planning or other related scientific or technical discipline. A Master's degree is preferred.

General Experience: At least 10 years progressive experience as an IT planner - or involved in planning type functions.

Specialized Experience: At least six (6) years of experience in planning, analyses, design, development, implementation and post-implementation of IT projects or systems.

Program Administration Specialist

Duties: Assists in the preparation of management plans and various customer reports. Coordinates schedules to facilitate the completion of task order (TO) and change proposals, Contract deliverables, TO reviews, briefings and presentations. Performs analysis, development, and review of program administrative operating plans and procedures.

Education: High school diploma or equivalent. A Bachelor's degree is preferred.

General Experience: Must have three (3) years of experience working with project management tools and reporting systems. Familiar with government contracts, work breakdown structures, management/business plans, and program reporting.

Specialized Experience: At least two (2) years of direct program experience in Contract administration and preparing management reports. Has worked in support of a Program Manager on a government Contract

Program Manager

Duties: The Program Manager is the contractor's manager for the Contract and serves as the single point of contact for the Master Contractor with the CCPN regarding the Contract. Performs overall management for Contract support operations. Organizes, directs, and coordinates the planning and production of all Contract activities, projects and support activities, including those of subcontractors. Oversees the development of or develops work breakdown structures, charts, tables, graphs, major milestone calendars and diagrams to assist in analyzing problems and making recommendations. Demonstrates excellent written and verbal communications skills. Establishes and alters corporate management structure to direct effective and efficient Contract support activities. Must be capable of negotiating and making binding decisions for the Master Contractor.

Education: Bachelor's Degree from an accredited college or university in Engineering, Computer Science, Information Systems, Business or other related discipline. Master's degree and/or project management certification is preferred.

General Experience: At least 12 years of experience in program or project management.

Specialized Experience: At least eight (8) years of experience in supervision or oversight of IT related programs or projects.

Project Control Specialist

Duties: Monitors financial and/or administrative aspects of assigned Contracts and deliverables. Tracks and validates all client financial information, establishes and maintains master Contract files, prepares and monitors status of all deliverables and tracks the value of Contracts. Uses automated systems to track deliverables, financial transactions, and management information.

Education: High School Diploma or equivalent. A Bachelor's degree is preferred.

General Experience: Must have three (3) years of experience working with monitoring systems. Familiar with manpower and resource planning, preparing financial reports and presentations, and cost reporting Contract guidelines.

Specialized Experience: Preparation and analysis of financial statements, development of project schedules, using cost-accounting and labor-reporting systems, working knowledge of Contract and subcontract management. Proficient in the use of spreadsheets and project management tools.

Project Manager

Duties: The Project Manager is assigned the management of a specific project and the work performed under assigned Task Orders. Performs day-to-day management of the project, identifies issues and risks and recommends possible issue and risk mitigation strategies associated with the project. Acts as a facilitator between a CCPN partner and IT contractor. Is responsible for ensuring that work performed under TOs is within scope, consistent with requirements, and delivered on time and on budget. Identifies critical paths, tasks, dates, testing, and acceptance criteria. Provides solutions to improve efficiency (e.g., reduce costs while maintaining or improving performance levels). Monitors issues and provides resolutions for up-to-date status reports. Demonstrates excellent writing and oral communications skills.

Education: Bachelor's Degree from an accredited college or university in Engineering, Computer Science, Information Systems, Business or other related discipline. Master's degree or project management certification is preferred.

General Experience: At least five (5) years of experience in project management.

Specialized Experience: At least five (5) years of experience in managing IT related projects and must demonstrate a leadership role in at least three successful projects that were delivered on time and on budget.

Quality Assurance Consultant (Senior)

Duties: Provides quality management for information systems using the standard methodologies, techniques, and metrics for assuring product quality and key activities in quality management. Establish capable processes, monitoring and control of critical processes and product mechanisms for feedback of performance, implementation of an effective root cause analysis and corrective action system, and continuous process improvement. Provides strategic quality plans in targeted areas of the organization. Provides QA strategies to ensure continuous production of products consistent with established industry standards, government regulations and customer requirements. Develops and implements life cycle and QA methodologies and educates and implements QA metrics.

Education: Bachelor's Degree from an accredited college or university in Engineering, Computer Science, Information Systems or other related discipline. A Master's degree preferred.

General Experience: At least eight (8) years information systems quality assurance experience.

Specialized Experience: At least five (5) years of experience working with statistical methods and quality standards. Must have good QA/process knowledge and possess superior written and verbal communication skills.

Quality Assurance Manager

Duties: Must be capable of maintaining and establishing a process for evaluating software and associated documentation. Must be able to determine the resources required for quality control. Must be able to maintain the level of quality throughout the software life cycle. Develops software quality assurance plans. Conducts formal and informal reviews at predetermined points throughout the development life cycle.

Education: A Bachelor's Degree from an accredited college or university with a major in Computer Science, Information Systems, Engineering, Business, or other related scientific or technical discipline. A Master's Degree is preferred.

General Experience: Must have six (6) years of experience in quality assurance and quality control.

Specialized Experience: At least three (3) years of experience in verification and validation, software testing and integration, software metrics, and their application to software quality assessment.

Quality Assurance Specialist

Duties: Must be able to determine the resources required for quality control. Must be able to maintain the level of quality throughout the software life cycle. Develops software quality assurance plans. Must be capable of maintaining and establishing a process for evaluating software and associated documentation. Participates in formal and informal reviews at predetermined points throughout the development life cycle to determine quality. Examines and evaluates the software quality assurance (SQA) process and recommends enhancements and modifications. Develops quality standards.

Education: A Bachelor's Degree from an accredited college or university with a major in Computer Science, Information Systems, Engineering, Business, or other related scientific or technical discipline.

General Experience: Must have five (5) years of experience working with quality control methods and tools.

Specialized Experience: At least three (3) years of experience in verification and validation, software testing and integration, software metrics, and their application to software quality assessment, and a demonstrated knowledge of system and project life cycles.

Risk Assessment Consultant (Senior)

Duties: Manages the identification and reporting on risk assessments and updates evaluations in order to determine and forecast operational needs and changes. Provides presentations on reporting and operational enhancements and metrics with special focus on variance analysis. Establish risk management policies and procedures, and guidelines on risk limits. Provides fraud expertise on services to internal and external customers. Develops system enhancements and meaningful reporting and operational management reporting tools and web-based tools and programs to manage, prevent, and mitigate risks. Identifies problems and recommends solutions to risk assessments.

Education: Bachelor's Degree from an accredited college or university in a related field. A Master's degree preferred.

General Experience: At least 10 years of risk assessment experience.

Specialized Experience: At least six (6) years of experience in IT risk assessment.

Safety and Security Analyst

Duties: Responsible for on-site evaluation of an organization's security and programs. Will identify, develop, implement and maintain security processes across the organization to reduce risks, respond to incidents, and limit exposure to liability. Proficiency in risk assessment, security policy, operations, policy/protocol development, security training, visitor management and general law enforcement. Must have strong technical and security acumen and be capable of translating technical information into general terms for stakeholders with a view toward training and plan execution.

Education: Bachelor's degree in Criminal Justice, Law Enforcement, or a related discipline.

General Experience: Or four (4) years of equivalent experience.

Specialized Experience: Project Management experience preferred.

Safety and Security Matter Expert

Duties: Responsible for the development, implementation, and management of an organization's security vision, strategy, and programs. Must understand the value of partnership with security and operations managers across entities to identify, develop, implement and maintain security processes across the organization to reduce risks, respond to incidents, and limit exposure to liability. Proficiency in risk assessment, security policy, executive management, first-line supervision, operations, policy/protocol development, communications/public affairs, security training, visitor management and general law enforcement. Strong organizational and change management skills are required with the ability to initiate, collaborate, implement, monitor, evaluate, and advance strategic plans that contribute to the overall goals and objectives of a team. Must have strong technical and business acumen and be capable of translating technical information into general terms for stakeholders with a view toward training and plan execution.

Education: Bachelor's degree from an accredited institution or equivalent; graduate work desired.

General Experience: Minimum ten (10) years of professional experience related to safety, security, law enforcement or related field.

Specialized Experience: Supervisory experience preferred.

Security, Computer Systems Specialist

Duties: Analyzes and defines security requirements for Multilevel Security (MLS) issues. Designs, develops, engineers, and implements solutions to MLS requirements. Gathers and organizes technical information about a partner's mission goals and needs, existing security products, and ongoing programs in the MLS arena. Performs risk analyses, which also include risk assessment. Provides daily direction to staff.

Education: A Bachelor's Degree from an accredited college or university with a major in Computer Science, Information Systems, Engineering, Business, or other related scientific or technical discipline or four (4) years of equivalent experience in a related field.

General Experience: This position requires a minimum of six (6) years of experience in analysis and definition of security requirements.

Specialized Experience: At least four (4) years of specialized experience in defining computer security requirements for high-level applications, evaluation of approved security product capabilities, and developing solutions to MLS problems.

Security, Data Specialist

Duties: Responsible for the planning, design, implementation and monitoring of security measures, policies, methods and procedures which safeguard the integrity of and access to enterprise systems, files and data elements. Responsible for acting on security violations. Maintains knowledge of changing technologies and provides recommendations for adaptation of new technologies or policies. Recognizes and identifies potential areas where existing data security policies and procedures require change, or where new ones need to be developed, especially regarding future business expansion. Provides management with risk assessments and security briefings to advise them of critical issues that may affect customer, or corporate security objectives.

Education: Preference for a Bachelor's Degree in Computer Science, Information Systems, or other related field or equivalent work experience.

General Experience: At least four (4) years of IT work experience in data security.

Specialized Experience: Has worked independently or as part of a team under general supervision and coached more junior technical staff.

SQL Report Writer

Duties: Designs, develops, tests, and maintains complex operational and analytical reports. The duties include using tools such as SQL Server Reporting Services, for internal and external use.

Education: Bachelor's Degree from an accredited college or university in Business, Computer Science, Web Design, Ecommerce, or similar field.

General Experience: A minimum of five (5) years of experience in report writing, SQL query development, and SQL reports.

Subject Matter Expert

Duties: Defines the problems and analyzes and develops plans and requirements in the subject matter area for moderately complex-to-complex systems. Coordinates and manages the preparation of analysis, evaluations, and recommendations for proper implementation of programs and systems specifications including, but not limited to: information technology, health care, education, public safety, social services, human resources, transportation, and environment.

Education: A Bachelor's Degree from an accredited college or university with a major in Computer Science, Information Systems, Engineering, Business, or other related scientific or technical discipline. A Master's Degree is preferred.

General Experience: Must have seven (7) years of experience in the IT field.

Specialized Experience: At least five (5) years of combined new and related older technical experience in the IT field directly related to the required area of expertise.

Subject Matter Expert (Senior)

Duties: The area of expertise may be related to a specific discipline required by the CCPN partner including, but not limited to: information technology, health care, education, public safety, social services, human resources, transportation, and environment. Requires expertise in the formulation of specifications and in the execution of technical initiatives in vertical areas. Defines requirements, performs analyses, and develops plans and requirements for systems.

Education: Bachelor's Degree from an accredited college or university in the specific discipline required by the CCPN. A Master's Degree or Ph.D. Degree is preferred.

General Experience: At least 12 years of relevant industry experience in the discipline is required.

Specialized Experience: At least 10 years of combined new and related older technical experience in the IT field directly related to the required area of expertise.

System Administrator (Specified)

Duties: Administer various systems including, but not limited to, Microsoft Active Directory and Server platforms such as SharePoint, Exchange, SCCM, SCOM, Office365, etc. Engineering and Administration support for other platforms, applications, and technologies utilized by the CCPN will be required. Tasks include planning and leading the technical development, implementation, and maintenance of enterprise environments and applications including multi-platform integrations.

Education and other Requirements: A Bachelor's Degree from an accredited college or university in Business, Computer Science, Information Systems, Engineering or a related field. One or more related certifications are preferred.

General Experience: Five (5) or more years of experience in managing multi-server environments with the required technologies.

Systems Analyst, Wireless

Duties: Define and develop Key Performance Indicators to measure Quality of Service of wireless voice and data services and end-to-end applications that run on top of wireless data bearers. Design and develop post-processing engines that extract and transform raw low-level performance data into aggregate metrics; automate and parameterize the process for large scale processing in an efficient and timely manner; build-in QC checkpoints for end-to-end quality verification. Analyze, troubleshoot, and investigate normal and abnormal use-cases for voice and data services; trace anomalies to corresponding impact on key metrics.

Education: A Bachelor's degree in Electrical Engineering, Computer Science, or related discipline is required. A Master's degree in the same is preferred.

General Experience: Minimum of four (4) years of direct experience in development for wireless devices or wireless network equipment is required.

Specialized Experience: Detailed in-depth understanding of wireless systems architecture, protocols, and standards is required. Detailed knowledge of key wireless applications and services, including Voice, SMS, MMS, WAP/HTTP, and Push-To-Talk (PTT) is desired. Strong technical ability, communication skills, and ability to quickly learn new technologies are required.

System Security Research Analyst

Duties: Gathers, analyzes, and composes technical information. Conducts research in one or more security disciplines and ensures the use of proper technical terminology. Translates technical information into clear, readable documents to be used by technical and non-technical personnel.

Education: A Bachelor's degree from an accredited college or university in a related field or high school diploma with additional experience. A Bachelor's degree is preferred.

General Experience: This position requires no experience if a B.A. or B.S. Degree has been obtained. If only a high school diploma has been obtained, a minimum of two (2) years of system security experience is required.

Specialized Experience: If a B.A. or B.S. Degree has been obtained, a minimum of one (1) year of experience is required in researching information using technical documentation, library resources, and the Internet.

System Security Specialist

Duties: Provides expert-level advice, analysis, and functional expertise to tasks. Demonstrates exceptional oral and written communication skills. Reviews requirements and task documentation for accuracy and applicability.

Education: A Bachelor's Degree from an accredited college or university with a major in Computer Science, Information Systems, Engineering, Business, or other related scientific or technical discipline.

General Experience: This position requires a minimum of 12 years of experience in system security.

Specialized Experience: At least seven (7) years of highly specialized experience in one or more information, computer, or network security disciplines. These disciplines could include penetration testing, intrusion detection and audit analysis, public key infrastructure, cryptography, strong authentication, risk analysis, and multilevel security.

Systems Security Specialist (Senior)

Duties: Analyzes and defines security requirements for Multilevel Security (MLS) issues. Designs, develops, engineers, and implements solutions to MLS requirements. Responsible for the

implementation and development of the MLS solution. Gathers and organizes technical information about an organization's mission goals and needs, existing security products, and ongoing programs in the MLS arena. Performs risk analyses, which also include risk assessment. Provides daily supervision and direction to staff.

Education: A Bachelor's Degree from an accredited college or university with a major in Computer Science, Information Systems, Engineering, Business, or other related scientific or technical discipline. A Master's Degree is preferred.

General Experience: This position requires a minimum of eight (8) years of experience in analysis and definition of security requirements.

Specialized Experience: At least five (5) years of specialized experience in defining computer security requirements for high-level applications, evaluation of approved security product capabilities, and developing solutions to MLS problems.

Telecommunications Consultant (Senior)

Duties: Identifies problems and recommends solutions for telecommunications organizations. Performs process and data modeling in support of the planning and analyses for using automated tools. Evaluates controls and makes recommendations. Provides planning, analyses, strategic planning, design, development, implementation and post-implementation for telecommunications projects.

Education: Bachelor's Degree from an accredited college or university with a major in Telecommunications, Computer Science, Information Systems, Engineering or a related field. Master's degree preferred.

General Experience: At least 10 years telecommunications experience.

Specialized Experience: At least seven (7) years of experience as a consultant or engineer in the telecommunications field in the private or public sector.

Telecommunications Engineer

Duties: Responsible for engineering and/or analytical tasks and activities associated with technical areas within the telecom function (e.g., network design, engineering, implementation, diagnostics or operations/user support). Performs complex tasks relating to network monitoring, operations, installation, and/or maintenance for local, off-site, and/or remote locations. The scope of responsibility for this position includes, but is not limited to, the configuration, deployment, testing, maintenance, monitoring, and troubleshooting of network components to provide a secure, high-performance network. Duties also entail quality assurance and testing of transmission mediums and infrastructure components.

Education: Bachelor's Degree in Computer Science, Information Systems, or other related field or equivalent work experience.

General Experience: Three (3) to five (5) years of IT work experience.

Specialized Experience: Has worked independently or as a part of a team under general supervision and coached more junior technical staff.

Telecommunications Engineer (Senior)

Duties: Provides engineering and technical support for Statewide telecommunications projects and services. Provides designs and applications to ensure overall technical integrity. Provides high-level planning for the systems used by telecommunications organizations. Performs process and data modeling for the planning and analyses of automated tools. Provides technical expertise and guidance in engineering techniques and automated support tools. Provides assistance with planning, design, cost/benefit analyses, assessment of configurations and performance measurements, development, implementation and recommendations for staffing levels for telecommunications systems and processes.

Education: Bachelor's Degree from an accredited college or university in Engineering, Telecommunications, Computer Science, Information Systems or other related scientific or technical discipline. A Master's degree is preferred.

General Experience: At least 10 years of telecommunications experience.

Specialized Experience: At least six (6) of experience in commercial and long-distance network architectural design and engineering.

Telecommunications Systems Analyst

Duties: Must be capable of planning, analysis, design, development, and maintenance of operations support systems used by telecommunications organizations. Must be capable of performing business systems planning, information planning, and analysis in support of telecommunications support functions, including billing, trouble ticket management, service order entry, and/or configuration management.

Performs process and data modeling in support of the planning and analysis efforts using both manual and automated tools. Provides technical guidance in software engineering techniques and automated support tools.

Education: A Bachelor's Degree from an accredited college or university with a major in Telecommunications, Computer Science, Information Systems, Engineering, Business, or other related scientific or technical discipline.

General Experience: Must have five (5) years of experience in engineering, systems analysis, design and programming.

Specialized Experience: At least two (2) years of experience in functional and data requirement analysis, systems analysis and design, programming, program design of billing, trouble ticket

management, service order entry, and/or configuration management systems supporting operations of large telecommunications support organizations.

Testing Specialist

Duties: Must be capable of designing and executing IT software tests and evaluating results to ensure compliance with applicable regulations. Must be able to prepare test scripts and all required test documentation. Must be able to design and prepare all needed test data. Analyzes internal security within systems. Reviews test results and evaluates for conformance to design.

Education: A Bachelor's Degree from an accredited college or university with a major in Computer Science, Information Systems, Engineering, Business, or other related scientific or technical discipline or three (3) years of equivalent experience in a related field. A Master's Degree is preferred.

General Experience: Must have four (4) years of experience in computer software development.

Specialized Experience: At least two (2) years of software testing experience (integration and acceptance).

Training Specialist/Instructor

Duties: Conducts the research necessary to develop and revise training courses and prepares appropriate training catalogs. Prepares all instructor materials (course outline, background material, and training aids). Prepares all student materials (course manuals, workbooks, handouts, completion certificates, and course critique forms). Trains personnel by conducting formal classroom courses, workshops, and seminars.

Education: A Bachelor's Degree from an accredited college or university with a major in Education/Training in the areas of Computer Science, Information Systems, Engineering, Business, or other related scientific or technical discipline. A Master's Degree is preferred.

General Experience: Must have four (4) years of experience in information systems development, training, or related fields.

Specialized Experience: At least two (2) years of experience in developing and providing IT and end user training on computer hardware and application software.

Technical Writer/Editor

Duties: Assists in collecting and organizing information for preparation of user manuals, training materials, installation guides, proposals, and reports. Edits functional descriptions, system specifications, user manuals, special reports, or any other customer deliverables and documents. Conducts research and ensures the use of proper technical terminology. Translates technical information into clear, readable documents to be used by technical and non-technical personnel. For

applications built to run in a Windows environment, uses the standard help compiler to prepare all on-line documentation. Assists in performing financial and administrative functions. Must demonstrate the ability to work independently or under only general direction.

Education: Associate's Degree in related field. A Bachelor's degree is preferred.

General Experience: A minimum of five (5) years of experience in this area.

Specialized Experience: At least two (2) years of experience in preparing and editing documents, including technical documents. Also includes researching applicable standards.

VOIP Specialist

Duties: Basic VoIP engineering knowledge and troubleshooting skills including call routing, TCP/IP, SIP, SS7, and UDP protocols, In-bound/Out-bound call processing. Also knowledge of PSTN, PBX, analog, ISDN, and routers is required.

Education: Associates Degree from an accredited college or university in Computer Science or related field. Industry certifications preferred.

General Experience: At least three (3) years of experience in network switching and TCP/IP technology.

The remainder of this page is intentionally left blank.

ATTACHMENTS

Attachment A – CONTRACT Services Agreement

The Carroll County Government Services Agreement contract. It is provided with the RFP for informational purposes and is not required at proposal submission time. However, it must be completed, signed and returned by the selected Respondent to the Procurement Officer expeditiously upon notification of proposed contract award.

DRAFT

SERVICES AGREEMENT

DRAFT

THIS AGREEMENT, effective as of this ____ day of _____, **2024**, by and between **THE COUNTY COMMISSIONERS OF CARROLL COUNTY, MARYLAND**, a body corporate and politic of the State of Maryland (hereinafter referred to as “County”), and _____ (hereinafter referred to as “Contractor(s)”).

WHEREAS, County plans to _____ (“the Project”); and

WHEREAS, County requires _____ services in connection with the Project; and

WHEREAS, Contractor(s) represents that Contractor(s) is experienced and skilled in _____ and desires to perform _____ services for County.

NOW THEREFORE, in consideration of the covenants and promises contained in this Agreement, the parties agree as follows:

1. Services to be Provided. Contractor(s) agrees to _____.
Contractor(s) agrees to perform the services at its own risk.

2. Costs. The cost for services to be provided by Contractor(s) under this Agreement shall not exceed _____ DOLLARS (\$ ____). Contractor(s) shall submit invoices on a _____ basis with supporting documentation attached thereto. Invoices shall be submitted to the following address: _____.

3. Independent Contractor(s). Contractor(s) shall operate as and have the status of independent Contractor(s) and shall not act or be an agent or employee of County. Contractor(s) shall be responsible for determining the means and methods for performing the services described herein. The means and methods shall be subject to approval by County. Contractor(s) shall provide all materials and equipment to carry out the terms of this Agreement.

4. Term of Agreement. Performance under this Agreement shall commence on or before _____ and shall continue until agreed upon services are completed, but in any case, no later than _____. The term of this Agreement shall be renewable for _____ year term(s) at the sole discretion of County.

5. Termination of Agreement for Convenience. County may terminate this Agreement in accordance with this clause in whole or in part, without showing cause, upon giving written notice to Contractor(s), whenever County shall determine that such termination is in the best interests of County. County shall pay all reasonable costs incurred by Contractor(s) prior to the date of termination.

6. Termination of Agreement for Default. County may terminate this Agreement in accordance with this clause if Contractor(s) fails to perform the services under this Agreement properly and on time, or otherwise violates any provision of the Agreement. County shall pay Contractor(s) fair and equitable compensation for satisfactory performance prior to receipt of notice of termination, less the amount of damages caused by the breach of Contractor(s). County will not provide compensation for any anticipatory profits.

7. Indemnity. Contractor(s) agrees to indemnify and hold harmless County, its officers, agents, employees, and volunteers from any and all claims, demands, causes of action, damages, liabilities, costs, and suits, arising out of, occurring, or resulting from any personal injury or damage to or loss of property of any nature, caused by, arising out of, or in any way connected with the services provided hereunder.

8. Compliance with Laws. Contractor(s) hereby represents and warrants that:

(1) It shall comply with all Federal, State and local laws, regulations, and ordinances applicable to its activities and obligations under this Agreement; and

(2) It shall procure, at its expense, all licenses, permits, insurance, and governmental approval, if any, necessary to the performance of its obligations under this Agreement.

9. Delegation of Duties. Unless otherwise agreed by County in writing, Contractor(s) shall personally perform the services agreed upon. Contractor(s) may not delegate his/her duties under this Agreement without the prior written consent of County. Upon obtaining prior written consent of County, Contractor(s) may subcontract. Contractor(s) shall remain fully responsible and liable for the performances of services hereunder.

10. Conflict of Interest: No employee of County, or any department, commission, agency, or branch thereof, whose duties as such employee include matters related to or affecting the subject matter of this Agreement shall, while in such employment, become or be an employee of the Contractor(s). Contractor(s) hereby agrees not to knowingly tender an offer of employment to any such employee of County during the term of this Agreement.

11. Americans with Disabilities Act. In performance of this Agreement, Contractor(s) acknowledges that it is acting on behalf of County and warrants that it and its agents shall comply with all applicable provisions of the Americans with Disabilities Act. Contractor(s) hereby indemnifies and holds harmless County from all damages and costs, including costs of defending claims and reasonable attorneys' fees, arising from any claim that Contractor(s) has failed to comply with the Americans with Disabilities Act.

12. Non-Discrimination in Employment: Contractor(s) shall operate under this Agreement so that no employee or applicant for employment otherwise qualified, is denied employment or other benefits on the grounds of race, color, religion, sex, sexual orientation, creed, national origin, age, marital status, or physical or mental handicap which would not reasonably preclude the required performance. Contractor(s) shall include a clause similar to this clause in all subcontracts.

Contractor(s) and each subcontractor(s) shall post in conspicuous places, for available employees and applicants for employment, notices setting forth the provisions of this non-discrimination clause.

13. Insurance: Contractor(s) shall obtain and maintain general liability insurance and professional malpractice insurance as necessary to protect in any legal action, tort, contract, or other liability which may be raised against Contractor(s) or the County. Contractor(s) shall provide the County with evidence of insurance as the County may require, including evidence that the policies may not be terminated without thirty (30) days prior notice to County.

14. Contingent Fee Prohibition: Contractor(s) warrants that it has not employed or retained any person, partnership, corporation, or other entity, other than a bona fide employee or agent working for Contractor(s), to solicit or secure this Agreement, and that it has not paid or agreed to pay any person, partnership, corporation, or other entity, other than a bona fide employee or agent, any fee or any other consideration contingent on the making of this Agreement.

For breach or violation of this Paragraph, County shall have the right to annul this Agreement without liability, or, in its discretion, to deduct from the price or consideration or otherwise recover, the full amount of such fee or other consideration.

15. Contract Documents. The documents which make up the complete Agreement between County and Contractor(s) include the Request for Proposal and the Proposal submitted by Contractor(s). These documents set forth all of the covenants, provisions, agreements, conditions, and understandings between County and Contractor(s).

16. Governing Law. The terms of this Agreement shall be interpreted and enforced according to the laws of the State of Maryland.

17. Amendment to Agreement. This Agreement may be amended as County and Contractor(s) mutually agree in writing. Except for the specific provision amended, the Agreement shall remain in full force and effect after such amendment subject to the same laws, obligations, conditions, provisions, rules and regulations, as it was prior to said amendment.

IN WITNESS WHEREOF, the parties have executed this Agreement and have caused their respective seals to be affixed on or before the date first set forth herein.

_____(SEAL)
"Contractor(s)"

THE COUNTY COMMISSIONERS OF
CARROLL COUNTY, MARYLAND,
a body corporate and politic
of the State of Maryland

ATTEST:

_____(SEAL)

"County"

Approved for legal sufficiency:

County Attorney

h:\MMS\Agmts\02\Services-General 12/3/04

Attachment B – MEMORANDUM OF UNDERSTANDING

MEMORANDUM OF UNDERSTANDING

Between

Carroll County Government,
Carroll County Public Schools,
Carroll County Public Library,
Carroll Community College For
The Carroll County Public Network (hereinafter the “CCPN”)

THIS MEMORANDUM OF UNDERSTANDING (hereinafter the “MOU”) is made and entered into this 3rd day of December, 2015 by and between the County Commissioners of Carroll County, Maryland, a body corporate and politic and a political subdivision of the State of Maryland (hereinafter “CCG”), the Board of Education of Carroll County, Maryland, a body corporate of the State of Maryland (hereinafter “CCPS”), the Carroll County Public Library, a body corporate of the State of Maryland (hereinafter “CCPL”), and the Carroll Community College, a body corporate of the State of Maryland (hereinafter the “CCC”). This MOU is an affirmation and continuation of the original MOU dated October 14, 2004 that established the CCPN. This MOU confirms the existence of the original cooperative agreement and establishes a new understanding for the continuation of the CCPN.

RECITALS

1. CCG, CCPL, CCPS, and CCC (hereinafter collectively the “Partners” or individually the “Partner”) have determined that the interests and welfare of the citizens of Carroll County continue to be best served by the administration and growth of the public, non-profit, data communications network (hereinafter “CCPN”) using innovative technology to deliver high speed data and bandwidth that was created via the original CCPN MOU.
2. The Partners have and will continue to invest significant resources for the collective benefits of the CCPN, and as such, will maintain perpetual use of the CCPN portion of the fiber resources at no additional cost to any individual Partner. Perpetual use is granted to each partner for their individual and collective use beyond the life of this MOU.
3. The Partners have cooperated and collaborated on the design, construction, and administration of the CCPN and will continue to manage the expansion and growth of the CCPN Network.
4. The Partners have engaged in other mutually beneficial relationships regarding technology in the past and have realized cost savings and other tangible and intangible benefits.
5. The mission of the CCPN continues to provide access needed in today’s information-based world and to close the digital divide for Carroll County citizens through the cooperation of public

agencies. The vision of CCPN is to bring opportunities, inherent in both the technology and resources, to Carroll County so that the Partners may better communicate with citizens, attract economic development to the region, improve the services and general quality of life, and prepare students and the community for success. The CCPN objective is to continue to enhance Carroll County's telecommunications opportunities through the implementation of innovative technologies, to eliminate duplication of effort, to reduce the overall financial expense of operation and maintenance through consolidation and economies of scale, and to serve as a contact point on data

NOW, THEREFORE, in consideration of the mutual covenants and obligations contained herein, and other good and valuable consideration the receipt and sufficiency of which are hereby acknowledged, CCG, CCPS, CCPL, and CCC hereby agree as follows:

Article I Purpose and Scope

- A. Purpose. The purpose of this MOU is to maintain a framework for cooperation among the CCPN Partners. This MOU is designed to extend the original MOU to make it easier and more efficient for officials, managers, and technicians of the Partners to work together, as appropriate, in addressing technology, infrastructure, management, and financial needs.
- B. Scope. This MOU shall serve as an umbrella agreement that sets forth the general terms and conditions under which CCPN Partners will cooperate in activities involving infrastructure, fiscal, technical, and governance issues.
- C. Background. The Recitals to this MOU are incorporated herein by reference and are deemed a substantive part of this MOU.
- D. Other Agreements. This MOU shall not in any manner restrict any Partner's right to participate in other similar activities or arrangements with other public or private agencies, organizations, or individuals.

Article II Term and Definitions

- A. Term of MOU. This MOU shall remain in effect for a period of twenty-five (25) years from the effective date hereof, unless otherwise terminated by the mutual consent of the Partners. Following the initial twenty-five (25) year term, this MOU shall automatically renew annually on its anniversary date.
- B. Definitions.
 - 1. "Partner" means CCG, CCPL, CCPS, or CCC. The Partners are the original parties to this MOU.

2. "CCPN" means the collective entity that makes up and enables the exchange of data communications among the Partners and from the Partners through the network to the Internet or other public or private networks.
3. "CCPN Infrastructure" means assets that are used solely for the transport of data communication within the CCPN, specifically the cabling infrastructure and CCPN routers.
4. All equipment belonging to and operated by individual Partner networks shall be the exclusive property and responsibility of the individual Partners.
5. "User" means an organization that has been added to the CCPN in any manner, including but not limited to, direct cable connection, wireless connection, and other web services. Based on the scope of involvement and the determination of the CCPN Administrative Committee, Users can be sponsored by Partners and become users of that Partner's network or complete the User Documentation Process and assume all of the obligations of use covered in this MOU and the User Documentation Process.

Article III
Agreement and Responsibilities

- A. Maintenance. The CCPN Partners agree to share in the responsibility for the design, research, and information sharing as related to the CCPN. This may include the oversight of vendors, equipment maintenance, equipment replacement, network enhancement, technical support, and management of the CCPN Infrastructure. (Collectively, the "Maintenance")
- B. The CCPN Partners shall:
 1. provide technicians to equitably share technical support for the CCPN;
 2. pursue grants to support the infrastructure that can be mutually shared by all;
 3. cooperate in mutual areas of interest and share data, information, and findings of mutual concern;
 4. develop agreements for specific work when mutually beneficial and agreeable;
 5. cooperate and support the operation of all projects of mutual interest;
 6. regularly provide updates on project activities, technology application, development and related work pertaining to cooperative activities covered under this MOU;
 7. maintain and routinely update an inventory of the CCPN infrastructure;
 8. maintain an Interagency CCPN Administrative Committee (hereinafter the "Committee"),

consisting of three members representing each Partner, for purposes of enhanced project coordination. The primary responsibility of the Committee shall be to manage the CCPN and coordinate related projects and research. It is desirable that the CIO and two designated Technical Staff Members from each of the CCPN Partners be members of this committee.

9. maintain the Bylaws established under the original MOU to oversee operations of the CCPN to include, but not be limited to: appointment of a chairperson(s), secretary, and central point of contact; rules for the organization and conduct of meetings; and the processing and maintenance of CCPN documentation.
10. provide members, as decided by the Committee, to a "Fiber Commission" charged with managing the entire 216 strand fiber network infrastructure of which 144 strands are dedicated for CCPN use.

Article IV

Financial Obligations

- A. This MOU is neither a fiscal nor funds obligation document. Any activities involving the reimbursement or contribution of funds by and between the Partners under this MOU shall be handled in accordance with all laws, regulations, and procedures applicable to each Partner and shall be documented in written agreements, which agreements shall reference this MOU.
- B. This MOU defines in general terms the basis on which the Partners shall cooperate and as such, does not and shall not constitute a specific financial obligation to serve as a basis for expenditures by any Partner. Each Partner shall provide funding, human resources assistance, equipment, supplies, facilities, training, public information, and expertise to the extent that their participation is required and resources are available. Grants received by a Partner for the benefit of the CCPN infrastructure shall not automatically be construed as rationale for reducing the financial responsibilities of the other Partners, individually or collectively.
- C. This MOU does not and shall not obligate any of the Partners to expend appropriations or to enter into any agreements, contracts, or other obligations.

Article V

Terms of Understanding

- A. Effective Date. This MOU shall take effect upon the date first written above.
- B. Modifications. This MOU may be renegotiated, amended, or modified at any time by the unanimous written agreement of all of the Partners.
- C. Perpetual Use. The Partners will maintain perpetual use of the 144 strands of the Fiber Network dedicated to the CCPN use. The use cannot be defined unilaterally and will be governed by the Committee.

D. Termination.

1. Any Partner may at its option and discretion terminate its participation in this MOU by providing written notice and explanation to the other Partners at least ninety (90) calendar days in advance of the effective date of such termination. However, the terminating Partner relinquishes all perpetual use of the network as outlined in this MOU. Perpetual use by the remaining Partners will not be impacted.
2. The termination of a Partner shall not affect the validity or duration of activities or agreements that have been initiated under this MOU prior to such termination. In the event of the termination by a Partner, the physical assets of the terminating Partner that (i) are part of and essential to the CCPN Infrastructure and operations at the time of termination, and (ii) were acquired on or after the effective date of this MOU, shall become the property of the remaining CCPN Partners as part of the CCPN Infrastructure.
3. The rights provided to each Partner in this MOU cannot be terminated by another Partner.

E. Review. This MOU may be reviewed annually at one of the regularly scheduled CCPN Committee meetings.

Article VI
Publications and Release of Information

- A. Publications documenting cooperative efforts may be prepared by a Partner, or jointly, provided that all Partners have an opportunity to review manuscripts prior to publication. To the extent possible, decisions involving authorship, review of reports, and other conditions and circumstances shall be addressed during preparation of interagency agreements referencing this MOU. A good faith effort shall be made to reconcile differences of viewpoint among the Partners with respect to CCPN. However, such differences shall not prohibit a Partner from publishing its own data or information, provided the Partner assumes sole responsibility and gives appropriate credit to the other Partners and CCPN.
- B. The Partners agree that sharing credit is mutually beneficial, and shall make every effort to assure that appropriate citation and attribution, including the use of official Partner visual identifiers, is given for work performed under this MOU.
- C. Public information products, including news releases, reports, briefing papers, or other information products, are subject to same terms and conditions as other publications.
- D. Any commitment of a Partner to preserve the confidentiality of information is subject to all applicable federal, State and local laws and regulations.

Attachment C – COST PROPOSAL FORM INSTRUCTIONS

- 1) Present a spreadsheet (attached as CCPNCostProposal.xlsx *Discount* Tab) that lists all manufacturer hardware and software that you are authorized to re-sell. List your standard percentage discount off of MSRP in one column and your “Registered” vendor discount in a second column. In addition, list any certifications and other comments.
- 2) Present a second spreadsheet (attached as CCPNCostProposal.xlsx *Labor* Tab) that lists all of the labor categories defined in Section 3.1 that includes columns each of the fifteen (15) functional areas indicating expertise with that labor category in that functional area. Only enter labor rates in the fields that you are offering services. If you believe that a labor category is missing, please enter it at the bottom of the list.
- 3) Present a sample SOW based on the requirements of Attachment D of this document. The SOW should show full cost to the CCPN or Partner including Time and Materials Pricing (T&M). Extraneous or incidental materials consumed by the contractor specifically for this contract will not be invoiced separately and should be included as part of these 3 categories:
 - a) The T&M should not exceed total hours per labor category and reflect direct labor hours billed at specific contract fixed hourly rates.
 - b) The T&M will provide for the procurement of materials (including a maximum of 10% overhead to cover administrative costs).
 - c) Any hardware and/or software costs proposed as part of the solution should be included as line items indicating the discount on MSRP. A proposal may include discounts at or higher than those listed on the submitted spreadsheet.

Attachment D – SCOPE OF WORK FORMAT

The Contractor(s) will prepare a detailed Scope Of Work (SOW) prior to beginning work on this contract including all projects associated with it. A simple PO is acceptable when it notates hardware or software specified in an SOW or if it is a renewal of an existing project. Each SOW must be approved by the CCPN or partner and will become part of the contract.

Each SOW shall include:

- Introduction
 - Brief Project Description
- Term
- Summary of Service
- Scope of Service
 - Background
 - Detailed Description
 - Customer Responsibilities
 - Assumptions
 - Out of Scope
 - Schedule / Timeline / Milestones
 - Service Hours
 - Deliverables
 - Personnel Skills and Qualifications
- Pricing
- Change Management Process
- Other Provisions
- Signatures

Carroll County Public Network

Consulting and Technical Services
Project No. 49-F-1-24/25

VOLUME I TECHNICAL PROPOSAL

PRESENTED TO



PRESENTED BY

Skyline Technology Solutions, LLC
6956 Aviation Boulevard, Glen Burnie, MD 21061

Jason Ross, Vice President
jross@skylinenet.net
(410) 590-2002

20 August 2024

TRANSMITTAL LETTER

August 20, 2024

Corey Hood, Buyer
Office of Procurement
Carroll County Government
225 North Center St., Rm. 305
Westminster, Maryland 21157

Subject: Carroll County Public Network
Consulting and Technical Services
Project No. 49-F-1-24/25

Dear Mr. Hood,

Skyline Technology Solutions, LLC (Skyline) is pleased to submit our Technical Proposal in response to the above referenced Request for Proposal for Carroll County Public Network (CCPN). Skyline has been providing CCPN with IT services for the last 15 years and we look forward to further enhancing our relationship with CCPN by continuing to provide these critical services.

We appreciate the opportunity to submit our bid. We are certain our proposal represents the best value to CCPN. We understand the full scope of the technical requirements for this project and take no exceptions to the terms, conditions, or specifications contained in the RFP.

I am legally authorized to negotiate and sign contracts with CCPN. If you require additional information or clarification, please contact me by phone or email as listed below.

Sincerely,



Jason P. Ross
Vice President, Sales
(410) 590-2002
jross@skylinenet.net

SKYLINE CONTACT INFORMATION

Company Name		Skyline Technology Solutions, LLC.	
Company Details		Established 2004 www.skylinenet.net	
Headquarters Location		6956 Aviation Boulevard Glen Burnie, MD 21061 Office: 410-553-2600 Fax: 410-787-2551	
Primary RFP Contact		Kendra Collier Relationship Manager Office: 410-590-2076 Cell: 443-336-4150 Email: kcollier@skylinenet.net	
Secondary RFP Contact		Jason Ross Vice President, Sales Office: 410-590-2002 Cell: 443-398-7917 Email: jross@skylinenet.net	

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2. EXECUTIVE SUMMARY

Skyline Technology Solutions, LLC (Skyline) is excited to submit this RFP technical response to the members of the Carroll County Public Network (CCPN). The Skyline team has supported many CCPN members and their community for over fifteen (15) years, providing IT consulting, physical security and managed services. With a long history of supporting and working in Carroll County, we relish the unique opportunity to improve technology in Carroll County and directly benefit from the improved quality of education and government services that we utilize for our own families. We look forward to serving the members of the CCPN and continuing our progress by further applying our unique experience in the public sector. This RFP response will demonstrate that we have the diverse experience as well as the talent required to provide IT services for CCPN and its members.

The CCPN has brought critical broadband services to the citizens of Carroll County. The CCPN was the first county network that truly united the county government, schools, libraries, and community college to develop a county-owned network. The result is a new networking standard based on fiber that connects at gigabit speeds and above. The momentum created by this project led to other counties

pursuing a public sector network instead of relying on I-Net fiber resources provided by a commercial cable company. The ultimate outcome of this effort was the One Maryland Broadband Network, which benefits all counties in Maryland including Carroll.

The CCPN's statewide impact is truly impressive. Through this contract, we will continue to serve the IT consulting, cybersecurity and physical security needs of the members of the CCPN for many years to come.



"Skyline has proven to be a worthy vendor with excellent skills and knowledge. Skyline has provided outstanding infrastructure support as well as great customer service."

– Chief Wilson, Maryland Capitol Police

3. SOLUTION

3.1 ENTERPRISE SERVICE PROVIDER (ESP)

Skyline has the capabilities to provide the services requested under Enterprise Service Provider Functional Area:

Description – Services to ensure that information systems are designed to capitalize on CCPN architecture and State IT standards, provide interoperability with other systems and networks, be reliable and maintainable, and make the most cost-effective use of COTS technology and CCPN-wide and partner wide resources.

Skyline Capabilities

Skyline has demonstrated our ability to provide Enterprise Service Provider services on several government projects over the past 20 years. Our architects have provided significant engineering and consulting services for both the State of Maryland and the Carroll County Public Network (CCPN), allowing both to gain the full value of the available services.

Leveraging the experience gained over the past 15 years with networkMaryland™ and CCPN, we have honed our ability to test new hardware and services utilizing our technical talent and developed vendor relationships. Our unique lab environment ensures solutions implemented in the CCPN meet the needs of all participating members. The enhancement of data connections for state agencies within Carroll County and the use of networkMaryland™ Internet services within the CCPN are two examples of how we apply our Enterprise Service Provider experience. Skyline engineers have gained institutional knowledge of the customer, the State IT standards, and the technologies necessary to support such efforts.

Our Systems Engineering team can design, implement, and maintain critical enterprise IT systems to meet CCPN's business objectives. With security in mind, our focus is understanding your needs, removing pain points, and adding value to your business through the successful delivery of IT services. Skyline specializes in cloud and Software as a Service (SaaS) implementations, identity and access management and governance, Microsoft Hyper-V and VMware environments, on-premises servers, storage, and application installations. Skyline also takes business processes and future support requirements into account during our implementations.

Skyline likes to take on challenges that includes integrating new technology with an already existing network environment. We have designed a number of enterprise service environments for the State of Maryland and its counties including the two networks that have served the CCPN. The enterprise service environment has been a key success in our development.

Skyline Experience

Skyline has extensive experience supporting the enterprise service provider needs of our public sector customers. For over 15 years Skyline has been instrumental in providing day-to-day operational support for the CCPN network and the DoIT networkMaryland™ networks. These are both critical networks delivering services to their respective citizen base. For both of these networks, Skyline adheres to a strict service level agreement and responds to all operational issues. In addition to providing the engineering, implementation and operations of the CCPN and networkMaryland™, Skyline has provided enterprise service provider support for the following customers:

- Virginia Department of Transportation (VDOT)** - Skyline has provided VDOT with a statewide network and hosted video streaming solution leveraging our Claris video platform for over 10 years. The support includes 24/7/365 maintenance of all of the network and video hardware providing this critical service to the citizens of Virginia. Part of this effort included Platform as a Service where Skyline engineered and managed a VMware virtual hosting server farm for a suite of services. Skyline designed, implemented, and continues to operate a VDOT-owned optical backbone network that leverages resource share fiber assets that were otherwise unused by the transportation agency. This network replaced the commercial carrier MPLS network and provides both significant cost savings and increased capacity and resiliency for VDOT. Moreover, the network has enabled VDOT to confidently transition from distributed core application hosting to AWS and Azure Cloud-based services.
- Video Platform Solution – Claris** - In addition to the VDOT network and video streaming solution discussed above, Skyline provides our video platform to 17 others states to enable them to deliver situational awareness of the conditions on their state roads through live streaming video. Customers such as the Texas Department of Transportation (TxDOT) utilize our video as a service model which is fully outsourced to Skyline including the hardware, hosting of the video distribution service and network management/ monitoring. The states in Table 1 leverage the Skyline video platform for these services.
- Wisconsin Department of Transportation (WisDOT)** - Wisconsin Department of Transportation first became a customer of Skyline through their use of our video platform solution as noted above. Skyline has now also added the monitoring and management of their statewide network as a service. Leveraging our

Customer	Award Date
Maryland DOT (SHA, MTA, MDTA)	2009
Virginia DOT	2011
Pennsylvania DOT	2012
Maryland Fusion Center	2012
Washington DC DOT	2013
South Carolina DOT	2013
Missouri DOT/City of Springfield	2013
West Virginia DOT	2013
Tennessee DOT	2014
Michigan DOT	2016
New York DOT and Thruway	2016
Texas DOT	2018
Iowa DOT	2019
Georgia DOT	2020
Colorado DOT	2021
Indiana DOT	2022
Idaho DOT	2022
Wisconsin DOT	2023
CalTrans, CA Sacramento District	2024

Table 1 - Skyline State Customers

LogicMonitor® platform, we monitor and respond to outage across their network and fiber optic infrastructure. In addition to the support of their operations, we also provide an onsite network engineering resource to provide consulting services and break-fix.

3.2 NETWORK ENGINEERING AND PLANNING SERVICES

Skyline has the capabilities to provide the services requested under Network Engineering and Planning Services Functional Area:

Description – The CCPN at its option may request network planning and engineering services as the CCPN network grows. The Contractor (s) shall provide an SOW addressing the specific requirements.

Skyline Capabilities

Skyline provides a wide array of network engineering, and implementation services tailored to meet the needs of our customers. Working from our customers' business requirements, we can recommend single-site solutions up to multi-county or statewide networks. Each network design implementation is fully documented in Microsoft Visio, and current configurations are documented for customer records. For large implementations or lab testing, our facility allows us to pre-stage hardware for the customer for a problem-free installation and timely turn-up. With a large amount of equipment utilized today reaching end-of-life, many network implementations also require a migration from an existing network. We support these projects at a time that best serves the business needs of the organization, regardless of the time of day.

In addition to our network engineering and planning services, Skyline is a hardware reseller for industry leading hardware vendors. Our relationship with these vendors and certifications demonstrates our commitment to providing the best network solution for the customer. Skyline has key partnerships with Aruba, Ciena, Cisco and Juniper so that we can provide hardware at competitive pricing directly for our customers. Once the networks are installed, we are also uniquely qualified to provide 24/7/365 operational support on behalf of the customer.

Skyline Experience

Skyline is currently engaged with have a number of state agencies that depend on Skyline's expertise to listen to challenges that the organization is experiencing, discover the root cause or causes to that pain, and develop that into a manageable solution. The following customers leveraged Skyline to provide both network engineering and planning along with hardware reselling to build successful networks:

- **Carroll County Public Network** - Skyline designed, implemented, and maintains the current CCPN solution in support of the participating members. For over 15 years, Skyline has worked with the CCPN to design a county-wide fiber network and implement a network serving the four-member entities. Over the life of the contract,

we have upgraded the network to a Ciena infrastructure increasing bandwidth of the core network. As the need for additional Internet services developed, Skyline worked with the county and state to provide additional bandwidth. In addition to supporting the network, we have worked with the partners to ensure their needs are met by the network interconnecting sites across the Carroll County.

- **Virginia Department of Transportation (VDOT)** - Skyline worked with VDOT to engineer a statewide fiber network that leverages existing resource-share fiber. With the fiber network in place, Skyline engineered and implemented a Cisco dense wavelength division multiplexing (DWDM) network across 10 key sites in Virginia to ultimately replace leased commercial carrier services. This network is now fully operational and is maintained by Skyline 24/7/365.
- **Prince George's County Community College** - Skyline has a long relationship with the Prince George's County Community College (PGCC) dating back over 15 years. We have engineered and implemented numerous new and renovated buildings over this time. Leveraging our strong relationship with Juniper Networks, Skyline designs the networks leveraging the latest technology and provides outstanding project pricing to create a win-win for the customer. Skyline provides Tier-3 support for PGCC and ensures they have access to our highly technical team, should an issue arise.

3.3 INFORMATION SYSTEM SECURITY

Skyline has the capabilities to provide the services requested under Information System Security Functional Area:

Description – The security of information and computing resources at all organizational levels; including software/application and data security support, as well as disaster recovery planning and risk assessment.

Skyline has extensive past performance providing state departments of information technology, state departments of transportation, and numerous local jurisdictions cybersecurity services and solutions. We are continuously able to provide value and build upon best practices in cybersecurity architecture, networking, and solution delivery by developing transformational cybersecurity programs for our customers. As demonstrated below in Figure 1 - Cybersecurity Services, Skyline offers a comprehensive set of services to support the cybersecurity needs of our public sector customers.

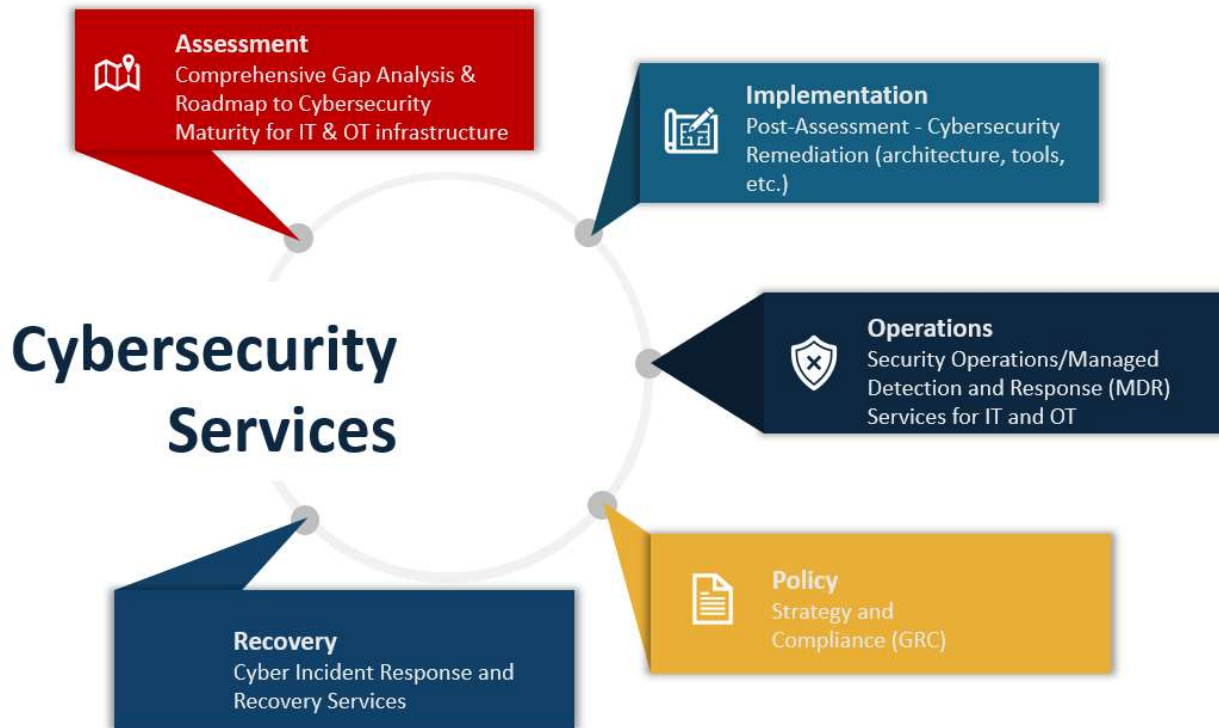


Figure 1 - Cybersecurity Services

Our employees collectively hold expert cybersecurity certifications such as: Certified Information Systems Security Professional (CISSP), Information Systems Security Engineering Professional (ISSEP), Information Systems Security Architecture Professional (ISSAP), Certified Information Security Manager (CISM), Certified Information Security Auditor (CISA), Certified Cybersecurity Analyst (CySA+), Network+, and Security+ which demonstrate our commitment to having the demonstrated knowledge to perform our work.

Given our vast and deep experience, we are exceptionally qualified and eager to continue providing our trusted services to provide the services requested under Information System Security Functional Area:

3.3.1 Hardware/Software/Application Security Support

Description – Strategies and solutions to defend hardware/software, IT and telecommunications resources against adversaries such as malware, viruses, worms and hackers for operating systems and applications in a mainframe, client/server, cloud, or networked environment.

Skyline Capabilities

Skyline's team of information security engineering professionals provides our customers with an array of proactive services to defend their networks from adversarial actors. Based on our vast experience, Skyline will provide CCPN with the knowledge gained from

our extensive background in providing state, local, transportation and commercial customers with transformational cybersecurity initiatives. Our team will leverage industry best practices based on the National Institutes of Standards and Technology (NIST) 800 series and apply our Maryland domain knowledge to effectively apply them for Carroll County, state agencies, and local governments throughout Maryland via the CCPN contract.

Skyline believes that defending hardware, software, IT, and telecommunication resources against cyber threats requires a multi-layered, defense-in-depth approach (Figure 2 - Bird's Eye View of Defense-in-Depth Structure of Cybersecurity), leveraging a combination of strategies, technologies, policies, and best practices.

A Bird's Eye View of Defense-in-Depth Structure of Cybersecurity

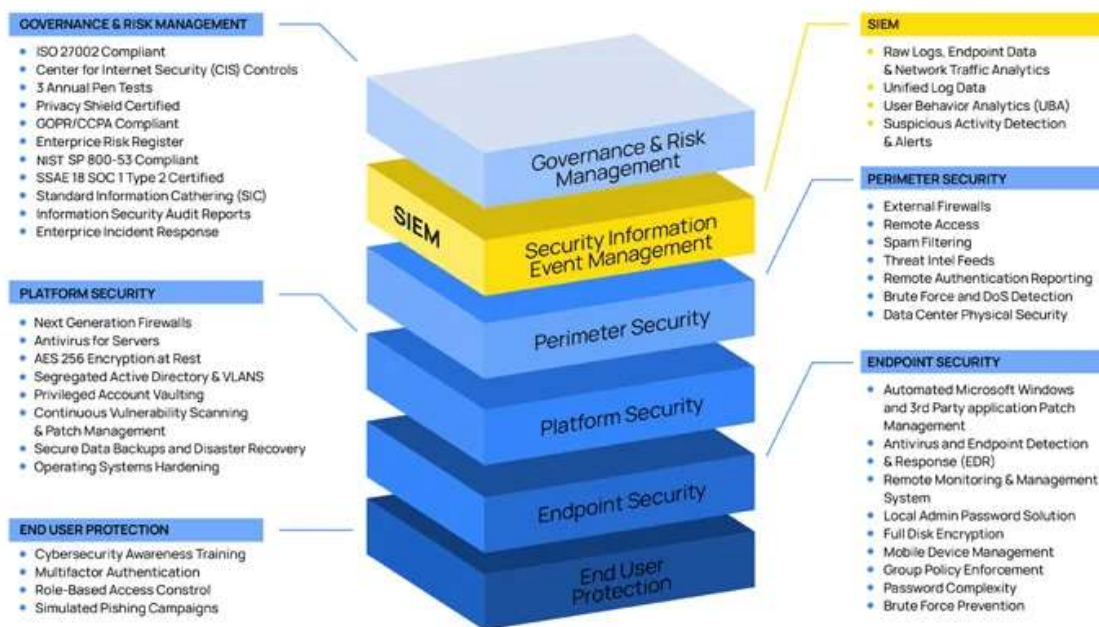


Figure 2 - Bird's Eye View of Defense-in-Depth Structure of Cybersecurity

Our team either has or is currently providing all the defense in-depth layers to our state, local and education (SLED) customers, including governance and risk management, platform security, end- user protection, security information and event management (SIEM), perimeter security and endpoint security and the various sub-controls listed above.

We are proud of our ability to “right size” our solutions and services to meet our customers’ needs while buying down cybersecurity risk and budget. Our proven methodologies allow for ample time spent on projects.

Skyline Experience

Our customer base and experience reach beyond the State of Maryland. We have provided various cybersecurity solutions and services to Texas Department of Transportation, New York State Department of Transportation, Virginia Department of Transportation, Tennessee Department of Transportation, Virginia Information Technology Agency, and the Southeastern Pennsylvania Transit Authority.

Our work with these large organizations includes: managed detection and response services (MDR) via our Security Operations Center (SOC), asset management services, cybersecurity risk assessments, NIST Cybersecurity Framework Assessments (NIST CSF), digital forensics and incident response (DFIR) services, remediation, restoration, vulnerability management, secure architecture and design services, firewall configuration, operations and management, intrusion prevention systems/intrusion detection system (IPS/IDS), and penetration testing of devices, applications and networks.

- **State of Maryland** - Skyline has successfully served the State of Maryland Department of Information Technology (DoIT) on critical cybersecurity projects for the past 8 years. Our partnership over the years has included the following cybersecurity initiatives:
 - Establishing the State of Maryland's cybersecurity policies and procedures based on NIST 800-53.
 - Conducting comprehensive security assessments of the statewide platform, applications, and infrastructure systems that more than 60,000 people in the Maryland government workforce rely on.
 - Leveraging the Okta platform to implement a comprehensive centralized identity and access management environment, which has now expanded to assisting DoIT on migrating MDOT, MDThink and other agencies to the OKTA SSO platform.
 - Launching a privileged access management (PAM) system for the DoIT enterprise based on Delinea products.
 - Overhauling the enterprise-wide vulnerability management, disaster recovery, incident response planning, and governance risk and compliance initiatives.
 - Implementing and operating the State of Maryland's Security Operations Center (SOC) for five years which is now sourced internally.
 - Providing key senior SME consulting services, Deputy CISO, incident response commander, SOC analysts, project managers, identity, and access management SMEs, Vulnerability management and CMDB SMEs.

- **Southeastern Pennsylvania Transportation Authority (SEPTA)** - Our work with SEPTA began in 2020 with provisioning comprehensive incident response, restoration, and recovery services. This included reconstructing applications and servers to their pre-incident state and creating user acceptance testing (UAT), development (DEV), and TEST systems, from scratch, to complement the original environments. This work also included managing and recovering MySQL and applying CIS benchmarks against OS and hardening. Our efforts during that critical time developed into a trusted strategic partnership with SEPTA leadership and gave Skyline the opportunity to provide additional services including managed detection and response services, managed network services, threat assessments, risk assessments, and ad-hoc cybersecurity and information technology services.

Skyline works closely with the SEPTA IT team daily, provides ad hoc support for operational troubleshooting and systems design improvement, and implements ITIL best practices around change, problem, and incident management.

Skyline provides managed detection and response services (MDR) for SEPTA's IT and OT environment via Skyline's 24/7 security operations center (SOC). We leverage a variety of industry-leading tools owned by SEPTA to address its security objectives. Each tool is integrated into a security information and event management (SIEM) system to provide a single platform for analyzing all of SEPTA's security data. Skyline ingests SEPTA's Cylance, Defender ATP, Azure ATP, Palo Alto firewall, servers, and VMware logs into the Splunk Enterprise platform. The MDR service expands on this by layering the Splunk Enterprise security premium solution onto the existing Splunk deployment. This vastly improves the capabilities of Splunk by providing advanced risk-based alert triage and investigative tools for faster detection of malicious threats in the SEPTA environment. We also utilize the SIEM to compare SEPTA data against the latest threat intelligence data from a variety of public threat intelligence sources. Threat intelligence data allows us, and SEPTA, to stay one step ahead of the latest security trends and act before the next threat trend strikes.

In addition to managed detection and response services (MDR), Skyline also provides SEPTA with managed support services (MSS). Skyline utilizes LogicMonitor® to provide the SEPTA IT team with real-time visibility into and awareness of their network and existing infrastructure. With this service, the Skyline 24/7 NOC can dynamically monitor SEPTA's network, server infrastructure, and mission critical applications to determine any trending events that indicate an upcoming incident, or, in the case of a service failure, to engage SEPTA and respond in real time. Through the MSS contract, Skyline also provides proactive sustainability services to manage SEPTA's infrastructure and ensure that their environment is secure, up to date with the latest patches, and maintains the SEPTA availability standards.

Specific areas of technical support that Skyline provides under the MSS contract include:

- Server management and configuration
- Application management and configuration
- Network design and evaluation
- Oracle database management and recovery
- Linux management and recovery
- Microsoft Intune patch management
- Citrix administration
- Security assessments
 - Network
 - Hardware
 - Software

SEPTA's leadership increasingly look to Skyline as their trusted "go to" problem solver, seeking our guidance when challenges arise. Our team of program and project managers, security and network operations engineers, and vulnerability and IT service managers are at SEPTA leadership's disposal to support the transformational growth of SEPTA's cybersecurity maturity.

3.3.2 Disaster Recovery and Risk Assessment

Description – Disaster recovery planning and risk assessment in support of the mitigation of risks to IT and telecommunications systems and infrastructure. Through quantitative risk analyses establish recovery time and recovery point objectives, effective mitigation strategies, and documented disaster recovery plans. Assess adequacy of existing management, operational, and technical controls in safeguarding assets against waste, loss, unauthorized access/use, misappropriation to establish the consequences/impact of the potential threats on operations and service delivery requirements.

Skyline Capabilities

Skyline assists our customers in the development, implementation, and if needed, the execution of a disaster recovery (DR) framework for the covered technology we are supporting. Skyline understands the importance of disaster recovery and risk assessment as a service provider. Skyline also understands that recovery operations all start with a well thought-out and maintained set of plans and framework. Skyline's solution is broken up into three phases.

- Phase 1: Develop Continuity of Operations Framework
 - Deploy Critical Document Repository – Establish an off-site structured repository for storing all DR related documents. Site should be accessible by all crisis management teams and leadership despite the operational condition or

- reachability of the customer solution. Repository structure and all documents therein will be under strict governance.
- Create Solution Continuity Plan – Skyline will work to complete a continuity plan that accurately represents their operational requirements. Each plan will minimally include, but not be limited to:
 - Perform Business Impact Analysis (BIA) to establish recovery time objective, recovery point objectives, and identify critical operational requirements.
 - Identify critical technology components including each solution component. Use identified components and services in building the “DR Technology Response” packages mentioned below.
 - Identify key contractors and customer points of contact and document their established-on call response procedures. These contractors make up the support for all critical applications, network resources, and field operations.
 - Identify customer key personnel to serve in the crisis management team which will execute the Continuity of Operations plan.
 - Organization chart for all customer personnel involved in the DR plan.
 - Communications Plan – this component of the Continuity of Operations outlines the process by which details about the DR event are broadcast to customer leadership, staff, and external entities. This plan will include the intervals for making updates and to whom they will be made. The plan will also address how to respond to inquiries from internal and external entities, including the public media.
- Phase 2: Develop and Conduct an initial Tabletop Exercise
 - Skyline will develop a paper-based Tabletop Exercise along with the appropriate tests for an initial Disaster Recovery scenario. Based on our experience, Skyline would use guidance from the Cybersecurity & Infrastructure Security Agency (CISA) Tabletop Exercise Package (CTEP) <https://www.cisa.gov/publication/cisa-tabletop-exercise-package>.
 - Skyline will conduct the initial Tabletop exercise with all required parties.
 - Skyline will create an expected results matrix documenting findings from the Tabletop exercise.
 - Phase 3: On-going operations of Continuity of Operations Framework
 - Skyline will create a process for disseminating audit findings and proper remediation procedures to address findings. Prior to audit cycle sign-off all findings and their associated changes and work orders need to be complete.
 - Conduct quarterly Continuity of Operations testing exercise. This testing will be both a Tabletop and, in some cases, a real simulation. The real simulation will be limited to test the functionality of various communication components of the network as these are critical to all DR activities.

- Annual (and post-tabletop sessions) audit of the Continuity of Operations Plan and its parts to check completeness and readiness should a DR event happen. During the audit, DR Continuity of Operations Plan improvements and overall framework improvements will also be addressed.
- Disseminating audit findings and proper remediation procedures to address findings.

Skyline Experience

Skyline has significant experience providing disaster recovery planning and risk assessments of information technology, operational technology and telecommunication systems and infrastructure. Our past performance includes developing disaster recovery plans, and renewing, updating, and testing the plans using a series of table-top exercises.

- **State of Maryland** - In 2023, Maryland Department of Information Technology (DoIT) identified deficiencies in the documentation and resources for backups and disaster recovery plans covering DoIT's own assets, as well as those of their clients.

Skyline provided subject matter expertise to review available documents and plans and provided advised how the plans can be updated to properly reflect the needs of the various environments over which DoIT maintains management control. These environments included:

- DoIT production system assets
- DoIT disaster recovery system assets
- DoIT client agency system assets covered by DoIT management controls

Skyline provided the following deliverables:

- An updated disaster recovery plan that matches existing technology and resources in the data centers, including agency and system categorizations and prioritizations.
- A backup plan that describes and defines the backup strategy, including types of backups, backup schedules, and data categorizations.
- Updated backup and disaster recovery plans based on the new technology that will be implemented within the next six to 12 months.

In 2020, Skyline and DoIT co-authored a disaster recovery plan for networkMaryland™. The plan documents and details a high-level preparedness and response to disaster events at major networkMaryland™ sites. The introduction provides goal context and scope. The disaster recovery (DR) process section details high-level procedures, DR team roles and responsibilities, and the communication, approach and considerations used in planning. The disaster recovery plan section provides tactical information and guidance to leverage during disasters.

In 2021, 2022 and 2023, Skyline conducted disaster recovery tabletop exercises (TTX) for DoIT to test the networkMaryland™ Disaster Recovery Plan. The TTX involved key DoIT and Skyline stakeholders. One of the TTX explored the following scenario: The Tier Point Baltimore Data Center suffered a catastrophic failure. All networkMaryland™ and DoIT Cloud Services subscriber services were down and restoration to TP-BWI will take an extended period. Results of the TTX included restoration priorities, risks and lessons learned.

- **Claris Video as a Service** – Skyline operates our video as a service platform to allow our customers to provide important transportation situational awareness for both their operational staff and the citizens of the state. The services are all supported by our disaster recovery planning and service level agreements. The overall management includes the systems, Internet service providers and the customer networks. Each year we perform a table-top exercise to ensure they are effective and leverage that review to update all of the documentation.

3.4 SURVEILLANCE AND PHYSICAL SECURITY

Skyline has the capabilities to provide the services requested under Surveillance and Physical Security Functional Area:

Description – Provide the necessary resources to support physical security to facilities including assessment, consultation, technology solutions, and best practice recommendations.

Skyline Capabilities

Skyline has an existing in-house team to provide comprehensive physical security solutions. Our in-house engineering team conducts thorough site surveys, security assessments, and system consulting to identify and address security needs. From an installation perspective, Skyline supports installation projects for over 80 different customers across many different verticals and states. Our Physical Security team completes (on average) over 500 installation projects per year with their dedicated install team. Skyline utilizes ServiceNow to manage ongoing projects and track equipment procurement, capacity management, and ongoing project management tasks.

Our service team provides continuous operation and maintenance support to keep systems effective and up to date. Skyline has a dedicated service team responsible for the ongoing maintenance and support of customer security systems. From a ticket management perspective, Skyline uses ServiceNow to manage and track our service requests, asset management, and preventative maintenance programs. ServiceNow also has a customer portal where any customer-designated user can check on the status of a request or communicate directly with a Skyline technician. Skyline's team has supported the hardware, software, and services needs of many customers over the past 15 years. Many of these customers leverage Skyline on a recurring basis to provide

products and installation services when their large, multi-location organization needs new technology implemented.

- Enterprise level surveillance and access control solutions
- Largest unified elite Genetec partner in the mid-Atlantic
- Axis mid-Atlantic partner of the year
- 24/7 service and support
- Implementing advanced video and audio analytics

Skyline Experience

Skyline has a long history of providing physical security solutions to many counties, schools, and government agencies. The following examples demonstrate the expertise we have in this functional area:

- Skyline has been supporting Harford County Public School System for over 15+ years. Skyline migrated the school system from a proprietary local CCTV system at each site to an open architecture centralized school system-wide network-based surveillance system. Skyline maintains the current software and hardware and upgraded the legacy low-resolution cameras with high-definition megapixel cameras. We expanded the system by adding new cameras in areas with poor or no coverage, increasing the total number of cameras to more than 2,500 in 60+ sites. From an access control perspective, Skyline has been transitioning the existing proprietary system and migrating 250+ access-controlled doors to the Genetec System.
- Skyline has been supporting the MD Department of General Services (DGS) Genetec system since 2018. The first project Skyline completed with DGS was to enhance the previous video surveillance and security systems, by installing IP-based video/security systems, to provide adequate security and protection at the Governor's Mansion and State House in Annapolis. Since then, Skyline has continued to upgrade the systems at the following locations: State House, Lowe House of Delegates, Miller Senate, James Senate, 100 Community Place, 301 W. Preston, 45 Calvert Street, Central Services, Calvert St. Garage, Navy Lot #6 Gate, Wineland Building, Treasury Building, Revenue Building, Annapolis Data Center, Department of Labor Building, Lawyers Mall, UMCP, 6 St Paul, Old Post Office, and Shaw House. Since the original project began, Skyline has engineered, installed, and maintained over 650 cameras or other physical security devices in the DGS security system.
- For the past 10+ years, Skyline has been the physical security maintenance provider across all Baltimore Metro Rail and Light Rail facilities, and Marc platforms across the State of Maryland. The solution includes over 1,500 cameras monitored from a central facility in Baltimore City. Outside of the cameras, there are approximately 1,500 other connected devices (intercoms, servers, media converters, mesh wireless systems,

Code Blue stations, and UPSs that Skyline supports from an on-going maintenance perspective.

3.5 WEB AND INTERNET SYSTEMS

Skyline has the capabilities to provide the services requested under the Web and Internet Systems Functional Area:

Description – A broad range of business solutions and support using the capabilities of the web and Internet; design, develop, test, implement and maintain websites, portals, web applications and web services and the associated hardware, software, network and security components that comprise these solutions.

Skyline Capabilities

Skyline has developed extensive web and internet systems for our state agency customers. Commercially, Skyline has provided front-end web services to deliver content both through the Internet and company intranet solutions. As described below in Section 11.8, Skyline utilizes Agile software development based on the [Scaled Agile Framework \(SAFe\)™](#) to create these requested solutions. Our full lifecycle offering supports web application development, deployment and maintenance.

The cybersecurity aspects of web systems are just as critical as its content and functionality. Skyline leverages our Security Operation Center (SOC) to monitor hosting infrastructure's security posture and change management to ensure reliable uptime. Our cybersecurity experts can also mitigate any cyber-attack or breach should they occur. In addition, our institutional knowledge of the CCPN network and upstream Internet provider, networkMaryland™ allows us to leverage all resources necessary when cyber-attacks occur. We monitor the hosting system's overall performance and user experience with our network operation center (NOC), which leverages LogicMonitor®. The SOC and NOC work hand in hand to continuously monitor the health and performance of web applications and services.

Skyline Experience

Skyline has developed and maintained the full lifecycle of many web and internet systems. Many of these systems provide critical services to public safety and law enforcement.

- Skyline develops and maintains a solution portfolio for securely sharing live video across multiple states and federal agencies and stakeholders. Transportation departments and public safety agencies use this solution to deliver live video across 18 states, from Idaho to Texas, to New York. Several other states have expressed their interest in adopting our platform, including California's Sacramento district. A key deployment Skyline built and currently operates is the MView platform for the Maryland Coordination and Analysis Center (MCAC). This program has grown from

less than 1,000 video streams and 14 organizations at its inception in 2012 to over 20,000 video streams and over 250 organizations in 2024. Video is now shared in four states: Maryland, Virginia, Pennsylvania, and Washington D.C. The program's success can be attributed to the program's private and public partners who spread success stories and increased situational awareness across the region.

This Video Platform solution is a web system that requires the following support from Skyline:

- Web application development and maintenance.
 - Web systems hosting monitoring and maintenance.
 - Software for the user reporting.
 - Single Sign On (SSO) management.
 - Service Desk support for end user issues.
 - Security management allowing for secure network sharing via both VPN and intranet connections between government agencies.
- Skyline was responsible for designing and implementing the Internet services, Security as a Service (SaaS), and platform as a service (PaaS) infrastructure for Maryland's Department of Information Technology (DoIT). These services, hosted in redundant data centers, are comprise the hosting environment that supports web applications utilized by the citizens of Maryland. Today, Skyline continues to provide the Internet service and support of some of the applications found in this environment.
- Skyline was responsible for the design and implementation, and currently manages the ongoing operations of Virginia Information Technology Agency's (VITA) new enterprise messaging system for all state agencies. The goal of the VITA infrastructure as a service (IaaS) project was to design a solution that bridged the gap between the Google and Microsoft collaboration platforms, ensuring coexistence and cross-compatibility while Virginia agencies were in a mixed (Google/Microsoft) environment. The specific deliverables for this project allowed for coexistence between Google and Microsoft-based agencies (including calendar availability), global address list synchronization, general interoperability, and seamless collaboration between the platforms for 69 agencies across Virginia.

DLP security, encryption, and mail flow required universal platform systems. Skyline delivered a **"core message routing infrastructure"** design and build with high availability by replicating and load-balancing the infrastructure on Azure and Google Cloud platforms. This project included a due diligence phase to understand all dependencies and avoid unintended impacts. All the components of this infrastructure were translated into **Ansible and a Terraform infrastructure-as-code environment** capable of being re-deployed quickly and efficiently through a code-based workflow. During the deployment phase, we migrated all 69 agencies onto the

new platform. We are currently in an operations, enhancement, and maintenance phase.

Skyline documented the design in architectural overviews and detailed design specifications, which underwent stakeholder review and approval. We captured daily scrum meetings and solution and task-level deliverable workstreams in a Sprint format to track and report on the project's progress. Skyline successfully implemented the solution. The operational deployments were completed in December of 2022 for approximately 72,000 users. Today, Skyline provides operations and maintenance support for this infrastructure.

3.6 ELECTRONIC DOCUMENT MANAGEMENT

Skyline has the capabilities to provide the services requested under Electronic and Document Management Functional Area:

Description – Service to establish or maintain electronic document imaging, document management, document workflow, and associated technologies.

Skyline Capabilities

Skyline's experience with electronic document management focuses on applications to improve document sharing, print management and those that combine traditional hardcopy document processes with electronic records. These technologies include Microsoft SharePoint, print - copy management software, and plugins for web applications. We have partnered to expand our offering to include document conversion, document archiving, document scanning and document management systems.

Skyline Experience

Skyline leverages technology to help us improve electronic document management across large agencies and government entities. Through our partnership with archSCAN members of the CCPN can utilize a full offering of electronic document management as outlined through the experience below:

- For the **Department of Information Technology**, Skyline implemented a print – copy solution for state agencies to better manage the copy and print costs for the participating departments. The print – copy solution allow users to save documents directly to a folder or email them to a user. Skyline also built the workflows and process into the new ServiceNow implementation to replace hardcopy processes. The workflows allow electronic approvals and provide a documents status for each activity in the system.
- **Baltimore County Public Schools** has 140 buildings that they manage (elementary, middle, high, administrative, etc.). Their documents were primarily in a paper format,

and archSCAN assisted them with digitizing their collection and importing it into AerieHub, a cloud-based document management system designed to house facility documents such as drawings, O&M manuals and project close-out documents. archSCAN digitized close to 100,000 drawings.

- **Prince George's County Public Schools** has 240 buildings that they manage (elementary, middle, high, administrative, etc.). Their documents were primarily in a paper format and archSCAN assisted them with digitizing their collection and importing it into AerieHub, a cloud-based document management system designed to house facilities documents such as drawings, O&M manuals and project close-out documents. archSCAN digitized close to 85,000 drawings and 1.5 million small-format documents.
- **Anne Arundel County** manages many water reclamation stations, pumping stations, and water treatment plants for fresh water and wastewater. Their documents were primarily in a paper format and in an outdated document management system. archSCAN assisted them with digitizing their collection and importing it into AerieHub, a cloud-based document management system designed to house facilities documents such as drawings, O&M manuals, and project close-out documents. archSCAN digitized close to 50,000 drawings and O&M manuals 1.7 million pages of small-format documents.

archSCAN has also worked on projects for the Anne Arundel County Police Department, Planning and Zoning, County Council, Public Works, Traffic Administration, Administrative Hearings, and Utility Operations.

3.7 GEOGRAPHICAL INFORMATION SYSTEMS (GIS)

Skyline has the capabilities to provide the services requested under the Geographical Information Systems (GIS) Functional Area:

Description – Service to integrate, store, edit, analyze, and display geographically-referenced information in a client/server or web-based environment.

Skyline Capabilities

Skyline has the expertise necessary to provide the CCPN with Geographical Information Systems (GIS) services including those included in this Functional Area. Skyline and our partner Spatial Systems Associates are both Esri Partner Network service delivery organizations, demonstrating that we have been successfully vetted by Esri, proving our capabilities. Skyline engineers are providing Maryland and its counties with layers of geospatial information and application—used for DoIT's State of [Maryland iMAP portal system](#)—via the Esri ArcGIS platform.



Additionally, Skyline leverages a COTS package by IQGeo called OSPInsight to provide fiber mapping across the state. The tool has been used to engineer the location, manhole/hand-hole access points, splice detail of fiber optic cable, and dB loss of signal strength per section of fiber along the public rights of way. This system also includes the physical location of served facilities, the virtual circuit IDs, and agencies using each fiber strand asset.

Skyline has a team of GIS resources focused on developing and maintaining OSPInsight solutions every day. Our Infrastructure team also leverages the system for emergency restoration/damage repair services and fiber splicing in support of our operations and maintenance (O&M) customers.

Skyline extends its expertise to the State of Maryland and provides traditional GIS support that leverages ArcGIS and iMAP GIS data platforms. Along with our partner, Spatial System Associates, we are offering a full suite of GIS services for specialized applications that leverage this technology.

Skyline Experience

Skyline has a long history working with GIS systems and data to support the documentation of infrastructure in the county and state. The following examples demonstrate the expertise we have in this functional area:

- ***IQGeo's OSPInsight*** - Skyline has extensive experience—over 15 years—leveraging IQGeo's OSPInsight to document state and county fiber infrastructure. Effectively documenting these important communication resources allows us and our customers to manage and share the fiber. Our focus on precision allows the team to accurately design new circuits and restore fiber cuts faster. To expand the access of this valuable solution, Skyline has recently created an “as a Service” offering allowing county customers that use a combination of state fiber and self-built as a less expensive option to leverage this great application. The following customers have directly benefited from working with Skyline:
 - Carroll County Public Network
 - networkMaryland™, DoIT
 - Howard County, MD
 - Baltimore County, MD
 - Calvert County, MD
 - Virginia Department of Transportation
- ***Maryland DoIT iMAP GIS data platform*** - Skyline is leading a project for modernizing the state's GIS platform. DoIT's challenge stemmed from growth—the Maryland iMAP GIS data platform has over 1,000 services and datasets and continues to grow as demand for geospatial data expands. Their existing iMAP infrastructure relies on a

traditional data center with server resources that have already reached maximum capacity. Migrating these data sets from one platform to another was a tedious, manual process. Due to further anticipated demand, DoIT sought to evaluate both cloud and data center options for resource hosting and modernizing their iMAP infrastructure to take advantage of the performance, reliability, scalability, and cost benefits of each platform.

Skyline's approach helped DoIT evaluate its implementation and created two independent proof of concept (POC) environments: one that used their data center resources, and another built on Amazon AWS **cloud** infrastructure. Each environment was designed with closely matched system configurations, except the team utilizing cloud-specific platforms, such as Amazon RDS SQL Server and Amazon S3 data storage. Using these environments, we designed identical ArcGIS server configurations using data service configurations that mirrored current production workloads for service types including map services, and image services.



To efficiently migrate hundreds of services and data layers to the POC environments, we created migration and deployment scripts that handled several time-consuming functions. These included converting legacy ArcMap 10.7 documents to ArcGIS Pro projects as required for ArcGIS 11+, performing batch testing and fixing hundreds of layer data sources, and publishing the service inventory to each ArcGIS server environment.

These automated scripts proved immensely valuable because they allowed the team to restore test environments efficiently when iterating changes to the server configuration in the AWS environment. Changing the cloud formation templates required recreating the server environment from scratch. These scripts were also leveraged when we implemented the development, staging, and production environments for the next generation iMAP infrastructure, saving DoIT significant man-hours and money, and facilitating several more iterations of testing to optimize the quality of the solution.

3.8 SOFTWARE ENGINEERING

Skyline has the capabilities to provide the services requested under the Software Engineering Functional Area:

Description – Service to provide full life cycle of a software system development. Process definition; requirements management (project planning, quality assurance, project tracking and oversight, organizational process focus); software metrics; software process assessments; software capability evaluations; software project management; software certification; software validation and verification; open systems; software architecture; software reengineering; software reuse;

component based software; software security; supervising software configuration management; and CASE tools.

Skyline Capabilities

Skyline has an existing in-house Agile Software Development team with the necessary technical skills, and mature Agile-disciplined and institutionalized processes to support technology modernization activities, systems architecture, secure application development, data governance, and user experience (UX/UI). We offer full stack consulting and implementation services including UX/UI design, modern stack software development, integration, data governance, infrastructure as code, DevOps automation, cloud systems, and cybersecurity services. Skyline's distinction is our proven delivery experience and extensive in-house expertise:

- **User-Centered Design:** We use our *Experience Roadmap* process shown in the case studies to work with customers on their UX strategy and set phased goals around “*Look the Same, Act the Same, Be the Same*”. This approach includes discovery, UI and visual design, validating personas and branding, rapid prototyping, and usability validation testing.
- **Full Stack Expertise:** We are experts in React application development, systems architecture, user experience mapping, modern JSON-based data architectures, master data management for a single source of truth, systems automation, and cybersecurity engineering using Agile disciplines.
- **Agile Software Development:** We have been an Agile shop since 2009 and adopted **SAFe** Agile framework in 2016, continually improving and maturing our ceremony processes, CI/CD tooling and processes, testing automation, REST APIs, Micro Service design, and modern stacks.
- **Modern Stack Expertise:** We confidently employ React.js, Redux, and Node.js, MEAN stack (MongoDB, Express, Angular.js, Node.js), PostgreSQL, MariaDB, Derby Database, Python, Java, C language, go lang, Ext.js, Code Quality, PolyLint, and Pa1ly Scanning.
- **Integration Support:** We received national recognition for our integration support that uses our three layer-cake approach—an approach used by 220 federal, state and local government agencies.
- **DevSecOps:** Our CI/CD pipeline is built on GitLab, integrating comprehensive security measures to ensure robust application security throughout the development lifecycle. We utilize static and dynamic application security testing (SAST/DAST) to detect code vulnerabilities.

- **Development Lifecycles:** Assigned product owners gather and analyze systems and user requirements and along with the product managers and scrum master's to manage the development lifecycle.
 - **Automation:** We can proudly offer DevOps process automation, testing automation, and deployment automation.
 - **Data Governance:** Our approach follows enterprise-wide data standards, data ownership, and a data dictionary.
 - **Automated Infrastructure Provisioning:** We proudly employ AWS Cloud, VMware, and Kubernetes architecture, administration, with Ansible & Terraform for automated infrastructure provisioning.
 - **Micro Service Architecture:** This approach allows us to offer solutions that are scalable and reuse components.
 - **Artificial intelligence (AI):** Skyline understands the importance of good, organized data for accurate insights, informed decisions, predictive capabilities, and trustworthy and ethical use. As such, we actively harness AI, ML, and automation. We have deployed an AI-driven content recommendation engine, AI for systems monitoring and invoice processing, and SkySight Service which employs advanced algorithms for real-time object detection and analysis for security surveillance.
 - **Identity access management (IAM):** Skyline engineered and implemented the State of Maryland's unified Identity access based on OKTA.
 - **Metrics Reporting and Analytics:** Skyline added DORA4 metrics to our process with four indicators of software delivery and operational excellence, based on the research by the DevOps Research and Assessment (DORA) team. We align our approach with Elite as defined by Google and Puppet State of DevOps reports by measuring **1) Deployment Frequency, 2) Lead Time for Changes, 3) Change Failure Rate, and 4) Time to Restore Service.**
 - **Systems security:** we prioritize security from the very beginning of any systems architecture solution.



User-Centered Design: Skyline recognizes the critical importance of user-centered design (UCD) in creating digital services that empower users to easily accomplish their tasks. Our approach begins with a comprehensive UX strategy that uses our experience roadmap process to map out the transformational journey of the user experience (as evidenced in our current project alchemy). This process guides the phased evolution of user experience expressed in the phases of Look the Same, Act the Same, Be the Same (Figure 3 - HCD - Look, Act, Be the Same), allowing users to seamlessly adapt to changes and ensuring consistency in how our products look, act, and feel. We used **Figma** to develop targeted prototypes and are testing them with users recruited from both our current customers and those from a general user pool that match our specific user profile and demographics. This allows us to gather a range of input and adjust our designs as needed.

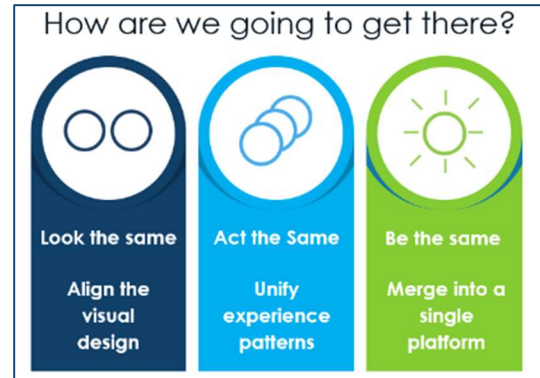


Figure 3 - HCD - Look, Act, Be the Same

We applied a structured methodology to define phase milestones, conduct discovery, design, test and iterate experience patterns, and refine the UI and visual design. Our process includes checkpoints for each phase milestone that challenge our assumptions and assess the roadmap to ensure it remains focused and promotes the targeted user experience.

We hold **program increment (PI) planning sessions quarterly** to set product development priorities based on our vision as well as stakeholder input. At the program level, our kanban process outlines requirements and architectural needs for the Agile release train (ART), ensuring a continual flow of value. The ART, a cross-functional team, plans and delivers together. Our product manager (PdM), release train engineer (RTE), and software engineering manager use dashboards in our application lifecycle management (**ALM**) tool, **ServiceNow** to monitor ART health and progress. Workflows are managed through interconnected backlogs. We institutionalized our disciplines,

ceremonies, and processes around the SAFe structure in 2016 as shown in Figure 4 - Skyline's Agile Design and Development Process.

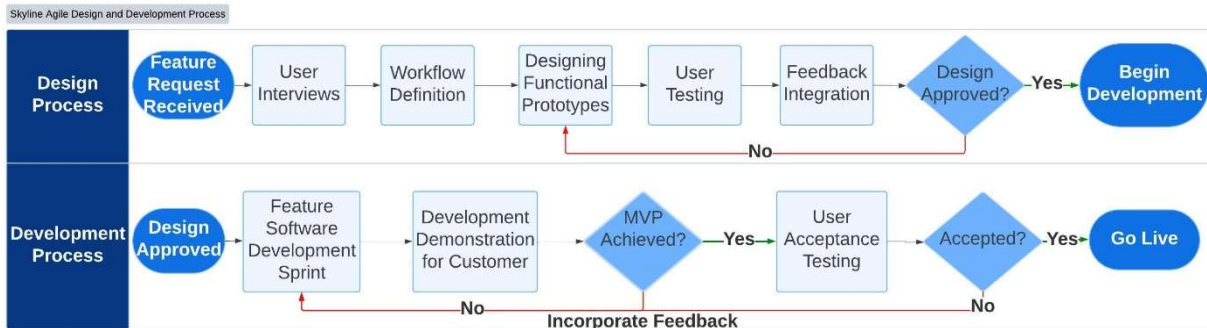


Figure 4 - Skyline's Agile Design and Development Process

Skyline understands that employing the Agile methodology means aligning work with Carroll County's priorities and agency missions, breaking work down into loosely coupled components or services, and delivering iteratively in rapid learning cycles. As a systems and software development company, Skyline's Agile teams use Scrum to deliver customer value quickly through iterative planning, execution, feedback, and adjustment. Each team includes a product owner, a scrum master, and development members. We follow **traditional Scrum ceremonies, including sprint planning, daily scrums, sprint reviews, and retrospectives**, supported by bi-weekly refinement sessions for a well-prepared backlog. At the conclusion of every sprint, the team performs **product demonstrations for all stakeholders**, including customers, account managers, operations team members, and executive leadership.

We believe that the impetus of this procurement is the desire for government entities to partner with contractors who understand the benefits of continuous collaboration, open communication, and an iterative approach that prioritizes time-to-value.

Skyline Experience

Skyline has a long history of providing software engineering through customer projects and our own product development. The following examples demonstrate over 10 years of experience providing successful software solutions:

- Skyline Technology Solutions develops and maintains a solution portfolio for securely sharing live video across multiple states and federal agencies and stakeholders. Transportation departments and public safety agencies use this solution to deliver live video across 18 states, from Idaho to Texas, to New York. Additional states have recently engaged with Skyline to adopt our platform, including California's Sacramento district. A key deployment Skyline built and currently operates is the MView platform for the Maryland Coordination and Analysis Center (MCAC). This program has grown from less than 1,000 video streams and 14 organizations at its

inception in 2012 to over 20,000 video streams and over 250 organizations in 2024. Video is now shared in four states: Maryland, Virginia, Pennsylvania, and Washington D.C. The program's success can be attributed to the work of the program's private and public partners who spread success stories, increasing the situational awareness across the region.

This Video Platform solution is comprised of software products delivered as:

- Packaged products, i.e., software and appliances with embedded hardened software, and infrastructure for installing on customer premises.
 - Software-as-a-Service (SaaS) via our enterprise-class data center in northern Virginia.
 - SaaS on AWS or a customer virtual private cloud (VPC).
- Skyline was tasked by the Texas Department of Transportation (TxDOT) to develop a pilot integrated management system, which was evaluated against other companies piloting their approaches for system integration. Skyline developed software that provided operational and managerial personnel with consistent, real-time status and health information regarding both IT and operational technology (OT) systems (i.e., traffic lights, lane closure systems, variable message signs, live video sharing, weather sensors, traffic counting, radar speed detections, & AI analytics). TxDOT stated that Skyline's approach blew away the competition and allowed us to move forward with a comprehensive, integrated, managed solution for Texas's 25 districts with independent, non-homogeneous systems and components.

We chose an Agile approach to enable rapid cycle times and quickly meet customer needs, especially when the requirements were not well understood by us or the customer (these were greenfield capabilities they'd never had before). We used a Kanban Agile framework with three-day sprints during the initial prototyping and proof-of-concept phase. This facilitated customer show-back and feedback sessions twice a week, fostering close collaboration and ensuring alignment with customer priorities.

- Skyline provides consulting and system modernization services for Maryland Department of Health (MDH) for various modernization projects, including Medicaid Management Information System (MMIS) Modular Transformation (MMT), Division of Vital Records (DVR) Portal, and AWS AppStream. Each modernization project enhances the interoperability and data sharing of MDH's core systems that support providers and Maryland citizens. To support this project, Skyline utilizes its staffed Agile team of 15 senior systems analysts, developers, and system engineers, who have extensive experience in system integration and data transfer, developing COBOL/DB2/CICS programs on IBM mainframes, AWS, and establishing automated systems.

Modernizing the MMIS enhanced the inoperability and data sharing of a system used by over 75,000 participating providers and 1.3 million Maryland citizens. It also increased operational efficiency allowing for better support for over 100 million Medicaid claims and Medicaid Managed Care Organization (MCO) Encounter transactions annually. It also upgraded the Vital Records Portal and Electronic Birth and Death Registration System.

3.9 SYSTEMS/FACILITIES MANAGEMENT AND MAINTENANCE

Skyline has the capabilities to provide the services requested under Systems/Facilities Management and Maintenance Functional Area:

3.9.1 Data Center Technical Support

Description – Planning, analysis, troubleshooting, integration, acquisition, installation, operations, maintenance, training, documentation, and administration services for computer centers.

Skyline Capabilities

Skyline has the expertise necessary to provide the members of Carroll County Public Network with Systems and Facilities Management and Maintenance services. Skyline engineers provide Maryland State with Tier 2 and Tier 3 Operations and Maintenance (O&M) support under the MDOT and networkMaryland™ NMS contracts and support commercial data centers and Internet service providers for the last 15 years.

Skyline has utilized a variety of tools (SolarWinds Orion, LogicMonitor®, Tenable and Splunk) to collect statistics on network-related hardware and software to determine if they are properly supporting end user applications. Skyline's engineers have configured these tools and developed reports to inform the customer about potential hardware and software problems. In addition, Skyline's engineers have the expertise necessary to evaluate the information collected in these reports and recommend ways to mitigate the problem.

Skyline also provides Help Desk resources for video platform customers and provides a 24/7 managed service that monitors state, county, and commercial customers. The customers are provided a ticketing system and Help Desk services to manage their networks, security, and systems. The following customers utilize Skyline for Systems and Facilities Management and Maintenance:

- State of Maryland, Department of Information Technology
- State Highway Administration, Maryland
- Carroll County Government
- Queen Anne's County Government
- Virginia Department of Transportation.

The Skyline Service Desk operates 24/7/365 and comprises three unique service offerings working together to support our customers. Leveraging ITIL best practices, our Service Desk includes a Network Operations Center and Cybersecurity Operations Center. This environment includes a team of Tier 1, 2 and 3 resources along with service desk managers who successfully deliver these services to our customers.

Skyline Experience

Skyline provided data center technical operations support for a number of government entities over the past 20 years. This support includes implementing the hosting environment, and providing backup services, change management, and overall documentation for the solution. Skyline is uniquely qualified for this functional area since we operate our own data center environment for our video sharing service in addition to our enterprise data center that supports our managed services offering. These environments include a VMWare environment, storage solutions, security, and network hardware to support the critical 24/7/365 nature of our service. Our customers leverage the same resources and expertise to build and maintain their own hosting environments.

The following customers leverage Skyline for data center technical support:

- As the prime contractor for networkMaryland™, Skyline maintains the network facilities and data centers that provide the environment for the network equipment. Leveraging our Service Desk, we monitor the facility and network alerts and follow established procedures to respond to alerts when operational status change in those facilities.
- As the prime contractor for the CCPN, Skyline monitors all the network and supporting equipment (e.g. UPSs) to ensure the network's highest availability. Skyline operates the Service Desk, which takes calls and email for service impacting issues. The Service Desk handles escalations to Skyline's different service delivery groups who respond to hardware issues, fiber optic damage, and emergency locating tickets.
- In its efforts to support the VDOT TTRIP video streaming and underlying DWDM statewide network, VDOT enlists Skyline to provide all operational support for the environment located at 10 state facilities and the Equinox data center. Services include documentation, monitoring, facility management, cybersecurity monitoring and network performance management.

3.9.2 Facilities Maintenance

Description – Cleaning of equipment, fire suppression, heating, ventilation and air conditioning (HVAC) installation and maintenance, and Uninterruptible Power Supply (UPS).

Skyline Capabilities

Skyline has supported the facility maintenance needs of county and state facilities since our inception. Our expertise includes maintaining network hardware and UPS. To expand our capability and meet the requirements of the RFP, we have partnered with Bailey and Shipp and Seasonaire to support the full scope of this requirement. Both of these partners support our own options and customer projects when needed.

Skyline Experience

Skyline's primary experience with facilities maintenance is focused on the county and statewide networks and the facilities they are located in. Our partner, Seasonaire, supports large HVAC infrastructures like those found in data centers and county facilities. They are currently supporting Anne Arundel County Public Schools as they prepare to open for the new school year. Both partners support commercial customers and are fully licensed in the State of Maryland.

3.9.3 Help Desk

Description – Centralized technical assistance service to support end user problem resolution, and the distribution of general information concerning the effective use of IT resources.

Skyline Capabilities

Skyline provides advanced LAN/WAN monitoring and operations services for a variety of public sector organizations. The Skyline NOC architecture provides a highly redundant, flexible, and secure solution for our customers.

Skyline partnered with LogicMonitor® (<https://www.logicmonitor.com/>) to provide monitoring, alerting, and performance trending for our managed service customers. LogicMonitor® allows for remote data collection onsite at our customers' locations, which reduces dependence on management networks and the risk of losing data if network connections to the Internet or the management network are impacted.

Skyline provides customers with access to this data via a multi-factor authentication (MFA) protected customer portal. The portal gives customers access to dashboards that allow them to track the network's status, alerts, and agreed-upon key performance indicators (KPI).

The Skyline NOC is staffed 24/7/365 and is ready to provide operational support requirements. The operations staff at the Service Desk is responsible for engaging Tier-2 engineers. Skyline's Tier-2 and Tier-3 staff members are also engaged through our escalation process. Skyline's solution, complete with operations staff and Tier-2 engineers, provides redundancy and effective resource engagement to support operational problems and anomalies.

Skyline Experience

Skyline's 24/7/365 Service Desk has been in continuous use for over 15 years. Through managing over 40,000 endpoints and supporting both state government and commercial customers in over 18 states, the Skyline operations team has proven their ability to triage, troubleshoot and resolve incidents both remotely and onsite. This experience led Wisconsin DOT to select Skyline to oversee the monitoring and management of over 1,200 network devices and manage maintenance communications, for their statewide fiber network. The following customers leverage the Skyline Service Desk for 24/7/365 support for their technical needs:

- Carroll County Public Network
- DoIT – networkMaryland™
- MD Department of General Services
- Virginia Department of Transportation
- MCAC
- MD State Highway Administration
- Queen Anne's County Government
- Maryland Transit Administration
- Texas Department of Transportation
- Wisconsin Department of Transportation
- Tennessee Department of Transportation
- NY Department of Transportation

3.10 APPLICATION SERVICE PROVIDER

Skyline has the capabilities to provide the services requested under Application Service Provider Functional Area:

Description – Combination of software, hardware and networking technologies to offer hosted service-based applications.

Skyline Capabilities

Skyline offers SaaS-type video solutions that can either be hosted on-site (with the customer) or hosted in our data centers. This option allows Skyline to understand the underlying infrastructure and network needs to provide and support critical applications. These capabilities require a combined understanding of networking, virtualization, storage, hardware and software so we can meet the requirements around application delivery. Leveraging our NOC and SOC we can monitor and secure customers platforms supporting critical government services.

Skyline Experience

Skyline has designed and/or maintained these full stack application platforms for many of our DOT customers. In main cases, we run discovery projects on a state's current infrastructure and identify areas of improvement for increased application availability and performance.

- VDOT PaaS – Skyline provides cutting edge technology for an interactive voice response (IVR) system, Virginia's 511 web portal, mobile video, and data distribution.

Skyline overhauled a failed private cloud platform-as-a-service (PaaS) implemented by a different vendor and worked closely with VDOT to produce a statewide advanced traffic management system (ATMS). This demonstrated our willingness and ability to take on tough challenges and build successful programs where others have failed. Skyline has been providing platform services for VDOT's statewide ATMS for over 5 years. This system uses a private MPLS network to provide connectivity to transportation operation centers and all intelligent transportation system (ITS) devices. As part of this partnership, Skyline:

- Implemented a hyperconverged datacenter providing virtualization
- Geographically dispersed high availability for the application using Global Load Balancing
- Established a private MPLS network to each traffic operations center in the state
- Installed network and video appliance equipment in partnership with the local VDOT staff
- Established a distribution point in a Tier 1 data center
- Maintains the performance of the solution from end-to-end using a 7x24 NOC
- Provides full stack security services, from perimeter to endpoint, via a 7x24 SOC.

This platform provides a highly-fault tolerant and redundant virtual datacenter that allows the ATMS application to have fully automated failover between a commercial data center in Atlanta and a VDOT facility in northern Virginia. VDOT's satisfaction with Skyline has led to yearly expansions in the scope of services Skyline provides. Skyline is now actively engaged to enhance VDOT's usage of Skyline's video interoperability products by onboarding cameras and numerous additional Virginia municipalities.

- Claris Video as a Service - Skyline Technology Solutions develops and maintains a solution portfolio for securely sharing live video across multiple states and federal agencies and stakeholders. Transportation departments and public safety agencies use this solution to deliver live video across 18 states, from Idaho to Texas, to New York. Additional states have recently engaged with Skyline to adopt our platform, including California's Sacramento district. A key deployment Skyline built and currently operates is the MView platform for the Maryland Coordination and Analysis Center (MCAC). This program has grown from less than 1,000 video streams and 14 organizations at its inception in 2012 to over 20,000 video streams and over 250 organizations in 2024. Video is now shared in four states: Maryland, Virginia, Pennsylvania, and Washington D.C. The program's success can be attributed to the work of the program's private and public partners who spread success stories, increasing the situational awareness across the region.

This Video Platform solution is comprised of software products delivered as:

- Packaged products, i.e., software and appliances with embedded hardened software, and infrastructure for installing on customer premises.
- Software-as-a-Service (SaaS) via our enterprise-class data center in northern Virginia.
- SaaS on AWS or a customer virtual private cloud (VPC).

3.11 TELECOMMUNICATIONS AND VIDEO SERVICES

Skyline has the capabilities to provide the services requested under Telecommunications and Video Services Functional Area:

Description – Technologies that support telecommunications and video communications.

Skyline Capabilities

Skyline provides customers with all aspects of Voice over IP systems. Starting at the critical network layers, Skyline's talented engineering staff is well-versed in configuring Quality of Service (QoS) and VLAN parameters on a network to ensure that proper network capacity is available for voice traffic. Skyline will implement the Voice over IP system to the desktop and interconnect the system to various office applications such as voicemail, email, and video conferencing. These implementations can be engineered to operate on a wire-line network utilizing Power over Ethernet (PoE) switches or wirelessly using shared voice and data access points. The use of Voice over IP unifies the existing telecommunications and data systems and thus creates a single management platform for the customer or Skyline to manage.

Skyline Experience

Skyline has worked extensively with Microsoft Teams, Cisco Call Manger and the Webex calling platform, deploying, monitoring and maintaining these voice services for state agencies like the Texas Department of Transportation and the Maryland State Highway Administration. Skyline's networking background provides a robust understanding of voice and video applications, and the complex underlying network requirements for delivering voice and video to end users.

- Skyline provided the State Highway Administration (SHA) with project management, design, onsite installation, configuration, training (end user and administration level), applicable documentation and technical services, and support for a Cisco-based VoIP platform across the seven statewide districts.

The project was conducted in several phases. The first phase of the project involved installing a Voice Gateway, at each location (seven district offices, 24 maintenance shops, the Hanover Statewide Operation Center, and SHA headquarters), between the carrier and the existing local NEC PBX. The goal of this implementation was to

reduce toll charges by allowing the sites to call On-Net to other SHA sites and utilize TEHO. This phase also introduced call detail reporting (CDR).

The second phase involved implementing the VoIP platform at each district. Each district is public-facing and required limited-service interruption. We provided all aspects of the implementation from design, coordination, deployment to support.

After completing the VoIP platform, Skyline provided continuous maintenance support. Improvements include the recent transition to SIP circuits and a planned major call manager upgrade.

- Skyline provided the Carroll Community College with project management, design, cable installation, onsite installation, configuration, training (end user and administration level), applicable documentation and technical services and support to install a Cisco-based VoIP platform across the college campus.

The Cisco Call Manager platform included the Call Manager Cluster (CUM), Unity Connections (CUC) and Cisco Emergency Responder (CER) This project was unique in nature; the college partnered with the local city government (Carroll County government) to utilize their CUCM platform for high availability. The college utilized the CER for E911 location services and security personnel to locate the classroom where the emergency call was being made.

The VoIP deployment was completed in a manner that allowed the existing PBX to run parallel to the new system and limit the end user downtime.

- Skyline maintained the Cisco UC environment for the Texas Department of Transportation. Much like the MDOT SHA operation here in Maryland, this covered all 25 district offices statewide and the headquarters location including desktop, Jabber, and conference phones.
- Skyline successfully transitioned our internal voice operations to a comprehensive Microsoft Teams environment. This strategic move has allowed us to phase out the necessity for traditional desktop phones, thereby advancing our capabilities for remote collaboration. The integration process required inbound/outbound PSTN services, voicemail, and incorporating on-premises intercom video doorbell systems. The culmination of this initiative involved implementing SIP trunking technology and porting our telephone numbers to the new service infrastructure
- Skyline engineers are certified by Cisco with CCNA through, CCIE, and by Juniper with JNCIA through JNCIE, showcasing our voice, video and enterprise networking expertise.

3.12 SERVER AND DATABASE ADMINISTRATION

Skyline has the capabilities to provide the services requested under Server and Database Administration Functional Area:

Description – Service that provides for the administration and maintenance of servers, database management systems, and associated application databases. This includes supporting and troubleshooting operational servers (such as the Microsoft Suite of Servers), databases, supporting the development, implementation, installation, configuration, and design of new databases. In addition, it includes the management of server software updates, performance tuning, automating procedures, backup/recovery, and disaster recovery operations.

Skyline Capabilities

Skyline offers full technology stack management and monitoring of servers and databases throughout the development, test, quality control, and production lifecycles. The entire project included server creation and database builds, daily proactive administration including resource capacity monitoring and management (CPU, memory, disk, network), backup and recovery, replication and refresh for development environments, and human and technical interfacing between application vendors and customer.

Skyline Experience

Skyline performed these database and server services for a DOT customer in a high availability, geographically separated, primary, and warm standby data centers with data replication and physical and virtual hosts replication. Skyline currently performs these services for a large municipal transportation authority with primary and standby datacenter, multiple ERP systems supporting personnel scheduling, bus and train routes, and vehicle maintenance in a suite of development and production servers and services.

- **SEPTA** – Skyline provides SEPTA with managed support services (MSS). Skyline utilizes LogicMonitor® to provide the SEPTA IT team with real-time visibility into and awareness of their network and existing infrastructure. With this service, the Skyline 24/7 NOC can dynamically monitor SEPTA's network, server infrastructure, and mission critical applications to determine any trending events that indicate an upcoming incident, or, in the case of a service failure, to engage SEPTA and respond in real time. Through the MSS contract, Skyline also provides proactive sustainability services to manage SEPTA's infrastructure and ensure that their environment is secure, up to date with the latest patches, and maintains the SEPTA availability standards.

Specific areas of technical support that Skyline provides under the MSS contract include:

- Server management and configuration
- Application management and configuration

- Network design and evaluation
 - Oracle database management and recovery
 - Linux management and recovery
 - Microsoft Intune patch management
 - Citrix administration
 - Security assessments
 - Network
 - Hardware
 - Software
- **VITA** – Skyline was responsible for the design and implementation, and currently manages the ongoing operations of Virginia Information Technology Agency's (VITA) new enterprise messaging system for all state agencies. The goal of the VITA infrastructure as a service (IaaS) project was to design a solution that bridged the gap between the Google and Microsoft collaboration platforms, ensuring coexistence and cross-compatibility while Virginia agencies were in a mixed (Google/Microsoft) environment. The specific deliverables for this project allowed for coexistence between Google and Microsoft-based agencies (including calendar availability), global address list synchronization, general interoperability, and seamless collaboration between the platforms for 69 agencies across Virginia.

3.13 IT MANAGEMENT CONSULTING SERVICES

Skyline has the capabilities to provide the services requested under IT Management Consulting Services Functional Area:

3.13.1 IT Enterprise Architecture Development

Description – Define, design, develop, implement and maintain enterprise architecture plans, strategies, inventories and recommendations to support enterprise architecture (EA).

Skyline Capabilities

Skyline has led the development of IT Enterprise plans at the state and county level. The architecture includes statewide fiber networks, email migrations and establishing platform as a service infrastructure. Typical projects start from challenges within a current environment or the changing technology landscape. Leveraging our senior technologist, we will work with the members of the CCPN to review existing technology and recommend ways to transition to new solutions and be mindful of opportunities to create the economies of scale that were found with the CCPN network. Skyline has the expertise and facilities to test most applications related to both security and network technology and can demonstrate its effectiveness using a proof of concept.

Skyline Experience

Skyline has led a number of enterprise architecture projects for our customers, providing the vision for and plans to implement service and technology improvements. The following projects demonstrate our ability to support Enterprise Architecture development:

- Skyline worked with the Virginia Department of Transportation to understand how to leverage existing resource-share fiber for a statewide business rather than their typical method of using fiber for limited regional use. The coordination required working through IT oversight and management challenges before VDOT management could agree that this project could proceed. Skyline successfully developed the fiber and network architecture, which ultimately resulted in a successful network approval.
- Skyline created the enterprise architecture to move participating Maryland state agencies into the Security as a Service offering, which improved the overall security posture of state agencies. This consolidation was particularly beneficial for small state agencies that lacked the technical expertise and budget to purchase enterprise-level security hardware. Ultimately the enterprise architecture was implemented across all executive branch agencies.
- Skyline worked with the Office of the National Capital Region (NCR) Coordination to design an enterprise architecture that leveraged our video platform to allow diverse video systems to be shared for situational awareness. The architecture focused on creating a standard view of video regardless of the source and securely sharing that video across either the Internet or between government networks. The participating members of the NCR ultimately agreed to the architecture, and a grant was awarded to implement the project. Today that enterprise architecture supports the sharing of over 20,000 unique video sources securely and with limited impact on the networks that support the program.

3.13.2 Systems Review for Architectural Consistency

Description – Engineering assistance to integrate systems based on architectural standards and common infrastructures. In particular, recommendations for systems development, acquisition, and operations and to leverage common infrastructures effectively among various partner missions and services. Such application reviews may cover a variety of IT system environments from simple personal computer (microprocessor) and workstation applications; to local area networks (LAN) and wide area networks (WAN), to distributed processing systems; to web-based interactive systems; to large and very complex mainframe database and file management systems that utilize remote batch processing and interactive teleprocessing.

Skyline Capabilities

Skyline has led the review of systems, technology, and applications being considered to meet the critical IT needs of government customers. Skyline's wide breadth of expertise allows us to review interconnected security, systems, and networks. Our internal teams

work together on these projects to ensure they will fully meet the customer's requirements.

Skyline Experience

Skyline has represented our customers or led system reviews for a number of complex systems over the last 20 years. These projects were key to developing statewide or countywide services that still exist and deliver value to the citizens today. The following projects demonstrate Skyline's experience with performing system reviews for architectural consistency:

- **DoIT Google Mail Implementation** – Skyline reviewed the architecture for consolidating email systems across all executive branch agencies to the Google Mail platform. The review included the requirements of the state agency users, connectivity needs, and overall functionality.
- **VITA Email Transition** - Skyline was responsible for designing and implementing and currently manages the ongoing operations of Virginia Information Technology Agency's (VITA) new enterprise messaging system for all state agencies. The goal of the VITA infrastructure as a service (IaaS) project was to design a solution that bridged the gap between the Google and Microsoft collaboration platforms, ensuring coexistence and cross-compatibility while Virginia agencies were in a mixed (Google/Microsoft) environment. The specific deliverables for this project allowed for coexistence between Google and Microsoft-based agencies (including calendar availability), global address list synchronization, general interoperability, and seamless collaboration between the platforms for 69 agencies across Virginia.

13.3.3 Strategic Planning Assistance

Description – Assistance in developing long-range IT plans, IT-enabled business plans, and program effectiveness measures related to proposed IT investments. Assistance with partner-level strategic planning for IT to ensure consistency with CCPN/partner (i.e., enterprise) plans and initiatives.

Skyline Capabilities

Skyline has been a long-term strategic partner with many of our customers, including DoIT, MCAC, PennDOT, TDOT, TxDOT, FHWA, and CISA. For example, we have worked continuously with Maryland DoIT since 2008, providing strategic direction for networkMaryland™, enterprise IT management for nearly all state agencies, ITSM and ITIL4 maturity journey, a consolidated statewide email system, a consolidated state-wide identify access management, statewide cyber security policies, procedures, and Authorization to Operate guidelines and assessment processes. During each of these efforts, Skyline performed a return on investment (ROI) analysis and other quantitative analyses for DoIT to gain a full understanding of the roadmap plans' value.

We have a process for developing roadmap plans where we accumulate ideas, needs, and perspectives from our customers' and stakeholders' desired visions and roadmaps and couple those with Skyline's and the industry's analysis. This ensures that the perspectives and needs of the differing organizations, including security, IT operations, systems development, and user communities, are considered. We ensure this holistic understanding not just for us as the consultant, but also for all the stakeholders to have a better shared understanding of each other's perspectives and needs. We call this the **Diversification phase**. This sets a level playing field and preemptively avoids conflicts. When this step is skipped, the participants tend to go directly into "what they want" without understanding the potential impacts on the other parties involved.

We then move into the **Conversion phase** to formulate a plan that incorporates the critical needs of each and understand where we can trade off to address conflicting requirements that remain. This approach was recently used for a Houston program where five different entities with different funding sources needed to create a joint funding and operational plan for a shared federated system.

Emerging Technologies: To drive the importance of culture for continual improvement and innovation, Skyline has a C-level exec and business unit focused solely on innovation called "*Tech and Innovation*." Skyline has been leading DoIT to adopt Ansible/AWX for provisioning automation and configurations and to accelerate the speed and volume of changes made while improving the accuracy, quality, and configuration management of DoIT's infrastructure.

Skyline's mature Continuous Integration/Continuous Deployment (CI/CD) automated pipeline demonstrates our commitment to continual improvement. Skyline's CI/CD automation includes our Infrastructure as Code (IaC) processes of Ansible Playbooks/Roles, AWX (Ansible orchestration), Terraform, GitLab-CI.yml (job templates and releases), Dockerfile and Docker-compose.yml, Kubernetes/Rancher, Podman and Rodman-compose. These technologies greatly accelerate time to value metrics and improve consistent repeatability and quality. We work with all our clients to incorporate these technologies where applicable.

Skyline continuously drives innovation by evaluating and studying current and emerging technologies such as Artificial intelligence (AI). For example, we understand the importance of good, organized data for accurate insights, informed decisions, predictive capabilities, and trustworthy and ethical use. We actively harness AI, ML, and automation. For example, we deployed an AI-driven content recommendation engine, AI in system monitoring and invoice processing, and SkySight Service, which employs advanced algorithms for real-time object detection and analysis for security surveillance.

Skyline Experience

Skyline is nationally recognized as a thought leader for strategic planning, frequently invited to speak at conferences. Over the past few years, as shown in Table 2 - Recognized Leadership in Advocating Best Practices, we have engaged in over 45 speaking engagements, workshops, and other opportunities and committees on topics such as cybersecurity for state operation technology (OT) assets, live-data streaming and sharing, data governance, and interoperability. Noteworthy instances include Skyline authoring best practices for the Federal Highway Administration's (FHWA), multiple engagements with the Intelligent Transportation Society of America (ITS America), authoring CISA Data Sharing framework, and being selected by AWS to host and co-sponsor the Data Leadership Forum in Maryland in spring 2024. Below are some examples of how Skyline provides analysis and strategic leadership.

Event, Artifact Type	Count
Conference Speaking	19
Workshop	8
Conference Sponsor	8
Whitepaper	4
Committee Membership	4
Association Membership	3
Commission Membership	1
Grand Total	47

Table 2 - Recognized Leadership in Advocating Best Practices

- **Federal Highway Administration (FHWA)** [Transportation Management Center Information Technology Security - FHWA Office of Operations](#) - Primary authors of FHWA best practices, strategies, and recommendations to secure state and local operated Advance Traffic Management Systems (ATMS) and the related critical field infrastructure managed by Traffic Management Centers (TMC).
- **Intelligent Transportation Society of America** - A contributing member of the ITS America Cybersecurity Community of Practice, and developed a cybersecurity briefing ([Issue Brief: Cybersecurity - ITS America](#)) to help transportation technology practitioners increase cybersecurity awareness.
- **AWS Maryland Data Leadership Forum** – Developed and presented what state and local agencies should consider while navigating their journey towards government AI integration, including AI workforce development (knowledge and technology workers), data and AI governance, and identifying opportunities for AI enablement.
- **Department of Homeland Security (DHS) Cybersecurity and Infrastructure Security Agency (CISA)** - [Developing an Interoperable Information Sharing Framework](#). Skyline was a principal author of this federally published recommended approach for a data-sharing framework.

One major strategic planning effort is showcased by the birth of MCAC's MView program, where Skyline led and facilitated the effort among 14 partner organizations at the state, local, university, and federal levels to develop a vision, strategic approach, and concept of operations for a secure live data and streaming video sharing platform. The success of this strategic planning effort is proven by its adoption by 220 entities at

three levels of government, which still actively participate in this program today. Skyline continues to be the strategic partner on the MCAC MView program, helping them accelerate the adoption even further.

We are providing similar strategic planning for PennDOT regarding how they can more effectively manage operational technology (OT) systems deployed by multiple construction and IT contractors in different districts who do not follow any coordinated ITSM practices for change management, monitoring, standardization, cybersecurity standards, etc. Skyline is embarking on a consulting exercise to instill ITIL4 policies and procedures statewide for all twelve districts in PennDOT to provide a uniform IT/OT management approach and roadmap to progress the ITIL maturity model.

Data governance is another area we provide strategic leadership. Tennessee DOT (TDOT) is employing Skyline to build a roadmap and normalized data dictionary across several different departments. TDOT is undergoing mission methodology realignment (highway planning, budgeting, and construction management) to focus on better understanding data ownership and stewardship and bringing awareness to multiple systems and divisions.

3.13.4 Project Management Services

Description – Successful IT project management services to ensure that IT project goals and objectives are met and that products are delivered on time, on budget and within scope, as well as meet business objectives originally intended.

Skyline Capabilities

Skyline has led countless projects for public customers, from simple network hardware installations to statewide federal grant-funded fiber infrastructure builds. Leveraging our team of Project Management Institute (PMI) PMP-certified project managers, Skyline provides the right resources and has the prior experience necessary to lead a successful project.

Project management services provided to public sector customers are tailored to address the specific needs and complexities of public sector projects. These services typically include:

- **Project Planning and Initiation:** Establishing clear project objectives, defining scope, and setting milestones. This involves creating a detailed project plan, including timelines, resource allocation, and budget estimates.
- **Stakeholder Engagement:** Identifying and engaging with stakeholders, including government officials, community groups, and other relevant parties. Ensuring their needs and expectations are considered and managed throughout the project lifecycle.

- **Regulatory Compliance:** Ensuring that the project adheres to government regulations, policies, and standards. This includes managing documentation, reporting requirements, and compliance with legal and environmental regulations.
- **Risk Management:** Identifying potential risks and developing strategies to mitigate them. This includes creating risk management plans and conducting regular risk assessments to ensure that risks are managed proactively.
- **Resource Management:** Overseeing the allocation and utilization of resources, including personnel, equipment, and materials. Ensuring that resources are used efficiently and effectively to achieve project goals.
- **Budget Management:** Developing and managing the project budget, including cost estimation, hour tracking (T&M), tracking expenditures, and financial reporting. Ensuring that the project remains within budget and addressing any financial issues that arise.
- **Quality Assurance:** Implementing quality control measures to ensure that project deliverables meet the required standards and specifications. This involves regular reviews and inspections to maintain high quality throughout the project.
- **Project Execution and Monitoring:** Coordinating and managing the day-to-day activities of the project. Monitoring progress against the project plan, adjusting schedules and resources as necessary, and providing regular status updates to stakeholders.
- **Contract Management:** Managing contracts with vendors, subcontractors, and other service providers. Ensuring that contract terms are met, overseeing performance, and handling any issues that arise.
- **Change Management:** Handling changes to the project scope, schedule, or resources. Assessing the impact of changes, obtaining necessary approvals, and updating project plans accordingly.
- **Communication Management:** Facilitating effective communication among project team members, stakeholders, and other interested parties. Ensuring that information is shared in a timely and transparent manner.
- **Project Closure and Evaluation:** Completing the project, ensuring that all deliverables are met, and conducting a final evaluation. This includes documenting lessons learned, closing out contracts, and transitioning the project to operational status if applicable.

By providing these services, project management professionals help public sector customers achieve their objectives efficiently and effectively while navigating the unique challenges and constraints of public sector projects.

Skyline Experience

Skyline project management services cover the wide breadth of projects found in the functional areas of this contract. A qualified project manager leads each of our projects focused on a successful outcome. The following are examples of projects that Skyline project managers completed to the customer's satisfaction:

- Michigan DOT – For this project, Skyline was tasked with a full upgrade of the virtual hosting infrastructure for an existing video platform customer. Skyline won the recompete of the Real-Time Video Sharing program, and our project manager was responsible for the coordination of the following activities to implement the new solution:
 - Hardware architecture review and approval
 - Hardware procurement and staging
 - Hardware implementation
 - Software implementation
 - Migrating the existing 600 cameras to the new hosting infrastructure.
 - Testing and acceptance of all video streams
 - Operational hand-off documentation
- DoIT – Skyline provides staff to the Department of Information Technology on both a full-time equivalent basis and a project basis, leading a wide variety of projects. The project management expertise includes the following areas as recent examples:
 - Fiber optic Infrastructure construction
 - Cybersecurity assessments and services
 - System implementation
 - Software Development
 - New data service implementation
 - New office space LAN/WAN/WiFi and relocation

3.13.5 Risk Assessment Analysis

Description – Assess the risks associated with costs, benefits, schedule, technical performance, human factors, safety, and security. The analysis may include provisions for identifying risk areas, assessing risk factors, recommending appropriate resources to reduce risk factors, identifying and analyzing alternative actions available, identifying the most promising alternatives, and planning for implementation of risk reduction.

Skyline Capabilities

Skyline manages risk for both our customers and internally by leveraging repeatable processes like those developed through our SOC 2 Type 2I attestation and by leveraging experienced people to review each program for risk. Our project managers work hand in hand each day with our implementation teams and the customer to measure appropriate data points for risk and track activities that are presumed to be critical paths for the success of the project. These same services apply to an independent risk assessment analysis for any project. Skyline's goal in any risk assessment is to identify and mitigate the elements that could ultimately cause a project to fail. Skyline will leverage the following approach to performing a risk assessment:

- Understand the Context and Objectives
 - Identify Objectives: Clearly define the objectives of the risk assessment. Understand what the customer aims to achieve with this analysis.
 - Understand Stakeholders: Identify key stakeholders, their concerns, and their roles in the risk assessment process.
- Gather and Analyze Information
 - Collect Data: Gather relevant data, including historical incidents, current policies, operational procedures, and other pertinent information.
 - Review Existing Frameworks: Familiarize yourself with any existing risk management frameworks or standards used by the customer, such as NIST, ISO, or local regulations.
- Identify Risks
 - Risk Identification: Conduct workshops, interviews, or surveys with stakeholders to identify potential risks. Consider operational, financial, technological, and strategic risks.
 - Threat and Vulnerability Analysis: Assess potential threats and vulnerabilities that could impact the objectives of the customer.
- Assess Risks
 - Risk Analysis: Evaluate the likelihood and impact of identified risks. Use qualitative or quantitative methods depending on the complexity of the risks and available data.
 - Risk Prioritization: Rank risks based on their potential impact and likelihood. Focus on high-priority risks that could significantly affect the agency's objectives.
- Develop Risk Mitigation Strategies
 - Control Measures: Identify and evaluate control measures or mitigation strategies to address high-priority risks.
 - Cost-Benefit Analysis: Assess the cost and benefits of implementing each control measure to ensure resources are allocated efficiently.

- Implement Risk Management Plan
 - Action Plan: Develop a detailed action plan for implementing risk mitigation strategies, including timelines, responsibilities, and resources required.
 - Integration: Ensure that risk management strategies are integrated into the customer's overall operations and decision-making processes.
- Monitor and Review
 - Ongoing Monitoring: Establish mechanisms for continuous monitoring of risks and effectiveness of mitigation measures.
 - Regular Reviews: Schedule regular reviews of the risk assessment and update it as necessary to reflect changes in the environment, operations, or objectives.
- Documentation and Reporting
 - Document Findings: Maintain thorough documentation of the risk assessment process, findings, and decisions.
 - Reporting: Prepare clear and concise reports for stakeholders, highlighting key risks, mitigation strategies, and recommendations.
- Engage and Communicate
 - Stakeholder Communication: Regularly communicate with stakeholders to keep them informed about risk management activities and any changes in risk status.
 - Training and Awareness: Provide training and raise awareness about risk management practices within the agency to ensure that all employees understand their roles in managing risk.

Skyline Experience

Skyline leverages risk assessment as a regular part of our project management approach and support of our public sector projects. Each of our video as a service program includes a review of risks associated with the interaction of different systems, including the video management system, often the source of the video stream, and the traffic information system that displays the video. Cybersecurity is another area where risk assessments are becoming commonplace, looking at existing infrastructure that could be vulnerable to an attack. The following are examples of Skyline performing risk assessment analysis:

- **New York DOT** – Skyline performed a NIST cyber assessment to identify risks in the infrastructure supporting the transportation infrastructure across the state.
- **SEPTA** – Skyline performed a risk assessment for the Operational Technology (OT) that controls the critical railway operations. This technology is typically isolated from normal internet traffic but is becoming more vulnerable as devices get connected to the network for remote management.

3.14 DOCUMENTATION AND TECHNICAL WRITING

Skyline has the capabilities to provide the services requested under the Documentation and Technical Writing Functional Area:

Description – Develop and/or maintain the following types of documentation: system documentation; user manuals; computer operations and program manuals; plans for training, testing, quality assurance, and contingency operations; and backup, recovery and restart procedures; technical writing for proposals, presentations, standard operating procedures (SOP), policies and procedures.

Skyline Capabilities

Skyline offers documentation and technical writing to support the operations of our customer environments and our video platform service. The team of technical writers within Skyline creates and edits content, including policies and procedures, standard operating procedures, and as-built documentation. A set of deliverables, including training, operational manuals, and close-out documents, are created for each project that we lead. Our technical writers are available to review all types of documents, including RFPs, presentations, and proposals for grants. This service is important to document the operations and environment that we support and to ensure clear communication in a shared operational environment.

Skyline Experience

Skyline has excellent examples of documentation and technical writing over our long history of supporting public sector customers. The documentation and technical writing services cover our managed services, cybersecurity assessments, and the attainment of third-party SOC 2 and ISO certifications. The following examples demonstrate the experience Skyline has with documentation and technical writing:

- Skyline has undergone two other process-oriented third-party assessments demonstrating our process management disciplines. We document all our processes, follow them, and prove them to external auditors. The SOC 2 Type 2 attestation we received in 2021 documents all operational procedures, from customer data management to onboarding new hires, to certify that we have a secure operation, trusted with access and control of our government customer systems. The SOC 2 Type 2 attestation is very applicable to the scope of this RFP. Additionally, in early 2024, Skyline again achieved our ISO 20000 certification, demonstrating ITSM and ITIL disciplines needed for managed service, SaaS operations, and system development teams. All our operations staff is well versed in and/or ITIL4 certified.
- Skyline worked with the New York State Department of Transportation (NYSDOT) to provide NIST CSF assessments of their traffic management centers (IT and OT



infrastructure). Our assessment effort includes recommending and implementing comprehensive cyber security strategies to protect the critical life and safety infrastructure that the DOTs depend on to move people and goods. We are also providing NYSDOT with future state recommendations on how to build a cyber-resilient Intelligent Transportation System (ITS).

- Skyline worked with the Tennessee Department of Transportation (TDOT) to provide NIST CSF assessments of their traffic management centers (IT and OT infrastructure). Our assessment effort includes recommending and implementing comprehensive cyber security strategies to protect the critical life and safety infrastructure that the DOTs depend on to move people and goods. We also are providing their Director of Cyber Security with strategic guidance, technology recommendations, and remediation across IT and OT. We are working hand in hand with TDOT's CIO on establishing their Data Governance program and are under contract to provide SOC/MDR services for their OT assets.

3.15 QUALITY MANAGEMENT

Skyline has the capabilities to provide the services requested under the Quality Management Functional Area:

Description – Create, update and implement quality assurance standards, processes and policies. To audit process and recommend improvements.

Skyline Capabilities

Process Development and Implementation and Process Support:

Skyline has an internal team of knowledgeable Process Management professionals trained to perform process assessments against various standards such as ITIL, ISO, SOC 2, etc. Data collected is used for gap analysis reporting and to develop customized process improvement plans designed to meet recommended maturity targets. We understand how to develop standardized process documentation, drive collaboration across teams, and address the complexities of unique IT services, tools, and environments.

Skyline also has a Governance, Risk, and Compliance (GRC) office and a Director focused on auditing compliance with policies and procedures. Part of the processes we perform with our clients and internally is establishing the Plan of Action and Milestones (POAM) to continue to advance an organization through the selected maturity model, primarily ITIL4.

Skyline focuses on process maturity development internally and as consulting services for our customers. This is demonstrated by being independently audited for **SOC 2 Type 2** attestation and **ISO 20000** certification. This attests to our quality assurance standards, processes, and policies. ISO 20000-1:2018 for Information Technology Service Management Systems.



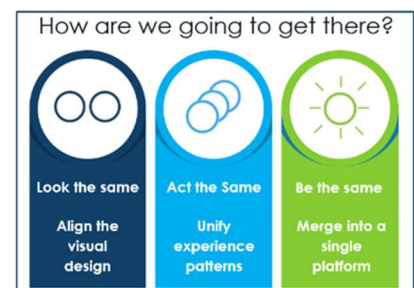
Skyline has deep experience with extensive inventories of process documentation using a variety of Knowledge Management and web portal tools. This experience was key to obtaining IEC/ISO2000-1 Information - Service Management, SOC 2, and other certifications for our customer programs. We've developed templates, standards, branded style guides, and naming conventions that drive consistency and better support audit activities. We've partnered with internal customer process teams to develop document portfolios and maintenance programs that enhance employee onboarding while driving cross-team process improvements.

Through our implementations of service management manuals, our customers have acknowledged increased process currency, consistency, completeness, and more accountability at all levels through education and awareness of roles and expectations. Our approach to publishing and document maintenance has also positively influenced both risk management and governance practices. Once base-level processes are designed, published, and trained, we've partnered with customers to enhance metrics and reporting, some of which inform us of the effectiveness and efficiency of the processes we've developed.

Software Quality assurance, process development, and quality control:

To focus on quality and secure software development, Skyline adopted the Agile development methodology in 2009 and the [Scaled Agile Framework \(SAFe\)](#) in 2016 and has continued to mature our disciplines following this framework. Key to having a software quality assurance program is the methodology of code development, active stakeholder engagement, and thorough, repeatable testing. This must include:

- A microservice architecture design for reusability and scalability,
- Consistent User Experience using Skyline' **Look the Same, Act the Same, Be the Same** UI model.
- Peer reviews
- Automated dynamic and static security scans
- Unit testing, regression testing, load testing
- Automate Continuous Integration / Continuous Deployment (CI/CD) processes
- Automated hosted infrastructure creation though Infrastructure as Code (IaC)



- A dedicated Quality Engineer
- And frequent progress demonstrations to keep on track and obtain feedback

Skyline has matured and continually improved our DevOps and CI/CD practices to enhance code quality. We ensure that security scanning and accessibility are part of the CI workflows so that any code containing security or accessibility concerns is not merged.

Our DevOps approach emphasizes collaboration, monitoring, automation, and continual integration and deployment, allowing us to respond to our customers faster with quality code. Our CI Pipelines include security scanning, assessments for code quality, and automated testing to ensure the quality and stability of all released code. We have also automated our deployments with Ansible and HELM for consistency and efficiency.

Automated Testing: We have a comprehensive CI/CD pipeline with embedded automated testing, including SAST, DAST, Secret Detection, Dependency Scan, Container Scan, Renovatebot, Selenium WebDriver, and IDE. For load testing, we use Locust and JMeter and have experience writing custom load test applications for complex video traffic. As a standard part of our development process and to meet the “definition of done,” we prioritize unit, integration, and API tests to ensure committed code satisfies the desired change, reduces the need for manual testing, and is automatically confirmed for operation within future releases.

DevSecOps: Our CI/CD pipeline is built on GitLab, integrating comprehensive security measures to ensure robust application security throughout the development lifecycle. We utilize Static Application Security Testing (SAST) and Dynamic Application Security Testing (DAST) to detect vulnerabilities in both code and runtime environments. We incorporate software bill of materials (SBOM) to manage and verify third-party dependencies, enhancing transparency and security compliance. Vulnerability scanning is performed continually, and remediation efforts are prioritized based on the criticality of identified issues.

Our Infrastructure as Code (IaC) processes include Ansible Playbooks/Roles, AWX (Ansible orchestration), Terraform, GitLab-CI.yml (job templates and releases), Dockerfile and Docker-compose.yml, Kubernetes/Rancher, Podman and Rodman-compose.

Our CI pipeline is based on the Gitlab tool set with these process stages:

1. **Analysis**—Run GitLab scanners like SAST, Secret Detection, Dependency Scanning, and Code Quality.
2. **Build**—Artifacts used in future stages like docker images, .deb packages, npm packages, etc.
3. **Test**—Pre-package stage testing includes acceptance testing, API testing, UI testing, and unit testing.

4. **Package**—Publish artifacts created in the build stage. Tasks include tagging and publishing the image built as either a canary image, a feature branch image, the latest image, or a particular version.
5. **Release**—Create release artifacts in GitLab. This stage aggregates release notes, makes a tag on the repo, and publishes a release in GitLab.
6. **Post**—Any jobs run last in your pipeline after all other pipeline work has been completed e.g., Gitlab's container scanning.
7. **Deploy**—Deploy to the lab and run the DAST scanner and any other scanners that need to run against a running instance of the application.

Metrics Reporting and Analytics: Skyline introduced DORA4 metrics to our process in 2022 to measure quality outcomes and progress. The process includes four indicators of software delivery and operational excellence based on the research by the DevOps Research and Assessment (DORA) team. We align our approach with Elite as defined by Google and Puppet State of DevOps reports by measuring **1) Deployment Frequency, 2) Lead Time for Changes, 3) Change Failure Rate, and 4) Time to Restore Service**. We collect data from various sources, such as GitLab, ServiceNow, and Splunk, and benchmark performance against industry standards and best practices. Skyline identifies areas of improvement and tracks the impact of its process changes and initiatives. Skyline believes that by improving our software delivery performance and organizational culture, we can deliver more value to our customers and stakeholders faster and reliably.

Skyline Experience

An example of delivering Process Development and Implementation is the Maryland Department of Information Technology (DoIT), where Skyline developed a Service Management System (SMS), aka a Service Management Manual, to capture, define, and develop where gaps existed all the processes for the networkMaryland program. This effort resulted in an ISO 20000 audit and passed with high marks on the organizational structure and processes used to develop the materials.

The output of that effort was a library of Processes, Procedures, Policies, and templates structured in a portal for easy access and search. These are the DoIT programs documented methods for IT Service Management based on ITIL4 standard approach and ISO 20000 artifact auditability. The screenshot below shows the high-level structure with drill-down components.

NMD Service Management System (SMS) Portal

Home Planning and Governance Policy and Process Documents Service Performance Service Portfolio Edit Private group Not following 13 members

SMS Policy and Process Information + New Promote Page details Immersive reader Analytics Published 5/24/2024 Share Edit

SMS Policy and Process Information

All documentation in the SMS is categorized in a numbered series, as shown in the table below. In some cases, the system housing specific documentation may have its own naming convention, and where that is true, it is indicated by an asterisk (*). GRC and the EMT have approved documents linked here. If you have documentation questions, please email us at DoITKnowledgeMgmtSupport@skylinenet.net

100 - Service Management System	200 - IT Service Management	300 - Business Process Management
101-SMS Plan 101-PL-01 Service Management System (SMS) Plan 102-SMS Policy 102-PY-01 Service Management System (SMS) Policy 102-WI-01 SMS Management Review Guidance 103-SMS Portal 103-PL-01 SMS Content and Communication Plan 103-LG-01 SMS Communication Log (live) 104-SMS Knowledge Management 104-PRO-01 Knowledge Management Process 104-LG-01 SMS Document Review Tracker (live) 104-PR-01 SMS Document Naming Procedure 104-PR-02 SMS Document Version Control Procedure	201-Service Portfolio Management 201-PRO-01 Service Portfolio Management Process 202-Service Desk (NOC) Management 202-PRO-01 Service Desk - NOC Operations Process 203-Incident Management 203-PRO-01 Incident Management Process 203-PR-01 Standard Incident Management Procedure 203-PR-02 Major Incident Management Procedure 204-Problem Management 204-PRO-01 Problem Management Process 205-Change & Release Management 205-PRO-01 Change and Release Management Process 206-Request Management 206-PRO-01 Service Request & Fulfillment Process 207-Service Asset and Configuration Management 207-PRO-01 Service Asset & Configuration Management	301-Service Delivery 301-PRO-01 Service Delivery Management Process 301-LG-01 SMS Reports Inventory (live) 301-TMP-01 Biannual SMS Review Report (template) 302-Service Level Management 302-PRO-01 Service Level Management Process 302-ANC-01 SMS Metrics Definition Doc (MDD) - DRAFT 302-ANC-02 Service Level Agreement (SLA) Matrix 303-Business Relationship Management 303-PRO-01 Business Relationship Management Process 304-Customer Satisfaction <i>In Progress</i> 305-IT Finance Management 305-PRO-01 IT Financial Management Process 306-Continual Service Improvement 306-PRO-01 Continual Service Improvement Process 306-LG-01 Continual Service Improvement Register (live)
400 - Supply and Demand Management	500 - Service Assurance	600 - Service Governance
401-Supplier Management 401-PRO-01 Supplier Management Process 401-LG-01 Approved Suppliers Register (live) 402-Demand & Capacity Management 402-PRO-01 Demand & Capacity Management Process	502-IT Service Assurance Management 502-PRO-01 IT Service Assurance Process	601-SMS Audit 601-PRO-01 Service Audit Process 601-LG-01 Service Audit Schedule (live) 601-WI-01 SMS Audit Guidance 602-Boards / Committees <i>In Progress</i> 603-SMS Organization 603-ANC-01 Customer Operational Chart

Figure 5 - Service Management System Policy and Procedure Library

The SMS development process we used included:

- Information technology process definition and implementation
 - Evaluated existing process landscapes against a chosen standard such as ITIL/ISO/COBIT, identified gaps, and assessed maturity levels.
 - Using the assessment findings, a path forward is determined with a detailed rollout plan that includes target deliverables, timelines, and defined training waves.
 - Through a series of discovery meetings with process/content owners, process ownership, objectives, scope, policy and governance, workflows, and roles and responsibilities are captured using approved document templates to ensure consistency and the ability to measure against industry standards.
 - Developed comprehensive online process management manuals with defined approval processes and publishing in the SharePoint SMS portal.

- Identify and coordinate process integrations
 - As part of the process documentation assessment, integrations with other support and delivery teams are identified to ensure collaboration and to avoid duplication of efforts.
 - Reciprocal linking to related document repositories, as well as opportunities to consolidate and/or combine process artifacts, are evaluated.
- Organizational process training
 - A training plan was developed to encompass the initial rollout, onboarding of new team members, and future refresher training.
 - Developed Overview training as well as content targeted for specific process roles.
 - Training sessions cover process goals and objectives, process roles, workflows, key procedures and definitions, related metrics (SLAs/KPIs), and process maturity steps.
 - Informed Process Owners of their ongoing responsibilities for continuous process improvement, documentation currency, and ongoing education of the relevant process participants.
- Auditing for efficiencies
 - Developed a review schedule to ensure a periodic review of each process is pre-planned and rolls forward continuously.
 - Developed a review checklist to capture changes/updates to process workflows, metrics, relevant tools, and process integrations and to reconfirm the objectives and scope considering process maturity targets.
- Update and modify processes
 - The review schedule is used to capture the approval dates, owners, version, and other key attributes.
 - Modifications to Process Definition documents are made when there are significant process changes implemented and per the process review schedule.
 - Used a ticketing system to manage knowledge request tickets to capture requested/required edits, the reason for the requested change, approvals, and evidence of when the change was made/published.
 - Entered process artifacts in a robust CMDB as configuration items or document assets with version control.

3.16 CLOUD COMPUTING SERVICES

Skyline has the capabilities to provide the services requested under the Cloud Computing Services Functional Area:

Description – To provide reliable and scalable services while providing excellent technical and project management support for migration to cloud solutions.

Skyline Capabilities

Skyline Cloud and Systems Engineering team works with you to design, implement, and maintain your critical IT systems to meet your business objectives. With security in mind, our focus is understanding your needs, removing pain points, and adding value to your business through the successful delivery of IT services. Skyline specializes in cloud and SaaS implementations, Identity and Access Management and Governance, Microsoft Hyper-V and VMware environments, on-premises servers, storage, and application installations.

Skyline Experience

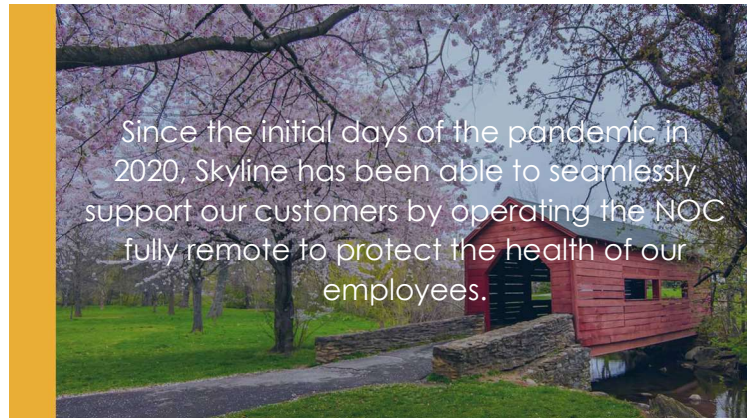
The Skyline, the cloud computing team, was tasked to design and architect an independent email routing system using multi-cloud providers for the Commonwealth of Virginia. The design provided for a high level of redundancy, eliminating a single point of failure with Microsoft Azure or Google GCP by providing delivery to both cloud systems from an independent routing architecture. Once the design and implementation were completed, the team then migrated 67 agencies within the Commonwealth that included financial, health care, and emergency services that could not be impacted and needed access to these services during the migration cutover. A sample of these types of agencies included VSP (Virginia State Police, VDOT (Virginia Dept of Transportation), TAX (Tax dept), GOV (Governor's Office), and VDHS (Dept of Health Services).

Skyline's SaaS (Software as a Service) Engineering team, with messaging expertise, defined and executed the processes to make the migrations happen in a timely manner. The total effort transpired over an 18-month period and migrated over 71,000 active users between Google and Microsoft 365.

4. BACKUP, RECOVERABILITY AND SECURITY

Skyline has created a strong solution for its backup and recovery of managed services and IT consulting offerings. Leveraging the strengths of our strategic partner, TierPoint, Skyline can confidently provide a primary and secondary location for our NOC support. Unlike companies that utilize leased point-to-point circuits for monitoring, Skyline's Service Desk

utilizes the Internet for connectivity over a secure VPN, thus providing an additional level of robustness and flexibility. Our engineers can monitor the network using the Skyline Service Desk infrastructure or a secure VPN connection connected directly to the network, reducing the number of single points of failure. In the event that the primary Service Desk fails, our engineers will move monitoring and voice services to the backup facility.



The Skyline team has expanded its use of cloud-based management tools and productivity software. Using cloud-based tools allows for flexible capacity on demand and near real-time updates from our software provider. Leveraging "as a service" platforms, including ServiceNow, LogicMonitor®, and the Microsoft suite of productivity tools, allows Skyline to focus on serving the customer and leave maintenance support of on-prem software in the past. With our robust Internet connectivity already in place, the team can provide more cost-effective services and meet the strict service level agreements our customer's demand.

From a disaster recovery perspective, the significant increase in cloud-based management tools and remote work allows us to provide a robust disaster recovery plan that supports service delivery. Skyline has made a significant investment in our office infrastructure, including redundant Internet connectivity, generator power, and separate office space should there be a fire/water/storm impact. In addition, we maintain a separate network operations center (NOC) backup space within our data center to leverage its multi-tier redundancy. As we have demonstrated since the pandemic outbreak in 2020, our team members are fully capable of working remotely to deliver services. This provides geographic diversity, reducing any impacts from widespread storms and service provider outages.

From a security perspective, Skyline has demonstrated our commitment to security by obtaining our SOC2, Type 2 attestation. Through our documented processes, effective

use of tools, and management of our environments via our SOC, we are prepared to manage and respond to a security incident should it be detected.

5. HARDWARE AND SOFTWARE

Skyline will utilize a variety of hardware and software to support the proposed solution for the CCPN. Table 3 maps Skyline services to the software and hardware we will use to support the service required for future CCPN projects.

Required Service	Software	Hardware
Project management	ServiceNow	Cloud
Document management and access	Microsoft SharePoint/ServiceNow	Cloud
Fault and performance monitoring	LogicMonitor®	Cloud/virtual server data collection
ITSM system	ServiceNow	Cloud
SOP/Documentation Management	ServiceNow	Cloud
Configuration management	ServiceNow	Cloud
Circuit provisioning	Ciena Navigator NCS	Dell or equivalent server
Fiber and microwave planning and documentation	IQGeo – OSPInsight*	Dell or equivalent server
Off-site backup and redundancy	CommVault complete back-up and recovery/ LogicMonitor®	Dell or equivalent server with EMC SAN
Security/VPN/SD-WAN	Juniper Junos OS, VPN tunnels, etc.	Juniper SSG, SRX product line, Versa

Table 3 - Service Requirements Mapped to Skyline Software and Hardware

6. PERSONNEL

6.1 OUR EMPLOYEE EXPERTISE

As Benjamin Franklin once said, “An investment in knowledge pays the best interest.” At Skyline, we believe in investing in our people. Our in-house Communications Fundamentals class is required for all new employees. Focused on understanding our human propensity to view the world through our own lens, this class engages, and challenges established communication norms, allowing our employees to learn more

about their natural communication style and how to adapt to ensure they can effectively communicate with colleagues and customers.

In addition to in-house training, we encourage and support external training. We offer employees tuition assistance for college classes as well as reimbursement for industry certifications. Our employees collectively hold expert level certifications with the following partners: Cisco (CCIE, CCNA, CCNP, CCDP, CCENT), Juniper (JNCDA, JNCIP-EBT, JNCIS-ENT, JNCIA-Junos, JNCIS-SP, JNCIP-SEC, JNSA-EX), Palo Alto (PCNSE, ACE, PSE), Aruba (ACMP, CPSS, ACSA), Splunk (Enterprise Architect), Power User, Admin, Core Implementation, Axis Communications (Essentials of Network Audio), Genetec (Mission Control Administrator, Security Center-Enterprise Technical, Security Center Hardening (Security Center Omnicast & Synergis), VMware (VCP-DCV 2020), and Amazon Web Services (Certified Cloud Practitioner, Certified Solutions Architect).

Skyline leverages the Information Technology Infrastructure Library (ITIL) and the Project Management Institute (PMI) Project Management Professional certification programs for outstanding service management delivery. ITIL is the most used global IT service management best practice framework. At Skyline, it helps guide our operations efforts, enabling us to co-create end-to-end value with our customers and maintain customer and partner relationships. Skyline employees hold the following ITIL certifications: ITIL 4 Managing Professional, ITIL v4 Foundation Level, ITIL v3 Practitioner, and ITIL v3 Foundation Level. The PMI PMP is the gold standard of project management certifications. At Skyline, our project managers employ the expertise learned through gaining their PMP certification to ensure we have a consistent, repeatable, and reportable process for managing our customers' projects from inception to completion.

6.2 KEY PERSONNEL

Skyline personnel are industry leaders who provide professional project management, consulting, and managed services for public sector customers. Skyline will leverage our Business Development team to support CCPN's daily needs, ensure the right resources are available to provide quotes for projects/services and provide advocates for the CCPN on the operational side. We propose the following team to support the CCPN program under this contract:

Relationship Manager: Kendra Collier

Kendra Collier is a seasoned relationship manager with over 20 years of experience in project management, known for her ability to boost productivity and reduce costs. Kendra's strengths include leadership, communication, organization, and time management. Mrs. Collier excels in managing customer relationships and supporting customer requests. Her responsibilities include acting as the first point of contact for County end users, developing and maintaining customer relationships, and collaborating with cross-functional teams to ensure customer satisfaction. Kendra is adept at creating

and implementing strategies to maximize customer retention and continuously improve customer service based on feedback.

Project Manager: Allyson Counsman, PMP

Allyson is a highly skilled and certified project manager with a proven track record in managing complex IT engineering and software implementation projects. With a Master of Science in Business and Technology Management and a PMP certification, she brings a robust blend of technical knowledge and project management expertise. At Skyline Technology Solutions, Allyson has successfully led projects involving network design, cybersecurity, and software implementation, consistently delivering on time and within scope. Her ability to coordinate resources, document project artifacts, and lead effective meetings ensures seamless project execution. Allyson's dedication to excellence and her strategic approach make her an invaluable asset.

Project Manager, Physical Security: Steve Lorenti

Mr. Lorenti has over five years of specialized experience managing security projects for both government and commercial sectors. His approach is characterized by a strong commitment to customer collaboration, ensuring that customer expectations are consistently met and often exceeded. Mr. Lorenti excels in both engineering and delivery aspects, providing comprehensive solutions that align with each project's unique needs. His dedication to maintaining high standards and fostering strong customer relationships underscores his effectiveness in the field.

Network Manager: Matt Smith

Mr. Matthew Smith, a Carroll County resident and our proposed Network Manager, is a highly trained networking expert. He holds the Cisco Certified Internetworking Expert (CCIE) professional certification. He has implemented the most complex aspects of networking, including Border Gateway Protocol (BGP), multi-casting, and quality of service (QoS) on large public sector networks. Having served in a similar capacity for the Maryland Department of Transportation (MDOT) Enterprise network and the networkMaryland™ network, Mr. Smith has gained invaluable experience that is hard to match. Mr. Smith also implemented the CCPN network and turn-up for the networkMaryland™ ISP service.

Senior Network Engineer: Ryan Der

Mr. Ryan Der is our proposed senior network engineer to support the CCPN projects and currently holds a JNCIE-ENT certification. As demonstrated by the long list of certifications he holds, Mr. Der has spent the last 10 years developing a wide breadth of network expertise across Skyline's government customer base. He has led the implementation efforts for a number of county and statewide networks as well. Mr. Der will lead the ongoing operational performance review of the CCPN network.

GIS Systems Technician: Nick Caleo

Nick Caleo is a proficient GIS systems technician with a strong background in AutoCAD and infrastructure construction design. He has a diverse educational background in computer graphic design, business management, marketing, and LEED building design, along with certifications in MDE BAT Installation and Maryland Erosion and Sediment Control. Nick has 15 years of experience with AutoCAD, including teaching "Customizing AutoCAD" as an adjunct faculty member of Carroll Community College. He has been with Skyline since 2014, where he focuses on GIS program activities. His responsibilities include creating and maintaining spatial databases, producing maps, and conducting geographic analysis using GIS hardware and software. Nick uses his AutoCAD, OSPInSight, and ArcGIS skills to design and document fiber optic networks. His recent projects include creating the Frederick County OSPInSight database and redesigning AutoCAD templates to enhance the engineering design process. Nick's expertise in GIS and his technical skills make him an invaluable asset to any infrastructure project.

Principal Architect, Security: Peter Pavlov

Peter Pavlov is a seasoned security principal architect with over 20 years of experience in the physical security industry. He holds a Bachelor of Science in Electrical Engineering from the University of Maryland. He is certified in numerous security systems, including Genetec Omnicast, Genetec Security Center Synergis, and Axis Certified Professional. Peter's career has evolved from a technician to a sales engineer and now to a principal architect. Since joining Skyline Technology Solutions in 2015, he has been pivotal in system design, maintaining vendor relationships, providing technical support, and evaluating new technologies. His expertise encompasses analog and IP-based surveillance systems, access control systems, intercom systems, and perimeter detection systems. His extensive knowledge and practical experience make him a key player in the security field.

7. SKYLINE EXPERIENCE AND CAPABILITIES

OUR MISSION

At Skyline Technology Solutions, LLC (Skyline), our corporate mission is to build a more resilient and connected society.

OUR VISION

We envision a world in which critical infrastructure connects communities, fosters economic growth, and enables governments to share information to enhance public safety.

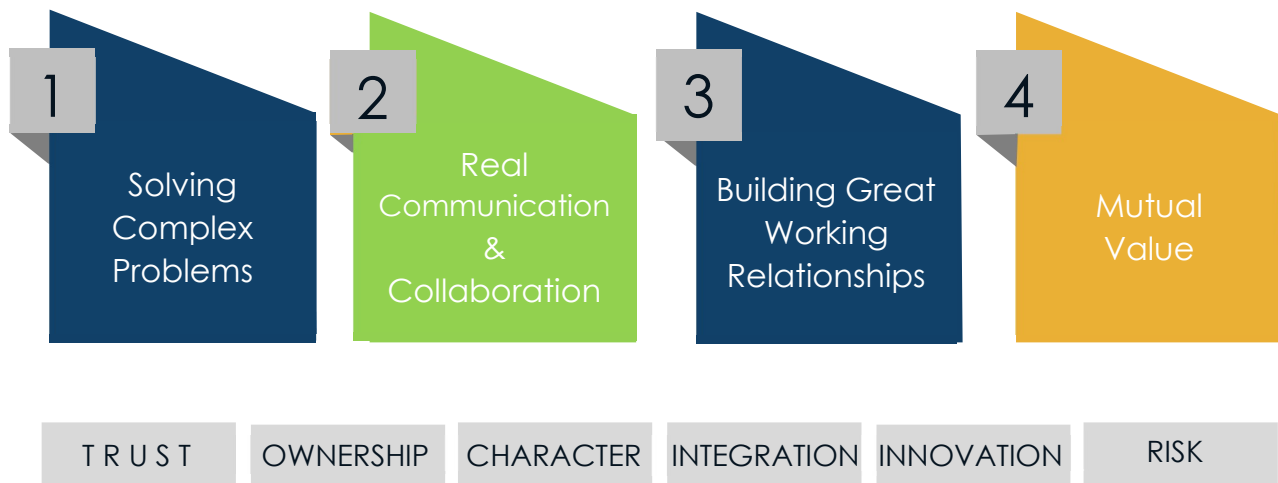
OUR VALUES

- **Customer Success:** Co-creating value for our customer's success.
- **Curiosity:** Understanding the problems facing our customers.
- **Leadership:** Choosing to do the right thing, even when it is the harder path.

- **Trust and Respect:** Formulating the foundation for building strong relationships.
- **Accountability:** Owning our actions, decisions, and results regardless of outcome.

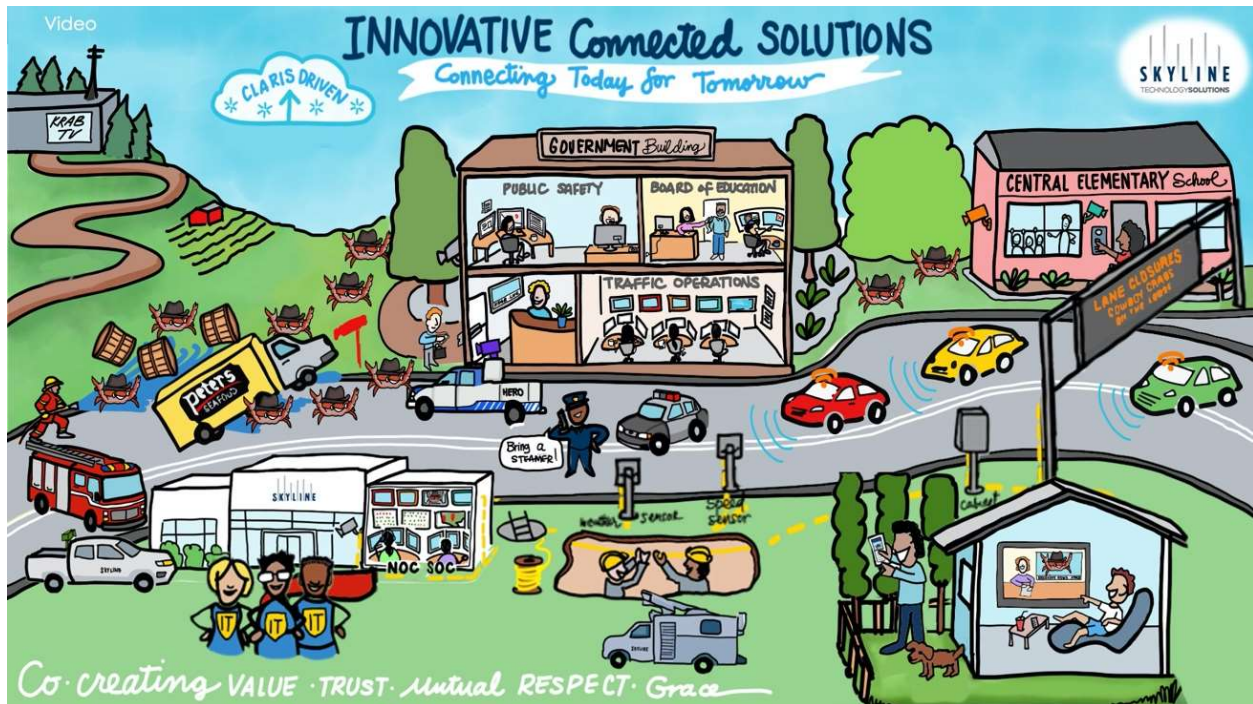
OUR APPROACH

At Skyline, we care deeply about unlocking value for our customers. Our uncommon approach to delivering IT solutions and outstanding customer service starts with building trusting relationships. The importance we place on establishing this trust enables us to have amazing, paradigm-changing conversations with our customers – conversations that uncover solutions.



WHO WE ARE

Since our inception, we wanted to create a company that could solve complex problems in the communities around us and build connections with our employees and customers. We invest in the community around us by treating our employees and customers the way we would want to be treated. Our technology solutions enable communities to connect in ways that improve their lives, enhance public safety, and create economic growth. We believe in investing in our community in many ways, and our customers' success means a better-connected society for everyone.



Being an innovative leader in the IT industry requires much more than creating cutting-edge technology. It involves understanding people and achieving effective communication, so pain points are revealed and resolved. It also involves creating processes that support and sustain our customers' mission and selecting solutions that are built on well-designed and executed technology. Our focus on people, process, and technology is the Skyline way and a key differentiator from our competitors.



OUR HISTORY

Skyline was founded on providing unmatched network engineering solutions. Established in 2004 to serve the networking, system, and infrastructure needs of Maryland customers, we continued to evolve, seeking out partners, developing products, and making acquisitions that continue to refine and elevate expectations. With over 20 years in the industry, we now serve over 300 customers in 20 states and the District of Columbia. We define success by redefining what is possible and realizing opportunities to co-create value along the way.

SKYLINE AT A GLANCE

At Skyline, our over 300 employees provide expertise and support across an array of IT solutions. Our approach to engaging with our customers enables us to co-create value and maintain long-lasting relationships. The graph below shows the breadth and depth

of our capabilities and expertise in network engineering, managed services, infrastructure (fiber and structured cabling), video sharing, physical security, and cybersecurity. In addition to serving our customers, we believe in serving our communities. Each year, Skyline employees are given 40 hours of paid time off to volunteer in organizations that give back to our community. Our compassionate employees have volunteered over 1,800 hours to the causes they are passionate about. These opportunities to give back not only represent Skyline's values but also have the added benefit of improving employee morale, increasing employee retention, creating opportunities for team building, and establishing a sense of pride in being a member of the Skyline Team.



Skyline is focused on being a high-performance organization that is both trustworthy and trusted. Being trustworthy means the way we deliver solutions to our customers is designed and evaluated to ensure we provide rigorous security. Being trusted means our customers have confidence in our ability to deliver on our commitment to the safety of their assets. This focus motivated us to achieve our SOC 2 Type 2 attestation. The rigorous processes we have put in place have dramatically enhanced our cybersecurity posture (policies and practices). This enables us to provide protection for our customers' information and resources that meet or exceed their expectations. This also puts Skyline in a position to win new business and continue to support our existing customers where SOC 2 has become a requirement.



OUR PRESENCE

Skyline has a solid presence in the State of Maryland, which serves as our base of operations for customer service delivery. Our Glen Burnie, Maryland headquarters is centrally located in the National Capital Region (Maryland, Virginia, and the District of Columbia), allowing us to respond quickly and provide exceptional customer service. We are within 50 miles or an hour's drive of Westminster in Carroll County.



With a strong team of employees and partners, Skyline has the capacity needed to support the monitoring needs of transportation entities, public school and higher education systems, statewide, city, and county network infrastructures, commercial enterprises, and non-profits.

OUR FACILITIES

Skyline's corporate headquarters houses several specialized and centralized shared services that we leverage to support our customers. These include our Service Desk, technology lab, staging and storage warehouse, and state-of-the-art training and event center.

Skyline's Service Desk

Our 24/7/365 Service Desk, which includes our Network Operations Center (NOC) and our Security Operations Center (SOC), provides network monitoring, incident management, routine maintenance, and escalation management for our managed services customers. Our Service Desk leverages cutting-edge technology through our partnerships with ServiceNow and LogicMonitor® to proactively monitor our customers' networks, ensuring the health, performance, and uptime of these mission-critical systems. Our Service Desk is staffed with specialists, technicians, shift leads, incident managers, and network engineers to ensure the highest quality of service to our customers.



Technology Lab

Skyline's state-of-the-art technology lab consists of staging racks and work benches with flexible power distribution and 12 tons of redundant Liebert HVAC. Our lab enables us to test and conduct quality assurance on hardware before deploying it to customer sites, warranting a seamless implementation of hardware solutions.

Staging and Storage Warehouses

Skyline has two warehouse facilities that support our customers' staging and storage needs. Our staging locations provide short-term storage and are primarily used during customer project implementation. Our storage warehouse supports our logistics operations. It has segregated customer equipment storage facilities and multiple receiving bays. Our logistics center has the capacity to manage any size project. Today, customers trust us with over \$5 Million in IT hardware that we receive, inventory, and release, utilizing government-audited processes.

Training and Event Center

Skyline's modern training and event center is a 1,610-square-foot flexible meeting space that can accommodate up to 125 guests. Our multi-purpose event space can be subdivided into two 35' x 23' conference rooms with a removable partition wall, two ceiling-mounted projectors, adjoining wall-mounted screens, and a single wireless microphone system with a podium. Skyline leverages this versatile space to support in-house technical training, management training, and customer stakeholder meetings. Our customers have also rented our training and event center to host their own training and events.

Fleet

Skyline has a fleet of over 60 vehicles to support our technical staff and their work. Specialized vehicles like bucket trucks allow us to perform fiber optic installation and maintenance on aerial fiber and install video surveillance cameras safely on high mounting points. Our organization is well-equipped to deliver on projects and maintenance services.

IT Services Partners

Cisco, Juniper, Ciena, Palo Alto, Aruba Wireless

We know that hardware is the core of any network, and these strategic partners allow us to provide best-of-breed network solutions to our customers. Skyline has resold these networking and security products for over 15 years. Our expertise and relationship with these vendors allow Skyline to specify the right solution that meets our customers' technical requirements.

LogicMonitor®

Skyline has partnered with LogicMonitor® for our monitoring and alerting platform, a decision motivated by its flexible toolsets. The toolsets provide the opportunity for third-party integrations and the ability to customize data collection and reporting based on our customers' requirements. This increased visibility allows Skyline's operational teams to troubleshoot faster and gain awareness of customer incidents and problems that may occur. Leveraging advanced features like artificial intelligence for IT operations (AIOps) with anomaly detection, root-cause analysis, and forecasting allows Skyline to improve availability and reduce mean time to resolution (MTTR), thus elevating Skyline's customer management.

Tenable and Splunk

To safeguard the security of our customers' assets and networks, we leverage our strategic partnerships with Tenable and Splunk. Tenable's vulnerability management offering allows us to quickly identify and prioritize vulnerabilities. Splunk's data analytics platform allows customers to predict, identify, and solve network problems in real-time. Splunk dashboards make it easy to quickly identify and remediate risks and keep data secure.

Amazon Web Services (AWS)

Our partnership with AWS enables us to provide the full suite of cloud computing services to our customers. Through this partnership, we can provide computing power, database storage, and content delivery that enables customers to be more agile, improve their operational efficiency, and reduce business risks.



Physical Security Partners

Genetec and Axis Communications

The physical security of our customers' assets is a core business requirement. Our strategic partnerships with Genetec and Axis Communications allow us to meet our customers' current and future physical security demands. As a leading technology provider of unified security, public safety, operations, and business intelligence solutions, Genetec's VMS supports enterprise-level requirements. As a worldwide leader in network video solutions, Axis Communications offers our customers best-in-class network cameras (fixed box, modular, panoramic, positioning, thermal, fixed bullet, fixed dome, onboard, and PTZ). Supported by analytics and over 90 specialized software applications that run onboard Axis cameras, we are able to offer custom-built camera solutions to meet our customers' unique security needs.

Data Center Partners

TierPoint and Cyxtera

Skyline utilizes TierPoint and Cyxtera to support our redundant network management and backup solution. TierPoint, a facilities-based ISP and class A data center operator, provides Skyline with the robust environment we need for our primary hosting center and backup data center. The facility boasts redundant electric utility power feeds, UPS backup for network devices, and large generators in the event of a commercial power failure. In addition to the protected facility, TierPoint has multiple diverse fiber feeds and Internet connectivity from separate providers. Leveraging TierPoint's facility and network infrastructure allows Skyline to provide a reliable monitoring solution for all our customers. Skyline also utilizes the Cyxtera data center in Sterling, Virginia, as our backup enterprise data center and primary hosting facility for our video platform solution.

Service Offerings

Skyline focuses our business on key service offerings related to IT services, cybersecurity, physical security, infrastructure, and product/software development.



IT Services

Managed Network Services

Skyline provides advanced local area network (LAN)/wide area network (WAN) monitoring and operations services for a variety of public and private organizations. The Skyline NOC architecture provides a highly redundant, flexible, and secure solution for our customers.

Skyline utilizes the LogicMonitor® suite of products to provide fault, performance, and configuration management services. The LogicMonitor® application provides our customers with the monitoring and operations support they expect. Skyline also utilizes the ServiceNow IT service management (ITSM) for incident and problem management and operational documentation.

The Skyline NOC is staffed 24/7/365 and is ready to provide operational support requirements. The Operations staff at the Service Desk is responsible for engaging Tier-3 engineers. Skyline's Tier-3 and Tier-4 staff are engaged via our escalation process. Skyline's operations staff and Tier-2 engineers provide redundancy and effective resource engagement to support operational problems and anomalies.

Network Engineering

Skyline provides a wide array of network engineering, and implementation services tailored to meet the needs of our customers. Working from our customers' business requirements, we can recommend single-site solutions up to multi-county statewide networks. Each network design implementation is fully documented in Microsoft Visio, and current configurations are documented for customer records. For large implementations or lab testing, our facility allows us to pre-stage hardware for the customer to ensure problem-free installation and timely turn-up. Because a large amount of equipment utilized today is reaching end-of-life, many of the network implementations also require a migration from an existing network. We support these projects at a time that best serves the business needs of the organization, regardless of the time of day.

Cloud and Systems Engineering

Our Systems Engineering team works with our customers to design, implement, and maintain their critical IT systems and meet their business objectives. With security in mind, our focus is understanding customer needs, removing pain points, and adding value to their business through successfully delivering IT services. Skyline specializes in cloud and SaaS implementations, identity and access management and governance, Microsoft Hyper-V and VMware environments, on-premises servers, storage, and application installations.

1. Cloud Adoption and Migration

Reviewing on-premises environments for hybrid integration or complete migration into the cloud.

2. *Holistic IT Solutions*

Viewing IT solutions as a single entity with the goal of enabling the pieces to work efficiently and effectively together to support your organization's mission.

3. *Business Continuity Planning*

Including anywhere from high availability to disaster recovery and end-user access, ensuring that your business continues running in the event of a disaster.

Unified Communications

Skyline provides customers with all aspects of voice over IP systems. Starting at the critical network layers, Skyline's talented engineering staff is well-versed in configuring quality of service (QoS) and VLAN parameters on a network to facilitate proper network capacity for voice traffic. Skyline will implement the voice over IP system on the desktop and interconnect the system to various office applications such as voicemail, email, and video conferencing. These implementations can be engineered to operate on a wire-line network utilizing Power over Ethernet switches or wirelessly using shared voice and data access points. Using VoIP unifies the existing telecommunications and data systems and thus creates a single management platform for the customer or Skyline to manage.

Cybersecurity

Skyline believes the best strategy comes from a deep understanding of our customers' goals and direction. Through gaining this knowledge, we can ensure plans and policies will reflect the future needs of a customer and conform to existing rules, regulations, and laws that might apply to the environment. Our comprehensive cybersecurity approach can analyze a customer's current posture and practices, establish a cybersecurity strategy, implement the strategy, and provide continuous monitoring and program improvement.

Skyline recognizes CIS Controls Top 20 as a list of activities that create the foundation for best practices in cyber protection. Through our deep understanding of a customer's cyber posture, we can recommend the ideal sequence that the customer should follow to complete the CIS Top 20 activities.

Incident Response

Our incident response supports an organization during and after a data breach, malware, or cyberattack. Our team specializes in containing, investigating, and remediating the consequences of the attack.

Vulnerability Management

Our team of cyber consultants works with customers to identify cybersecurity threats. We start by taking an inventory of hardware and software assets. Then, we complete a vulnerability assessment, perform penetration testing, and work with customers to create and implement a cybersecurity policy that leverages CIS Top 20 Critical Controls.

Firewall Management

Skyline monitors and manages customer firewalls to bolster the organization's perimeter defense. Skyline assumes the responsibility for configuring, administering, monitoring, and operating customer firewall systems. Events and alerts are immediately sent to the SIEM for analysis. Patches and updates are performed regularly.

Endpoint Detection & Response

Skyline's endpoint detection and response (EDR) solutions collect, record, and store large volumes of data from user activities. This additional data provides the security team with comprehensive visibility into user activity, which helps detect, investigate, and mitigate advanced cyber threats.

Managed Detection & Response

Skyline's managed detection and response (MDR) monitors anomalous activity in customer networks, identifies events, aggregates events into potential incidents, and escalates incidents. Skyline's Security Operations Center (SOC) engages in 24/7/365 analysis, using proprietary and industry-leading technologies in conjunction with incident response experts to produce thorough protection, reduce false positives, and achieve rapid escalation.

Cybersecurity Policy Assessment

Skyline provides a cybersecurity assessment service to review the customer's security environment, including people, processes, and technology. The primary focus is to understand the customer's current security framework and controls, network security infrastructure, application security, security operations, and incident response capabilities and identify vulnerabilities that would lead to the loss of sensitive data and/or a major customer impact.

Physical Security

Protecting personnel and property from damage or harm is of paramount importance to organizations. We implement and maintain a complete range of physical security solutions, including video surveillance, access control, and intercom systems. We collaborate with customers to plan and create solutions that are scalable to meet current and future needs. Utilizing both our security and network architecture expertise, our solutions are customized to leverage the existing IT infrastructure. Skyline's physical security services include:

CCTV Systems/Video Surveillance

Skyline offers cloud and on-premises video surveillance solutions supporting the latest video technologies, including 4K and higher resolution cameras, panoramic and multi-imager cameras, real-time and forensic video analytics, facial recognition, and license plate recognition. Optional fail-over and redundant configurations are available for

mission-critical applications with certain systems (e.g., system integration with access control, intrusion detection systems, and other third-party systems).

Access Control

Skyline offers cloud and on-premises access control solutions supporting the latest access control technologies, including PoE and WiFi smart locks, encrypted credentials, encrypted reader-panel communication, mobile credentials, smart keys, ID badging solutions, visitor management solutions and system integration with video surveillance, license plate recognition, intrusion detection systems, and other third-party systems.

Video Analytics

Skyline offers license plate recognition systems (LPR), real-time and forensic video analytics, and intrusion detection systems.

Unified Security Platform Solutions

Skyline's approach unifies video surveillance, access control, intrusion, and intercom systems into a single security platform.

Solar and Wireless Solutions

Skyline offers long-range and gigabit wireless solutions, including point-to-point, point-to-multipoint, and mesh systems, solar- and battery- operated solutions.

Video Sharing - Interoperability

Skyline solutions provide secure remote access for monitoring, control, and administration, enabling web and mobile access and providing situational awareness to first responders, law enforcement, and partners.

Professional Services

Skyline's approach includes evaluating and auditing existing security systems and provides system design, project management, and commissioning services. We review security processes, policies, and emergency response plans to provide recommendations.

Skyline Advantage Maintenance Plans

As a Skyline Advantage customer, you get peace of mind knowing your important infrastructure is secure, operating and managed as it should be. Our security maintenance solutions are created to fit your specific business requirements to ensure that system availability is maximized. This enables you to achieve your business goals.

Infrastructure

Fiber Asset Management

Managing and leveraging your fiber assets is just as important as optimizing your other, more traditional IT assets. Effective capacity management, infrastructure resiliency and

redundancy, and service availability are critical. Leveraging existing fiber assets allows Skyline to ensure that the customer remains in control of their physical connectivity. This allows the most cost-effective mix of third-party leased services and their own fiber assets.

Establishing a methodology for documenting fiber assets and associated services is essential to the long-term accuracy and stability of fiber infrastructure. We collaborate with states, counties, municipalities, and agencies to help them SAVE MILLIONS OF DOLLARS in recurring leased costs by optimizing how they use and expand their fiber assets. By understanding strand-level utilization, customers can more effectively manage their infrastructure's private fiber-based communications services.

Implementing Skyline's fiber asset management system (FAMS) methodology involves documenting legacy fiber assets while creating a sustainable approach for documenting all new fiber assets as fiber is designed and constructed. By incorporating not only the logical network map but also the strand utilization map within our solution methodology, Skyline is able to help customers create a common language for effective communication across the network and physical infrastructure teams. This is how Skyline co-creates value for FAMS customers.

Fiber Design and Engineering

Skyline provides a consultative approach to fiber engineering and design. From a large-scale backbone build to a small lateral to a facility, Skyline offers OPS engineering assistance with securing easements, permitting, and road mapping for the future. Skyline engineers understand both underground and aerial applications.

Skyline's fiber design and engineering services include:

- CAD/GIS
- Backbone and Lateral Design
- Capacity Management

Outside Plant and Splicing

Skyline provides a wide breadth of services to support the development and maintenance of outside plant fiber infrastructure. Skyline is an industry leader in developing aerial and underground fiber infrastructures. Our fiber system design incorporates not only the physical terrain but also the network layer that will ultimately serve the customer base. We incorporate future maintenance requirements and interconnection development to ensure that the fiber infrastructure meets the customer's long-term goals. In coordination with our 24/7/365 support of LAN/WAN monitoring and operations, we utilize subcontractors to provide installation, maintenance, and repair services.

Fiber Locating

Skyline has developed an in-house service for locating utility infrastructure that includes 24/7 response using our Service Desk and a team of dedicated locators. Our locators are experienced with the One Maryland Broadband Network (OMBN) infrastructure and the general fiber infrastructure across Maryland. Today we locate hundreds of miles of fiber optic backbone in the State of Maryland. Our county, state, and commercial customers rely on Skyline to protect their valuable assets and ensure that all requirements of the Miss Utility system are met. Unlike other companies that rely solely on an on-call person to get the emergency tickets, Skyline has a Service Desk technician on duty 24/7/365 to receive the tickets and determine whether they are clear, no-conflict, or need to be escalated to our locating staff. Skyline has been handling over 5,000 tickets per month with our current customer base protecting over 2,000 miles of underground fiber. The number of tickets has reduced significantly over the years because we switched our customers from the grid system to using polygons that more accurately locate the underground fiber in the Miss Utility system. Skyline marks using a combination of paint and flags (as needed) to ensure protection year-round and in any weather.

Inside Plant / Structured Cabling

As an IT Services company focused on integrated solutions, Skyline understands that the goal of structured cabling is not to do "cable drops" but to ensure that the work performed enables data communications for customers. We focus on understanding desired IT outcomes and supporting cabling initiatives for design, engineering, and lit services. With robust experience deploying IT assets as part of the structured cabling engagement, Skyline is able to expedite project delivery and reduce overall project costs. Skyline personnel are experts in inside plant design and construction and, as such, possess the knowledge to recommend the right products for the optimal solution. If materials need to be staged and allocated for any project, Skyline can provide these services as part of the cost of materials.

Skyline is actively working on copper cable construction projects across the United States, supporting new facility build-outs as well as renovations. Skyline has built a complete range of infrastructure solutions for commercial, service provider, and government customers. Our solutions are designed using the latest technologies from the market leaders in the infrastructure industry.

Product / Software Development

Video Interoperability Solutions (Claris Platform / Claris Product Suite)

Skyline has developed a line of products to address the issue of sharing traffic video from one source to many viewers and leveraging legacy sources. As with any system, intelligent transportation systems (ITS) rely on properly configured networks to support video over IP and normal data traffic. Skyline engineers create successful IP multi-cast video deployments supporting live-feed traffic cameras across the state. ITS also incorporates monitoring of weather stations, sign controls, and toll collection over a

unified network infrastructure. Today, we support video distribution in Maryland, Virginia, West Virginia, Pennsylvania, Michigan, Tennessee, South Carolina, and Washington, D.C. We are also in the process of implementing our solution in the State of New York.

Skyline is a unique company in the IT integrator space because we are also a manufacturer of our own product lines and associated managed services. Skyline has developed a line of products that allows video from any source to be normalized, compressed, and securely distributed to an almost unlimited number of users. Skyline provides these products in three different ways: through stand-alone product sales, through the sale of products and support services, and as a fully managed solution. As the manufacturer, we can tailor a solution for any customer. Customers of our video over IP distribution products include the State of Maryland, SHA, the CHART program, the Virginia DOT, Baltimore County, and Carroll County Public Schools.

Public Portal

Sharing information with the public is a requirement for today's state and local agencies. The challenge is how to provide only the data that matters to each person. Skyline's Public Portal is a unique dashboard that offers every user the ability to select data and create their own personal portal. The Public Portal uses web widgets to display any data set that can include a map, traffic conditions, live video streams, twitter feeds, events, weather forecasts, snowplow data, and more. Skyline works with customers to customize and configure the information most relevant to their user base. Then, each public user can customize their Public Portal dashboard using the web widgets.

Project Management Office (PMO)

Skyline provides comprehensive project management services to support all our service areas. Skyline utilizes methodologies consistent with the Project Management Institute's (PMI's) Project Management Body of Knowledge (PMBOK) guide to ensure that projects are completed on schedule, within budget, and to the customer's satisfaction. We utilize ServiceNow's Portfolio Management tool as our PPM enterprise application to support end-to-end project management. Skyline is also well-versed in Microsoft Project and Visio for network documentation. These services ensure that projects of any size and complexity are completed successfully.

Staff Augmentation and Staffing Services

Skyline has provided short- and long-term contracted Information Technology staffing and services since its inception in 2004. Our first IT staffing roles included a team of network engineers supporting the Maryland Department of Transportation and the Maryland Department of Information Technology to operate the two key state networks. We continue to perform these types of roles today and have expanded our IT staffing to include project management and systems, web, and application development. Many of our staffing resources support critical IT infrastructure in their respective assignments and provide leadership to our customer's IT operations as senior technical resources. Our

staffing programs range in size from a single resource to over 30 resources in a single program.

TECHNICAL SKILLS AND CERTIFICATIONS OF SKYLINE EMPLOYEES ASSOCIATED WITH PROVIDING MANAGED NETWORK SERVICES

Employee	Manufacturer	Certifications
Matt Smith	Cisco	Cisco Certified Internetwork Expert (CCIE) #8480
Ryan Der	Cisco	Cisco Certified Network Professional Enterprise
Ryan Der	Cisco	Cisco Certified Specialist – Enterprise Advanced Infrastructure Implementation
Ryan Der	Cisco	Cisco Certified Specialist – Enterprise Core
Ryan Der	Cisco	Cisco Certified Specialist – Enterprise Design
Ryan Der	Cisco	Cisco Certified Network Associate
Ryan Der	Aruba/HPE	Aruba Certified Mobility Professional V8
Ryan Der	Juniper	Juniper Networks Certified Internet Associate
Ryan Der	Juniper	Juniper Networks Certified Internet Associate – Enterprise Routing and Switching
Ryan Der	Juniper	Juniper Networks Certified Internet Professional – Enterprise Routing and Switching
Ryan Der	Juniper	Juniper Networks Certified Design Associate
Mark Hollerbach	Juniper	Juniper Certified Specialist Security
Mark Hollerbach	Juniper	Juniper Certified Associate Junos
Mark Hollerbach	Splunk	Certified Administrator
Mark Hollerbach	Splunk	Certified Power User
John Loving	Aruba	Aruba Certified Switching Associate
John Loving	Aruba	Aruba Certified Mobility Professional

EXPERIENCE, TRAINING, AND CERTIFICATIONS RELATIVE TO THE SPECIFIC COMPONENTS OF HARDWARE AND SERVICES

Manufacturer	Partnership Level	Certifications
Aruba/ HPE	Silver Partner	2 ACSA
Avaya	Reseller	No Certifications Needed
Axis Communications	Gold Partner/Installer	2 Axis Certified Professionals
Ciena	Reseller	No Certifications Needed
Cisco	Premier	1 CCIE; 2 CCNP; 2 CCDP; 24 CCNA
Genetec	Unified Elite/Installer	12 Security Center – Synergis and Omnicast Technical Certification
Hanwha	Step/Gold Partner	No Certifications Needed
I-Pro	Reseller	No Certifications Needed
Juniper	Elite Partner/Certified Installer	7 JNCIP; 3 JNCIS; 25 JNCIA; 1 JNCDA
LogicMonitor®	Reseller/Certified Installed	LMCA and LMCP
Middle Atlantic Products	Certified Reseller/Installer	No Certifications Needed
Milestone	Advanced Certified	1 Certified Design Engineer; 5 Certified Integration Technician
Palo Alto	Gold Level/Certified Installer	6 ACE; 13 ASE; 3 PSE Platform A; 3 PSE Platform F
Pulse Secure	Certified Reseller/Installer	No Certifications Needed
Salient	Reseller	No Certifications Needed
Skyline Technology Solutions	Manufacturer/Installer	No Certifications Needed
SolarWinds	Reseller/Certified Installer	No Certifications Needed
Splunk	Reseller/Certified Installer	Accredited Sales Rep 1&2; Certified Admin; Certified Power User
Tenable	Silver Partner/Certified Installer	No Certifications Needed

REAL-TIME MONITORING CAPABILITIES

Skyline provides real-time monitoring for networks and system environments. As we have proposed for the CCPN, we will leverage LogicMonitor® to monitor the network's status and performance. As described above, the Service Desk is available 24/7/365 to receive the alerts from LogicMonitor®, and they will initiate a ticket and the appropriate SOP to resolve the issue. The Service Desk has been in continuous operation for over 14 years.

CARRIER AND VENDOR MANAGEMENT

Skyline has gained significant experience managing carriers and hardware vendors for our customers. Skyline has worked extensively with Verizon and AT&T (Texas) for customer last mile circuit needs. Skyline also has lengthy experience with Lumen as a carrier manager and customer. As Comcast has been used more for commercial last-mile services, we have worked with them as both a carrier manager and a customer. In addition to carriers, Skyline has also worked with several internet service providers to manage Internet circuits and set up BGP relations.

Skyline's vendor management experience is quite extensive as well. Our customers entrust us to hold their spare equipment and manage the return merchandise authorization (RMA) process as part of our managed services offering. Our experience includes opening tickets with the vendor technical support centers and packaging and shipping the faulty hardware back. We work with vendors like Cisco and Juniper on a daily basis, but our experience extends to all infrastructure supported within the CCPN, including Ciena.

CONFIGURATION MANAGEMENT AND CONTROL

The Skyline LogicMonitor® deployment proposed to monitor the CCPN includes configuration management. The platform can provide many different functions, the key function being the ability to back up device configurations on a routine basis. LogicMonitor® provides configuration management for all network hardware deployed in the field. LogicMonitor® accesses each device, downloads the latest configuration, and then archives it. In the event a device fails and needs to be replaced, the latest saved configuration is available for the Service Desk to load on the new device.

Utilizing ServiceNow for asset and incident management also improves our ability to track the change and incident history of each configuration item (CI). This allows change management tracking at a more granular level.

SKYLINE CUSTOMERS

Skyline serves a broad base of customers from the public and private sectors. These customers are located throughout the country and include state government, local government, and the commercial sector. Our broad coverage of all markets allows us to keep up with the latest technology and provide a variety of work for our employees across all network hardware product lines. Some of our more notable customers are listed below:

Maryland Department of Transportation

networkMaryland™ (DoIT)

North Texas Tollway Authority

MDOT - State Highway Administration

Prince George's Community College

Texas DoT

SEPTA

Carroll County Community College

Carroll County Public Schools

CareFirst

Washington County Public Schools

City of Baltimore

Carroll County Government

Baltimore County Government

Harford County Public Schools

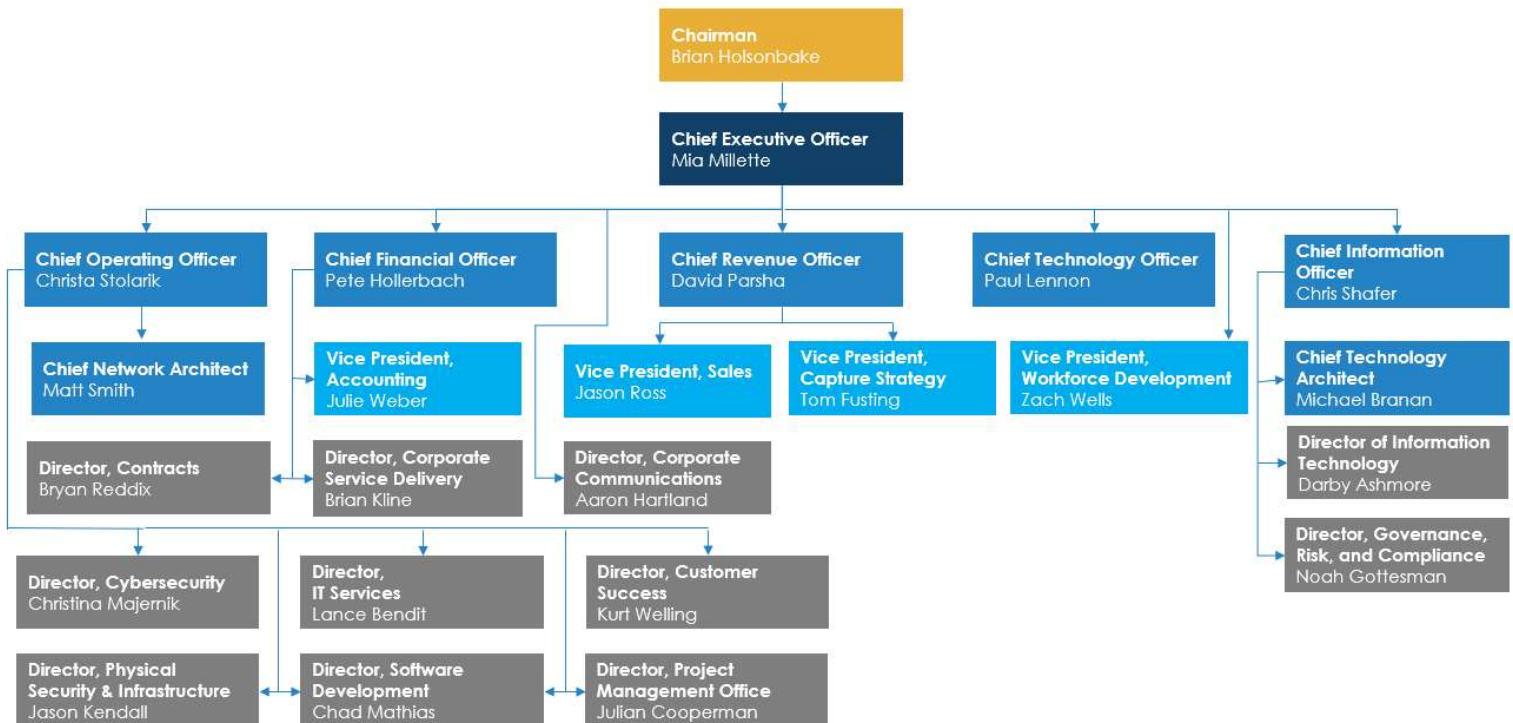
Virginia Department of Transportation

These customers represent a fraction of the approximately 300 different customers that Skyline currently serves.

CARROLL COUNTY ECONOMIC DEVELOPMENT

Economic development in Carroll County is key to a strong future for each member of the CCPN. Skyline has a strong history of working with CCPN members to improve the way they serve the community while keeping tax dollars in Carroll County. Skyline has also been instrumental in connecting private businesses to the CCPN network to expand its creation of a new "Information Superhighway" to augment the limited road system within the County. The Information Superhighway allows companies to get affordable broadband services and keep jobs in the County. With the owners of Skyline living in Carroll County, our increasing business revenues and corporate taxes directly benefit the county as well.

ORGANIZATION CHART



Skyline supports the CCPN contract through three of our primary delivery divisions and the Project Management department. The management of this contract will fall under the Project Management Office (PMO), with technical delivery coming from the delivery divisions. The Information Technology Services (ITS) division, led by Director Lance Bendit, will provide network management and engineering services. The Security and Infrastructure (S&I) division, led by its Director, Jason Kendall, will provide physical security, fiber engineering, construction, and maintenance services. The Cybersecurity division, led by Director Christina Majernik, will provide any cybersecurity services requested by the CCPN members.

The primary escalation for this contract will occur through the Relationship Manager, Kendra Collier, with Christa Stolarik, COO, serving as the primary executive management point of escalation. Mrs. Collier has the ability to serve as an advocate within Skyline for the CCPN. She can escalate to each of the directors as needed to ensure services are delivered and meet expectations. As work orders are established under this contract, project-specific communication plans will be implemented to support the day-to-day interaction of those programs. That communication plan will include the project manager, the delivery director for the solution delivered, and any key personnel assigned.

Mr. Brian Holsonbake, Founder, Chairman, and Carroll County resident will serve as the secondary executive escalation point for the CCPN contract. He has been instrumental in the development of the CCPN and looks forward to continuing his involvement with Carroll County.

PAST PERFORMANCE

Skyline Reference #1		
networkMaryland™, Department of Information Technology		
A	Services Provided:	Skyline provides architecture, design, engineering, and operational support to the Maryland Department of Information Technology (DoIT) for a wide array of services aligned with the CCPN contract. Skyline started as a subcontractor in 2004 and, since 2010, serves as the prime contractor. We have won three recompetes, proving our valued strategic partnership and quality of services delivered. DoIT leadership has stated that their partnership with Skyline, via the networkMaryland™ contract, has saved the state over \$110M annually in broadband telecommunications costs and provides a more reliable, resilient, secure, and faster network than carriers deliver. As Marylanders, that makes us very proud.

Skyline Reference #1 networkMaryland™, Department of Information Technology		
		Over that time, the scope of services DoIT entrusts to Skyline has significantly grown from \$7M annually to \$30+M annually today and is budgeted to continue to grow in scope. The breadth of the DoIT networkMaryland™ services entails processing 6,100 incident tickets and 500 change implementations annually and provisioning about 400 circuits per year for over 2,150 state and local facility sites. The highlights of this contract include delivering continuous improvements with transformative results such as: • Enabling an AWS cloud direct fiber attached service that provides high bandwidth demand applications. • Building enterprise-managed service offerings for 44 agencies. • Automating provisioning and infrastructure enabling CI/CD. • Serving as a key partner in many of DoIT's vital cybersecurity projects: • Conducting comprehensive security assessments of the statewide platform, applications, and infrastructure systems relied upon by more than 60,000 people in the Maryland government workforce. • Leveraging the Okta platform to implement a comprehensive centralized identity and access management environment for that workforce. • Launching a privileged access management (PAM) system for the DoIT enterprise based on Delinea products. • Leading the overhaul of enterprise-wide vulnerability management, disaster recovery, incident response planning, and governance risk and compliance initiatives. • Implementing and operating the State of Maryland's Security Operations Center (SOC) for five years, which is now sourced internally. • Providing key senior SME consulting services, deputy CISO, incident response commander, SOC analysts, project managers, identity and access management SMEs, and CMDB SMEs. • Elevating DoIT's IT management scope within the state to provide enterprise LAN services to 44 agencies.

Skyline Reference #1 networkMaryland™, Department of Information Technology		
		• Quadrupling our responsibilities and service delivery through proven quality. • Solidifying ourselves as DoIT's trusted strategic partner. Over the years, Skyline has delivered a broad array of services and outcomes through this contract, as described in the sections below. Network Engineering: Skyline is responsible for all network engineering required to implement the network and services across networkMaryland™. Skyline's team of provisioning engineers receives customer requests for service and designs the circuit to meet the customer's needs. The circuits are either all on-net or a combination of on-net and carrier services, depending on the endpoint location. The network is comprised of the wide area network (WAN), metropolitan area network (MAN), and local area network (LAN), allowing for full end-to-end engineering. The provisioning engineers support the delivery and acceptance of the commercial service provider's circuits and each circuit's ultimate turn-up and testing. The technologies and engineering include: Multiprotocol label switching (MPLS) utilizing on-net fiber. • Transport layer security (TLS) based services supported by smaller MPLS nodes permit DoIT to service multiple customers at subscriber facilities. • Ethernet transparent LAN services over traditional time-division multiplexed (EoTDM) services (T1, DS3, OC3) coupled with EoTDM technologies. • "Leased service extensions," which require establishing aggregation points of presence where services from providers are integrated into the MPLS backbone. • SD-WAN – a solution allowing DoIT to service smaller subscriber facilities more cost-effectively than traditional leased telecommunications services. • Dense wavelength-division multiplexing (DWDM) - A flexible, spectrum-coherent DWDM service with an integrated optical transport network (OTN) packet service that provides high-speed transport between the main backbone nodes for services from 10Gbps to 600Gbps. • Voice over Internet Protocol (VoIP) with quality of service (QoS) has been deployed to most state agencies.

Skyline Reference #1 networkMaryland™, Department of Information Technology		
		• L3 virtual private network (VPN) over the L2 infrastructure for private networks over shared infrastructure. • Akamai Content Delivery Network (CDN). Skyline provides application delivery services for the state and various agencies in Maryland, including the performance engineering and modernization of the application architecture. A core service we provide through networkMaryland™ is the Akamai Content Delivery Network (CDN). We manage connectivity from the state's main data centers in TierPoint Baltimore, TierPoint BWI, College Park, Glen Burnie, Pikesville, and other facilities. WAN Architecture and Design: Skyline is recognized by Cisco, Juniper, and Ciena as having some of the best network engineering talent nationwide. Since 2004, Skyline has been the architect of networkMaryland™, the carrier-class private network that connects four regional metropolitan area networks with a private MPLS core network backbone. This network provides direct fiber-attached connectivity to all major cloud service and software as a service (SaaS) providers and integrated carrier services for last-mile connectivity. Additionally, it provides high bandwidth services to over 2,200 facilities around the state, supporting neighboring states (PA, DE, VA, WV) and the District of Columbia (D.C.) with carrier-level services. Our engineered solution provides better availability and response time ratings than the carriers at a lower cost. We competed against the carriers repeatedly to provide network engineering and won each time because of our proven record of delivering engineering excellence. Skyline provides expert technical advice, guidance, and recommendations to help facilitate critical IT network architecture decisions. Once the team agrees, we build, test, and operate the statewide network. This includes the state's: • MetroE • Software-defined wide area network (SD-WAN) • 100G/DWDM • QoS • Amazon Web Services (AWS) virtual private routed network (VPRN) integration • Session initiation protocol (SIP) Trunking/Voice • SaaS, managed firewall • Distributed denial-of-service (DDoS) mitigation • Remote access as a service Skyline engineers are experts with a robust understanding of how to build each layer of a carrier network—the fiber layer,

Skyline Reference #1 networkMaryland™, Department of Information Technology		
		optical layer, MPLS layer, the last mile, and ISP peering and cloud services layer. They offer customer management and technical specialists with expert technical advice, guidance, and recommendations about critical IT network architecture decisions and issues. The WAN architecture provides redundancy, allowing the network to deliver services for public safety/law enforcement applications and other critical services for public health agencies. The WAN also has quality of service (QoS) provisioned end-to-end to allow voice and video applications. The QoS solution is designed to ensure that services such as virtual private routed network (VPRN) and Ethernet Everywhere services are protected from the general Internet traffic by assigning dedicated traffic queues and bandwidth on all backbone links. This separation ensures that potential events like DDoS attacks do not disrupt the QoS-defined services. As networkMaryland™ is the State of Maryland's service data network provider, Skyline designed services to provide an end-to-end WAN solution for each state agency. The managed customer premise equipment (CPE) services are a good example of how Skyline designed a new service to meet customer needs. The service provides a managed CPE to handle the traditional customer premises routing device. The managed solution helped the state agency fill a gap in network engineering talent and improve the economies of scale by centralizing the management and limiting the different types of hardware that needed to be spared. By adding a software-defined wide area network (SD-WAN) to the environment, Skyline supported DoIT in extending this functionality to manage LAN and WLAN services for small and medium-sized offices. Skyline has repeatedly demonstrated its value and partnership with DoIT by ensuring the solutions consistently meet or exceed DoIT's expectations. Security Engineering and Remote Access Management: Through Skyline's work with DoIT and other Maryland State agencies via the same contract, Skyline routinely engineers and manages technology solutions—including remote access—and ultimately evaluates, proposes, engineers, implements, manages, changes, configures, troubleshoots, analyzes, documents, and supports a vast array of systems and solutions. These systems and solutions include DDOS mitigation tools and services, firewall platforms, telemetry, and logging tools like Splunk, Panorama, SolarWinds, and others to provide security backed by reliable, consistent service and support that complies with unique customer policies and requirements.

Skyline Reference #1 networkMaryland™, Department of Information Technology		
		Security Engineering: Remote Access/Authentication, Authorization, and Accounting/Multifactor Authentication (MFA): When DoIT first launched efforts to create statewide centralized IT services, Skyline designed and built the initial identity and authentication infrastructure, including multifactor authentication through a SecureAuth implementation. In subsequent years, we led the evaluation, proposal, and migration to Okta Identity Cloud as the central state workforce identity and authentication system. This project included defining a hub and spoke architecture that allowed DoIT to manage the central identity hub. At the same time, customer agencies could implement their own managed spoke environments, providing flexible implementation and central security and control for the 60,000+ Maryland state workforce identities. Skyline continues to provide expert-level support for these and other DoIT systems, including authentication, authorization, accounting (AAA), and multi-factor authentication (MFA). Program Management: Skyline provides the managed services that deliver the networkMaryland™ program on behalf of Maryland DoIT. Our work focuses on engineering, operating, and continually improving the statewide high-speed, carrier-grade network that supports the WAN needs of public sector entities throughout Maryland, including state, local, public safety, and education. A recent third-party audit of networkMaryland™ service operations resulted in a recommendation for ISO/IEC 20000-1: 2018 certification. The Project Management Body of Knowledge (PMBOK) processes and knowledge areas comprise Skyline's methodology for running the program and the projects within it. The program management office (PMO) manages contract compliance, delivery assurance, scope management, subcontractor management, program education, fiscal management, resource management, customer relationship management, risk management, and the program's strategic direction. This work has encouraged the State to recognize Skyline as a strategic partner. Project Management Services: Skyline manages the significant engineering and build projects associated with the normal operations and continual growth of networkMaryland™, utilizing best practices based on the PMBOK. Skyline has been a key project management partner to DoIT throughout the contract, providing exceptional project management services, including integration, scope management, time management, cost management, communication management, risk

Skyline Reference #1 networkMaryland™, Department of Information Technology		
		identification, and seven stakeholder management for each project. Some notable projects managed by Skyline include: • Discovering, engineering, and migrating the legacy networks, systems, and IT infrastructures of 44 Maryland State agencies into DoIT's centralized enterprise IT services over five years. • Performing comprehensive security assessments of the statewide platform, applications, and infrastructure systems operated by DoIT and relied upon by more than 60,000 people in the Maryland government workforce. • Implementing a comprehensive and centralized identity and access management environment for that workforce, leveraging the Okta platform. • Launching a privileged access management (PAM) system for the DoIT enterprise based on Delinea products. • Leading the overhaul of enterprise-wide vulnerability management, disaster recovery, incident response planning, and governance risk and compliance initiatives. • Implementing and operating the State of Maryland's SOC for five years. • Managing DoIT's Major IT Development Project (MITDP) to implement a statewide VOIP platform. Asset Management: Operating networkMaryland™ includes significant asset management, encompassing about 1,400 network devices across 850 locations and nearly 2,500 distinct network circuits, and includes warehousing, distribution, configuration management, and a configuration management database (CMDB). The Skyline logistics team uses a detailed process to maintain the receipt, disbursement, and return of inventory through the ServiceNow database. This includes all DoIT assets applicable to a task order. These nearly 20,000 assets include all equipment in production in the warehouse, spares, and lab equipment. Our professionally managed warehouse has been trusted and successfully audited by the State of Maryland for over 14 years, ensuring proper tracking, allocation, and distribution. Today, customers trust us with over \$10 million in IT assets that we receive, inventory, and release following government-audited processes. We improved the CMDB structure to include virtual and physical circuit attributes from carriers and fiber plants. This

Skyline Reference #1 networkMaryland™, Department of Information Technology		
		aligns troubleshooting nomenclature between the physical layer teams, the various carriers, and the network engineering teams, allowing them to effectively manage the network's resiliency and performance.
B	Client Organization:	Department of Information Technology, State of Maryland, Networks Division, networkMaryland™
C	Organization Description:	The Department of Information Technology for the State of Maryland is responsible for providing consolidated IT services and procurement for all executive branch agencies. A key service provided by the Networks Division within DoIT is networkMaryland™ that delivers Internet, Intranet and Layer 2 services for the state agencies and other participating public sector agencies.
D	Client Address:	Maryland Department of Information Technology 100 Community Place Crownsville, Maryland 21032
E	POC Name:	Brenda Bejan, PhD
F	POC Title:	Chief of Infrastructure
G	POC Phone #:	410-697-9793
H	POC Email:	Brendas.bejan1@maryland.gov
I	Duration of Services:	2010 – Present
J	Value:	\$109 million
K	Type of Contract:	Time and Materials and Firm Fixed Price

Skyline Reference #2 Southeastern Pennsylvania Transportation Authority (SEPTA)		
A	Services Provided:	Skyline currently provides SEPTA with cybersecurity architecture, design, integration, engineering, administration, and program management services for its information (IT) and operational technology (OT) infrastructure. Our work with SEPTA began in 2020 with the provisioning of comprehensive incident response, restoration, and recovery

Skyline Reference #2 Southeastern Pennsylvania Transportation Authority (SEPTA)		
		services. This included reconstructing applications and servers to a pre-incident state as well as creating user acceptance testing (UAT), development (DEV), and TEST systems from scratch to complement the original environments. This work also included managing and recovering MySQL and applying CIS benchmarks against OS and hardening. Our efforts during that critical time developed into a trusted strategic partnership with SEPTA leadership and gave us the opportunity to provide additional services, including managed detection and response services, managed network services, threat assessments, risk assessments, and ad-hoc cybersecurity and information technology services. Skyline works closely with the SEPTA IT team daily. It provides ad hoc support for operational troubleshooting, systems design improvement, and implementing ITIL best practices around change, problem, and incident management. Skyline provides managed detection and response services (MDR) for SEPTA's IT and OT environment via Skyline's 24/7 security operations center (SOC). We leverage a variety of industry-leading tools owned by SEPTA to address SEPTA's security objectives. Each tool is integrated into a security information and event management (SIEM) system to provide a single platform for analyzing all of SEPTA's security data. Skyline ingests SEPTA's Cylance, Defender ATP, Azure ATP, Palo Alto firewall, servers, and VMware logs into the Splunk Enterprise platform. The MDR service expands on this by layering the Splunk Enterprise security premium solution onto the existing Splunk deployment. This vastly improves Splunk's capabilities because it provides advanced risk-based alert triage and investigative tools for faster detection of malicious threats in the SEPTA environment. We also utilize the SIEM to compare SEPTA data against the latest threat intelligence data from a variety of public threat intelligence sources. Threat intelligence data allows us and SEPTA to stay one step ahead of the latest security trends and act before the next threat trend strikes. In addition to managed detection and response services (MDR), Skyline also provides SEPTA with managed support services (MSS)., Skyline utilizes LogicMonitor® to provide the SEPTA IT team with real-time visibility into and awareness of their network and existing infrastructure. With this service, the Skyline

	Skyline Reference #2 Southeastern Pennsylvania Transportation Authority (SEPTA)	
		24/7 NOC can dynamically monitor SEPTA's network, server infrastructure, and mission-critical applications to determine any trending events that indicate an upcoming incident or, in the case of a service failure, to engage SEPTA and respond in real-time. Through the MSS contract, Skyline also provides proactive sustainability services to manage SEPTA's infrastructure and ensure that their environment is secure and up to date with the latest patches and maintains the SEPTA availability standards. Specific areas of technical support that Skyline provides under the MSS contract include: • Server management and configuration • Application management and configuration • Network design and evaluation • Oracle database management and recovery • Linux management and recovery • Microsoft Intune patch management • Citrix administration • Security assessments • Network • Hardware • Software SEPTA increasingly looks to Skyline as their trusted "go-to" problem solver, seeking our guidance when challenges arise. Our team of program and project operations, security and network operations engineers, and vulnerability and IT service managers are at SEPTA leadership's disposal to support the transformational growth of SEPTA's cybersecurity maturity.
B	Client Organization:	Southeastern Pennsylvania Transportation Authority (SEPTA)
C	Organization Description:	SEPTA is the sixth largest public transportation system in the country serving a population of 4.1 million in a service area covering about 2,200 square miles.
D	Client Address:	SEPTA Office of Information Technology 1234 Market Street Philadelphia, PA 19107

Skyline Reference #2 Southeastern Pennsylvania Transportation Authority (SEPTA)		
E	POC Name:	William Zebrowski
F	POC Title:	Chief Information Officer
G	POC Phone #:	(215) 964-4513
H	POC Email:	wzebrowski@septa.org
I	Duration of Services:	August 2020 to Present
J	Value:	\$14.1 million
K	Type of Contract:	Firm Fixed Price and T&M

Skyline Reference #3 Harford County Public Schools		
A	Services Provided:	Genetec CCTV and Access Control, Axis Skyline has been supporting Harford County Public Schools since 2010. Since then, Skyline has migrated the school system from a proprietary local CCTV system at each site to an open architecture centralized school system-wide network-based surveillance system. Skyline maintains the current software and hardware and upgraded legacy low-resolution cameras with high-definition megapixel cameras. We expanded the system by adding new cameras in areas with low or no coverage, increasing the total devices to more than 2,500 cameras and 300 doors in 60+ sites.
B	Client Organization:	Harford County Public Schools
C	Organization Description:	Harford County Public Schools is a public school system serving the residents of Harford County, consisting of 32 elementary schools, nine middle schools, and 10 high schools.
D	Client Address:	102 S. Hickory Avenue Bel Air, MD 21014
E	POC Name:	Donoven Brooks
F	POC Title:	Coordinator of Safety and Security
G	POC Phone #:	(443) 807-0694

	Skyline Reference #3 Harford County Public Schools	
H	POC Email:	donoven.brooks@hcps.org
I	Duration of Services:	2010 to Present
J	Value:	\$50,000 - \$100,000 per school; \$6.6M for the past three years
K	Type of Contract:	Fixed Price

8. FINANCIAL CAPABILITIES AND STATEMENTS

8.1 FINANCIAL CAPABILITY

Skyline has seen steady growth since our inception in 2004. Skyline has grown into a company of over 300 highly qualified employees who provide a broad range of services. We have been profitable in each of the past seven fiscal years and anticipate that we will finish this year in the same way. Based on our current state of contracting, Skyline has a steady workload far into the future.

The following identifies our gross revenue for the last four fiscal periods:

- Fiscal Year 2020 - \$ 64,096,127.00
- Fiscal Year 2021 - \$ 65,056,488.00
- Fiscal Year 2022 - \$ 74,025,259.00
- Fiscal Year 2023 - \$ 96,912,817.00

In addition to our strong revenue growth, Skyline has an available \$15,000,000 credit line with M&T Bank and a \$10,000,000 single-limit bonding capacity within a \$20,000,000 aggregate program.

8.2 FINANCIAL STATEMENTS

Skyline financial statements for fiscal years 2022 and 2023 are provided in Appendix B of this proposal.

9. LEGAL ACTIONS SUMMARY

9.1 PENDING LEGAL ACTIONS

Skyline has no pending legal actions at this time.

9.2 SETTLED CLAIMS

There have been no settled claims by Skyline in the past three (3) years.

9.3 JUDGEMENTS

There have been no judgments against Skyline in the last five (5) years.

10. SUBCONTRACTORS

Skyline has developed a strong team of subcontractors to help us deliver large projects across numerous jurisdictions in Maryland. Our primary subcontractors include our MBE and non-MBE underground contractors and licensed electrical contractors. Skyline proposes the following subcontractors to provide services to CCPN:



Bailey & Shipp - Bailey & Shipp has partnered with Skyline since 2018, providing electrical services for our physical security projects.

Bailey & Shipp Electric is a full-service residential and commercial electrical contractor proud to serve areas within Maryland, Washington D.C., and Virginia. Bailey & Shipp Electric began with two individuals who each ran a successful electrician business on their own and realized that they could become stronger together. They combined their knowledge and expertise to bring customers the very best electrical services available in the area. Since 2006, Bailey & Shipp Electric has been putting their customers first and delivering only the highest quality work to both residential and commercial clients.



Safe Lock Security Solutions, Inc. - Safe Lock Security Solutions (Safe Lock) has been a long-time partner of Skyline, providing locksmith services for our physical security projects.

Safe Lock has been a locally owned and family-operated security company for over 50 years, offering locksmith, commercial door and frame, mechanical and electrical door hardware, ADA auto operators, access control, and CCTV sales, as well as service and installation.



Spatial System Associates, Inc. - Spatial System Associates (SSA) is a strategic partner helping Skyline address the diverse geographical information systems (GIS) support needs of our customers. Skyline and Spatial System have been partnering to support the State of Maryland's work across a number of state projects with great success. They complement our offering and ensure that all of our customer expectations are met.

SSA was formed in 1995 as a GIS services firm and has been providing GIS services to mid-Atlantic regional clients since 1987. It has also been an Environmental Systems Research Institute (Esri)-based implementer of GIS technology since its inception. SSA offers support in all aspects of GIS implementation and use.



Comfort Systems USA (Seasonair, Inc.) - Seasonair is a long-time vendor to Skyline, supporting our HVAC maintenance and service needs for over 10 years. For this contract, they will provide HVAC installation, maintenance and service needs for the members of the CCPN.

Seasonair, Inc. was incorporated in the State of Maryland in 1966 and has become one of the largest commercial air conditioning and heating contractors in the Maryland, Virginia, and Washington D.C. area, serving over 3,000 locations. In June of 1997, Seasonair, Inc. joined Comfort Systems USA, Inc. as a founding member of what is now a billion-dollar HVAC corporation, serving customers in more than 130 cities across the United States. Comfort Systems offered its shares in an initial public offering on June 27, 1997, and became a publicly traded company on the New York Stock Exchange. Its call symbol is "FIX."

Seasonair specializes in HVAC design/build, preventative maintenance, service repairs and replacement for all types of HVAC equipment. Its field technicians receive continual training on the latest advancements in the field of HVAC and environmentally conscious practices and certifications. Seasonair has an in-house design/build team with a professional engineer registered in Maryland, Virginia, and the District of Columbia. Their on-site sheet metal shop allows for immediate design and fabrication of custom ductwork.



archSCAN, LLC – archSCAN, LLC is a dedicated scanning company and has been organizing, digitizing, and managing A/E/C documents since 2002. They are a family business run by Vivica Williams, President, and her brother, Barnsley Williams, COO. Unlike many other scanning companies whose focus evolved to include digitization services, archSCAN was created to be a dedicated scanning company with a focus on archiving.

They have a dedicated staff of archivists, most of whom have been with the company for over 10 years, and help clients decide what to digitize, discard, and keep in paper format. Their staff intellectually examines the collections that they are tasked with digitizing. They determine which indexing/metadata fields need to be captured, apply retention schedules to the documents, and decide which approach is best suited for the project at hand. Culling unneeded documents past their retention, discarding duplicates, and scanning only the final versions of documents instead of including the previous revisions yields a much cleaner and user-friendly end product.

11. REQUIRED TECHNICAL PROPOSAL ITEMS TO BE SUBMITTED

We have provided detailed descriptions of our capabilities in each of the functional areas in *SECTION 3 - SOLUTION* - of this document.

APPENDIX A RESUMES

KENDRA COLLIER – RELATIONSHIP MANAGER

Labor Category:	Relationship Manager
Resource Name:	Kendra Collier
Education:	Arundel High School Graduate 1985 Anne Arundel Community College 1985-1986 Prince George's Community College 1993-1994
Certifications:	Junos Software Advantage certification

SUMMARY:

Ms. Collier has over 20 years of experience managing projects in various industries with a track record of increased productivity and decreased costs.

TECHNICAL SKILLS:

- Excellent leadership, communication, organizational, time management, intuitive, and analysis skills.
- Implemented innovative policies and procedures, streamlined workflow created a team environment that increased productivity
- Bi-annual technology training courses
- Quarterly Professional training courses

PROFESSIONAL EXPERIENCE:

Skyline Technology Solutions, LLC - Account Manager, (2015 to Present)

As a Relationship Manager, Ms. Collier's responsibilities include:

- First contact for county end users of questions and solutions
- Daily support of county customer requests
- Relationship partner to achieve results
- Departmental liaison with SMEs, project schedule creation, and construction management
- Develop and maintain relationships with clients, ensuring their satisfaction and long-term loyalty
- Create and implement strategies to maximize customer retention
- Collaborate with cross-functional Skyline teams to ensure customer needs are met and exceeded
- Monitor customer feedback and implement strategies to improve customer service and satisfaction

MATT SMITH - NETWORK MANAGER

Program Role:	Network Manager
Resource Name:	Matthew S. Smith
Education:	B.S., Computer Science, Frostburg State University, 1997
Certifications:	Cisco Enterprise Infrastructure – CCIE #8480 (10/19) valid until 8/3/25 Certified Network Associate – CCNA (10/19) Routing and Switching – CCNP (10/19) CCNP Enterprise – CCNP-ENTER (10/19) CCNA Routing and Switching – CCNA-RS (10/19) Core and WAN Systems Engineer Representative – CQS-CWSE (7/15) Enterprise Networks Architecture System Engineer Representative – CQS-ENASER (7/15) CCIE Certification – 10-year Achievement – CCIE10YA (10/11)

SUMMARY:

Mr. Smith has over 25 years of increasingly more complex experience in a broad range of technologies including the following: Networking Related Skills: vxLAN, mGRE, TCP/IP (v4/v6), IPX/SPX, NetBIOS, SNA, OSPF, EIGRP, RIP, RIPv2, IS-IS, BGP, mBGP, Frame-Relay, MEF Services, MPLS, MPLS VPRN, MPLS L2VPN, Ethernet (10 /100 /1G /10G /25G /40G /50G /100G), MST/STP/RSTP, FabricPath, vPC, McLAG, Telco DS facilities, SONET/OTN, DWDM/ROADM, Tacacs/Radius, DiffServ, RSVP, VoIP, H.323, SIP. IPSEC, SSLvpn, DMVPN, SD-WAN.

He has spent 25 years dedicated to the planning, design, implementation, and management of complex Internetworks within both Enterprise and Carrier environments. Mr. Smith has attained professional certification in both Juniper and Cisco Equipment. He has also earned and actively maintained the Cisco Certified Internetwork Expert (CCIE #8480) certification in which he is recognized as an expert in the networking field. Mr. Smith has also provided design, implementation, and operational support for network vendor equipment such as Ciena (MetroE and Optical), Extreme/Brocade/Nortel, Versa, VMWare (NSX), and ADVA/MRV.

TECHNICAL SKILLS:

- Network Management
- Applications Testing
- Datacenter Management/Virtualization

PROFESSIONAL EXPERIENCE:

Skyline Technology Solutions, Chief Network Architect (2004 to Present)

Mr. Smith is currently a Chief Network Architect at Skyline Technology Solutions. He has provided high-level network architectural, engineering, and troubleshooting services for various Government and Commercial customers. He has been responsible for researching, evaluating, testing, and overseeing the implementation of new technologies for various clients and use cases. Mr. Smith has also provided design and consulting services for data center customers, supporting active/passive designs as well as active/active designs, in addition to integrating hybrid cloud solutions. Mr. Smith is currently supporting the Maryland Department of Information Technology networkMaryland™ service provider program as lead architect for the program. In support of the Maryland DoIT networkMaryland™ program, Mr. Smith has been integral in the design and implementation of several projects, including:

- Backbone MPLS service architecture and design
- Transition to/adoption of Transparent LAN based service offerings from traditional TDM services
- Ethernet over TDM-based service delivery solution
- Metro-Ethernet-based access solutions (Metropolitan Area Networks)
- Network footprint expansion through 24 Metropolitan Area Networks
- ISP Service design and enhancements through multiple direct and transit peering services
- Direct Cloud Services integration with Amazon Web Services and service integration with core service offerings
- SIP Trunking and fully managed VoIP services
- Security and Remote Access as a service offering
- Backbone enhancement through DWDM/OTN optical network deployment
- Core Ring establishment
- Expansion to Eastern Shore to support fiber resiliency through Delaware
- SD-WAN technology integration for cost-effective service delivery
- DDOS Mitigation service integration and productization
- Quality of Service enhancements of MPLS network backbone
- Subscriber design/consulting initiatives to ensure efficient use of networkMaryland™ resources
- MDThink program support

Computer Sciences Corporation, Principal Engineer (1999 to 2004)

Mr. Smith was responsible for the following representative types of technical tasks to meet the requirements of multiple and diverse CSC customers: he consulted with customers in evaluating and implementing networking technologies; he provided assistance to various customers in planning, designing, and developing strategic long-term technological goals by identifying problem areas within existing infrastructures and prioritizing them with respect to return on investment; and he performed network management, maintenance, and operations for client networks including network monitoring, 2nd and 3rd Tier troubleshooting, and problem resolution. He developed reports on utilization and health trends and provided analyses to the customer detailing where problems were occurring. In support of these duties, he utilized Cisco Works2000, HP Openview, Unicenter TNG, Concord Network Health, Marconi ServiceOnData, and several other network management applications. The networks that he supported utilized various technologies and fiber-based applications, including DWDM, SONET, ATM, Frame-Relay, SMDS, Ethernet, and FDDI. The networks provided IP as well as IPX and SNA traffic transport and function in both the Enterprise and Carrier capacity. He created and maintained documentation for customer networks. He was responsible for the creation of detailed reports, as well as management plans for various network-related tasks. He managed customers' leased telecommunication services and worked with various vendors to resolve problems with services.

As a key engineer on the CSC networking team, Mr. Smith managed teams of engineers on several large and high-profile projects for various state, local, and federal customers and has managed those projects from the concept, planning, and design phases through deployment and ongoing operations and maintenance of the networks. He has been responsible for recommending network design changes/enhancements for improved system availability and performance. He has been responsible for managing and monitoring the networks and the associated equipment (bridges, routers, etc.) for networks in the State of Maryland. The following is a representative listing of projects Mr. Smith has been involved with:

networkMaryland™ – The State of Maryland-owned and operated Carrier class network utilizing fiber optic and leased services designed to provide Layer 2, Internet, and Statewide Government Intranet services to its subscriber base. networkMaryland employed Ethernet, ATM, Frame-Relay, SONET, and DWDM technologies. He was responsible for managing and monitoring the network and associated equipment. Mr. Smith was also a member of the original architecture and design team which created the successful foundation network that exists today.

Prince George's County INET – INET is an ethernet-based network utilizing private fiber optic resources to deliver network services to disparate county offices and municipalities. The network was designed to support the transport of multiple disparate organizations over a common backbone infrastructure while ensuring that traffic remains

isolated and secure. He was responsible for the design and implementation of the network. He planned and monitored the installation of the network and associated equipment for the INET project.

Maryland Department of Transportation (MDOT) Network Management – Mr. Smith supported a contract with the State of Maryland Department of Transportation to provide operations and maintenance as well as sustaining engineering support of its Enterprise network infrastructure. The MDOT network utilized private fiber, leased, and various wireless technologies. The network utilized Frame-Relay, SMDS, ATM, and Ethernet technologies and services approximately 150 locations throughout the state of Maryland. He was responsible for recommending network design changes/enhancements for improved system availability and performance. He aided the department in developing a design and transition plan to migrate the network from SMDS-wide area connections to Frame-Relay.

ALLYSON COUNSMAN, PMP – PROJECT MANAGER

Labor Category:	Project Manager
Resource Name:	Allyson Counsman, PMP
Education:	Master of Science in Business and Technology Management, Stevenson University, August 2016 Bachelor of Science in Economics and Political Science; Minor in Business Administration Towson University, May 2010
Certifications:	Project Management Professional (PMP) Certification, Project Management Institute (PMI), December 2023 ITIL 4 Certification, February 2020 - framework for IT service management (ITSM)

SUMMARY:

Allyson is a highly skilled and certified Project Manager with a proven track record in managing complex IT engineering and software implementation projects. With a Master of Science in Business and Technology Management and a PMP certification, she brings a robust blend of technical knowledge and project management expertise. At Skyline Technology Solutions, Allyson has successfully led projects involving network design, cybersecurity, and software implementation, consistently delivering on time and within scope. Her ability to coordinate resources, document project artifacts, and lead effective meetings ensures seamless project execution. Allyson's dedication to excellence and her strategic approach makes her an invaluable asset.

PROFESSIONAL EXPERIENCE:

Project Management Professional Experience

Skyline Technology Solutions, LLC - Project Manager

June 2020-Present

Project Manager for IT Engineering and Software Implementation projects

- Manage client facing network and systems engineering projects ranging from fiber optic network design/upgrades, wireless design/installs, VOIP (Unified Communications), cyber security, Microsoft Exchange/AD projects, and Skyline Video Software Implementation projects.

- Work with functional managers for resource allocation and coordinate internal Skyline IT engineers and Product Operations and Delivery teams to deliver projects
- Follow Project Management standards from PMO
- Document all project artifacts in Skyline systems
- Gather and document client requirements
- Set up the project in Skyline enterprise systems
- Create a project charter
- Lead Project Kick-off and ongoing Meetings
- Develop work breakdown structures, schedules, major milestone roadmaps, communication plans, test plans, change control plans, and overall project plans
- Perform day-to-day management of assigned projects, identify issues and risks, and escalate quickly to management when help needed
- Responsible for ensuring that work performed is within scope, consistent with requirements, and delivered on time and on budget
- Set and continually manage project expectations with team members and other stakeholders
- Manage creation, signing, and documentation of any necessary Change Orders to approved scope. This includes updating current systems and capturing client approvals
- Develop and deliver status reports, proposals, requirements documentation, and presentations
- Perform project close-out and lessons-learned activities
- Account Management / Business Development Support
- Pre-Sales Support
- Assist with proposals/RFPs when assigned
- Support account if no account manager is assigned
- Internal Project and Task Management and PMO Support
- Maintain project status information in the Skyline PMIS system
- Internal PMO support
- Help drive change to internal Skyline processes to improve project delivery

Project Coordinator

January 2019 – June 2020

Jr PM/Coordinator for IT Small Business Solutions Department

- Work with functional managers for resource allocation and coordinate internal Skyline IT engineers and Product Operations and Delivery teams to deliver projects
- Follow Project Management standards from PMO
- Document all project artifacts in Skyline systems.
- Gather and document client requirements
- Set up the project in Skyline enterprise systems / create a project charter
- Lead project kick-offs and ongoing meetings

- Develop work breakdown structures, schedules, major milestone roadmaps, communication plans, test plans, change control plans, and overall project plans
- Perform day-to-day management of assigned projects, identify issues and risks, and escalate quickly to management when help needed
- Responsible for ensuring that work performed is within scope, consistent with requirements, and delivered on time and budget
- Set and continually manage project expectations with team members and other stakeholders
- Manage creation, signing, and documentation of any necessary Change Orders to approved scope. This includes updating current systems and capturing client approvals
- Develop and deliver status reports, proposals, requirements documentation, and presentations
- Perform project close-out and lessons-learned activities

Additional Professional Experience

University of Maryland Medical System - December 2015 to September 2018

Interim Recruitment Team Lead

Recruitment Specialist

GeBBS Consulting - December 2013 to December 2015

Technical Recruiter

Native Staffing - October 2010 to March 2013

Technical Recruiter



STEVE LORENTI – PROJECT MANAGER, PHYSICAL SECURITY

Labor Category:	Project Manager
Resource Name:	Steve Lorenti
Contact Information:	slorenti@skylinenet.net , (301) 378-3041
Education:	Towson University – Business Management (2006-2008)
Certifications:	Axis Certified Professional (08/2018-Present) Galaxy Certified (06/2018-Present)

SUMMARY:

Mr. Lorenti has over 5 years of experience managing security projects for both Government and Commercial customers. Mr. Lorenti focuses on working closely with customers to ensure expectations are met from both an engineering and delivery perspective.

TECHNICAL SKILLS:

- Project Management
- Research
- Contract Management
- Negotiation
- Writing
- Budgeting
- Critical Thinking
- Decision Making
- Problem Solving
- Communication
- Time Management
- Interpersonal
- Flexible
- Teamwork

PROFESSIONAL EXPERIENCE:

Skyline Technology Solutions, LLC. - Project Manager October 2021 – Present

As a Project Manager for the Security Team, my duties include overseeing installations for quality control, customer communication, and project tracking. Supervising and scheduling field resources for multiple installations at a time.

HP Secure, Inc., Account Manager February 2018 – October 2021

- Oversaw day-to-day operations with the company's largest account
- Drafted proposals, change orders, and purchase orders for various clients

- Managed proposals and assisted business developers with sustaining budget requirements
- Maintained consistent communication with installation technicians on site with often time-sensitive projects
- Coordinated with ownership to prepare sales presentations to clients
- Executed budget spreadsheets to remain competitive on all bid submissions

Ambu., Account Manager
November 2015 – February 2018

- Managed accounts in several US territories to achieve annual sales growth goals
- Maintained consistent communication with accounts to exceed customer expectations
- Coordinated with supplemental departments to meet both client and employer needs in often time-sensitive situations
- Accomplished timely submission of all required sales reports, invoices, and various other written material
- Maintained and updated the internal database with account information and assisted as a liaison to the outside sales force

Knorr Brake Company., Sales Coordinator
March 2015 – August 2015

- Managed select key projects and tenders by coordinating with the technical representative to establish costs, calculate selling prices, and direct the assembly of proposals to be presented to customers
- Coordinated with Germany on various ongoing U.S. projects
- Created offer letters and letters of intent and submitted technical and commercial offers to various clients
- Coordinated with technical engineers, sales managers, finance, and contracts to prepare and submit proposal offers

RYAN DER, SENIOR NETWORK ENGINEER

Program Role:	Senior Network Engineer
Resource Name:	Ryan Der
Education:	Long Reach High School – Columbia, MD 1999 Maryland GED - 2000
Certifications:	Cisco Certified Network Professional Enterprise Attained: March 23, 2012, Expires: October 21, 2024 Cisco Certified Specialist – Enterprise Advanced Infrastructure Implementation Attained: March 23, 2012, Expires: October 21, 2024 Cisco Certified Specialist – Enterprise Core Attained: March 23, 2012, Expires: October 21, 2024 Cisco Certified Specialist – Enterprise Design Attained: May 8, 2012, Expires: October 21, 2024 Cisco Certified Network Associate Attained: January 24, 2012, Expires: October 21, 2024 Aruba Certified Mobility Professional V8 Attained: July 26, 2018, Expires: October 28, 2024 Juniper Networks Certified Internet Associate Attained: May 5, 2014, Expires: July 25, 2025 Juniper Networks Certified Internet Specialist – Enterprise Routing & Switching Attained: July 24, 2014, Expires: July 25, 2025 Juniper Networks Certified Internet Professional – Enterprise Routing & Switching Attained: July 27, 2010, Expires: July 25, 2025 Juniper Networks Certified Design Associate Attained: September 9, 2019, Expires: July 25, 2025

SUMMARY:

Network professional who has over 10 years of proven skills in escalation support, network administration, and client relations. Excellent ability in installation, implementation, configuration, and troubleshooting of various network technologies under extreme time

constraints. Exceptional ability to absorb large amounts of technical information quickly and able to translate that information for non-technical end-users, colleagues, and executive management.

TECHNICAL SKILLS:

Cisco Routers, Cisco Switches, Cisco ASA's, Juniper EX Series Switches, Juniper SRX's, Juniper J/MX Series Routers, Aruba Access Points, Aruba Wireless Controllers, Aruba ClearPass Policy Manager, Ethernet, WAN, LAN, WLAN, TCP/IP, RIPv2, OSPF, EIGRP, BGP, VTP, SNMP, ARP, TCP, UDP, Static Routing, Stub Routing, VLAN Trunking, Multi-Area OSPF, NBMA, VLAN, HSRP, STP, SVI, CEF, LACP, Etherchannel, BPDU, Portfast, GLBP, VRRP, CDP, PPP, Access Control List (ACL), Network Address Translation (NAT), Port Address Translation (PAT), Redistribution, Tags, Filters, OSPF Virtual links, AAA, SSH, VACL, PVLAN, VPN, Tunneling, IPSEC, DMZ, QoS, PoE, 802.11 a/b/g/n/ac/ax, 802.1x, Wireshark, SolarWinds, MPLS, Multicast, IOS Security, OSPFv3, IPv6, VPC, VCCP, MC-LAG

PROFESSIONAL EXPERIENCE:

Skyline Technology Solutions, LLC - Senior Network Engineer August 2012 to Present

Manage external customer network infrastructure.

- Implement projects as lead engineer requested by the customer/team lead.
- Seek opportunities to continue to improve the service offerings we provide our customers
- Act as design and implementation from an architectural level
- Support day-to-day operational needs for customer infrastructure.
 - Field dispatches for emergency response and service restoration.
 - Facilitate technical support case escalation and resolution.
 - Customer documentation updates and management.
- Perform on-call rotation support for assigned customers.
- Respond to network outages and perform field work as necessary.
- Assist with the development of processes/procedures to gain efficiencies
- Assist customers with developing new services and productized solutions.

Provide Technical Customer Account Management.

- Perform Site Surveys of customer locations.
- Lead discovery talks with customers to determine their needs and refine customer requests.
- Create a bill of materials, level of effort, and scope of work documents as needed.
- Define deliverables/milestones
- Define resourcing needs required to support engagements

Internal Task Management and Support

- Provide leadership and training to Junior Staff

- Serve on a technical team pertaining to specific technologies ("SME" teams).
- Support internal infrastructure operational requirements.
- Configure and implement new internal network devices.

Maintain/Acquire technical industry knowledge and certifications.

- Participate in technology /vendor-specific training classes.
- Maintain professional-level certification in Cisco or Juniper certifications.

Concepts 21, Regional Technical Supervisor/Assistant Store Manager

August 2000 - June 2012

Supervised a team of 20 employees to deliver consistent, exceptional customer service to clients. Responsibilities include but are not limited to:

- Touring different sites with technicians to reinforce protocols and procedures ensuring excellent operations.
- Maintaining and troubleshooting small networks for game and radio communications.
- Installing and configuring new additions, updates, and changes to active programs.
- Diagnosing, repairing, and replacing circuit boards (IE transistors, diodes, pins, etc.) and rewiring specific components (Triggers, speakers, circuit board bypasses).

RECENT PROJECTS OR ACCOMPLISHMENTS:

Served as staff augmentation for **Howard County Government** Network Support. Troubleshooting LAN and WAN networks. Integration of Cisco Prime Infrastructure and Access Control Server. Implementing separation of Enterprise and Service Provider networks. Assisting implementation of new DMZ solution. Re-designing wireless LANs with primary/backup WLCs for use with FlexConnect local data switching over wireless infrastructure.

Lead engineer to migrate **Smith & Wesson** HQ complex off of current wireless to new Cisco lightweight AP/WLC solution using approximately 150 APs. Assisted with the deployment of new core Nexus switches for Smith & Wesson HQ. Deployed and integrated Cisco Prime Infrastructure into the network environment. Assisted with deploying and integrating the Cisco Identity Services Engine into the network environment.

Lead engineer in the effort to replace 100+ campus switches, including access and distribution and core at **Prince George's Community College**. From Nortel switches to Juniper switches.

Lead engineer for **Carroll County Public Network** distribution/core backbone upgrade utilizing Juniper routers in an MPLS fashion and multihomed ISP services over a Ciena transport network.

Assisted with implementing a new 10GB MPLS backbone network for **Calvert and Queen Anne's Counties**. Provided Layer 3 VPN services to Schools, Government entities, and remote locations over fiber network. Continuing to support both clients as lead engineer for new and on-going consulting efforts.

Lead engineer to implement new 10GB MPLS backbone for **Worcester County**, supporting multiple entities, including Emergency Services and 911 personnel, Schools, Government, and Libraries. Provided a mixture of Layer 2 (Draft Martini and VPLS/H-VPLS) and Layer 3 VPN services.

Lead engineer to design and implement new and modernized LAN/WAN infrastructure for **Baltimore City Community College** across six campuses, including 100+ switches/routers across access, distribution, and core layers. This reduces the physical rack space needed and the electrical footprint. Updating wireless infrastructure to support newer 802.11AC Wave2 features.

Assisting with the implementation of Quality of Service on the **networkMaryland™** MPLS service provider network. Building common sets of configurations for all devices and extensive lab testing of technologies and features to ensure compatibility/ functionality.

Lead engineer for **Marriott Marquis DC** AV network refresh. Utilizing existing fiber to optimize the AV system and refresh network hardware to be BiAmp certified from AV vendor using the AVB protocol suite including the following standards: IEEE 802.1AS, IEEE 802.1Qav, IEEE 802.Qat, and IEEE 802.1BA.

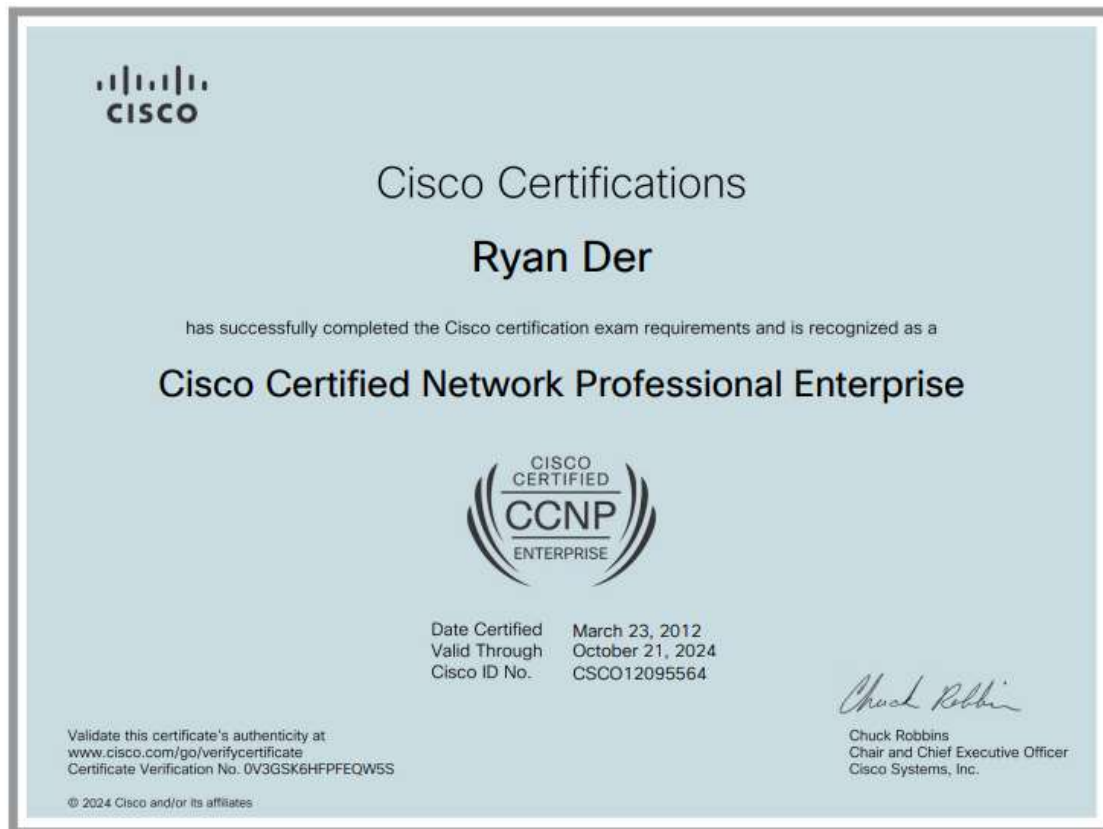
Assisted in leading a large project for the **Texas Department of Transportation** to replace 700+ switches within the environment, building configuration templates and procedures. Worked on scheduling/assigning large chunks of work, mentoring engineers and providing remote installation support/validation.

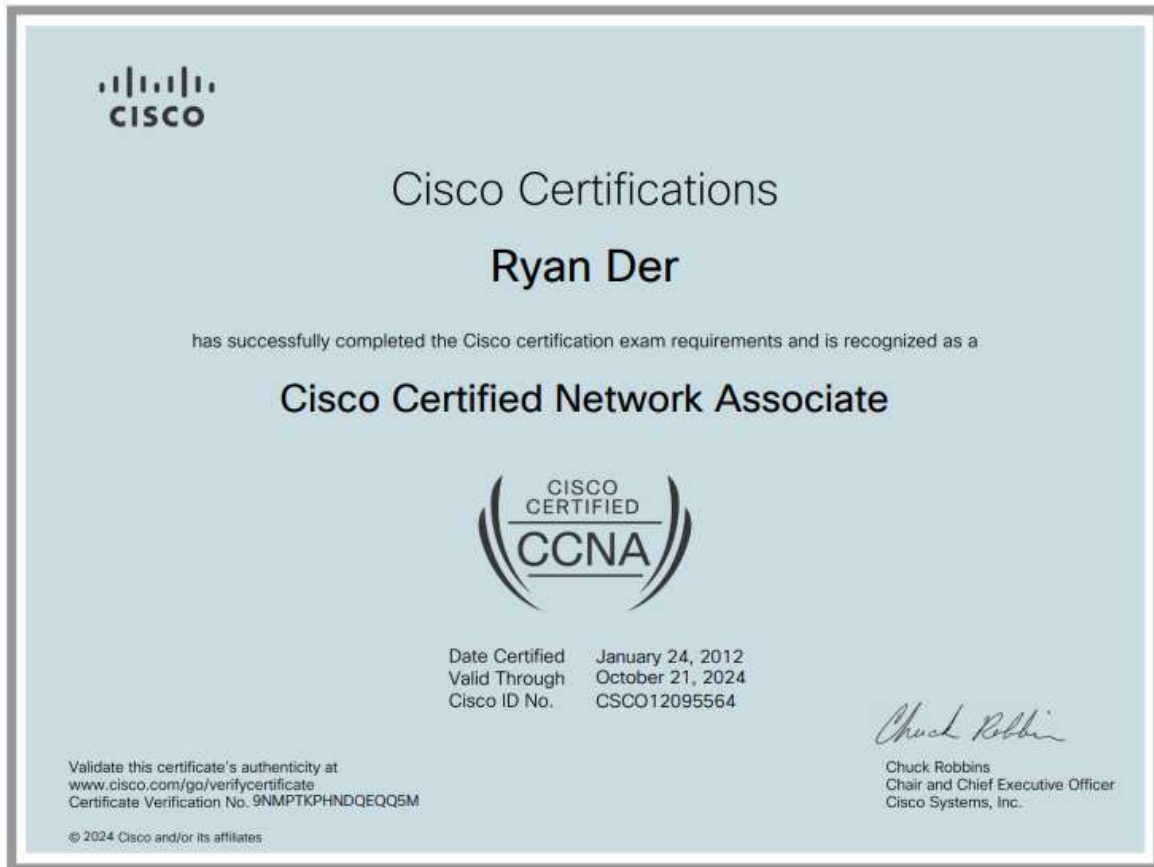
Lead network engineer in charge of ongoing operations and improvement efforts for **Virginia Department of Transportation** Wide Area Network for Traffic Operations Center camera feeds and Platform as a Service connectivity to primary/backup data center.

Lead engineer for a large **Virginia Department of Transportation** project to deploy a statewide service provider network via a DWDM optical network with MPLS routed services, including layer 2/3 VPNs to provide high-speed, reliable, and redundant connectivity to all statewide Traffic Operations Centers and numerous OT (Operational Technology) locations. Connecting the newly built service provider network to multiple cloud services on-ramps, including Azure and Amazon Web Services.









Hewlett Packard Enterprise hereby awards

Ryan Der

the title of

Professional
 Aruba Certified Mobility Professional (ACMP)

for the successful completion of the requirements as
 prescribed by Certification and Learning.

Awarded on October 29, 2021

Frederic Glaser

Frederic Glaser
 Director, Worldwide Partner Certifications

PETER PAVLOV – PRINCIPAL ARCHITECT, SECURITY

Labor Category:	Principal Architect
Resource Name:	Peter Pavlov
Education:	Bachelor of Science, Electrical Engineering, University of Maryland, College Park 2004
Certifications:	• Genetec Omnicast 4.x, • Genetec Security Center Synergis 5.x, January 2017 • Milestone Enterprise and Corporate, April 2008 – expired • Quintron AccessNSite, August 2007 • Identocard Premisys April 2009 • Exacq, October 2008 • Pelco Digital Sentry, October 2007 • Axis Certified Professional, July 2017 • Galaxy Control Systems, September 2011

SUMMARY:

Mr. Pavlov has worked in the physical security industry for more than twenty years. He started as a technician and then as a sales engineer and became more and more involved with system design and system integration. Now, as an experienced Principal Architect (engineer), he has a deep understanding of analog and IP-based surveillance systems, access control systems, intercom systems, and perimeter detection systems.

TECHNICAL SKILLS:

- Analog CCTV system design and implementation
- IP-based CCTV system design and implementation
- Network design for surveillance
- Access control system design and implementation
- Video analytics
- Digital and IP-based intercom systems
- Perimeter protection systems
- CCTV for quality control and manufacturing applications

PROFESSIONAL EXPERIENCE:

Skyline Technology Solutions, LLC – Principal Architect

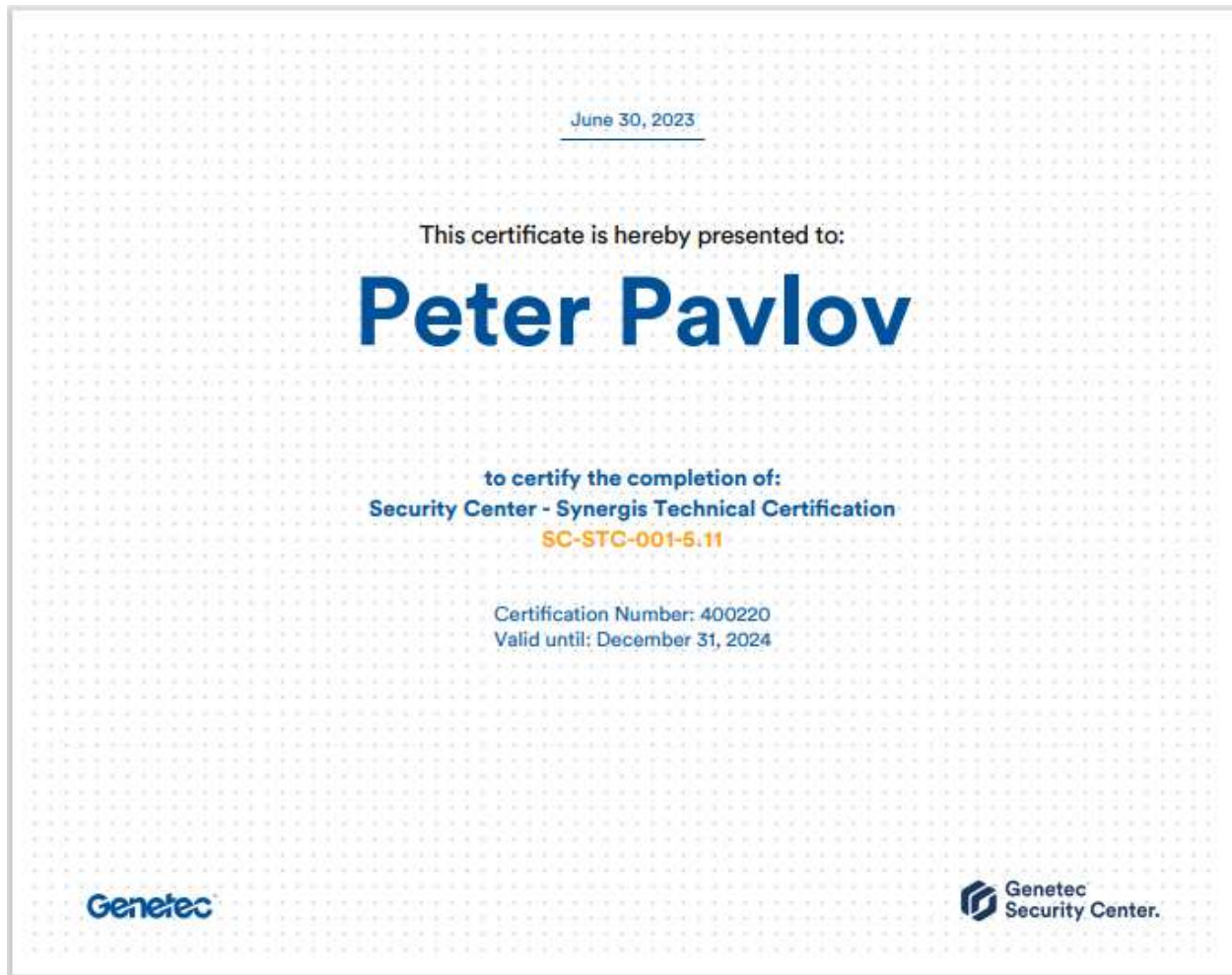
January 2015 to Present

- System design
- Maintenance of vendor relationships
- Account management and BD team SME support
- Installation and service technical support
- Vetting of new equipment and technologies

Earth Security Electronics Inc, Principal Architect
Principal Architect

April 2004 to December 2014

- System design
- Maintenance of vendor relationships
- Account management and BD team SME support
- Installation and service technical support
- Vetting of new equipment and technologies



NICK CALEO, GIS SYSTEMS TECHNICIAN

Labor Category:	Infrastructure GIS/CAD/OSP Technician
Resource Name:	Nick Caleo
Education:	• Computer Graphic Design (2006-2008) • Business Management and Marketing (2008-2010) • LEED Building Design and Construction (2012) • AutoCAD (2003-Present) • OSPInSight (June 2014-Present) • ArcGIS (June 2014-Present)
Certifications:	• MDE BAT Installation Training Course (2012) • State of Maryland Erosion and Sediment Control Certification No. 057438 (2013)

SUMMARY:

Fifteen (15) years of experience with AutoCAD in many industries, such as Surveying and Land Development, Architectural, Civil Engineering, and 3D Modeling, including becoming an Adjunct Faculty Member at Carroll Community College teaching "Customizing AutoCAD." Additionally, experience in residential and commercial development, including septic design and road profiles for the Land Surveying and Planning industry. Most recently, four years of experience with infrastructure construction design of fiber optic cables by incorporating AutoCAD, OSPInSight, and Plex.Earth, PathfinderGPS, Google Earth, and ArcMap GIS.

TECHNICAL SKILLS:

- Infrastructure / Engineering
 - Sokia Data Collectors and Topcon total station surveying equipment
 - Trimble Geo XH GPS Unit, including GPS Pathfinder Office
 - Importing shape files (.shp)
 - Processing raw field data (.rw5)
 - Autodesk software: AutoCAD, AutoCAD Map 3D, Civil 3D, Carlson Survey, 3D Revit
 - Advance Fiber Optics software: OSPInSight and MapInfo
 - Data Conversion
 - Google Earth files (.kmz/kml)
 - Microsoft Visio
- Product Technician
 - Server Configuration
 - Server Installation
 - Video Stream Auditing

PROFESSIONAL EXPERIENCE:

Skyline Technology Solutions, LLC - GIS/CAD/OSP Technician June 30, 2014, to Present

- Infrastructure / Engineering
 - Conduct geographic information system (GIS) program activities, utilizing GIS hardware and software to produce maps, spatial databases, and thematic data (such as wetlands, roads, impervious areas, and boundary lines)
 - Create, adjust, correct, convert, and distribute base maps and thematic data
 - Digitize and maintain spatial databases of Maryland information
 - Document procedures, validate data for accuracy and completeness, complete approved metadata forms and produce maps of the resulting information
 - Evaluate information and data from outside sources to determine the quality of the data
 - Provide geographic location coordinates from GIS to facilitate spatial analysis and data manipulation, calculate distances and area of features, interpret legal descriptions, and certify changes in boundary lines.
 - Act as a "consultant" to internal customers during their use, development and quality assessment of spatial database
 - Create and update as-built construction fiber optic plans utilizing AutoCAD
 - Assist in design/engineering for outside and inside plant fiber optic networks
 - Discover/create AutoLISP's for increase CAD production speed
 - Translate contractor redline as-built plans to AutoCAD/GIS
 - Prepare permits and reports for state government agencies
 - Resolve conflicts using available resources
 - Translate CAD drawings to Shape files, KMZ and/or MicroStation
 - Gather and input GPS location data for fiber network assets
 - Document construction Redline As built Plans as received from Field Supervisor
 - Document construction as-built CAD plans as completed
 - Ensure CAD projects are being performed to Skyline's CAD standards
 - Track fiber locating miles for the state of Maryland
 - Create splicing schematics, fiber allocation and term panel assignments
 - Input data and maintain OSPInSight database
 - Add additional fields to monitor SHA Permit requirement for splice enclosures
 - Import .tab files and update OSPInSight to match as-built drawings
 - Add handholes, slack loops, etc. to finalize as-built design
 - Add new buildings and associate site IDs to Six O'clock
 - Create saved routes in OSPInSight
 - Verify work is being performed to customer specifications
 - Provide feedback to team as challenges occur
 - Produce standard prints and plots for project team

- Support internal management and corporate development tasks
- Maintain infrastructure software licenses

RTF Associates, Inc. - Land Surveying GIS/CAD Technician, June 2004 to June 2014

- Civil Engineering
 - Assist in land development projects using Carlson Survey with embedded AutoCAD
 - Construct location drawings for settlements
 - Design and construct plot plans for building permits
 - Coordinate with field personnel
 - Download and process field notes and raw data
 - Construct architectural house plans for residential addition
 - Preliminary design for major and minor subdivisions
 - File management
 - Work with government agencies to address comments
 - Conduct percolation tests for septic systems

RECENT PROJECTS OR ACCOMPLISHMENTS:

- Creation and maintenance of the "Infrastructure Projects" Smartsheet to manage active projects in the Infrastructure Team pipeline
- Discover and implement "Floor Plan Mapper" to monitor Skyline employees (Onboarding, Terminations and facility moves).
- Redesign of AutoCAD templates to improve engineering design process
- Creations of Frederick County OSPInSight database
- Monitor and maintain OSPInSight web application on state network
- Engineering design training for existing Skyline staff
- OSPInSight training to Johns Hopkins University, Department of IT
- Redesign and simplify splicing folders
- Maintain standard operating procedures (SOP's)

APPENDIX B SKYLINE FINANCIAL STATEMENTS FOR FISCAL YEARS 2022 AND 2023

Please see the subsequent pages for Skyline's most recent financial statements.



Authorized Hardware/Software Reseller Discount Proposal



125 NORTH COURT BY
WESTMINSTER, MD 21157

Manufacturer/Product	Standard Discount off MSRP	"Registered" Vendor Discount	Certifications	Comments
Ai-Phone	40.00%	40.00%	Elite Partner/Certified Installer	
Avaya	2.00%	2.00%	Reseller Partner	
Ai-RGUS	10.00%	10.00%	Affiliate Partner	
Alertus	5.00%	5.00%	Reseller/Installer	
Aruba/HPE	30.00%	35.00%	Silver Partner/Certified Installer	(2) ACSA
Aruba/HPE Maintenance	5.00%	5.00%	Silver Partner/Certified Installer	(2) ACSA
Axis	20.00%	20.00%	Gold Partner/Certified Installer	(2) Axis Certified Professionals
Brief Cam	5.00%	5.00%	Reseller Partner	
Ciena	21.00%	21.00%	Registered + Partner	
Ciena Maintenance	15.00%	15.00%	Registered + Partner	
Cisco	25.00%	35.00%	Premier Partner/Certified Installer	(1) CCIE; (2) CCNA; (2) CCNP - LOW PROFIT
Cisco Maintenance	8.00%	10.00%	Premier Partner/Certified Installer	(1) CCIE; (2) CCNA; (2) CCNP - LOW PROFIT
Extreme	3.00%	37.00%	Authorized Partner	
Extreme Maintenance	10.00%	3.00%	Authorized Partner	
Fortinet	10.00%	12.00%	Advocate Partner	
Fortinet	2.00%	2.00%	Advocate Partner	
Galaxy	35.00%	35.00%	Reseller/Certified Installer	
Genetec	25.00%	25.00%	Unified Elite/Certified Installer	
Genetec Professional Services	0.00%	0.00%	Unified Elite/Certified Installer	
Halo	20.00%	20.00%	Gold Partner/Certified Installer	
Halo Maintenance	0.00%	0.00%	Gold Partner/Certified Installer	
Hanwha	40.00%	40.00%	Gold Partner/Certified Installer	
I-Pro	20.00%	20.00%	Gold Partner/Certified Installer	
Juniper Networks	35.00%	42.00%	Elite Partner/Certified Installer	(3) JNCIP-ENT; (3) JNCIP-SEP; (1) JNCIE-ENT
Juniper Networks Maintenance	5.00%	5.00%	Elite Partner/Certified Installer	(3) JNCIP-ENT; (3) JNCIP-SEP; (1) JNCIE-ENT
LineWize	5.00%	7.00%	Premier Partner	
Milestone	10.00%	10.00%	Advance Partner/Certified Installer	
Omnilert	5.00%	5.00%	Reseller Partner	
Palo Alto	5.00%	15.00%	Gold Level/Certified Installer	(6) ACE; (13) ASE; (3) PSE Platform A; (3) PSE Platform F
Pulse Secure	10.00%	20.00%	Select Partner/Certified Installer	
Pulse Secure Maintenance	10.00%	10.00%	Select Partner/Certified Installer	
Salient	15.00%	15.00%	Certified Reseller/Certified Installer	
Salient SMA/Cloud	10.00%	10.00%	Certified Reseller/Certified Installer	
Skyline Technology Solutions	20.00%	20.00%	Manufacturer	
Splunk	1.50%	1.50%	Reseller/Certified Installer	Accredited Sales Rep 1 & 2; Certified Admin; Certified Architect; Certified Power User
Tenable	5.00%	15.00%	Silver Partner/Certified Installer	
Solarwinds	5.00%	15.00%	Reseller Partner	Accredited Sales Rep 1 & 2; Certified Admin; Certified Architect; Certified Power User
Splan	5.00%	5.00%	Reseller Partner	

Functional Area Labor Rates



125 NORTH COURT ST
WESTMINSTER, MD 21157



Job Title	Enterprise Service Provider	Network Engineering & Planning Services	Information System Security	Surveillance and Physical Security	Web and Internet Services	Electronic Document Management	Geographical Information Systems	Software Engineering	Systems/Facilities Management & Maintenance	Application Service Provider	Telecommunications & Video Services	Server and Database Administration	IT Management Consulting Services	Document & Technical Writing	Quality Management	Cloud Computing Services	Comments
Administrator, Systems	\$ 115.00	\$ 115.00	\$ 115.00	\$ 115.00	\$ 115.00	\$ 115.00	\$ 115.00	\$ 115.00	\$ 115.00	\$ 115.00	\$ 115.00	\$ 115.00	\$ 115.00	\$ 115.00	\$ 115.00	\$ 115.00	
Analyst, Computer Software/Integration (Senior)	\$ 205.00	\$ 205.00	\$ 205.00	\$ 205.00	\$ 205.00	\$ 205.00	\$ 205.00	\$ 205.00	\$ 205.00	\$ 205.00	\$ 205.00	\$ 205.00	\$ 205.00	\$ 205.00	\$ 205.00	\$ 205.00	
Analyst, Computer Systems (Junior)	\$ 145.00	\$ 145.00	\$ 145.00	\$ 145.00	\$ 145.00	\$ 145.00	\$ 145.00	\$ 145.00	\$ 145.00	\$ 145.00	\$ 145.00	\$ 145.00	\$ 145.00	\$ 145.00	\$ 145.00	\$ 145.00	
Analyst, Computer Systems (Senior)	\$ 165.00	\$ 165.00	\$ 165.00	\$ 165.00	\$ 165.00	\$ 165.00	\$ 165.00	\$ 165.00	\$ 165.00	\$ 165.00	\$ 165.00	\$ 165.00	\$ 165.00	\$ 165.00	\$ 165.00	\$ 165.00	
Analyst, Systems (Senior)	\$ 175.00	\$ 175.00	\$ 175.00	\$ 175.00	\$ 175.00	\$ 175.00	\$ 175.00	\$ 175.00	\$ 175.00	\$ 175.00	\$ 175.00	\$ 175.00	\$ 175.00	\$ 175.00	\$ 175.00	\$ 175.00	
Application Developer, Advanced Technology	\$ 135.00	\$ 135.00	\$ 135.00	\$ 135.00	\$ 135.00	\$ 135.00	\$ 135.00	\$ 135.00	\$ 135.00	\$ 135.00	\$ 135.00	\$ 135.00	\$ 135.00	\$ 135.00	\$ 135.00	\$ 135.00	
Application Developer, Advanced Technology (Senior)	\$ 165.00	\$ 165.00	\$ 165.00	\$ 165.00	\$ 165.00	\$ 165.00	\$ 165.00	\$ 165.00	\$ 165.00	\$ 165.00	\$ 165.00	\$ 165.00	\$ 165.00	\$ 165.00	\$ 165.00	\$ 165.00	
Application Development Expert	\$ 195.00	\$ 195.00	\$ 195.00	\$ 195.00	\$ 195.00	\$ 195.00	\$ 195.00	\$ 195.00	\$ 195.00	\$ 195.00	\$ 195.00	\$ 195.00	\$ 195.00	\$ 195.00	\$ 195.00	\$ 195.00	
Applications Programmer	\$ 150.00	\$ 150.00	\$ 150.00	\$ 150.00	\$ 150.00	\$ 150.00	\$ 150.00	\$ 150.00	\$ 150.00	\$ 150.00	\$ 150.00	\$ 150.00	\$ 150.00	\$ 150.00	\$ 150.00	\$ 150.00	
Architect, Application (Senior)	\$ 225.00	\$ 225.00	\$ 225.00	\$ 225.00	\$ 225.00	\$ 225.00	\$ 225.00	\$ 225.00	\$ 225.00	\$ 225.00	\$ 225.00	\$ 225.00	\$ 225.00	\$ 225.00	\$ 225.00	\$ 225.00	
Architect, Information Technology (Senior)	\$ 225.00	\$ 225.00	\$ 225.00	\$ 225.00	\$ 225.00	\$ 225.00	\$ 225.00	\$ 225.00	\$ 225.00	\$ 225.00	\$ 225.00	\$ 225.00	\$ 225.00	\$ 225.00	\$ 225.00	\$ 225.00	
Architect, Internet/Web	\$ 195.00	\$ 195.00	\$ 195.00	\$ 195.00	\$ 195.00	\$ 195.00	\$ 195.00	\$ 195.00	\$ 195.00	\$ 195.00	\$ 195.00	\$ 195.00	\$ 195.00	\$ 195.00	\$ 195.00	\$ 195.00	
Architect, Systems (Senior)	\$ 215.00	\$ 215.00	\$ 215.00	\$ 215.00	\$ 215.00	\$ 215.00	\$ 215.00	\$ 215.00	\$ 215.00	\$ 215.00	\$ 215.00	\$ 215.00	\$ 215.00	\$ 215.00	\$ 215.00	\$ 215.00	
Architect, System Design	\$ 225.00	\$ 225.00	\$ 225.00	\$ 225.00	\$ 225.00	\$ 225.00	\$ 225.00	\$ 225.00	\$ 225.00	\$ 225.00	\$ 225.00	\$ 225.00	\$ 225.00	\$ 225.00	\$ 225.00	\$ 225.00	
Auditor, IT (Senior)	\$ 125.00	\$ 125.00	\$ 125.00	\$ 125.00	\$ 125.00	\$ 125.00	\$ 125.00	\$ 125.00	\$ 125.00	\$ 125.00	\$ 125.00	\$ 125.00	\$ 125.00	\$ 125.00	\$ 125.00	\$ 125.00	
Computer Graphics Illustrator	\$ 125.00	\$ 125.00	\$ 125.00	\$ 125.00	\$ 125.00	\$ 125.00	\$ 125.00	\$ 125.00	\$ 125.00	\$ 125.00	\$ 125.00	\$ 125.00	\$ 125.00	\$ 125.00	\$ 125.00	\$ 125.00	
Computer Operations Center Specialist	\$ 165.00	\$ 165.00	\$ 165.00	\$ 165.00	\$ 165.00	\$ 165.00	\$ 165.00	\$ 165.00	\$ 165.00	\$ 165.00	\$ 165.00	\$ 165.00	\$ 165.00	\$ 165.00	\$ 165.00	\$ 165.00	
Computer Operations Research Analyst	\$ 150.00	\$ 150.00	\$ 150.00	\$ 150.00	\$ 150.00	\$ 150.00	\$ 150.00	\$ 150.00	\$ 150.00	\$ 150.00	\$ 150.00	\$ 150.00	\$ 150.00	\$ 150.00	\$ 150.00	\$ 150.00	
Computer Operator	\$ 110.00	\$ 110.00	\$ 110.00	\$ 110.00	\$ 110.00	\$ 110.00	\$ 110.00	\$ 110.00	\$ 110.00	\$ 110.00	\$ 110.00	\$ 110.00	\$ 110.00	\$ 110.00	\$ 110.00	\$ 110.00	
Computer Operator (Senior)	\$ 130.00	\$ 130.00	\$ 130.00	\$ 130.00	\$ 130.00	\$ 130.00	\$ 130.00	\$ 130.00	\$ 130.00	\$ 130.00	\$ 130.00	\$ 130.00	\$ 130.00	\$ 130.00	\$ 130.00	\$ 130.00	
Computer Programmer (Junior)	\$ 140.00	\$ 140.00	\$ 140.00	\$ 140.00	\$ 140.00	\$ 140.00	\$ 140.00	\$ 140.00	\$ 140.00	\$ 140.00	\$ 140.00	\$ 140.00	\$ 140.00	\$ 140.00	\$ 140.00	\$ 140.00	
Computer Programmer (Senior)	\$ 170.00	\$ 170.00	\$ 170.00	\$ 170.00	\$ 170.00	\$ 170.00	\$ 170.00	\$ 170.00	\$ 170.00	\$ 170.00	\$ 170.00	\$ 170.00	\$ 170.00	\$ 170.00	\$ 170.00	\$ 170.00	
Computer Specialist	\$ 155.00	\$ 155.00	\$ 155.00	\$ 155.00	\$ 155.00	\$ 155.00	\$ 155.00	\$ 155.00	\$ 155.00	\$ 155.00	\$ 155.00	\$ 155.00	\$ 155.00	\$ 155.00	\$ 155.00	\$ 155.00	
Computer Specialist (Senior)	\$ 180.00	\$ 180.00	\$ 180.00	\$ 180.00	\$ 180.00	\$ 180.00	\$ 180.00	\$ 180.00	\$ 180.00	\$ 180.00	\$ 180.00	\$ 180.00	\$ 180.00	\$ 180.00	\$ 180.00	\$ 180.00	
Computer Systems Programmer	\$ 150.00	\$ 150.00	\$ 150.00	\$ 150.00	\$ 150.00	\$ 150.00	\$ 150.00	\$ 150.00	\$ 150.00	\$ 150.00	\$ 150.00	\$ 150.00	\$ 150.00	\$ 150.00	\$ 150.00	\$ 150.00	
Computer Systems Programmer (Senior)	\$ 175.00	\$ 175.00	\$ 175.00	\$ 175.00	\$ 175.00	\$ 175.00	\$ 175.00	\$ 175.00	\$ 175.00	\$ 175.00	\$ 175.00	\$ 175.00	\$ 175.00	\$ 175.00	\$ 175.00	\$ 175.00	
Database Management Specialist (Junior)	\$ 145.00	\$ 145.00	\$ 145.00	\$ 145.00	\$ 145.00	\$ 145.00	\$ 145.00	\$ 145.00	\$ 145.00	\$ 145.00	\$ 145.00	\$ 145.00	\$ 145.00	\$ 145.00	\$ 145.00	\$ 145.00	
Database Management Specialist (Senior)	\$ 185.00	\$ 185.00	\$ 185.00	\$ 185.00	\$ 185.00	\$ 185.00	\$ 185.00	\$ 185.00	\$ 185.00	\$ 185.00	\$ 185.00	\$ 185.00	\$ 185.00	\$ 185.00	\$ 185.00	\$ 185.00	
Database Manager	\$ 190.00	\$ 190.00	\$ 190.00	\$ 190.00	\$ 190.00	\$ 190.00	\$ 190.00	\$ 190.00	\$ 190.00	\$ 190.00	\$ 190.00	\$ 190.00	\$ 190.00	\$ 190.00	\$ 190.00	\$ 190.00	
Documentation Specialist	\$ 115.00	\$ 115.00	\$ 115.00	\$ 115.00	\$ 115.00	\$ 115.00	\$ 115.00	\$ 115.00	\$ 115.00	\$ 115.00	\$ 115.00	\$ 115.00	\$ 115.00	\$ 115.00	\$ 115.00	\$ 115.00	
Electrician, Journeyman	\$ 120.00	\$ 120.00	\$ 120.00	\$ 120.00	\$ 120.00	\$ 120.00	\$ 120.00	\$ 120.00	\$ 120.00	\$ 120.00	\$ 120.00	\$ 120.00	\$ 120.00	\$ 120.00	\$ 120.00	\$ 120.00	
Electrician, Licensed Master	\$ 160.00	\$ 160.00	\$ 160.00	\$ 160.00	\$ 160.00	\$ 160.00	\$ 160.00	\$ 160.00	\$ 160.00	\$ 160.00	\$ 160.00	\$ 160.00	\$ 160.00	\$ 160.00	\$ 160.00	\$ 160.00	
Electrician's Helper	\$ 85.00	\$ 85.00	\$ 85.00	\$ 85.00	\$ 85.00	\$ 85.00	\$ 85.00	\$ 85.00	\$ 85.00	\$ 85.00	\$ 85.00	\$ 85.00	\$ 85.00	\$ 85.00	\$ 85.00	\$ 85.00	
Engineer, Facility Operations	\$ 120.00	\$ 120.00	\$ 120.00	\$ 120.00	\$ 120.00	\$ 120.00	\$ 120.00	\$ 120.00	\$ 120.00	\$ 120.00	\$ 120.00	\$ 120.00	\$ 120.00	\$ 120.00	\$ 120.00	\$ 120.00	
Engineer, Information	\$ 190.00	\$ 190.00	\$ 190.00	\$ 190.00	\$ 190.00	\$ 190.00	\$ 190.00	\$ 190.00	\$ 190.00	\$ 190.00	\$ 190.00	\$ 190.00	\$ 190.00	\$ 190.00	\$ 190.00	\$ 190.00	
Engineer, Information (Senior)	\$ 215.00	\$ 215.00	\$ 215.00	\$ 215.00	\$ 215.00	\$ 215.00	\$ 215.00	\$ 215.00	\$ 215.00	\$ 215.00	\$ 215.00	\$ 215.00	\$ 215.00	\$ 215.00	\$ 215.00	\$ 215.00	
Engineer, Information Security (Cyber Security Engineer)	\$ 225.00	\$ 225.00	\$ 225.00	\$ 225.00	\$ 225.00	\$ 225.00	\$ 225.00	\$ 225.00	\$ 225.00	\$ 225.00	\$ 225.00	\$ 225.00	\$ 225.00	\$ 225.00	\$ 225.00	\$ 225.00	
Engineer, Interdisciplinary	\$ 185.00	\$ 185.00	\$ 185.00	\$ 185.00	\$ 185.00	\$ 185.00	\$ 185.00	\$ 185.00	\$ 185.00	\$ 185.00	\$ 185.00	\$ 185.00	\$ 185.00	\$ 185.00	\$ 185.00	\$ 185.00	
Engineer, Interdisciplinary (Senior)	\$ 225.00	\$ 225.00	\$ 225.00	\$ 225.00	\$ 225.00	\$ 225.00	\$ 225.00	\$ 225.00	\$ 225.00	\$ 225.00	\$ 225.00	\$ 225.00	\$ 225.00	\$ 225.00	\$ 225.00	\$ 225.00	
Engineer, Network (Senior)	\$ 175.00	\$ 175.00	\$ 175.00	\$ 175.00	\$ 175.00	\$ 175.00	\$ 175.00	\$ 175.00	\$ 175.00	\$ 175.00	\$ 175.00	\$ 175.00	\$ 175.00	\$ 175.00	\$ 175.00	\$ 175.00	
Engineer, Network Security	\$ 195.00	\$ 195.00	\$ 195.00	\$ 195.00	\$ 195.00	\$ 195.00	\$ 195.00	\$ 195.00	\$ 195.00	\$ 195.00	\$ 195.00	\$ 195.00	\$ 195.00	\$ 195.00	\$ 195.00	\$ 195.00	
Engineer, Radio Frequency	\$ 165.00	\$ 165.00	\$ 165.00	\$ 165.00	\$ 165.00	\$ 165.00	\$ 165.00	\$ 165.00	\$ 165.00	\$ 165.00	\$ 165.00	\$ 165.00	\$ 165.00	\$ 165.00	\$ 165.00	\$ 165.00	

Telecommunications Systems Analyst	\$ 150.00	\$ 150.00	\$ 150.00	\$ 150.00	\$ 150.00	\$ 150.00	\$ 150.00	\$ 150.00	\$ 150.00	\$ 150.00	\$ 150.00	\$ 150.00	\$ 150.00	\$ 150.00	\$ 150.00	\$ 150.00	
Testing Specialist	\$ 145.00	\$ 145.00	\$ 145.00	\$ 145.00	\$ 145.00	\$ 145.00	\$ 145.00	\$ 145.00	\$ 145.00	\$ 145.00	\$ 145.00	\$ 145.00	\$ 145.00	\$ 145.00	\$ 145.00	\$ 145.00	
Training Specialist/Instructor	\$ 150.00	\$ 150.00	\$ 150.00	\$ 150.00	\$ 150.00	\$ 150.00	\$ 150.00	\$ 150.00	\$ 150.00	\$ 150.00	\$ 150.00	\$ 150.00	\$ 150.00	\$ 150.00	\$ 150.00	\$ 150.00	
Technical Writer/Editor	\$ 140.00	\$ 140.00	\$ 140.00	\$ 140.00	\$ 140.00	\$ 140.00	\$ 140.00	\$ 140.00	\$ 140.00	\$ 140.00	\$ 140.00	\$ 140.00	\$ 140.00	\$ 140.00	\$ 140.00	\$ 140.00	
VOIP Specialist	\$ 175.00	\$ 175.00	\$ 175.00	\$ 175.00	\$ 175.00	\$ 175.00	\$ 175.00	\$ 175.00	\$ 175.00	\$ 175.00	\$ 175.00	\$ 175.00	\$ 175.00	\$ 175.00	\$ 175.00	\$ 175.00	
Engineer, Physical Security	\$ 165.00	\$ 165.00	\$ 165.00	\$ 165.00	\$ 165.00	\$ 165.00	\$ 165.00	\$ 165.00	\$ 165.00	\$ 165.00	\$ 165.00	\$ 165.00	\$ 165.00	\$ 165.00	\$ 165.00	\$ 165.00	Added Labor Category
Architect, Physical Security	\$ 190.00	\$ 190.00	\$ 190.00	\$ 190.00	\$ 190.00	\$ 190.00	\$ 190.00	\$ 190.00	\$ 190.00	\$ 190.00	\$ 190.00	\$ 190.00	\$ 190.00	\$ 190.00	\$ 190.00	\$ 190.00	Added Labor Category
Engineer, Outside Plant	\$ 160.00	\$ 160.00	\$ 160.00	\$ 160.00	\$ 160.00	\$ 160.00	\$ 160.00	\$ 160.00	\$ 160.00	\$ 160.00	\$ 160.00	\$ 160.00	\$ 160.00	\$ 160.00	\$ 160.00	\$ 160.00	Added Labor Category
Architect, Outside Plant	\$ 185.00	\$ 185.00	\$ 185.00	\$ 185.00	\$ 185.00	\$ 185.00	\$ 185.00	\$ 185.00	\$ 185.00	\$ 185.00	\$ 185.00	\$ 185.00	\$ 185.00	\$ 185.00	\$ 185.00	\$ 185.00	Added Labor Category
HVAC Technician	\$ 180.00	\$ 180.00	\$ 180.00	\$ 180.00	\$ 180.00	\$ 180.00	\$ 180.00	\$ 180.00	\$ 180.00	\$ 180.00	\$ 180.00	\$ 180.00	\$ 180.00	\$ 180.00	\$ 180.00	\$ 180.00	Added Labor Category
Engineer, Network (Junior)	\$ 145.00	\$ 145.00	\$ 145.00	\$ 145.00	\$ 145.00	\$ 145.00	\$ 145.00	\$ 145.00	\$ 145.00	\$ 145.00	\$ 145.00	\$ 145.00	\$ 145.00	\$ 145.00	\$ 145.00	\$ 145.00	Added Labor Category

CCPN CATS 2024 Contract Overview

Introduction

- **Purpose:** The CCPN CATS contract is a unique opportunity to provide our State, County, Local and Education customers with a wide range of IT and Physical Security services. The contract rider language allows most government and education entities to leverage it through a “piggyback” agreement.
- **Target Audience:** State, County, municipal, and other non-county governments or agencies interested in acquiring IT services and solutions.

Key Highlights of the Contract

1. Scope of Use:

- Contract covers 16 Functional Areas that provide a wide breadth of IT Services and Physical Security:

FA 1 - Enterprise Service Provider	FA 9 – Systems/Facilities Management & Maintenance
FA 2 - Network Engineering and Planning Services	FA 10 – Application Service Provider
FA 3 - Information System Security (Cybersecurity)	FA 11 – Telecommunications and Video Services
FA 4 - Surveillance and Physical Security	FA 12 – Server and Database Administration
FA 5 - Web and Internet Systems	FA 13 – IT Management Consulting Services
FA 6 - Electronic Document Management	FA 14 – Documentation/Technical Writing
FA 7 - Geographical Information Systems (GIS)	FA 15 – Quality Management
FA 8 - Software Engineering	FA 16 – Cloud Computing Services

- Contract includes an extensive list of hardware and software vendors with a stated discount.
- Extensive list of labor categories for both projects and staffing services.

2. Pricing Advantage:

- Purchases are at the same prices offered to Carroll County, ensuring competitive and consistent rates.
- Any hardware, software or materials without a stated discount are provided at a 10% markup.

3. Independent Contracts:

- Each piggyback constitutes a separate contract between Skyline and the purchasing government/agency.
- Carroll County is not a party to these independent contracts and bears no liability.
- Important to share the “piggyback package” early in the opportunity to allow time for the customer to share it with their procurement office.

4. Flexibility in Terms:

- Purchases may include additional terms and conditions agreed upon by both Skyline and the purchasing agency.

5. Contract Duration:

- Effective 11/13/2024 – 11/12/2028, with two (2) one-year renewal options

Process for Utilizing the Contract

1. **Eligibility Verification:**
 - Skyline must share the “piggyback package” with the interested government or agency to determine if they are allowed to utilize the contract.
2. **Outreach and Engagement:**
 - Business developers should engage with potential customers to explain the benefits of utilizing this contract vehicle. The contract can shorten the procurement cycle considerably and removes the need for a full RFP process.
3. **Agreement on Terms:**
 - Ensure both parties agree on any additional terms and conditions specific to the purchase.
4. **Execute the Purchase:**
 - Formalize the contract with the purchasing entity, specifying goods/services, pricing, and terms. Skyline should receive a contract and purchase order from the customer.

Benefits for Prospects and Customers

- Access to pre-negotiated pricing, eliminating the need for lengthy procurement processes.
- Assurance of working with a vetted contractor.
- Flexibility to tailor terms and conditions as needed.

Action Steps for Business Developers

1. **Educate Prospects:**
 - Share information on how the contract can streamline procurement.
2. **Qualify Customers:**
 - Verify their ability to utilize this contract vehicle.
3. **Facilitate Agreements:**
 - Guide prospects through customizing terms and completing contracts.
4. **Provide Support:**
 - Offer assistance throughout the purchasing process to ensure a smooth transaction.

FAQs

1. **Who qualifies to use this contract?**
 - State, County, municipal governments, education and other non-county agencies.
2. **What role does Carroll County play?**
 - Carroll County is not a party to these purchases and assumes no responsibility or liability.
3. **Can terms and conditions be adjusted?**
 - Yes, subject to mutual agreement between the contractor and the purchasing agency.

Contract Information

- The following team members can support the discussion with the customer around the offerings, terms and conditions of the contract:
 - Jason Ross – Vice President, Sales
 - Bryan Reddix – Director, Contract Management



June 25, 2025

Carroll County Government
225 North Center Street
Westminster, MD 21157

Subject: CPI Increase for Carroll County Public Network Consulting and Technical Services (CATS) RFP #49-F-1-24/25.

Skyline Technology Solutions LLC. would like to respectfully request an increase of the negotiated hourly rates under the CCPN CATS Contract. Per Section Contract Price Adjustments in the CCPN CATS RFP, Skyline would like to request a price increase of 2.4%.

The table below identifies the current rates as well as the proposed rates. Assuming the County approves the rate increase, Skyline is proposing to include the rate increase effective July 1st, 2025.

Labor Category	Current Rate	Proposed Rate
Administrator, Systems	\$115.00	\$117.76
Analyst, Computer Software/Integration (Senior)	\$205.00	\$209.92
Analyst, Computer Systems (Junior)	\$145.00	\$148.48
Analyst, Computer Systems (Senior)	\$165.00	\$168.96
Analyst, Systems (Senior)	\$175.00	\$179.20
Application Developer, Advanced Technology	\$135.00	\$138.24
Application Developer, Advanced Technology (Senior)	\$165.00	\$168.96
Application Development Expert	\$195.00	\$199.68
Applications Programmer	\$150.00	\$153.60
Architect, Application (Senior)	\$225.00	\$230.40
Architect, Information Technology (Senior)	\$225.00	\$230.40
Architect, Internet/Web	\$195.00	\$199.68
Architect, Systems (Senior)	\$215.00	\$220.16
Architect, System Design	\$225.00	\$230.40
Auditor, IT (Senior)	\$125.00	\$128.00
Computer Graphics Illustrator	\$125.00	\$128.00
Computer Operations Center Specialist	\$165.00	\$168.96

Computer Operations Research Analyst	\$150.00	\$153.60
Computer Operator	\$110.00	\$112.64
Computer Operator (Senior)	\$130.00	\$133.12
Computer Programmer (Junior)	\$140.00	\$143.36
Computer Programmer (Senior)	\$170.00	\$174.08
Computer Specialist	\$155.00	\$158.72
Computer Specialist (Senior)	\$180.00	\$184.32
Computer Systems Programmer	\$150.00	\$153.60
Computer Systems Programmer (Senior)	\$175.00	\$179.20
Database Management Specialist (Junior)	\$145.00	\$148.48
Database Management Specialist (Senior)	\$185.00	\$189.44
Database Manager	\$190.00	\$194.56
Documentation Specialist	\$115.00	\$117.76
Electrician, Journeyman	\$120.00	\$122.88
Electrician, Licensed Master	\$160.00	\$163.84
Electrician's Helper	\$85.00	\$87.04
Engineer, Facility Operations	\$120.00	\$122.88
Engineer, Information	\$190.00	\$194.56
Engineer, Information (Senior)	\$215.00	\$220.16
Engineer, Information Security (Cyber Security Engineer)	\$225.00	\$230.40
Engineer, Interdisciplinary	\$185.00	\$189.44
Engineer, Interdisciplinary (Senior)	\$225.00	\$230.40
Engineer, Network (Senior)	\$175.00	\$179.20
Engineer, Network Security	\$195.00	\$199.68
Engineer, Radio Frequency	\$165.00	\$168.96
Engineer, Software	\$160.00	\$163.84
Engineer, Stationary	\$160.00	\$163.84
Engineer, Systems	\$160.00	\$163.84
Engineer, Systems (Senior)	\$180.00	\$184.32
Engineer, Systems Design	\$175.00	\$179.20
Facilities Engineering Manager	\$145.00	\$148.48
Facilities Specialist Level I	\$110.00	\$112.64
Facilities Specialist Level II	\$118.00	\$120.83
Facilities Specialist Level III	\$125.00	\$128.00
Facilities Specialist - Lead	\$130.00	\$133.12
Facility Operations Supervisor	\$130.00	\$133.12
Fiber Optic Technician	\$150.00	\$153.60

Geographic Information Systems Analyst	\$145.00	\$148.48
Geographic Information Systems Specialist	\$155.00	\$158.72
Geographic Information Systems Technician I	\$130.00	\$133.12
Geographic Information Systems Technician II	\$140.00	\$143.36
GeoSpatial Web Developer (Mid-Level)	\$165.00	\$168.96
GeoSpatial Web Developer (Senior)	\$190.00	\$194.56
Group Facilitator (Senior)	\$165.00	\$168.96
Help Desk Manager	\$130.00	\$133.12
Help Desk Specialist (Junior)	\$98.00	\$100.35
Help Desk Specialist (Senior)	\$115.00	\$117.76
Internet/Intranet Site Developer (Junior)	\$145.00	\$148.48
Internet/Intranet Site Developer (Senior)	\$175.00	\$179.20
IT Professional (Senior)	\$180.00	\$184.32
Network Administrator	\$105.00	\$107.52
Network Manager	\$180.00	\$184.32
Network Technician (Junior)	\$115.00	\$117.76
Network Technician (Senior)	\$125.00	\$128.00
Office Automation Specialist	\$150.00	\$153.60
Operations Research Analyst (Senior)	\$150.00	\$153.60
Operator Level I	\$105.00	\$107.52
Operator Level II	\$115.00	\$117.76
Optical Network Engineer	\$165.00	\$168.96
Photographer	\$135.00	\$138.24
Planner, Information Technology (Senior)	\$225.00	\$230.40
Program Administration Specialist	\$120.00	\$122.88
Program Manager	\$185.00	\$189.44
Project Control Specialist	\$115.00	\$117.76
Project Manager	\$165.00	\$168.96
Quality Assurance Consultant (Senior)	\$185.00	\$189.44
Quality Assurance Manager	\$150.00	\$153.60
Quality Assurance Specialist	\$135.00	\$138.24
Risk Assessment Consultant (Senior)	\$195.00	\$199.68
Safety and Security Analyst	\$130.00	\$133.12
Safety and Security Matter Expert	\$185.00	\$189.44
Security, Computer Systems Specialist	\$210.00	\$215.04
Security, Data Specialist	\$210.00	\$215.04
SQL Report Writer	\$175.00	\$179.20

Subject Matter Expert	\$185.00	\$189.44
Subject Matter Expert (Senior)	\$250.00	\$256.00
System Administrator (Specified)	\$115.00	\$117.76
Systems Analyst, Wireless	\$160.00	\$163.84
System Security Research Analyst	\$150.00	\$153.60
System Security Specialist	\$210.00	\$215.04
System Security Specialist (Senior)	\$225.00	\$230.40
Telecommunications Consultant (Senior)	\$205.00	\$209.92
Telecommunications Engineer	\$155.00	\$158.72
Telecommunications Engineer (Senior)	\$180.00	\$184.32
Telecommunications Systems Analyst	\$150.00	\$153.60
Testing Specialist	\$145.00	\$148.48
Training Specialist/Instructor	\$150.00	\$153.60
Technical Writer/Editor	\$140.00	\$143.36
VOIP Specialist	\$175.00	\$179.20
Engineer, Physical Security	\$165.00	\$168.96
Architect, Physical Security	\$190.00	\$194.56
Engineer, Outside Plant	\$160.00	\$163.84
Architect, Outside Plant	\$185.00	\$189.44
HVAC Technician	\$180.00	\$184.32
Engineer, Network (Junior)	\$145.00	\$148.48

Should you have any questions or require additional information regarding our request, please feel free to contact me at 410-590-2002 or via email at jross@skylinenet.net.

Respectfully,



Jason Ross
Vice President

ORIGINAL

AGREEMENT

THIS AGREEMENT, effective as of this 18th day of Nov, 2024, by and between **THE COUNTY COMMISSIONERS OF CARROLL COUNTY, MARYLAND**, a body corporate and politic of the State of Maryland (hereinafter referred to as "County"), and **SKYLINE TECHNOLOGY SOLUTIONS, LLC.**, 6956-F Aviation Blvd., Glen Burnie, Maryland 21061 (hereinafter referred to as "Contractor").

WHEREAS, County requires a qualified Contractor who is able to provide CCPN Project Management and Network Operations Management Services for the Carroll County Government Department of Technology Services (herein "Services or Project"); and

WHEREAS, Contractor has been fully informed as to the scope of the project and has read and examined County's Request for Proposal (RFP) No. 49-F-1-24/25 and any Addenda thereto; and

WHEREAS, Contractor represents that it is professionally qualified to render the services detailed in this agreement and the contract documents, and has submitted a Proposal, based upon the County's Request for Proposal No. 49-F-1-24/25, the terms of which are specifically incorporated into the Agreement by reference; and

WHEREAS, County requires the services of a professional, qualified contractor to provide such services for the Project; and

WHEREAS, Contractor represents that Contractor is experienced and skilled in the requested Services and desires to perform such Services for the County.

NOW THEREFORE, in consideration of the covenants and promises contained in this Agreement, the parties agree as follows:

1. Services to be Provided. The Contractor agrees to execute the project in accordance with the Proposal and Specifications more fully outlined in Proposal No. 49-F-1-24/25, the Contract Documents as defined below, and the Contractor's Proposal, dated August 20, 2024.

The Contractor agrees to perform the Services at its own risk. Contractor shall provide all materials and equipment to carry out the terms of this Agreement.

2. Costs. The cost for Services to be provided by Contractor under this Agreement shall be based upon the quoted price set forth in Contractor's Proposal, dated August 20, 2024. The total price amount under the terms of this Agreement shall not exceed the rates set forth in the Contractor's Proposal No. 49-F-1-24/25, and as accepted by the County.

Payment and invoicing terms shall be governed by those set forth under the County's Request for Proposal No. 49-F-1-24/25. All questions regarding payment and invoicing shall be directed to the Carroll County Department of Technology Services, 225 North Center Street, Westminster, Maryland 21157.

3. Independent Contractor. Contractor shall operate as and have the status of independent Contractor and shall not act or be an agent or employee of County. Contractor shall be responsible for determining the means and methods for performing the Services described herein. The means and methods shall be subject to approval by County.

4. Term of Agreement. This Agreement shall become effective immediately following the date of execution, with performance to commence immediately and shall remain effective for a period of four (4) years. The County reserves the right to renew this Agreement for two (2) additional terms of one (1) year, at the sole discretion of the County,

and pending fiscal availability, and satisfactory performance. The Services outlined in this Agreement are on an as needed basis. Contractor will be notified when services are required under the terms of this Agreement. The County will automatically renew this Agreement on the expiration of each the term year unless ninety (90) days notice is given to Contractor that the Agreement is not to be renewed. Additionally all incomplete Services currently pending prior to the end of the term or date of termination shall be completed in full under the terms of this Agreement before invoices will be accepted by the County or payment made.

5. Termination of Agreement for Convenience. County may terminate this Agreement in accordance with this clause in whole or in part, without showing cause, upon giving written notice to Contractor, whenever County shall determine that such termination is in the best interests of County. County shall pay all reasonable costs incurred by Contractor prior to the date of termination.

6. Termination of Agreement for Default. County may terminate this Agreement in accordance with this clause if Contractor fails to perform the services under this Agreement properly and on time, or otherwise violates any provision of the Agreement. County shall pay Contractor fair and equitable compensation for satisfactory performance prior to receipt of notice of termination, less the amount of damages caused by the breach of Contractor. County will not provide compensation for any anticipatory profits.

7. Indemnity. Contractor agrees to indemnify and hold harmless County, its officers, agents, employees, and volunteers from any and all claims, demands, causes of action, damages, liabilities, costs, and suits, arising out of, occurring, or resulting from any

personal injury or damage to or loss of property of any nature, caused by, arising out of, or in any way connected with the services provided hereunder.

8. Compliance with Laws. Contractor hereby represents and warrants that:

- (1) It shall comply with all Federal, State and local laws, regulations, and ordinances applicable to its activities and obligations under this Agreement; and
- (2) It shall procure, at its expense, all licenses, permits, insurance, and governmental approval, if any, necessary to the performance of its obligations under this Agreement.

9. Delegation of Duties. Unless otherwise agreed by County in writing, Contractor shall personally perform the services agreed upon. Contractor may not delegate his/her duties under this Agreement without the prior written consent of County. Upon obtaining prior written consent of County, Contractor may subcontract. Contractor shall remain fully responsible and liable for the performances of services hereunder.

10. Ownership of Documents. All documents and other products which are prepared by Contractor and form a part of its services shall, upon completion of the Project, become County's property and shall be delivered to County and be available to County upon its demand. Contractor shall be responsible for the protection and/or replacement of any Contract Document and other Products in Contractor's possession. All such documents, as instruments of professional services, are not to be used by County on any other Project unless County, before use, executes and delivers to Contractor an agreement in writing absolving, releasing, indemnifying, and saving harmless Contractor

for the use, or provides Contractor appropriate compensation and the right and opportunity to determine the feasibility and propriety of the intended use.

11. Conflict of Interest. No employee of County, or any department, commission, agency, or branch thereof, whose duties as such employee include matters related to or affecting the subject matter of this Agreement shall, while in such employment, become or be an employee of the Contractor. Contractor hereby agrees not to knowingly tender an offer of employment to any such employee of County during the term of this Agreement.

12. Americans with Disabilities Act. In performance of this Agreement, Contractor acknowledges that it is acting on behalf of County and warrants that it and its agents shall comply with all applicable provisions of the Americans with Disabilities Act. Contractor hereby indemnifies and holds harmless County from all damages and costs, including costs of defending claims and reasonable attorneys' fees, arising from any claim that Contractor has failed to comply with the Americans with Disabilities Act.

13. Non-Discrimination in Employment. Contractor shall operate under this Agreement so that no employee or applicant for employment otherwise qualified, is denied employment or other benefits on the grounds of race, color, religion, sex, sexual orientation, creed, national origin, age, marital status, or physical or mental handicap which would not reasonably preclude the required performance. Contractor shall include a clause similar to this clause in all subcontracts. Contractor and each subContractor shall post in conspicuous places, for available employees and applicants for employment, notices setting forth the provisions of this non-discrimination clause.

14. Insurance. Contractor shall obtain and maintain general liability insurance and professional malpractice insurance as necessary to protect in any legal action, tort, contract, or other liability which may be raised against Contractor or the County. Contractor shall additionally comply with all of the following Insurance Terms:

(1) Contractor shall obtain Worker's Compensation coverage during the entire life of the Contract. Contractor shall obtain Workers' Compensation Insurance as required by statute. The Workers' Compensation coverage shall cover a sole proprietor, all employees, partners, officers, members, leased employees and any other person working for or with the Contractor. Contractor shall provide County a certificate of Workers' Compensation insurance before beginning the Work. If Contractor fails to carry Workers' Compensation insurance, or its policy lapses during the Work for any reason, Contractor shall indemnify County against any claims against County's Workers' Compensation insurance policy. Contractor shall also be responsible to reimburse the County for any audit premiums that result from any lapses in Contractor's policy. Contractor shall additionally obtain Employer's Liability Insurance with limits of: \$100,000 accident/\$100,000 disease each employee/and \$500,000 disease policy limit.

(2) Contractor's Commercial General Liability policy shall be on an occurrence basis and shall include: Policy limits not less than \$1,000,000 each occurrence and \$2,000,000 general aggregate; Coverage for Premises/Operations, Actions of Independent Contractors, Products/Completed Operations, Contractual Liability and Personal Injury; Coverage shall include explosion, collapse, or underground (XCU) hazards as applicable to classification; Products or Completed Operations coverage shall

be purchased for at least three years after the completion of the contract and shall cover the operations performed under the contract.

(3) Contractor shall provide insurance coverage for any owned, hired, or non-owned motor vehicles. The policy limits shall not be less than \$1,000,000 combined single limit or \$1,000,000 bodily injury and \$1,000,000 property damage each accident. The policy will provide \$1,000,000 of uninsured or underinsured motorist coverage and include contractual liability coverage.

(4) The County shall be added as an additional insured to the general liability policy with the following wording: "The County, its officers, agents, employees and volunteers are additional insured with regards to the General Liability policy for work performed under terms of the contract." Contractor's Certificate(s) of Insurance shall include the following: A cancellation provision requiring a written forty-five (45) day notice of cancellation or non-renewal will be furnished to the County by the Contractor's insurance carrier(s) or insurance agent(s). Therefore, the words "endeavor to" and "but failure to mail such notice shall impose no obligation or liability of any kind upon the company, its agents or representatives" are to be eliminated from the cancellation provision of standard ACORD certificates of insurance.

(5) Contractor shall provide the County with a Certificate of Insurance, before beginning work, evidencing the coverage required above. Insurance shall be procured from insurance companies authorized to do business in the State of Maryland and acceptable to Carroll County. The insurers shall have an A.M. Best's insurance rating of A- or better and a financial size of Class VII or better unless the County Risk Manager grants specific approval for an exception.

(6) If Commercial General or other liability insurance purchased by Contractor has been issued on a “claims made” basis, the Contractor must comply with the following additional conditions. The limits of liability and the extensions to be included as described in the Check List remain the same. The Contractor must either: Agree to provide certificates of insurance evidencing the above coverages for a period of five (5) years after final payment for the contract. Such certificates shall evidence a retroactive date, no later than the beginning of the Contractors or sub-contractors’ work under this contract; or Purchase an extended (minimum five (5) year) reporting period endorsement for the policy or policies in force during the term of this contract and evidence the purchase of this extended reporting period endorsement by means of a certificate of insurance or a copy of the endorsement itself. If the construction project exceeds \$1,500,000.00, it will require a five (5) year extended reporting period (tail). All deductibles for all insurance requirements are subject to County approval.

15. Irrevocable Trust Receipts. Should the Contractor be denied surety credit for whatever reason the County will accept an Irrevocable Trust Receipt (herein ITR) issued by an individual surety. This individual surety must work through insurance agents licensed in the State of Maryland, in accordance with Maryland Law.

A Letter issued duly authorized from the conventional bonding company denoting the “reason for denial” must be submitted with the Bid as “Proof of Denial,” and provided that the individual surety can meet all Maryland statutory and regulatory requirements.

16. Contingent Fee Prohibition. Contractor warrants that it has not employed or retained any person, partnership, corporation, or other entity, other than a bona fide employee or agent working for Contractor, to solicit or secure this Agreement, and that it

has not paid or agreed to pay any person, partnership, corporation, or other entity, other than a bona fide employee or agent, any fee or any other consideration contingent on the making of this Agreement.

For breach or violation of this Paragraph, County shall have the right to annul this Agreement without liability, or, in its discretion, to deduct from the price or consideration or otherwise recover, the full amount of such fee or other consideration.

17. Contract Documents. The documents that make up the complete Contract between the County and the Contractor are: this Agreement and all documents contained in the Bid and the Letter submitted by the Contractor, including, but not limited to, the Instructions, the Standard Specifications, addenda, and any modifications. These documents set forth all of the covenants, provisions, agreements, conditions, and understandings between the County and the Contractor.

18. Governing Law. The terms of this Agreement shall be interpreted and enforced according to the laws of the State of Maryland.

19. Employment of Aliens. Contractor shall be responsible for complying with all applicable laws and regulations regarding the employment of aliens. In the event it is determined that the Contractor has violated any laws or regulations regarding the employment of aliens during the term of this Agreement, such violation may be considered a material breach of this Agreement, and the County may terminate this Agreement for Default, in accordance with the terms of this Agreement and the Contract Documents.

20. Severability. If any provision or portion of a provision shall for any reason be held to be invalid or unenforceable, the invalidity or unenforceability of such provision or portion of such provision shall not affect any of the remaining provisions hereof, and this

Agreement shall be construed and enforced as if such invalid or unenforceable provision or portion thereof had not been contained herein.

21. Amendment to Agreement. This Agreement may be amended as County and Contractor mutually agree in writing. Except for the specific provision amended, the Agreement shall remain in full force and effect after such amendment subject to the same laws, obligations, conditions, provisions, rules and regulations, as it was prior to said amendment.

22. Counterparts. This Agreement may be executed in any number of counterparts, each of which shall be deemed to be an original and all of which together shall be deemed to be one and the same instrument.

THIS

SPACE

INTENTIONALLY

LEFT

BLANK

IN WITNESS WHEREOF, the parties have executed this Agreement and have caused their respective seals to be affixed on or before the date first set forth herein.

SKYLINE TECHNOLOGY SOLUTIONS, LLC.

Jason Ross (SEAL)
By: Jason Ross
Title: Vice President

"Contractor"

THE COUNTY COMMISSIONERS OF
CARROLL COUNTY, MARYLAND,
a body corporate and politic
of the State of Maryland

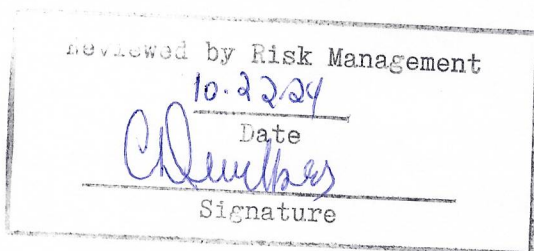
Mark E. Ripper (SEAL)
By: Mark E. Ripper, Chief Information
Officer
Department of Technology Services

"County"

Approved for legal sufficiency:

Timothy A. Dixon
Timothy A. Dixon
Assistant County Attorney

SkylineTechnologySolutions,LLC5



IN WITNESS WHEREOF, the parties have executed this Agreement and have

caused their respective seals to be affixed on or before the date first set forth herein.

WITNESS MY HAND AND SEAL OF OFFICE, this 1st day of January, 2011.

[Signature]

John A. [unclear]
[unclear]
[unclear]

THE COUNTY COMMISSIONERS OF
CARROLL COUNTY, MARYLAND
a body corporate and politic
of the State of Maryland

[Signature]

[unclear]
[unclear]
[unclear]

Approved for legal services:
[Signature]

[unclear]
[unclear]

10-2-2011
[unclear]
[unclear]

PURCHASE ORDER



DATE	PO NO.
11/13/2024	12290
Purchase Order # Must Appear on All Correspondence	
PAGE NO.	REF DOC NO.
Page 1 of 2	

CARROLL COUNTY, MARYLAND

225 North Center Street

Westminster, MD 21157-5194

410-386-2181 – Toll Free 1-888-302-8978

Fax: 410-840-8929

Invoice To:

Carroll County Government

Attention: ITS

225 North Center Street

Westminster, MD 21157

Vendor No:

Skyline Technology Solutions

6956-F Aviation Blvd

Glen Burnie, MD 21061

Ship To:

Carroll County Government

Attention: ITS

225 North Center Street

Westminster, MD 21157

DATE REQUIRED	SHIP VIA	F.O.B.	TERMS	DEPARTMENT
As Required	Best Way	Destination	Net 30 days	ITS

QUANTITY	UNIT/MEASURE	ITEM DESCRIPTION	UNIT COST	EXTENDED COST
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Term Contract

To cover the cost of Consulting and Technical Services for the Carroll County Public Network per response to RFP# 49-F-1-24/25 and executed Agreement dated 11/13/2024.

Effective 11/13/2024 – 11/12/2028 with two (2) one-year renewal options available pending fiscal availability of funds and vendor satisfactory performance.

Skyline Contact: Kendra Collier 443-336-4150

kcollier@skylinenet.net

County Contact: Mark Ripper @ 410-386-2053 or

mripper@carrollcountymd.gov

Authorized By: Corey Hood
Buyer

(TAX EXEMPT NO. 3000114-4)

This order is subject to the terms and conditions accompanying this document and acceptance of this order constitutes an acceptance of all the terms and conditions set forth in such form as well as those shown or referred to on the face of this order.

PURCHASE ORDER TERMS AND CONDITIONS

DELIVERY AND TRANSPORTATION

- A. Seller shall deliver the goods or provide the service according to the terms set forth on this Purchase Order. Time is of the essence of this order. Seller's failure to meet the delivery date(s) shall constitute a material breach.
- B. No variations shall be made to the delivery date(s) unless accepted in writing by Buyer.
- C. If Seller has reason to believe one or more of the delivery dates will not be met, Seller shall give Buyer prompt notice. If Seller does not meet one or more delivery dates, or if Seller notifies Buyer that it anticipates not being able to meet one or more of the delivery dates, Buyer, at its sole discretion, may obtain substitute goods, material, or services from an alternate source. Buyer may recover from Seller damages the difference between the cost of the substituted goods, material, or services and the contract price together with any incidental or consequential damages, less expenses saved in consequence of Seller's breach.

WARRANTIES

In addition to any warranties provided by law, Seller expressly warrants that the goods, materials, or services: (1) shall be of good quality and workmanship, and free from all defects, latent or patent; (2) shall conform to the drawings, specifications, descriptions and samples, if any, furnished or specified by Buyer; and (3) shall be suitable and sufficient for the intended purposes represented by Seller.

SPECIFICATIONS AND INSPECTION

- A. Seller shall not substitute goods, materials, or services for those specified or proposed without Buyer's written authorization.
- B. All goods, materials and services which are the subject of this order shall be subject to Buyer's inspection and acceptance.
- C. If the goods, materials, or services do not conform and are rejected, Seller shall pay Buyer's inspection expenses.
- D. Buyer may reject any goods, material, or services which Buyer finds to be defective in material or workmanship or which otherwise fail to meet the specifications, proposal, or requirements of this order. If Buyer rejects part of the order, Buyer may adjust Seller's account proportionally, reducing the amount owed Seller by the value of the portion rejected.
- E. Buyer shall notify Seller within a reasonable time following rejection of the order, in whole or in part. Within ten (10) days of notice of rejection, Seller shall provide Buyer with reasonable instructions regarding the disposition of the rejected goods, material or services. Buyer shall comply with any reasonable instructions. Seller shall pay all handling and transportation costs Buyer incurs for the rejected goods. If Seller does not provide reasonable instructions within ten (10) days after receiving notice of rejections, Buyer may return the rejected goods to Seller at Seller's risk and expense.

CANCELLATION AND TERMINATION

- A. Buyer may cancel this order, in whole or in part, without liability to Seller at any time before Seller begins work or incurs expenses for the order.
- B. Buyer may terminate this order in whole or in part, without liability to Seller except to pay for goods, materials, or services provided or expenses incurred before termination, if any of the following occur: (1) Seller becomes insolvent; (2) Seller files a voluntary petition in bankruptcy; (3) an involuntary petition to have Seller declared bankrupt is filed; (4) a receiver or trustee is appointed for Seller; (5) Seller executes an agreement or assignment for the benefit of creditors; (6) Seller breaches any of the terms of this agreement; (7) Seller fails to make progress on this order so as to endanger its performance; (8) the occurrence of fire, act of God, or other event beyond Buyer's control which makes Buyer's performance impracticable or impossible; or (9) any other cause.
- C. If Buyer terminates the order pursuant to this Agreement, Seller shall immediately cease work and incurs no additional expenses relating to this order except as Buyer may direct in its termination notice. Buyer shall pay Seller an amount as negotiated between Buyer and Seller for goods, materials, or services provided before termination. If Buyer and Seller are unable to agree on the amount to be paid, Buyer will pay Seller, and Seller hereby agrees to accept in full payment: (1) the stipulated price for goods, materials, or services completed and received before termination; and (2) Seller's cost and expense for unfinished work and raw materials on hand required for completion of the order, provided, however, that Seller shall take reasonable steps to mitigate its cost and expense for unfinished work and raw material on hand.

CHANGE ORDERS

Buyer may require changes in this order- including, but not limited to, changes in drawings, designs, specifications, method of inspections, method of packing, order periods, rate or method of shipment, and place of delivery- by advising Seller in writing. Adjustments to the order's cost resulting from a change order shall be in writing and binding upon Buyer and Seller. No change order or price adjustment shall be binding on Buyer unless in writing signed by Buyer's authorized representative.

PAYMENT

Buyer shall pay Seller in accordance with the terms, if any, expressed in the order. Unless agreed otherwise in writing, Buyer shall pay Seller only after receipt of all goods, materials, or services ordered are inspected and accepted. Seller shall not deliver goods, materials, or services to Buyer "COD", unless Buyer instructs otherwise in writing. Cash Discount periods shall be computed from the date Buyer last received the goods, material, or services, or receipt of Seller's invoice, whichever is later.

REMEDIES

The remedies reserved to Buyer in this Agreement are in addition to any other remedies available under law. Buyer's failure to enforce explicit waiver of any breach of this Agreement shall not constitute a waiver of future breaches.

USE OF INFORMATION

- A. All specifications, drawings, sketches, models, technical information, and data (hereinafter "information") furnished to Seller for this Order shall remain Buyer's property and shall be returned to Buyer upon request. All information provided by Buyer shall be confidential and may be used by Seller only to fill this Order.
- B. Information provided by Seller shall not be confidential and shall be free from restriction (other than patent infringement), unless Buyer agrees otherwise in writing.

COMPLIANCE WITH LAWS

Seller shall comply with all applicable state, federal and local laws, rules and regulations.

INDEMNITY

Seller indemnifies, holds harmless and defends Buyer from all suits, actions, legal proceedings, claims, demands, damages, costs, expenses, attorney's fees and court costs arising out of this Order.

INDEPENDENT CONTRACTOR STATUS

- A. If this contract is for the purchase of services in conjunction with goods or materials, Seller is an Independent Contractor and shall not be construed as, nor shall it represent itself as, Buyer's employee.
- B. The work to be performed under this purchase order will be performed entirely at Seller's risk. Seller is responsible for the condition of tools and equipment used in performing the work. Seller indemnifies Buyer for all liability or loss arising out of Seller's performance of the work.
- C. If this Agreement is a purchase of services-either solely or in conjunction with purchase of goods or material-for the duration of the work, Seller shall maintain worker's compensations insurance for its employees if required by law, and shall provide Buyer with proof of compliance with this requirement before beginning work. If Seller fails to maintain worker's compensation insurance on its employees for the duration of this Agreement, Seller shall indemnify Buyer for any claims against its worker's compensation policy; and
- D. If this Agreement is a purchase of services-either solely or in conjunction with purchase of goods or material-for the duration of the work, Seller shall maintain property and casualty insurance in amounts as required by Buyer. Seller shall provide Buyer with a Certificate of Insurance as proof of coverage upon Buyer's request.

APPLICABLE LAW

This Agreement shall be interpreted and enforced under the laws of the State of Maryland. Seller agrees to submit to the jurisdiction of Maryland Courts.

DELEGATION

Seller may not delegate its duties under this Agreement without Buyer's written consent.

REV. 05/9/12



Agenda Item Summary

MEETING GROUP: Town Council
STAFF RESOURCE: Michelle Miner
DEPARTMENT: Executive/IT
TYPE: Town Council Resolution
SUBJECT: Dataprise Professional Services - Replacement of Host Server

BACKGROUND:

On September 23, 2025 around 8:00 pm, staff were alerted that several of the Town's servers were down. Upon arrival on September 24, staff discovered various issues (no access to the N: drive local network, no access to the H: drive, email functions, internet connection, etc.). The Dataprise Help desk was notified and immediately began addressing the issues. Over several days, Dataprise was able to restore some of the servers and restore the most commonly used features. Unfortunately, there was a server found to be at end of life and unable to be restored.

FISCAL IMPACT:

The fiscal impact of this action is \$37,836.47 for the replacement of the Town's failed end-of-life server and related professional services provided by Dataprise. This expenditure was not included in the FY2026 adopted budget, as the server failure was unanticipated.

Funding for this purchase will initially be absorbed within the existing Information Technology (IT) budget to the extent possible. However, depending on year-end financial performance, a budget amendment from the unassigned fund balance or a reassignment of expenditures within the current fiscal year may be necessary to fully fund the replacement.

STRATEGIC PLAN ALIGNMENT:

This action aligns with the following Strategic Plan goals:

- Operational Excellence, "Retain professional staff with the appropriate education, facilities, equipment, tools and technology to efficiently provide quality work with a sense of pride"
- Public Service Readiness, "Plan and develop the systems and infrastructure needed to meet growing demand, while supporting the health, safety, and wellness of residents and natural resources"



Item Number: 2025-1451

Date of Meeting: October 21, 2025

SUSTAINABILITY CONSIDERATIONS:

Energy efficiency – a new server should have lower power consumption thus reducing long-term carbon footprint.

ADA CONSIDERATIONS:

N/A

RECOMMENDED ACTION:

Adopt Resolution 25-27, "Town Hall Host Server Replacement," authorizing the Town Manager to execute the Dataprise Professional Services agreement, Quote #007128 in the amount of \$37,836.47

ATTACHMENTS:

Dataprise Professional Services Quote #007128



We have prepared a quote for you

Dataprise Professional Services - New Host

Quote # 007128
Version 1

Prepared for:

Town of La Plata

Michelle Miner
mminer@townoflaplata.org

Monday, October 06, 2025

Town of La Plata
Michelle Miner
305 Queen Anne Street
P.O. Box 2268
La Plata, MD 20646
mminer@townoflaplata.org

Dear Michelle,

We have a quote ready for you, for a T&M Project to:

- Build a new Domain Controller (DC) virtual machine on the new Hyper-V host, transfer FSMO roles, and validate Active Directory (AD) and DNS health.
- Add and configure the Print Server role, migrate printer queues and drivers, and implement GPO-based printer deployments.
- Retire the legacy domain controllers (old physical DC and legacy virtual DC) with clean demotion and metadata cleanup.
- Baseline and harden the new Hyper-V host and core services; enable Veeam platform components required for restores (ongoing backup handled via DRaaS).
- Provide documentation, runbooks, and an admin handoff upon completion.

Chris Stanhope

Dataprise LLC

Assumptions

1. Customer will designate a primary point of contact (POC) to participate in key activities (kickoff, technical check-ins, approvals, and closeout) and to coordinate internal resources.
2. Customer will provide current documentation and required credentials for the relevant network, domain, Hyper-V host, and systems in scope, including access to DNS/DHCP and print management as applicable.
3. Customer will provide the new Hyper-V host hardware as previously procured and any required OS/software media and licenses (e.g., Windows Server, CALs, Veeam), unless otherwise noted.
4. Customer will provide physical and/or unattended remote access to the environment, systems, and personnel as necessary. Work will be performed during regular business hours unless otherwise agreed in writing.
5. Procurement sizing and quotes have been completed; this project excludes additional hardware procurement or re-sizing unless a signed change order is executed.
6. Modifications to scope or bill of materials require a mutually signed change order before implementation.
7. Project closeout will be triggered upon achieving the stated business/technical objectives: new DC operational with FSMO roles, print services deployed and validated, legacy DCs retired, and deliverables provided.
8. Devices and servers are reasonably current on vendor firmware/patches. If updates are required to proceed safely (e.g., DC/Hyper-V/driver updates), they can be performed as T&M with prior approval unless specified otherwise.
9. Pricing assumes a contiguous execution timeline with timely Customer reviews/approvals and access.
10. Backup operations and monitoring are provided by Customer's existing service; this project includes only platform enablement necessary for restores and validation.

Exclusions

1. Any tasks, products, or licenses not explicitly included above are out of scope and will require a signed change order. Examples include: migration of App1/App2/SQL workloads; non-DC/non-print server builds; extensive Group Policy redesign; network re-architecture; hardware procurement; immutable/offsite backup tiers; after-hours work unless specified; and end-user printer workstation remediation beyond the planned GPO deployment and pilot testing.

Customer Responsibilities

1. Provide or create administrative credentials with sufficient privileges for AD, DNS, DHCP (if applicable), Hyper-V host, target VMs, Veeam platform components, and network equipment as needed.
2. Ensure reasonable remote access (including after-hours/weekend access when required for cutovers or demotions) and onsite access where applicable.
3. Confirm change windows, communicate maintenance notifications to end users, and coordinate stakeholder approvals per the internal change process.
4. Identify and make available staff who understand current printer inventory, locations, and any specialized drivers or print requirements.
5. Ensure the new host is racked, powered, networked, and reachable; provide VLAN/subnet details, IP addressing, DNS suffixes, and routing/firewall rules necessary for services and management.
6. Dispose of packing materials and any decommissioned hardware per Customer policy; provide data destruction requirements if secure wipe certificates are needed.

Scope

Project Management

1. Review equipment delivery list (EDL) and identify any errors
2. Coordinate scheduling with Customer and arrange for after-hours access to their office
3. Coordinate scheduling of Dataprise network engineers for project work
4. Communicate with Customer point of contact (POC) on status of project
5. Complete written project plan and provide to Dataprise network engineers
6. Identify additional products needed for successful completion of project
7. Provide ongoing project management and oversee tasks
8. Gather Customer signoff

Project

Task 1 - Project Initiation, Access, and Planning

- A. Confirm stakeholders, roles, and communication channels; establish cadence
- B. Validate Recovery Services Vault access, subscription, and credentials; test portal and MARS agent auth
- C. Inventory target servers and volumes from vault; export recovery point lists per server
- D. Confirm onsite host installation date, rack location, VLANs, IP addressing, DNS, and AD details
- E. Define maintenance windows for replication seeding and final cutover; obtain approvals
- F. Prepare risk register and backout criteria for each phase; review with stakeholders
- G. Stage required ISOs and tools (Windows Server, WinPE/RE, Hiren's, drivers, MARS agent) on staging site

Task 2 - Staging Host Preparation and Connectivity

Scope

- A. Validate staging host resource capacity (CPU/RAM/storage) for three temporary recovery VMs and replication cache
- B. Update staging host OS and Hyper-V patches to current cumulative updates
- C. Configure staging vSwitches, VLAN tags, and test DNS resolution for customer domain
- D. Confirm storage volumes use NTFS/ReFS as appropriate and free space for restore staging
- E. Implement interim security controls (local firewall rules, limited inbound) on staging site

Task 3 - Interim P2P Tunnel Implementation and Validation

- A. Deploy site-to-home point-to-point VPN; configure subnets, encryption, and routes
- B. Validate bidirectional connectivity (ICMP, RDP/WinRM, SMB) between sites
- C. Register staging App server in DNS with temporary IP; verify name resolution and SPNs as needed
- D. Test user access to H: drive through tunnel; measure throughput and latency
- E. Document tunnel configuration, monitoring checks, and failover/restore steps

Task 4 - VM Reconstruction from MARS Agent: Database Server

- A. Create DB VM shell on staging host with provisional vCPU/RAM/disk matching prior capacity
- B. Install MARS agent; register with Recovery Services Vault; verify vault credentials
- C. Restore C: and data volumes (e.g., E:) into MARS subfolders; chunk large folders to reduce failures
- D. Capture services list, scheduled tasks, and installed features from restored filesystem/registry hives offline
- E. Boot to WinPE/RE or Hiren's; transplant restored folders from subfolder to volume root; preserve ACLs with robocopy /COPYALL/R:1 /W:1
- F. Repair boot using bcdboot, bootrec, and DISM as needed; inject storage/NIC drivers if required
- G. First normal boot; fix missing services, drivers, and dependencies; verify event logs
- H. Validate SQL or database engine startup, instance bindings, service accounts, and data path mapping
- I. Functional tests: application DB connectivity, backup jobs off, no scheduled maintenance conflicting
- J. Document recovery steps, variances, and checklist outcomes

Task 5 - VM Reconstruction from MARS: App Server

- A. Create App VM shell on staging host with vCPU/RAM/disk matching prior capacity
- B. Install MARS agent; register with vault; select latest valid points
- C. Restore C: and any data volumes to subfolders; perform in logical batches
- D. Transplant restored files to root in WinPE/RE; preserve ACLs; compare with robocopy logs
- E. Repair boot/BCD; validate drivers and services; first boot remediation
- F. Verify SMB shares (H: drive), NTFS permissions, share-level permissions, and offline files settings if used
- G. Validate DNS registration and GPO processing; update service bindings if IP changed
- H. User acceptance test for H: drive over P2P tunnel; monitor performance counters
- I. Document outcomes and any known issues

Task 6 - VM Reconstruction from MARS: App2 Server

- A. Create App2 VM shell and allocate resources

Scope

- B. Install MARS agent; register with vault; confirm recovery points
- C. Restore C: (and any additional volumes) to subfolders; mitigate restore errors
- D. Transplant to root in WinPE/RE; preserve ACLs; verify with checksum or spot-checks
- E. Repair boot; validate drivers; first boot remediation
- F. Validate application services and dependencies; correct paths and service accounts
- G. Document outcomes and configuration notes

Task 7 - On-Prem Hyper-V Host Installation (Onsite with Remote Assist)

- A. Field tech racks, stacks, and cables server; connects to PDUs and switches; labels ports
- B. Configure iDRAC networking and credentials; validate remote console
- C. Baseline and update firmware: BIOS, iDRAC, PERC, NICs
- D. Configure storage: OS RAID1/BOSS, VM datastore RAID10; initialize volumes
- E. Install Windows Server host; apply latest updates and drivers
- F. Configure networking: vSwitch, VLANs, NIC teaming if used, MTU per design
- G. Enable Hyper-V; apply baseline hardening and firewall; join domain if applicable
- H. Configure iDRAC alerting and email/SNMP targets

Task 8 - Hyper-V Replication Configuration (Staging to On-Prem)

- A. Validate name resolution and Kerberos/cred trust between hosts; create necessary firewall rules
- B. Configure Hyper-V replication settings; choose initial replication via network or external media if required
- C. Seed replicas for DB, App, App2; schedule replication frequency
- D. Validate replica health, delta syncs, and change tracking
- E. Document replication configuration and monitoring steps

Task 9 - Planned Failover and Cutover

- A. Prepare maintenance window; notify users; snapshot on staging for backout
- B. Quiesce services where feasible; ensure final delta replication completes
- C. Execute test failover of each VM to an isolated network to validate boot and services
- D. Execute planned failover to production network; commit after functional verification
- E. Validate H: share access, application availability, DNS records, and GPO processing
- F. Decommission interim P2P tunnel after acceptance; adjust firewall rules
- G. Post-cutover monitoring for 24 business hours with log review
- H. Document cutover steps, acceptance results, and backout posture

Task 10 - Post-Stabilization OS In-Place Upgrades (Per VM)

- A. Vendor compatibility verification for target Windows Server version; capture approvals
- B. Pre-upgrade checkpoints/snapshots; export critical configs and service lists
- C. Perform in-place upgrade on Database VM; apply updates; validate services
- D. Perform in-place upgrade on App VM; apply updates; validate shares and services
- E. Perform in-place upgrade on App2 VM; apply updates; validate services

Scope

- F. Post-upgrade driver/agent updates (AV/EDR, backup agents, monitoring)
- G. Rollback plan validation and contingency checkpoints
- H. Documentation updates for OS versions and any config changes

Task 11 - Minimal Backup Enablement and Validation

- A. Install or configure minimal Veeam components or selected alternative for host/VM protection
- B. Create backup jobs for VMs; configure repositories with ReFS fast clone
- C. Configure backup copy or offsite copy policy if applicable
- D. Configure notifications, health checks, and backup SLA monitoring
- E. Run initial full backup; perform test restore for file-level and whole VM to validate
- F. Document backup policies, schedules, and recovery tests

Task 12 - Security Hardening and Baseline Configuration

- A. Apply baseline GPOs for servers; confirm local security policy alignment
- B. Validate and configure Windows Firewall rules for services and management
- C. Ensure AV/EDR and exclusions for Hyper-V, SQL (if applicable), and backup tools
- D. Configure time sync (domain hierarchy or NTP), event forwarding, and log retention
- E. Validate admin access controls, local admin group membership, and auditing

Task 13 - Documentation, Runbooks, and Handoff

- A. Create recovery runbooks: MARS restore steps, offline transplant, boot repair, validation
- B. Produce final VM inventory, specs, IP/DNS mappings, share paths, and dependencies
- C. Replication and cutover procedures with backout; final state diagrams
- D. Backup configuration documentation and restore validation steps
- E. Conduct admin walkthrough and knowledge transfer session; Q&A

Services - Estimated

Description	Price	Qty	Ext. Price
Project Management - Estimated	\$180.00	44	\$7,920.00
Project Engineer - Estimated	\$215.00	80	\$17,200.00
Travel	\$620.00	1	\$620.00

Subtotal: **\$25,740.00**

Special Terms

Special Term – Estimated Threshold Notification

If project hours approach the estimated threshold, the Project Manager will pause work and promptly notify Client. In the event that any unforeseen hurdles are identified that may cause the project to exceed the estimate, the Project Manager will seek written approval from Client before proceeding beyond the estimated threshold.

Hardware

Description	Price	Qty	Ext. Price
PowerEdge R470 - [AMER_R470_18648] 1. PowerEdge R470 Server, Enterprise ○ 2.5" Chassis with up to 8 Hard Drives (SAS/SATA), SmartFlow, Rear IO, H965i ○ Intel Xeon 6 Performance 6730P 2.5G, 32C/64T, 24GT/s, 288M Cache, Turbo, (250W) DDR5-6400 ○ Remote heatsink with DIMM blanks ○ Performance Optimized ○ 6400MT/s RDIMMs ○ RAID 10 ○ PERC H965i Controller, Front, DCMHS ○ Performance BIOS Settings ○ UEFI BIOS Boot Mode with GPT Partition ○ PowerEdge 1U High Performance Silver Fan ○ Dual, Non-Redundant(2+0), Hot-Plug MHS Power Supply, 800WMM(100-240Vac) ○ Riser Config 6, 2x16 FH Slots (Gen5), 1x16 Onboard OCP ○ PowerEdge R470 Motherboard for RTS 1.1, DAO ○ PowerEdge 1U Standard Bezel ○ BOSS-N1 controller card + with 2 M.2 480GB (RAID 1) (22x80) ○ Windows Server 2025 Standard, 16CORE, FI, No Med, No CAL, Multi Language ○ Secure Enterprise Key Manager License 3.0 ○ Secured Component Verification ○ iDRAC10, Enterprise 17G ○ Dell Connectivity Module 17G ○ iDRAC Force Change Password for OCP cards ○ ReadyRails Sliding Rails (A15) ○ Dell Hardware Limited Warranty Plus Onsite Service	\$11,411.76	1	\$11,411.76

Hardware

Description	Price	Qty	Ext. Price
○ ProSupport Plus Mission Critical 4-Hour 7x24 Onsite Servicewith Emergency Dispatch 3 Years ○ ProSupport Plus Mission Critical 7x24 Technical Support andAssistance 3 Years ○ Four (4x)32GB RDIMM, 6400MT/s, Dual Rank ○ Six (6x) 2.4TB Hard Drive SAS ISE 12Gbps 10K 512e 2.5in Hot-Plug ○ Two (2x) Power Cord - C13, 3M, 125V, 15A (North America, Guam,North Marianas, Philippines, Samoa, Vietnam) ○ Broadcom 57412 Quad Port 10GbE Base-T adapter, OCP 3.0NIC +Sec ○ Windows Server 2025 Standard,16CORE,DF Recovery Image,Multi Lang, (Downgrade not included) ○ Windows Server 2025 Standard Edition, AddLicense,16CORE,NO MEDIA/KEY			

Subtotal: **\$11,411.76**

Dataprise Professional Services - New Host

Prepared by:

Dataprise LLC

Chris Stanhope
888-519-8111
chris.stanhope@dataprise.com

Prepared for:

Town of La Plata

305 Queen Anne Street
P.O. Box 2268
La Plata, MD 20646
Michelle Miner
(301) 768-4165
mminer@townoflaplata.org

Quote Information:

Quote #: 007128

Version: 1
Delivery Date: 10/06/2025
Expiration Date: 10/31/2025

Quote Summary

Description	Amount
Services - Estimated	\$25,740.00
Hardware	\$11,411.76

Subtotal: **\$37,151.76**

Estimated Tax: **\$684.71**

Total: **\$37,836.47**

Taxes, shipping, handling and other fees may apply. We reserve the right to cancel orders arising from pricing or other errors.

Dataprise LLC

Town of La Plata

Signature: _____

Name: _____

Title: _____

Date: _____

Signature: _____

Name: _____

Date: _____

Terms and Conditions

A. Term and Termination

1. **EFFECTIVE DATE.** The provisions of this Agreement for the services herein ("Services") shall come into full force and effect on the date this Agreement is signed by Dataprise and by Customer (each a "Party").
2. **INITIAL TERM (for Recurring Services).** For monthly recurring Services, the initial term of this Agreement is as specified in the Price Summary and shall begin on the date that the Services in the "Recurring Monthly Costs Detail" as specified in the Price Detail of this Agreement are initially provided to Customer ("Initial Term").
3. **RENEWAL (for Recurring Services).** Unless notified in writing by Customer at least sixty (60) days prior to the end of the Initial Term or any subsequent term ("Renewal Term"), this Agreement will automatically renew for a twelve (12) month Renewal Term. Dataprise shall be entitled to a 5% annual increase for all Services hereunder after completion of the Initial Term and subsequent Renewal Terms. Upon thirty (30) days' written notice to Customer, Dataprise may change or increase pricing during any Renewal Term.
4. **TERMINATION (for Recurring Services).** This Agreement may be terminated by either Party if the other Party is in material breach of this Agreement, provided that the breaching Party is given written notice of such breach and the breach is not cured within thirty (30) days of the notice (termination for "Cause"). In the event that Customer terminates this Agreement without Cause prior to the end of the Initial Term, Renewal Term, or defaults in its obligation to pay under this Agreement, Dataprise shall be entitled to the total of the remaining month(s)' recurring service fees. Customer agrees that in the event of termination by Dataprise for Cause, or improper or early termination by Customer without Cause, actual damages will be difficult or impossible to ascertain and that the amounts due as set forth in this Section are intended, therefore, to establish liquidated damages and not intended as a penalty.
5. **TERMINATION (for Non-Recurring Project Only).** This Agreement may be terminated by either Party if the other Party is in material breach of this Agreement, provided that the breaching Party is given written notice of such breach and the breach is not cured within thirty (30) days of the notice. In the event that either Party terminates this Agreement prior to the completion or final delivery of Products and/or Services hereunder, Customer shall be liable to Dataprise for any products delivered or services rendered prior to the termination, including any hourly non-recurring services that may have accrued.

B. Payment Terms

1. **RECURRING SERVICES.** Customer will be billed monthly for recurring services, subject to credit approval. Payments are due within thirty (30) days of the invoice date. If notice of non-renewal or notice of early termination without Cause is submitted, Dataprise reserves the right to require prepayment of the remaining months' recurring service fees in order to proceed with continuing services and/or offboarding. Dataprise will not be liable for any delays due to Customer's action or inaction, or Customer's failure to comply with the responsibilities and requirements of the Purchase Agreement. Further, if any such Customer delays impede go-live beyond 60 days from the execution of the Purchase Agreement, Dataprise may commence billing and Customer will be liable for payment of onboarding and monthly invoices thereafter, irrespective of the actual go-live date. Onboarding fees (service transition fees) are due upon signing. Onboarding fees are estimated based on quantities communicated to Dataprise at the time of execution. If quantities exceed these estimates, Customer may be charged for additional onboarding fees.
2. **FIXED PRICE PROJECT SERVICES.** Unless otherwise stated, Customer will be invoiced monthly based on the Percent (%) Work Complete of the project as determined by the Dataprise Project Manager.

Terms and Conditions

3. NON-FIXED PRICE PROJECT SERVICES. Unless otherwise stated, Customer will be invoiced monthly based on hours consumed.
4. PROJECT MATERIALS. Unless otherwise stated, Customer will be invoiced on a net terms basis for all products and/or materials related to projects upon physical or electronic shipment.
5. PREPAYMENT. Dataprise reserves the right to require prepayment for products and/or materials. Services that include a block of hours may require prepayment up front.
6. All payments shall be made in US dollars payable to "Dataprise".
7. A finance charge of 1.5% will be applied monthly on all unpaid balances after they become due. A service charge of \$50 will be assessed for any returned checks.
8. If the amount due Dataprise must be collected by or through an attorney, collections agency, or otherwise adjudicated, Customer will be liable to Dataprise for all reasonable attorney's fees and court costs incurred.
9. Payments are due within thirty (30) days of the invoice date. If Customer fails to pay any amounts when due, Customer will be considered in default. In the event of Customer's default, Dataprise reserves the right to either terminate this Agreement for Cause or to suspend Services under this Agreement and any other active Purchase Agreement(s) with Customer until payment is received. If Dataprise elects to terminate the Agreement for Cause for Customer's default, thirty (30) days' written notice will be provided to Customer of such termination.
10. If Customer disputes any portion of an invoice, Customer must pay the undisputed portion of the invoice when due and submit a written claim, including all documentation substantiating Customer's claim, to Dataprise for the disputed amount of the invoice within thirty (30) days of the invoice date. If Customer does not submit such dispute to Dataprise within thirty (30) days following the applicable invoice date, Customer shall have waived its right to dispute the invoice. Dataprise and Customer shall work in good faith to resolve the dispute. However, should the parties fail to mutually resolve the dispute within sixty (60) days after the dispute was submitted to Dataprise, all disputed amounts shall become immediately due and payable to Dataprise.

C. Warranties and Liability

1. FORCE MAJEURE. Neither Party shall be liable for delays or failure to perform under this Agreement resulting from a force majeure event including, but not limited to, war, terrorism, strikes, riots, fire, flood, power failure, pandemic, governmental restrictions, acts of God, or any other causes that are beyond the reasonable control of such Party.
 2. WARRANTIES. Dataprise warrants that the Services will be performed in a professional and workmanlike manner, consistent with prevailing industry standards. Warranties of any and all third-party hardware equipment, software applications, and Software as a Service (SaaS) applications, if applicable, are provided directly by their respective manufacturers. Dataprise assumes no risk whatsoever for any defective items but will use commercially reasonable efforts in assisting Customer in obtaining repair or replacement items under manufacturers' warranty. It is expressly understood and agreed that Dataprise makes no guarantees or promises to Customer with respect to the exact date of complete delivery, installation, and operational status of the Services but will use commercially reasonable efforts within its control in adhering to any proposed schedules or timelines provided to Customer.
- THE LIMITED WARRANTIES SET FORTH ABOVE ARE EXCLUSIVE AND ARE IN LIEU OF ALL OTHER WARRANTIES AND CONDITIONS, EXPRESSED OR IMPLIED, STATUTORY OR OTHERWISE WITH RESPECT TO THE SERVICES OR PRODUCTS PROVIDED UNDER THIS AGREEMENT, OR AS TO THE RESULTS WHICH MAY BE OBTAINED THEREFROM, AND AS TO ALL IMPLIED WARRANTIES AND CONDITIONS OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE. IN NO

Terms and Conditions

EVENT SHALL DATAPRISE BE LIABLE FOR ANY INDIRECT, SPECIAL OR CONSEQUENTIAL DAMAGES FOR LOSS OF PROFITS OR LOSS OF DATA ARISING OUT OF OR RELATED TO THIS AGREEMENT, THE PERFORMANCE OR BREACH THEREOF, THE SERVICES PROVIDED OR FAILED TO BE PROVIDED, INCLUDING BUT NOT LIMITED TO ANY DELAY, NON-DELIVERY, WRONG DELIVERY, SERVICE INTERRUPTION OR LOSS OF ACTUAL OR ANTICIPATED VALUE OF THE BUSINESS, EVEN IF DATAPRISE HAS BEEN WARNED OF SUCH LOSS.

3. **LIMITATION OF LIABILITY.** Dataprise's total liability under this Agreement shall in no event exceed the amounts paid by Customer to Dataprise in the six (6) months preceding the event giving rise to such liability.

4. **INDEMNIFICATION.** Each Party agrees to indemnify and hold harmless the other Party, and its parents, subsidiaries, affiliates, officers, directors, shareholders, employees and agents, from any claim or demand, including reasonable attorneys' fees, made by a third party due to or arising out of: (1) any alleged violation of any intellectual property rights of another, including but not limited to the use of any content, trademarks, service marks, trade names, copyrighted or patented material, or other intellectual property used in connection with the Services provided under this Agreement; (2) any violation of law by the indemnifying Party; or (3) any bodily injury, or damage to real or tangible personal or property to the extent proximately caused by the indemnifying Party's negligence or willful misconduct in the course of performing this Agreement. Dataprise reserves the right, at its own expense, to assume the exclusive defense and control of any matter otherwise subject to indemnification by Customer but doing so shall not excuse Customer's indemnity obligations.

D. Additional Service Terms

1. **EXPENSES.** Customer will be invoiced separately for any procurement expenses for equipment or other hardware or software as may be provided by Dataprise and preapproved by Customer.

2. **SCHEDULED VISIT CANCELATIONS.** Twenty-four (24) hours' notice is required for any cancellation or rescheduling of regularly scheduled or planned on-site visits or scheduled appointments for remote Services. Failure to provide such notice may result, at Dataprise's sole discretion, in the charging of the corresponding anticipated fees.

3. **EXTENDED TRAVEL CHARGES.** Additional charges may apply for on-site travel greater than 100 miles on behalf of Customer from a Dataprise service office location. A complete list of Dataprise service office locations may be found at <http://www.dataprise.com>.

4. **EQUIPMENT SALES.** All hardware and software equipment sales provided hereunder are final and products listed herein may not be returned unless previously authorized. Final return authorization is subject to original equipment manufacturer (OEM) approval. Equipment pricing is subject to fluctuations due to changing market conditions and availability and cannot be guaranteed. Consequently, Dataprise may cancel or offer substitutions on those items that, at time of order, are no longer available at the prices quoted herein.

5. **MANAGED CLOUD SERVICES, MICROSOFT SERVICES, AND ADDITIONAL TERMS.** In addition to the Services specified herein, Customer may receive remote managed or cloud-based Services including, but not limited to: Managed Workstation Services, Web URL Filtering, Remote Data Backup, Remote Network Monitoring, Internet Domain Management, Anti-SPAM Service, Microsoft Cloud Services, Microsoft Office 365, Microsoft Azure, and other hosting or cloud-based services (collectively the "Managed Cloud Services"). Additional terms and restrictions may apply under the Dataprise Managed Services/Managed Cloud Services Agreement ("Dataprise MSA") which can be found online at <http://www.dataprise.com/legal/msa> and may be amended by Dataprise from time to time. In addition, desktop and server portions of any Managed Cloud Services that are installed on Customer equipment are

Terms and Conditions

governed under a Dataprise End User License Agreement ("Dataprise EULA") for desktop and server software which can be found online at <http://www.dataprise.com/eula> and may be amended by Dataprise from time to time. Both the Dataprise MSA and Dataprise EULA are both, as applicable, incorporated by reference herein and made part of this Agreement. If Microsoft Software is provided as part of the Services, additional restrictions may apply under Microsoft Corporation's licensing terms, including but not limited to, limits on the number of authenticated users. Partner Admin Link (PAL), Claimed Partner of Record (CPOR), and Granular Delegated Admin Privileges (GDAP) registration for Dataprise is required if Microsoft365, Dynamics365, or Azure services are included in this Agreement. Customer acknowledges that Dataprise may receive monetary fees, commissions, or compensation from Microsoft in connection with this Agreement. Customer is responsible for adhering to any additional Microsoft terms.

E. Miscellaneous

1. **ENTIRE AGREEMENT.** This Agreement supersedes all previous proposals and discussions and reflects the final understanding between Dataprise and Customer with respect to the subject matter of this Agreement. This Agreement may not be modified, amended, rescinded, or canceled, in whole or in part, except by written agreement signed by an authorized representative of both Parties.
2. **ORIGINAL SIGNATURE.** The Parties agree and attest that any authorized signature by facsimile or electronically (PDF) is deemed to be an original.
3. **COUNTERPARTS.** This Agreement may be executed in separate counterparts, each of which shall be deemed an original and all of which shall constitute a complete agreement.
4. **ASSIGNMENT.** Customer may not assign any rights or delegate any duties under this Agreement in whole or in part without Dataprise's prior written consent (which shall not be unreasonably withheld) and any such attempted assignment shall be void and of no effect. This Agreement shall be binding upon and inure to the benefit of each of the Parties, their successors, and permitted assigns.
5. **SEVERABILITY.** In the event any provision of this Agreement is held to be invalid or unenforceable, the remaining provisions of this Agreement shall remain in full force and effect.
6. **NO WAIVER.** No failure or delay on the part of Dataprise to exercise or enforce any of the terms of this Agreement or rights or remedies under this Agreement will constitute a waiver thereof.
7. **INDEPENDENT CONTRACTOR.** Dataprise is and shall at all times be an independent contractor and shall not be deemed an employee or agent of Customer. Nothing in this Agreement is intended to, or shall be deemed to, constitute a partnership or joint venture between the Parties.
8. **NON-SOLICITATION OF PERSONNEL.** Customer hereby understands and agrees that Dataprise spends considerable time and money hiring, training and growing its professional staff and that its staff is generally utilized among many different clients. Accordingly, Customer agrees that it will not solicit for employment, hire or contract with any of Dataprise's existing or former technical or professional personnel, or consultants and/or contractors, assigned either directly or indirectly to Customer's account during the term of this Agreement and for a period of two years from its termination, regardless of the reason for termination. Customer agrees to pay Dataprise the amount equal to the target annual earnings of the Dataprise employee solicited by Customer as liquidated damages for any breach of this provision and for each occurrence thereof. For this purpose, solicitation does not include contact resulting from indirect means such as public advertisement, Internet postings, placement firm searches or similar means to which

Terms and Conditions

the employee responds on his or her own initiative, provided that such indirect means are not used for the purpose of circumventing this section. This provision shall survive the termination of this Agreement for any reason.

9. **NOTICES.** All notices, requests, demands and other communications which are required or may be given under this Agreement shall be in writing and shall be deemed to have been duly given on receipt if delivered personally, upon receipt of a facsimile confirmation if faxed, two (2) days after being sent by a nationally recognized overnight carrier, three (3) days after being mailed by certified mail, postage prepaid, return receipt requested, or the day such notice or communication is sent electronically (including PDF), provided that the sender has received a confirmation of such electronic transmission. Notices to Dataprise shall be addressed to the attention of the Legal Department (LegalNotices@Dataprise.com) and notices to Customer shall be sent to the address initially provided for Customer's account, or to such other address as a party may specify in a notice pursuant to this provision.

10. **PREVAILING PARTY.** If any litigation or other court action, arbitration or similar adjudicatory proceeding is commenced by any Party to enforce its rights under this Agreement against the other Party, all fees, costs and expenses, including, without limitation, reasonable attorneys' fees and court costs, incurred by the prevailing Party in such litigation, action, arbitration or proceeding shall be reimbursed by the losing Party; provided, that if a Party to such litigation, action, arbitration or proceeding prevails in part, and loses in part, the court, arbitrator or other adjudicator presiding over such litigation, action, arbitration or proceeding shall award a reimbursement of the fees, costs and expenses incurred by such Party on an equitable basis.

11. **GOVERNING LAW.** This Agreement shall be governed by and construed in accordance with the laws of the State of Maryland. Any actions to interpret or enforce this Agreement shall be solely brought in the State of Maryland and, to the extent permitted by law, the Parties agree that the venue for such action shall be in the County of Montgomery.

COUNCIL OF THE TOWN OF LA PLATA
Resolution 25-25

Introduced By: Mayor Jeannine E. James, by request

Date Introduced: October 21, 2025

Date Adopted:

Date Effective:

1 **A RESOLUTION** concerning

2
3 **Utility Bill Assistance for Town Residents and Businesses**

4
5 **FOR** the purpose of assisting those affected by the federal government shutdown with
6 Town of La Plata utility charges for residents and businesses by providing an
7 extension to the due date; delaying penalties and fees; establishing a new due date;
8 and all matters generally relating thereto.
9

10 * * * * *

11
12 **WHEREAS**, the Town of La Plata acknowledges that many Town residents are
13 financially stressed as a result of the federal government shutdown; and
14

15 **WHEREAS**, the Town Council desires to provide some relief during this difficult time
16 to Town utility customers; and
17

18 **WHEREAS**, the Town Council believes that it is in the interests of the residents of the
19 Town of La Plata to extend the due date for utility bill payments, for the service period July
20 01, 2025, through September 30, 2025, with an original due date of November 03, 2025.
21

22 **NOW THEREFORE, BE IT HEREBY RESOLVED** by the Council of the Town of La Plata,
23 Maryland that:
24

- 25 1. The due date for utility bill payments for the service period July 1, 2025, through
26 September 30, 2025, shall be extended from November 03, 2025, until close of
27 business, November 18, 2025; and
28 2. Any late fees and penalties shall be waived for this period; and
29 3. The new due date will be November 18, 2025.
30

31 **ADOPTED AND APPROVED** by the Council of the Town of La Plata on
32 this ____ day of _____, 2025.

SEAL:

COUNCIL OF THE TOWN OF LA PLATA

Jeannine E. James, Mayor

Paul C. Guttenberg, Councilman

Patrick McCormick, Councilman

ATTEST:

Gregory Sampson, Jr., Councilman

Kelly G. Phipps
Director of Legislative Services

Tyjon C. Johnson, Councilman

Date: _____

COUNCIL OF THE TOWN OF LA PLATA
Resolution 25-26

Introduced By: Mayor Jeannine E. James, by request

Date Introduced: October 21, 2025

Date Adopted:

Date Effective:

1 **A RESOLUTION** concerning

2
3 **Purchase of Security Cameras**

4
5 **FOR** the purpose of authorizing the Town Manager to enter into a contract purchase
6 agreement for the purchase and installation of equipment and components for the
7 security camera system at Town-owned facilities; and all matters generally relating
8 thereto.

9
10 * * * * *

11
12 **WHEREAS,** the Council of the Town of La Plata desires to maintain and upgrade
13 facilities where needed; and

14
15 **WHEREAS,** the Council of the Town of La Plata desires to provide the tools and
16 equipment necessary for the safety and security of Town staff and visitors to Town-owned
17 facilities and to the protection and conservation of Town-owned assets; and

18
19 **WHEREAS,** the Council of the Town of La Plata reviews recommendations by staff to
20 ensure it aligns with the Council’s annual service priorities; and

21
22 **WHEREAS,** the Council of the Town of La Plata has determined that it is a priority to
23 regularly review and upgrade the technology (i.e. radio systems, computers, programs,
24 cameras, etc.) that Town staff uses in order to best serve the citizens of La Plata; and

25
26 **WHEREAS,** the La Plata Police Department recommends the installation of the
27 Verkada Closed-Circuit Television (CCTV) System to support security cameras at Town-
28 owned facilities and maintenance associated with this system; and

29
30 **WHEREAS,** the opportunity to upgrade the Town’s aging security camera system was
31 identified in the American Rescue Plan Act (“ARPA”) budget development process and
32 funding for the purchase and installation of equipment and components for the security
33 camera system at Town-owned facilities and for associated system maintenance and
34 storage was included in the adopted ARPA budget; and
35

36 **WHEREAS**, Town Charter § C8-23 requires that all expenditures in excess of twenty
37 thousand dollars (\$20,000), shall be advertised for sealed bids, except for expenditures
38 which the Town Council, by ordinance, has determined are not subject to the sealed bid
39 requirements; and
40

41 **WHEREAS**, Town Code, Chapter 43, Section 43-2 C., provides for provisions for
42 expenditures which are exempt from the sealed bid requirements of § C8-23 if “Items,
43 services, materials and goods purchased from a person who is supplying that same item,
44 service, material or good to another governmental entity, if the total price or price per unit,
45 as applicable, to be paid by the town is not more than the total price or price per unit to be
46 paid by the other governmental entity and if the price to be paid by the other governmental
47 entity has been established by a competitive bidding process conducted by the other
48 governmental entity or by a purchasing cooperative or alliance that bids procurements on a
49 volume basis for state and local governments”; and
50

51 **WHEREAS**, the La Plata Police Department recommends the purchase and
52 installation of the Verkada CCTV System and associated equipment and components at
53 Town Hall for the amount of seventy-nine thousand, two hundred four dollars and fifty-seven
54 cents (\$79,204.57) and at the La Plata Police Department for the amount of twenty-nine
55 thousand eight hundred eighty-eight dollars and two cents (\$29,888.02), for a total
56 expenditure of one hundred nine thousand ninety-two dollars and fifty-nine cents
57 (\$109,092.59), utilizing Carroll County Request for Proposal Project #49-F-1-24/25.
58

59 **NOW, THEREFORE, BE IT RESOLVED BY THE COUNCIL OF THE TOWN OF LA**
60 **PLATA** that the provisions of Town Charter § C8-23 are hereby suspended to waive the
61 sealed bid requirements and Noel Stevens, Town Manager, is hereby authorized to enter
62 into, on behalf of the Town of La Plata, a contract purchase agreement with Skyline
63 Technology Solutions of Glen Burnie, Maryland, for the purchase and installation of the
64 Verkada CCTV System and associated equipment and components at Town Hall for the
65 amount of seventy-nine thousand, two hundred four dollars and fifty-seven cents
66 (\$79,204.57) and at the La Plata Police Department for the amounts of twenty-nine thousand
67 eight hundred eighty-eight dollars and two cents (\$29,888.02), for a total expenditure of one
68 hundred nine thousand ninety-two dollars and fifty-nine cents (\$109,092.59).
69
70

71 **ADOPTED AND APPROVED** by the Council of the Town of La Plata on
72 this ____ day of _____, 2025.

SEAL:

COUNCIL OF THE TOWN OF LA PLATA

Jeannine E. James, Mayor

Paul C. Guttenberg, Councilman

Patrick McCormick, Councilman

ATTEST:

Gregory Sampson, Jr., Councilman

Kelly G. Phipps
Director of Legislative Services

Tyjon C. Johnson, Councilman

Date: _____

COUNCIL OF THE TOWN OF LA PLATA
Resolution 25-27

Introduced By: Mayor Jeannine E. James, by request

Date Introduced: October 21, 2025

Date Adopted:

Date Effective:

1 **A RESOLUTION** concerning

2
3 **Replacement of Town Hall Host Server**

4
5 **FOR** the purpose of authorizing the Town Manager to enter into a contract purchase
6 agreement for the purchase and installation of Information Technology equipment at
7 Town Hall; and all matters generally relating thereto.

8
9 * * * * *

10
11 **WHEREAS**, the Council of the Town of La Plata desires to retain professional staff
12 with the appropriate education, facilities, equipment, tools and technology to efficiently
13 provide quality work with a sense of pride; and

14
15 **WHEREAS**, the Council of the Town of La Plata desires to plan and develop the
16 systems and infrastructure needed to meet growing demand, while supporting the health,
17 safety, and wellness of residents and natural resources; and

18
19 **WHEREAS**, the Council of the Town of La Plata desires to provide the tools and
20 equipment necessary for the conduct of public business; and

21
22 **WHEREAS**, the Council of the Town of La Plata has determined that it is a priority to
23 regularly review and upgrade the technology (i.e. radio systems, computers, programs,
24 cameras, etc.) that Town staff uses in order to best serve the citizens of La Plata; and

25
26 **WHEREAS**, the host server located at Town Hall, Information Technology (IT)
27 equipment integral to the conduct of public business, was identified as at the end of its
28 serviceable life, posing potential significant risks and challenges to the efficient conduct of
29 public business, impacting all aspects of day-to-day operations, including security to
30 compliance; and

31
32 **WHEREAS**, the Town's contracted IT consultant, Dataprise LLC, recommends the
33 immediate replacement of the host server for the amount of thirty-seven thousand eight
34 hundred thirty-six dollars and forty-seven cents (\$37,836.47) for the purchase of
35 replacement equipment and related professional services related to the replacement

Resolution 25-27

equipment's installation; and

WHEREAS, Town Charter § C8-23 requires that all expenditures in excess of twenty thousand dollars (\$20,000), shall be advertised for sealed bids, except for expenditures which the Town Council, by ordinance, has determined are not subject to the sealed bid requirements; and

WHEREAS, Town staff recommends the purchase of replacement equipment and related professional services related to the replacement equipment's installation, as quoted by the Town's contracted IT consultant, Dataprise LLC, to ensure compatibility of replacement equipment with existing equipment and to minimize interruptions to the efficient conduct of public business by Town staff.

NOW, THEREFORE, BE IT RESOLVED BY THE COUNCIL OF THE TOWN OF LA PLATA that the provisions of Town Charter § C8-23 are hereby suspended to waive the sealed bid requirements and Noel Stevens, Town Manager, is hereby authorized to enter into, on behalf of the Town of La Plata, a contract purchase agreement with Dataprise LLC, for the purchase and installation of a host server at Town Hall with technical specifications as listed in Dataprise LLC Quote #007128v1 dated 10/06/2025 for a total expenditure of thirty-seven thousand eight hundred thirty-six dollars and forty-seven cents (\$37,836.47)

Resolution 25-27

58 **ADOPTED AND APPROVED** by the Council of the Town of La Plata on
59 this ____ day of _____, 2025.

SEAL:

COUNCIL OF THE TOWN OF LA PLATA

Jeannine E. James, Mayor

Paul C. Guttenberg, Councilman

Patrick McCormick, Councilman

ATTEST:

Gregory Sampson, Jr., Councilman

Kelly G. Phipps
Director of Legislative Services

Tyjon C. Johnson, Councilman

Date: _____

Town of La Plata

Mayor
Jeannine E. James

Council
Paul C. Guttenberg
Patrick McCormick
Gregory Sampson, Jr.
Tyjon C. Johnson



Town Manager
Chuck Stevens

Assistant Town Manager
Michelle D. Miner

Subj: Town Manager's Operational Report

Period Ending: September 30, 2025

Date Prepared: October 15, 2025

I. Town Manager's Update

I am pleased to report that the Town of La Plata continues to function efficiently across all departments. We closed out the month of September with a high degree of operational stability, and there were no significant operational impacts to core service delivery observed during this reporting period. Staff continues to focus on meeting service demands while prioritizing necessary maintenance and planning for future capital improvements.

Strategic Initiatives Update

In alignment with the strategic direction set by the Council, staff continue to work diligently towards completing the priority initiatives identified during the recent retreat. This work involves cross-departmental coordination and adherence to strict timelines:

- **Adequate Public Facilities Ordinance (APFO):** At the Council's direction, staff, led by the Town Manager and the Planning Department, has initiated the drafting of an APFO (a plan to assist in the responsible management of growth and development) within town limits. This initiative aligns with the Council's strategic vision for balanced growth that preserves community character while ensuring infrastructure capacity meets demand, with an initial focus on traffic impacts and school seat allocations.
- **Fiscal Impact of Zoning Study:** Progress is underway to secure a consultant for this critical study. An RFP was drafted and released on Friday, September 26. Key dates for the procurement process are established, including a Pre-Proposal meeting on October 7, Proposals Due on October 28, and the Notification of Intent to Award scheduled for November 12.
- **Tourism Zoning Ordinance:** Staff is meeting to discuss and develop appropriate incentives and draft proposed language related to the Tourism Zoning Ordinance for Council consideration.
- **Facilities Master Plan Study:** The Request for Proposals (RFP) for the Facilities Master Plan Study was released. Furthermore, a meeting with potential bidders was held on September 23 to

respond to questions and clarify the scope of work. Proposals are due on October 14, and the Notification of Intent to Award is scheduled for October 29.

- **Digital Accessibility:** The Human Resources Department is taking the lead in forming a cross-functional team dedicated to initiating training and education on digital accessibility compliance. A sample compliance plan has been provided to serve as a roadmap to guide the Town's efforts toward meeting the compliance requirement deadline of April 2027.
- **Reserve Fund Policy:** At the direction of the Council, staff is actively drafting a formal reserve fund policy for consideration. The Treasurer's staff is currently coordinating with the finance committee to develop specific policy language and recommendations.
- **Council Rules of Procedure and Rules of Conduct:** Drafting of the foundational documents governing Council meetings and conduct is currently underway in consultation with the Town's Special Counsel.

Our organizational capacity remains focused on addressing current staffing challenges and supporting these ongoing strategic development initiatives.

II. Departmental Operational Highlights

Human Resources

The department continues to manage recruitment efforts across the organization, reflecting 10 total vacancies currently being actively managed.

- **Key Personnel Appointments:** An offer for the Chief of Police position was made and accepted by Matt Norris, with an official start date of October 6. A Part-Time Administrative Assistant was hired for the Planning Department, starting September 2.
- **Recruitment Progress:** The recruitment for key positions is highly active. The Systems Administrator search has received over 160 applications, and the Town Clerk search has received over 100 applications.
- **Challenges:** Recruitment for a Senior Planner remains challenging, with few new qualified applications received. A candidate selected for the GIS Technician position declined the offer due to the commute, requiring the department to reselect from a new pool of candidates.
- **Turnover and Labor:** The monthly turnover rate for September was 2.35% (two separated employees).
- **Strategic Initiatives:** HR hosted training for the Leadership Team focusing on employee relations and navigating difficult conversations. The department also met with a broker to discuss potentially changing the defined contribution vendor.

Public Safety (Police Department)

The Police Department maintained a high level of community engagement and enforcement during September.

- **Calls and Incident Volume:** Officers responded to 1,328 calls for service during the month. A total of 64 incident reports were generated.
- **Crime Trends:** Notable reductions in specific crime categories were observed compared to the previous month (August). Assaults were down (5, reduced from 10) and Vehicle Thefts were also down (2, reduced from 6).
- **Enforcement:** Traffic operations included 124 total stops, resulting in 62 citations and 147 warnings. There were four documented DUI incidents.
- **Special Operations:** The Narcotics Task Force successfully intercepted/delivered significant quantities of narcotics, including 12 kilograms of cocaine and 910 grams of methamphetamine, leading to multiple arrests.
- **Community and Policy Focus:** Increased traffic enforcement initiatives were implemented to ensure roadway safety, especially concerning children walking to school and waiting at bus stops. The department participated in various community events, including the Alzheimer's Walk and the Special Olympics Law Enforcement Torch Run.

Planning & Code Enforcement

The Planning Department continues to manage active development projects and compliance efforts, while also adjusting to new state mandates.

- **Development Progress:** Several major projects advanced through the planning stages, including meetings held for the ALPAS project, the Pinegrove Development, and the La Grange Subdivision.
- **Permitting Activity:** In September, the Town issued 45 Permits and 28 Certificates of Occupancy.
- **Compliance and Inspections:** The Code Enforcement/Inspections division managed a broad range of regulatory activity, including 32 Zoning Violations, 23 Rental Inspections, and 39 Sanitary Sewer Inspections.
- **State Law Compliance:** Staff held meetings to determine how to most efficiently expedite the processing of roof-mounted solar equipment permits in compliance with the new State law.

Public Works and Utilities

Core utility and infrastructure maintenance were performed, alongside progress on required capital projects.

- Wastewater Operations and Compliance: The Wastewater Treatment Plant (WWTP) reported an average daily flow of 1.0587 MGD. One non-compliance event occurred on September 8th due to a power loss, resulting in a malfunction. Staff and contractors promptly fixed the issue and corrected the programming to prevent future recurrence.
- Infrastructure Repair: Staff repaired water leaks at Alder Ct, Well #11, and Patuxent Ct. Well #5 was fully repaired and returned to service following the replacement of corroded piping. Well #11 pump repair is scheduled for October.
- Solid Waste Management: Bulk Pickup collection was performed for 100 residents.
- AMI System: The overall Automated Meter Infrastructure (AMI) system read rate is 91.5%. Efforts were made to alert customers whose non-transmitted data resulted in estimated water bills.
- Strategic Planning: Staff met with the Maryland Department of the Environment (MDE) Engineering team to discuss future WWTP upgrade projects. Staff also met with the State Highway Administration (SHA) regarding upcoming Route 6 construction and incorporating water line replacement to ensure compliance with Lead and Copper Rule Revisions (LCRR).

Monthly Treasurer Report

For Fiscal Year 2025 Through August 31, 2025

Bank & Investment Accounts as of August 31, 2025

Checking Account Activity

Balance at 08/01/2025	\$1,750,360.00
Credits	
Cash/Check Deposits	\$479,022.84
Credit Card Trans Deposits	\$895,663.04
Taxes Collected	\$885,814.58
Intra-Gov't & Grants Deposits	\$15,701.02
Other Deposits	\$66,598.74
Interest from MBS	\$35,294.22
Transfer from ICS	\$1,372,797.50
	<u>\$3,750,891.94</u>
Debits	
Payroll (Salary/Taxes/Benefits)	\$752,592.53
Vendor Check Payments	\$283,210.12
Vendor ACH Payments	\$1,292,271.83
Other Outflows	\$0.00
Returned Payments	\$0.00
Transfer to ICS	\$1,422,577.46
	<u>\$3,750,651.94</u>
Balance at 08/31/2025	\$1,750,600.00

Investment Account Balance

WesBanco Investment Account (ICS)

Balance at 08/01/2025	\$37,085,735.66
In from Checking Account	\$1,422,577.46
Interest	\$138,481.74
Out to Checking Account	-\$1,372,797.50
Balance at 08/31/2025	\$37,273,997.36

Mulit-Ban Securities, Inc.

Money Market	\$33,466.78
Certificates of Deposit	<u>\$9,707,236.59</u>
Balance at 08/31/2025	\$9,740,703.37

PNC MLGIP - General Account

Balance at 08/01/2025	\$4,279,858.36
Interest	<u>\$15,694.37</u>
Balance at 08/31/2025	\$4,295,552.73

PNC MLGIP - Vehicle Repl

Balance at 08/01/2025	\$1,051,034.50
Interest	<u>\$3,854.18</u>
Balance at 08/31/2025	\$1,054,888.68

General Fund Revenue and Expenditure Overview

Budget to Date

	Budget	Actual	% Remaining	\$ Remaining
Revenues	\$16,627,082	\$1,448,120	91.3%	\$15,178,962
Expenditures	\$16,627,082	\$1,826,209	89.0%	\$14,800,873

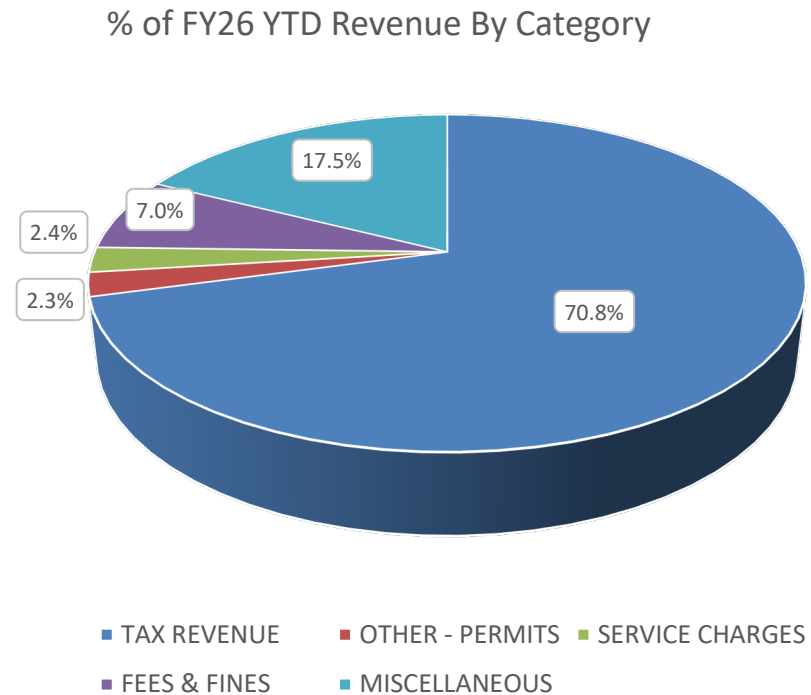
Budget to actual comparison dose not include amounts for HGSTD and Inspection passthrough income & costs.

Prior Year Actuals Comparison

	FY 2025	FY 2026	% Variance	\$ Variance
Revenues	\$845,717	\$1,448,120	71.2%	\$602,403
Expenditures	\$2,169,799	\$1,826,209	-15.8%	-\$343,591

General Fund Revenues Overview

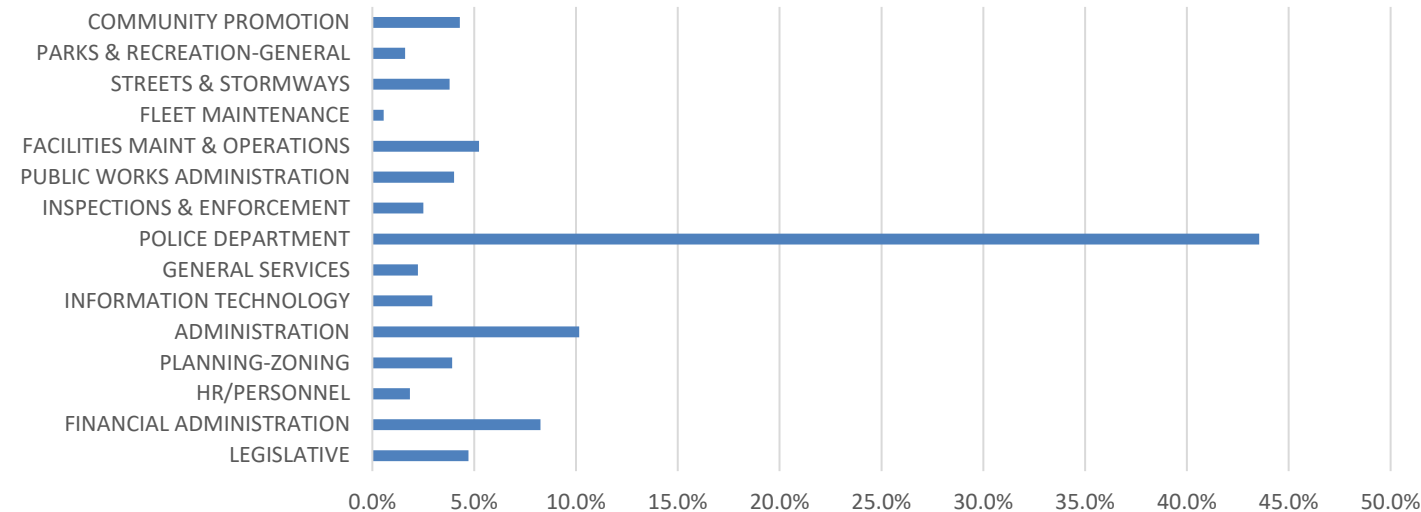
Category	FY2026 Budget YTD Revenues	
TAX REVENUE	\$9,181,705	\$1,024,678
OTHER - PERMITS	\$302,700	\$33,103
INTER-GOVERNMENTAL	\$3,698,272	\$0
SERVICE CHARGES	\$59,000	\$34,769
FEES & FINES	\$193,000	\$101,901
MISCELLANEOUS	\$804,454	\$253,669
OTHER SOURCES	\$2,387,951	\$0
	\$16,627,082	\$1,448,120



General Fund Operating Expenditure Overview

Department	FY25 Operating Expenditures	FY26 Operating Expenditures
LEGISLATIVE	\$75,969	\$85,945
ELECTIONS	\$0	\$0
FINANCIAL ADMINISTRATION	\$155,334	\$150,106
HR/PERSONNEL	\$38,320	\$33,569
PLANNING-ZONING	\$73,372	\$71,377
ADMINISTRATION	\$121,232	\$184,773
INFORMATION TECHNOLOGY	\$104,938	\$53,618
GENERAL SERVICES	\$44,171	\$40,772
POLICE DEPARTMENT	\$864,266	\$791,678
INSPECTIONS & ENFORCEMENT	\$52,477	\$45,433
EMERGENCY PREPAREDNESS	\$5,931	\$6,402
PUBLIC WORKS ADMINISTRATION	\$137,973	\$73,029
FACILITIES MAINT & OPERATIONS	\$88,577	\$95,123
FLEET MAINTENANCE	\$26,889	\$10,077
STREETS & STORMWAYS	\$148,303	\$68,996
PARKS & RECREATION-GENERAL	\$63,168	\$29,263
COMMUNITY PROMOTION	\$78,049	\$78,069
	\$2,078,968	\$1,818,228

FY26 % of Operating Expenditures by Department



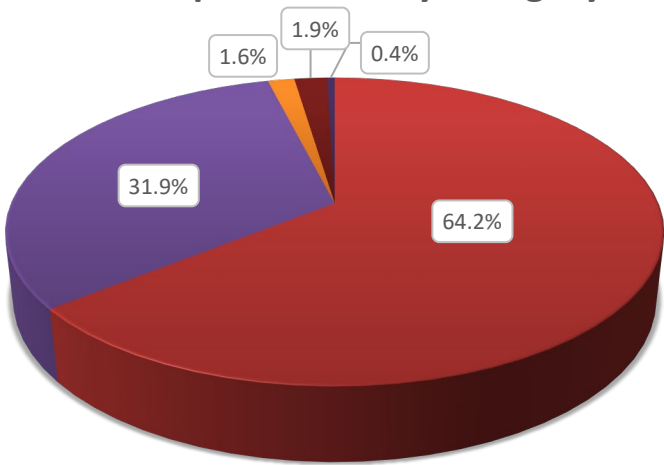
Total Operating Expenditures through August 2025 is 15.9% of FY2026 Budget

General Fund Expenditure Overview (cont.)

Department	FY2026 Capital Budget	YTD Capital Expenditures
PLANNING-ZONING	\$185,000	\$0
POLICE DEPARTMENT	\$230,000	\$700
PUBLIC WORKS ADMINISTRATION	\$115,000	\$0
FACILITIES MAINT & OPERATIONS	\$1,795,825	\$7,280
STREETS & STORMWAYS	\$617,822	\$0
PARKS & RECREATION-GENERAL	\$1,975,845	\$0
	<u>\$4,919,492</u>	<u>\$7,980</u>

Category	FY2026 Budget	YTD Expenditures
SALARY & BENEFITS	\$8,361,572	\$1,172,139
CONTRACTING SERVICES	\$2,493,318	\$582,463
SUPPLIES & MATERIALS	\$569,763	\$28,459
OTHER EXPENDITURES	\$282,937	\$35,167
CAPITAL OUTLAY	\$4,919,492	\$7,980
	<u>\$16,627,082</u>	<u>\$1,826,209</u>

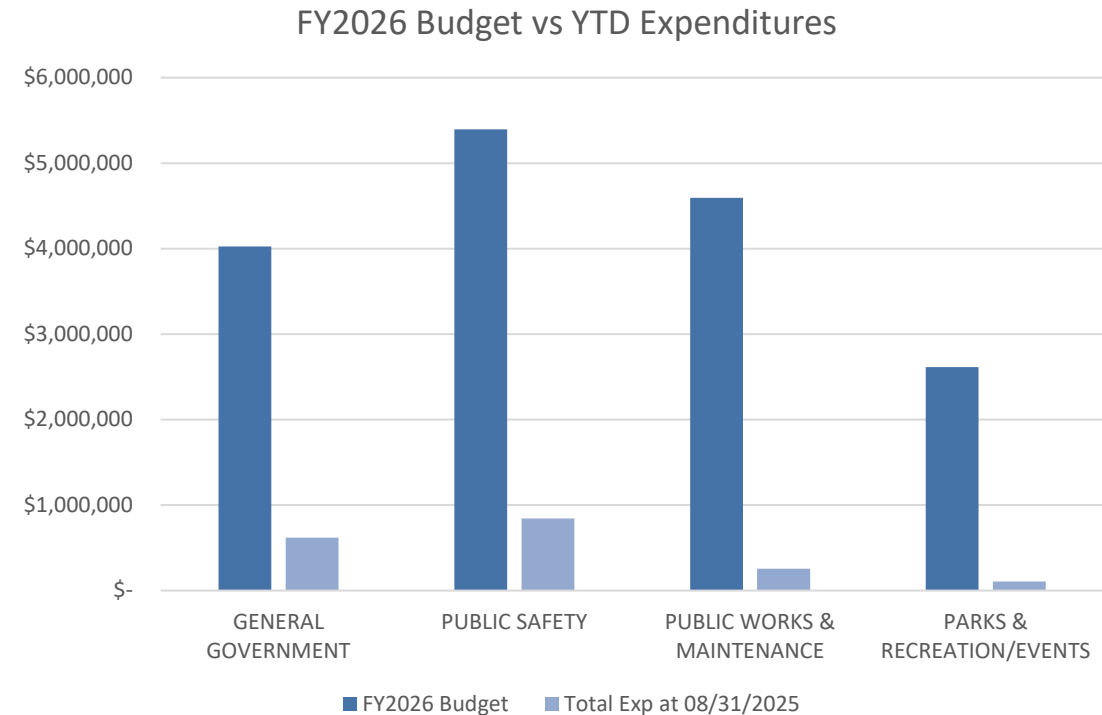
% of Expenditures by Category



- SALARY & BENEFITS
- CONTRACTING SERVICES
- SUPPLIES & MATERIALS
- OTHER EXPENDITURES
- CAPITAL OUTLAY

General Fund FY 2026 Budget vs Actual YTD

Department	FY2026 Budget	Total Exp at 08/31/2025	Budget Remaining	Percent Remaining
LEGISLATIVE	\$486,925	\$85,945	\$400,980	82.3%
FINANCE	\$1,089,825	\$150,106	\$939,719	86.2%
HR/PERSONNEL	\$317,203	\$33,569	\$283,634	89.4%
PLANNING-ZONING	\$920,964	\$71,377	\$849,587	92.2%
ADMINISTRATION	\$701,709	\$184,773	\$516,936	73.7%
INFORMATION TECHNOLOGY	\$345,895	\$53,618	\$292,277	84.5%
GENERAL SERVICES	\$161,858	\$40,772	\$121,086	74.8%
GENERAL GOVERNMENT	\$4,024,379	\$620,159	\$3,404,220	84.6%
POLICE	\$5,096,157	\$792,378	\$4,303,779	84.5%
INSPECTIONS & ENFORCEMENT	\$289,962	\$45,433	\$244,529	84.3%
EMERGENCY PREPAREDNESS	\$9,180	\$6,402	\$2,778	30.3%
PUBLIC SAFETY	\$5,395,299	\$844,213	\$4,551,086	84.4%
PUBLIC WORKS				
ADMINISTRATION	\$765,994	\$73,029	\$692,965	90.5%
FACILITIES MAINT & OPERATIONS	\$2,229,835	\$102,404	\$2,127,431	95.4%
FLEET MAINTENANCE	\$183,389	\$10,077	\$173,312	94.5%
STREETS & STORMWAYS	\$1,415,810	\$68,996	\$1,346,814	95.1%
PUBLIC WORKS & MAINTENANCE	\$4,595,028	\$254,505	\$4,340,523	94.5%
PARKS & RECREATION-GENERAL	\$2,254,812	\$29,263	\$2,225,549	98.7%
COMMUNITY PROMOTION	\$357,564	\$78,069	\$279,495	78.2%
PARKS & RECREATION/EVENTS	\$2,612,376	\$107,332	\$2,505,044	95.9%
Total General Fund	\$16,627,082	\$1,826,209	\$14,800,873	89.0%



Remaining Operating Budget 84.1%
Remaining Capital Budget 99.8%

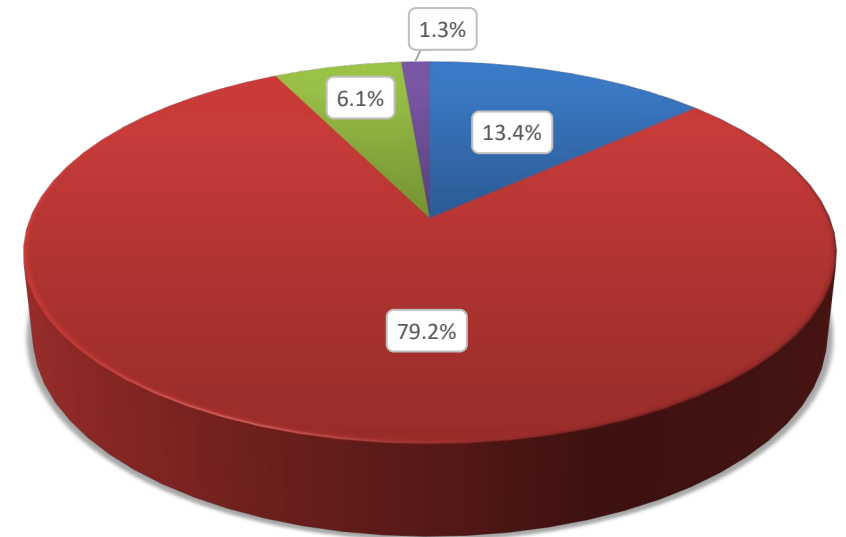
Water Fund Revenue and Expense Overview

Budget to Date

	Budget	Actual	% Remaining
Revenues	\$4,258,992	\$11,203	99.7%

Category	Fiscal Budget	FYD Expense	Budget Remaining
SALARY & BENEFITS	\$385,521	\$38,789	89.9%
CONTRACTING SERVICES	\$673,882	\$230,161	65.8%
SUPPLIES & MATERIALS	\$352,171	\$17,590	95.0%
OTHER EXPENDITURES	\$242,000	\$3,897	98.4%
CAPITAL OUTLAY	\$2,379,200	\$0	100.0%
TRANSFERS	\$226,218	\$0	100.0%
	<u>\$4,258,992</u>	<u>\$290,436</u>	<u>93.2%</u>

% of YTD Expense by Category



Prior Year Actuals Comparison

	FY 2025	FY 2026	% Variance	\$ Variance
Revenues	\$19,958	\$11,203	-43.9%	-\$8,755
Expenditures	\$285,004	\$290,436	1.9%	\$5,433

■ SALARY & BENEFITS ■ CONTRACTING SERVICES
■ SUPPLIES & MATERIALS ■ OTHER EXPENDITURES

Sewer Revenue & Expense Overview

Revenues

Category	Budgeted	YTD Revenues	Budget Remaining
INTAR-GOVERNMENTAL	\$0	\$0	
SERVICE CHARGES	\$4,866,675	\$8,094	99.8%
FEES & FINES	\$74,006	\$16,459	77.8%
MAJ FAC FEE REV	\$0	\$166,064	0.0%
MISCELLANEOUS	\$533,956	\$104,557	80.4%
OTHER SOURCES	\$10,799,241	\$0	100.0%
	\$16,273,878	\$295,174	98.2%

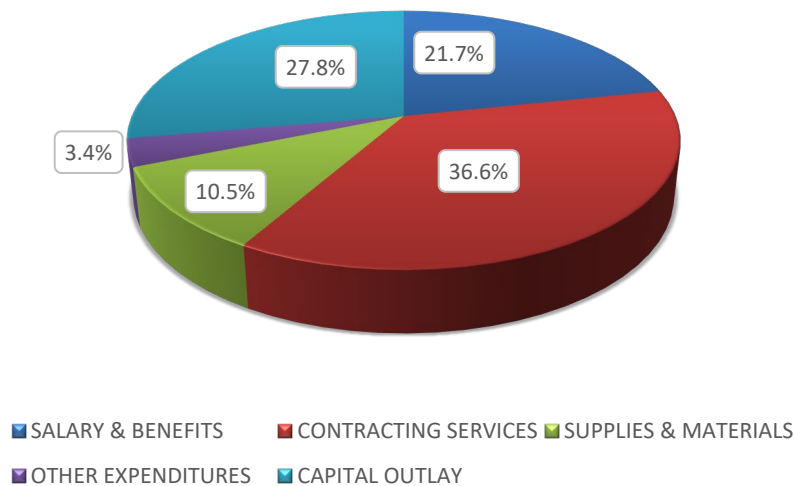
Prior Year Actuals Comparison

	FY 2025	FY 2026	% Variance	\$ Variance
Revenues	\$462,132	\$295,174	-36.1%	-\$166,958
Expenditures	\$784,495	\$775,338	-1.2%	-\$9,157

Expense

Category	Fiscal Budget	YTD Expense	Budget Remaining
SALARY & BENEFITS	\$1,225,163	\$167,989	86.3%
CONTRACTING SERVICES	\$1,494,946	\$283,636	81.0%
SUPPLIES & MATERIALS	\$708,108	\$81,674	88.5%
OTHER EXPENDITURES	\$1,194,609	\$26,653	97.8%
CAPITAL OUTLAY	\$10,710,000	\$215,385	98.0%
DEBT & TRANSFERS	\$941,052	\$0	100.0%
	\$16,273,878	\$775,338	95.2%

% of YTD Expense by Category



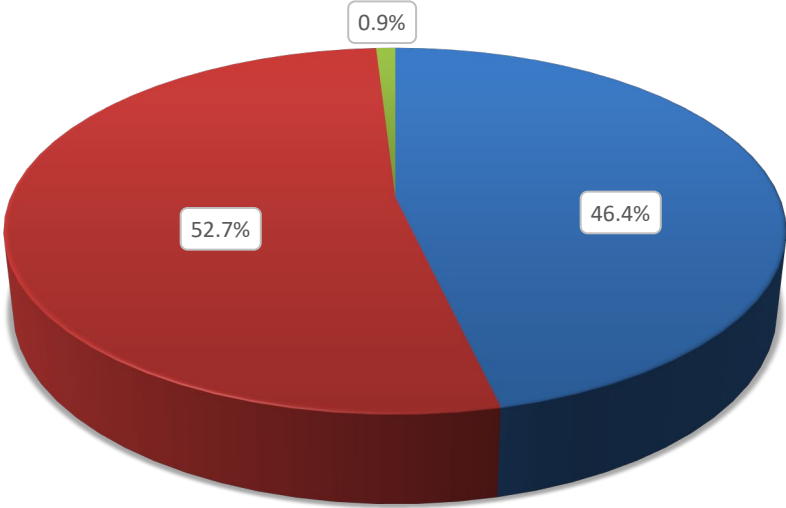
Sanitation Fund Revenue and Expense Overview

Budget to Date

	Budget	Actual	% Remaining
Revenues	\$2,662,758	\$16,683	99.4%

Category	Fiscal Budget	YTD Expense	Budget Remaining
SALARY & BENEFITS	\$1,015,997	\$138,818	86.3%
CONTRACTING SERVICES	\$907,063	\$157,597	82.6%
SUPPLIES & MATERIALS	\$142,780	\$2,831	98.0%
OTHER EXPENDITURES	\$68,563	\$40	99.9%
CAPITAL OUTLAY	\$250,000	\$0	100.0%
TRANSFERS	\$278,355	\$0	100.0%
	<u>\$2,662,758</u>	<u>\$299,287</u>	<u>88.8%</u>

% of Expenditures by Category



Prior Year Actuals Comparison

	FY 2025	FY 2026	% Variance	\$ Variance
Revenues	\$16,856	\$16,683	-1.0%	-\$173
Expense	\$314,320	\$299,287	-4.8%	-\$15,033

■ SALARY & BENEFITS ■ CONTRACTING SERVICES ■ SUPPLIES & MATERIALS

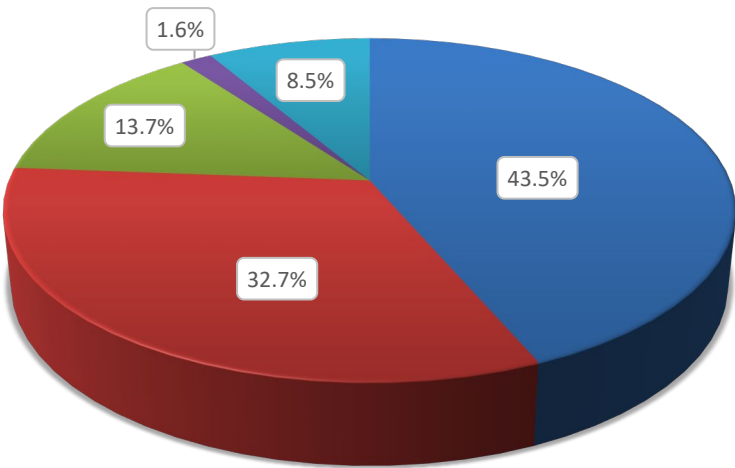
Stormwater Fund Revenue and Expense Overview

Budget to Date

	Budget	Actual	% Remaining
Revenues	\$2,756,047	\$12,949	99.5%

Category	Fiscal Budget	FYD Expense	Budget Remaining
SALARY & BENEFITS	\$245,946	\$28,443	88.4%
CONTRACTING SERVICES	\$136,179	\$21,349	84.3%
SUPPLIES & MATERIALS	\$269,848	\$8,919	96.7%
OTHER EXPENDITURES	\$110,523	\$1,060	99.0%
CAPITAL OUTLAY	\$1,887,000	\$5,542	99.7%
TRANSFERS	\$106,551	\$0	100.0%
	\$2,756,047	\$65,313	97.6%

% of YTD Expense by Category



Prior Year Actuals Comparison

	FY 2025	FY 2026	% Variance	\$ Variance
Revenues	\$12,779	\$12,949	1.3%	\$170
Expenditures	\$93,980	\$65,313	-30.5%	-\$28,667

- SALARY & BENEFITS

CONTRACTING SERVICES

SUPPLIES & MATERIALS
- OTHER EXPENDITURES

CAPITAL OUTLAY

Finance Department Updates

- We are in the testing phase of the FY2025 audit. The audit is expected to be completed by the end November.
- The FY 2026 budget document has been awarded the Distinguished Budget Presentation Award from Government Finance Officers Association(GFOA). This award is the highest form of recognition in governmental budgeting. In addition to receiving the award, the budget received the special recognition in Long-range operating financial plans.



Town of La Plata

Vendor History Report

By Vendor Name

Posting Date Range -

Payment Date Range 08/01/2025 - 08/31/2025

Description	Amount	Shipping	Tax	Discount	Net	Payment
Vendor Set: 01 - Vendor Set 01						
0330 - ABC BURGLAR ALARM SYSTEMS INC.	616.93	0.00	0.00	0.00	616.93	616.93
0269 - ABE PLUMBING, LLC	255.00	0.00	0.00	0.00	255.00	255.00
0318 - ACME AUTO LEASING, LLC	895.00	0.00	0.00	0.00	895.00	895.00
1085 - ADVANCE AUTO PARTS	1,416.56	0.00	0.00	0.00	1,416.56	1,416.56
9943 - ALFA LAVAL, INC	2,939.95	0.00	0.00	0.00	2,939.95	2,939.95
10192 - Alford W. Kindred	775.00	0.00	0.00	0.00	775.00	775.00
10039 - ALL ROADS KENWORTH DC, LLC	47.98	0.00	0.00	0.00	47.98	47.98
10024 - Allen Woody DeLauder	15.00	0.00	0.00	0.00	15.00	15.00
0134 - AMAZON CAPITAL SERVICES, INC.	1,666.88	0.00	0.00	0.00	1,666.88	1,666.88
1677 - AMRIZE MID-ATLANTIC INC.	1,399.05	0.00	0.00	0.00	1,399.05	1,399.05
9621 - ARBA GRAPHICS	820.00	0.00	0.00	0.00	820.00	820.00
10093 - Ashley Sealey	108.00	0.00	0.00	0.00	108.00	108.00
9534 - ATLANTIC TACTICAL	1,016.72	0.00	0.00	0.00	1,016.72	1,016.72
10151 - AUMA Actuators Inc.	4,526.76	0.00	0.00	0.00	4,526.76	4,526.76
9978 - AUSTINS DIRTWORKS LLC	105.00	0.00	0.00	0.00	105.00	105.00
10132 - Ayesha Shahzad	43.00	0.00	0.00	0.00	43.00	43.00
9496 - BATTERIES & TOOLS ETC., LLC	335.40	0.00	0.00	0.00	335.40	335.40
1496 - BAYSIDE KUBOTA	491.73	0.00	0.00	0.00	491.73	491.73
9777 - BLUE SKY PUPPET THEATER	550.00	0.00	0.00	0.00	550.00	550.00
0302 - BOB TAYLOR ENGINEERING, INC.	4,516.00	0.00	0.00	0.00	4,516.00	4,516.00
0235 - BOBBY MCKEY'S DUELING PIANO BAR	2,250.00	0.00	0.00	0.00	2,250.00	2,250.00
0415 - BROWN, JAMES EDWARD	210.00	0.00	0.00	0.00	210.00	210.00
9810 - CALVERT WOOD RECYCLING LLC	1,749.38	0.00	0.00	0.00	1,749.38	1,749.38
9513 - CANON SOLUTIONS AMERICA, INC.	227.54	0.00	0.00	0.00	227.54	227.54
0073 - Capital Electric	1,089.21	0.00	0.00	0.00	1,089.21	1,089.21
0720 - CareFirst BlueChoice	106,671.34	0.00	0.00	0.00	106,671.34	106,671.34
0961 - CARTER MACHINERY COMPANY, INC.	3,397.88	0.00	0.00	0.00	3,397.88	3,397.88
1647 - Celia Craze	3,300.00	0.00	0.00	0.00	3,300.00	3,300.00
0840 - CHARLES COUNTY CHAMBER	280.00	0.00	0.00	0.00	280.00	280.00
0801 - CHARLES COUNTY GOVERNMENT	62,123.23	0.00	0.00	0.00	62,123.23	62,123.23
0531 - CHARLES COUNTY TREASURER	4.76	0.00	0.00	0.00	4.76	4.76
0004 - CHARLES SOIL CONSERVATION	2,212.00	0.00	0.00	0.00	2,212.00	2,212.00
3204 - CHESAPEAKE EMPLOYERS INSURANCE	21,329.00	0.00	0.00	0.00	21,329.00	21,329.00
10023 - Christi Lathrop	140.00	0.00	0.00	0.00	140.00	140.00
0974 - CINTAS CORP #393	7,714.22	0.00	0.00	0.00	7,714.22	7,714.22
0894 - CINTAS CORPORATION	1,937.05	0.00	0.00	0.00	1,937.05	1,937.05
1190 - CIVICPLUS, LLC	786.48	0.00	0.00	0.00	786.48	786.48

Vendor History Report

Description	Posting Date Range -					
	Amount	Shipping	Tax	Discount	Net	Payment
10030 - Coastal Resources, Inc.	884.43	0.00	0.00	0.00	884.43	884.43
1658 - Collective Data, Inc.	6,500.00	0.00	0.00	0.00	6,500.00	6,500.00
1687 - COLONIAL FORD TRUCK SALES, INC	194,671.00	0.00	0.00	0.00	194,671.00	194,671.00
10140 - Colton Simpson	24.00	0.00	0.00	0.00	24.00	24.00
1691 - Combined Insurance Company of America	1,631.97	0.00	0.00	0.00	1,631.97	1,631.97
0966 - COMCAST	626.11	0.00	0.00	0.00	626.11	626.11
0164 - CORE & MAIN	863.20	0.00	0.00	0.00	863.20	863.20
1594 - DATAPRISE INC	7,914.90	0.00	0.00	0.00	7,914.90	7,914.90
9866 - DAVID SAUNDERS	1,000.00	0.00	0.00	0.00	1,000.00	1,000.00
1614 - DEPT OF PUBLIC SAFETY & CORR	119.00	0.00	0.00	0.00	119.00	119.00
0548 - DFG FACILITIES	7,652.48	0.00	0.00	0.00	7,652.48	7,652.48
9645 - DR. JACK LEEB	2,300.00	0.00	0.00	0.00	2,300.00	2,300.00
0291 - DUFFIELD HAULING, INC.	7,277.85	0.00	0.00	0.00	7,277.85	7,277.85
2019 - FEDEX	60.00	0.00	0.00	0.00	60.00	60.00
2003 - FERGUSON ENTERPRISES, INC.	84.34	0.00	0.00	0.00	84.34	84.34
1686 - FORTILINE, INC.	448.50	0.00	0.00	0.00	448.50	448.50
0514 - FOVNDRY by VAN EPEREN	5,325.20	0.00	0.00	0.00	5,325.20	5,325.20
0237 - FRONTLINE MOBILE TECH	1,450.00	0.00	0.00	0.00	1,450.00	1,450.00
9647 - GEORGE S COYNE CHEMICAL CO., INC	4,439.20	0.00	0.00	0.00	4,439.20	4,439.20
0498 - GLOBALPAYMENT INTEGRATED	21,767.90	0.00	0.00	0.00	21,767.90	21,767.90
0557 - GULLO, JACK A. JR.	212.50	0.00	0.00	0.00	212.50	212.50
10179 - Hawkins Inc	22,725.11	0.00	0.00	0.00	22,725.11	22,725.11
9888 - HEALTH EQUITY	61,180.87	0.00	0.00	0.00	61,180.87	61,180.87
9360 - HILLS ELECTRIC MOTOR SERVICE, INC.	6,478.85	0.00	0.00	0.00	6,478.85	6,478.85
0425 - HOME LAND ENVIRONMENTAL HEALTH LABS, LLC	211.00	0.00	0.00	0.00	211.00	211.00
3200 - ICMA -457- #300535	18,075.10	0.00	0.00	0.00	18,075.10	18,075.10
9616 - INGERSOLL RAND COMPANY	1,076.90	0.00	0.00	0.00	1,076.90	1,076.90
1689 - IN-SITU, INC.	1,476.00	0.00	0.00	0.00	1,476.00	1,476.00
1685 - ISLER DARE, P.C.	5,185.00	0.00	0.00	0.00	5,185.00	5,185.00
1521 - J & P FENCE COMPANY	850.00	0.00	0.00	0.00	850.00	850.00
10025 - Jack Morris	917.00	0.00	0.00	0.00	917.00	917.00
3617 - JERRY'S ELECTRIC	125.00	0.00	0.00	0.00	125.00	125.00
0856 - JUDY'S CLEANERS, INC	288.00	0.00	0.00	0.00	288.00	288.00
10074 - KARPINKSKI, CORNBROOKS & KARP, P.A.	750.00	0.00	0.00	0.00	750.00	750.00
0551 - LA PLATA HARDWARE	492.02	0.00	0.00	0.00	492.02	492.02
4403 - LA PLATA MILL & SUPPLY CO., INC	1,247.87	0.00	0.00	0.00	1,247.87	1,247.87
0972 - LA PLATA TIRE CENTER	85.56	0.00	0.00	0.00	85.56	85.56
9244 - LABORATORY CORPORATION OF	112.00	0.00	0.00	0.00	112.00	112.00
0577 - LEXIPOL	1,591.35	0.00	0.00	0.00	1,591.35	1,591.35
0678 - LINEMARK PRINTING INC	5,445.75	0.00	0.00	0.00	5,445.75	5,445.75
4407 - LOCAL GOVERNMENT INS TRUS	247,218.64	0.00	0.00	0.00	247,218.64	247,218.64
8202 - LOWES	1,998.82	0.00	0.00	0.00	1,998.82	1,998.82
5087 - M&T BANK TRUST OPERATIONS	14,863.54	0.00	0.00	0.00	14,863.54	14,863.54
1670 - Martha Tracy	256.00	0.00	0.00	0.00	256.00	256.00

Vendor History Report

Description	Posting Date Range -					
	Amount	Shipping	Tax	Discount	Net	Payment
0340 - MARYLAND BIOCHEMICAL COMPANY. INC.	2,820.32	0.00	0.00	0.00	2,820.32	2,820.32
5053 - MARYLAND ENVIRONMENTAL	14,846.57	0.00	0.00	0.00	14,846.57	14,846.57
0564 - MARYLAND MUNICIPAL CLERKS ASSO	120.00	0.00	0.00	0.00	120.00	120.00
5014 - MARYLAND MUNICIPAL LEAGUE	2,400.00	0.00	0.00	0.00	2,400.00	2,400.00
1374 - MASTERCRAFT ELECTRIC, L.L.C.	2,289.22	0.00	0.00	0.00	2,289.22	2,289.22
1225 - MATHESON TRI-GAS, INC	129.00	0.00	0.00	0.00	129.00	129.00
7600 - MCCRONE, INC.	28,990.77	0.00	0.00	0.00	28,990.77	28,990.77
1375 - MELWOOD HORTICULTURAL TRAINING	22,892.58	0.00	0.00	0.00	22,892.58	22,892.58
1387 - MIDDLETON MANOR FARMS	113.91	0.00	0.00	0.00	113.91	113.91
10155 - MK Consulting Engineers LLC	16,499.96	0.00	0.00	0.00	16,499.96	16,499.96
1688 - MOBILE STEAAM SOLUTIONS, INC.	175.00	0.00	0.00	0.00	175.00	175.00
10184 - Modaxo Traffic Management USA Inc.	16,472.00	0.00	0.00	0.00	16,472.00	16,472.00
5019 - MOTOR VEHICLE ADMINISTRAT	30.00	0.00	0.00	0.00	30.00	30.00
1181 - MOTOROLA SOLUTIONS INC	15,754.34	0.00	0.00	0.00	15,754.34	15,754.34
9390 - MUELLER SYSTEMS	24,865.19	0.00	0.00	0.00	24,865.19	24,865.19
1300 - MUTUAL OF OMAHA COMPANIES	10,104.81	0.00	0.00	0.00	10,104.81	10,104.81
10214 - Nathaniel Erich Lohn	1,000.00	0.00	0.00	0.00	1,000.00	1,000.00
9542 - O2 SUPPLY COMPANY, INC.	19.22	0.00	0.00	0.00	19.22	19.22
1555 - OFFICE OF THE ATTORNEY GENERAL	1,372.00	0.00	0.00	0.00	1,372.00	1,372.00
10017 - OLD Bay Technology, LLC	2,600.00	0.00	0.00	0.00	2,600.00	2,600.00
7406 - ON DUTY SUPPLY, INC	498.83	0.00	0.00	0.00	498.83	498.83
0265 - ONE CALL CONCEPTS, INC	417.06	0.00	0.00	0.00	417.06	417.06
0895 - Paylocity - AP	3,693.66	0.00	0.00	0.00	3,693.66	3,693.66
0945 - Paylocity - PR	595,848.43	0.00	0.00	0.00	595,848.43	595,848.43
1699 - PET ASSURE CORP	134.50	0.00	0.00	0.00	134.50	134.50
1083 - PITNEY BOWES POSTAGE BY PHONE	600.00	0.00	0.00	0.00	600.00	600.00
0118 - PLANCHEK, INC.	57,654.95	0.00	0.00	0.00	57,654.95	57,654.95
1513 - PNC BANK	3,191.45	0.00	0.00	0.00	3,191.45	3,191.45
0301 - POLYDYNE INC.	7,969.50	0.00	0.00	0.00	7,969.50	7,969.50
1690 - Rainbow Construction Corp of Waldorf	11,853.42	0.00	0.00	0.00	11,853.42	11,853.42
10172 - RATH ENTERPRISES, INC	2,615.00	0.00	0.00	0.00	2,615.00	2,615.00
0583 - RE: Neighborhood Mini Grant	400.00	0.00	0.00	0.00	400.00	400.00
0271 - RE: TILGHMAN LAKE DEPOSIT REFUND	150.00	0.00	0.00	0.00	150.00	150.00
1331 - RELIABLE CONTRACTING CO., INC.	3,051.95	0.00	0.00	0.00	3,051.95	3,051.95
9773 - ROTARY CLUB OF CHARLES COUNTY, LA PLATA	700.00	0.00	0.00	0.00	700.00	700.00
0926 - RUDD'S PEST CONTROL	370.00	0.00	0.00	0.00	370.00	370.00
1668 - Selyce Freeman	33.00	0.00	0.00	0.00	33.00	33.00
1341 - SMECO	150,374.37	0.00	0.00	0.00	150,374.37	150,374.37
7408 - SOSMETAL PRODUCTS, INC.	2,211.43	0.00	0.00	0.00	2,211.43	2,211.43
7423 - SOUTHERN MARYLAND HYDRAUL, INC.	1,778.05	0.00	0.00	0.00	1,778.05	1,778.05
10101 - Southern Maryland Martial Arts, Inc.	350.00	0.00	0.00	0.00	350.00	350.00
9929 - SOUTHERN MARYLAND RECYCLING, INC.	54,524.87	0.00	0.00	0.00	54,524.87	54,524.87
8104 - SPATIAL SYSTEMS ASSOCIATES,INC	3,601.92	0.00	0.00	0.00	3,601.92	3,601.92
7495 - STATE RETIREMENT & PENSION	51,155.04	0.00	0.00	0.00	51,155.04	51,155.04

Vendor History Report

					Posting Date Range -	
Description	Amount	Shipping	Tax	Discount	Net	Payment
9562 - SUBURBAN PROPANE	20.00	0.00	0.00	0.00	20.00	20.00
7487 - SUPERIOR TANK, INC	385.00	0.00	0.00	0.00	385.00	385.00
10090 - Susan Buckley	47.00	0.00	0.00	0.00	47.00	47.00
1683 - SWEET CORAZON	3.00	0.00	0.00	0.00	3.00	3.00
0672 - T & T SWEEPING SERVICE	2,230.00	0.00	0.00	0.00	2,230.00	2,230.00
1678 - THE SHERMAN WILLIAMS CO., INC	493.60	0.00	0.00	0.00	493.60	493.60
10086 - Toby Swarey	160.00	0.00	0.00	0.00	160.00	160.00
10089 - Tony Hamilton	285.00	0.00	0.00	0.00	285.00	285.00
9892 - TRANSAMERICA EMPLOYEE BENEFITS	494.48	0.00	0.00	0.00	494.48	494.48
10190 - TransUnion Risk and Alternative Data Solutions, Inc	225.00	0.00	0.00	0.00	225.00	225.00
0097 - TYLER TECHNOLOGIES, INC.	290.00	0.00	0.00	0.00	290.00	290.00
0389 - UNCLE SKEETER'S CUTTER CLEANING	825.00	0.00	0.00	0.00	825.00	825.00
9270 - UNEMPLOYMENT TAX SERVICE, INC	4,236.96	0.00	0.00	0.00	4,236.96	4,236.96
1515 - USABLUEBOOK	3,526.71	0.00	0.00	0.00	3,526.71	3,526.71
0282 - VERIZON	4,164.81	0.00	0.00	0.00	4,164.81	4,164.81
10122 - Verizon Connect Fleet USA LLC	206.95	0.00	0.00	0.00	206.95	206.95
0268 - VERIZON WIRELESS	2,612.56	0.00	0.00	0.00	2,612.56	2,612.56
9701 - WALDORF FORD	356.85	0.00	0.00	0.00	356.85	356.85
9219 - WALDORF POSTMASTER	0.00	0.00	0.00	0.00	0.00	0.00
0344 - WASTE MANAGEMENT OF MARYLAND	21,631.96	0.00	0.00	0.00	21,631.96	21,631.96
10123 - Water Works Metrology LLC	3,294.75	0.00	0.00	0.00	3,294.75	3,294.75
9319 - WHEL-TECH INC	1,705.63	0.00	0.00	0.00	1,705.63	1,705.63
0328 - WILLETT DRYWALL	600.00	0.00	0.00	0.00	600.00	600.00
9971 - ZEIGLER CONSTRUCTION, LLC	14,940.00	0.00	0.00	0.00	14,940.00	14,940.00
Vendors: (149) Total 01 - Vendor Set 01:	2,075,272.59	0.00	0.00	0.00	2,075,272.59	2,075,272.59
Vendors: (149) Report Total:	2,075,272.59	0.00	0.00	0.00	2,075,272.59	2,075,272.59