19-1132

Fulton County Board of Commissioners

Agenda Item Summary

BOC Meeting Date
12/18/2020

Requesting Agency	**Commission Districts Affected**
Information Technology	All Districts

Requested Action *(Identify appropriate Action or Motion, purpose, cost, timeframe, etc.)*

Request approval to utilize cooperative purchasing – Information Technology, General Services Administration (GSA) Contract GS-35F-0410X, Computer Aided Design/ Computer Aided Manufacturing (CAD/CAM) Services in the amount of $528,400.00 with Mission Critical Partners (Port Matilda, PA) to provide advanced monitoring, network and application support, and remediation services for the County's E911 system. Effective dates: January 1, 2020 to December 31, 2020.

Requirement for Board Action *(Cite specific Board policy, statute or code requirement)*

In accordance with Purchasing Code Section 102-459, requests for approval of statewide contracts of more than $49,999.99 shall be forwarded to the Board of Commissioners for approval.

Is this Item related to a Strategic Priority Area? *(If yes, note strategic priority area below)*

Yes — All People trust government is efficient, effective, and fiscally sound

Is this a purchasing item?

Yes

Summary & Background *(First sentence includes Agency recommendation. Provide an executive summary of the action that gives an overview of the relevant details for the item.)*

Scope of Work: Based on a number of E911 system outages, the department of Information Technology has recently commissioned an emergency assessment of the E911 platform to determine contributing factors. The assessment found a number of items which require remediation in order to achieve greater stability.

Among the findings were:

1) Reliance on an aging network that shares bandwidth/capacity with competing resources – requiring dedicated system resources specifically for the E911 platform
2) Aging PCs that are running Windows 7 and are at end-of-life
3) Generalists supporting the system who are not steeped in the E911 application. Including a 24/7 support model not currently provided by the department of Information Technology
4) Lack of fail-over capabilities which are critical for E911 services

It is important to note several projects are under-way which will bring greater stability to this platform, including a PC refresh that will upgrade reliance on end-of-life Windows 7 and a network refresh that should bring greater stability. Having said that, the risk to public safety is too great to delay the implementation of an action plan while these projects are underway.

Agency Director Approval		**County Manager's Approval**
Typed Name and Title Felicia Strong-Whitaker, Director	**Phone** (404) 612-5800	
Signature	**Date**	

Revised 03/12/09 (Previous versions are obsolete)

Continued

This request begins a proactive, three (3) phase plan, that will gain greater stability of the E911 footprint. This plan includes:

1) Enhanced monitoring tools provided by this request
2) 24/7 support services provided by this request
3) Remediation of the E911 environment to provide better segmentation / isolation of the environment for enhanced stability. This request includes remediation of the application component. The department of Information Technology continues to work on a proposal that addresses network segmentation which will be forth coming..

Community Impact: This will impact all the communities that the Fulton E911 team is currently taking and dispatching calls for. This will help to ensure that unplanned outages are quickly mitigated.

Department Recommendation: The Information Technology Department recommends approval of this contract.

Project Implications: Not implementing this solution means that IT will not be able to provide redundant CAD/RMS applications. In the event that the vendor increases/decrease their price in the future will impact our budget.

Community Issues/Concerns: No concerns raised by the community

Department Issues/Concerns: Our existing E911 system needs a redundant capability to ensure availability and stability for the agents working in the center. The requested solution when combined with other technical improvements will provide the necessary reliability to support this critical function.

History of BOC Agenda Item: This is a new procurement.

Contract & Compliance Information	*(Provide Contractor and Subcontractor details.)*

.

Solicitation Information No. Bid Notices Sent:	NON-MFBE	MBE	FBE	TOTAL
No. Bids Received:				

Total Contract Value	Click here to enter text.
Total M/FBE Values	Click here to enter text.
Total Prime Value	Click here to enter text.

Fiscal Impact / Funding Source *(Include projected cost, approved budget amount and account number, source of funds, and any future funding requirements.)*

100-220-2203-1113: General, Information Technology, Technology Operations, Software-$528,400.00

Exhibits Attached *(Provide copies of originals, number exhibits consecutively, and label all exhibits in the upper right corner.)*

Exhibit 1: Computer-Aided Dispatch Performance Remediation and Support Services Proposal
Exhibit 2: MCP-GSA Master Contract GS-35F-0410X

Source of Additional Information *(Type Name, Title, Agency and Phone)*

Glenn Melendez, Deputy Chief Information Officer, 404-612-0192

Agency Director Approval		County Manager's Approval
Typed Name and Title Felicia Strong-Whitaker, Director	**Phone** (404) 612-5800	
Signature	**Date**	

Revised 03/12/09 (Previous versions are obsolete)

Procurement

Contract Attached:	**Previous Contracts**:		
Yes	No		
Solicitation Number:	**Submitting Agency**:	**Staff Contact**:	**Contact Phone**:
GSA Master Contract GS-35F-0410X	Information Technology	Sherri McNair	404-612-5803

Description: to provide advanced monitoring, network and application support, and remediation services for the County's E911 system.

FINANCIAL SUMMARY

Total Contract Value:		**MBE/FBE Participation**:	
Original Approved Amount:	.	Amount: .	%: .
Previous Adjustments:	Click here to enter text.	Amount: .	%: .
		Amount: .	%: .
This Request:	$528,400.00	Amount: .	%: .
TOTAL:	$528,400.00		

Grant Information Summary:

Amount Requested:	.	☐	Cash
Match Required:	.	☐	In-Kind
Start Date:	.	☐	Approval to Award
End Date:	.	☐	Apply & Accept
Match Account $:	.		

Funding Line 1:	**Funding Line 2**:	**Funding Line 3**:	**Funding Line 4:**
100-220-2203-1113	.	.	.

KEY CONTRACT TERMS

Start Date:	**End Date:**
1/1/2020	12/31/2020
Cost Adjustment:	**Renewal/Extension Terms**:
.	

ROUTING & APPROVALS

(Do not edit below this line)

X	Originating Department:	Melendez, Glenn	Date: 12/10/2019
X	County Attorney:	Ringer, Cheryl	Date: 12/11/2019
XX	Purchasing/Contract Compliance:	Strong-Whitaker, FeliciaStrong-Whitaker, Felicia	Date: 12/11/2019 12/11/2019
X	Finance/Budget Analyst/Grants Admin:	Stewart, Hugh	Date: 12/10/2019
.	Grants Management:	.	Date: .
X	County Manager:	Anderson, Dick	Date: 12/11/2019

MissionCriticalPartners
Because the Mission Matters

Computer-Aided Dispatch Performance Remediation and Support Services

Revised Proposal

PREPARED DECEMBER 2, 2019 FOR
FULTON COUNTY, GEORGIA

Table of Contents

Introduction Letter

December 2, 2019

Glenn Melendez, Deputy Chief Information Officer
Department Relations
Fulton County IT
141 Pryor Street
Atlanta, GA 30303

Re: Proposal for Computer-Aided Dispatch Infrastructure Assessment and Remediations

Dear Mr. Melendez,

Mission Critical Partners, LLC (MCP) is pleased to provide Fulton County, GA (County) with this proposal for remediation costs and support services that we believe will significantly enhance the reliability of the system, and greatly improve system and infrastructure support. The foundation of this proposal is the Public Safety Network Assessment performed by MCP the week of September 30, 2019.

Our assessment generated multiple findings and recommendations which we have prioritized into a three-phased approach. These phases are prioritized by speed to execute and impact. In our proposal, we have identified the remediation tasks and associated costs necessary to reduce the number of disruptions and to enhance the ability to correct any disruption more expeditiously.

If you have any questions about the assessment report or the contents of this proposal, please contact Mark Moloney. His contact information follows:

Mark Moloney, IT Network Manager
Mission Critical Partners, LLC
690 Grays Woods Blvd.
Port Matilda, PA 16870

Cell: 321.848.2273
Office: 321.866.8779
Email: MarkMoloney@MissionCriticalPartners.com

On behalf of our entire team, we stand behind Fulton County to serve as your partner and your advocate.

Sincerely,

Mission Critical Partners, LLC

R. Kevin Murray
Chairman & Chief Executive Officer

About Mission Critical Partners

Mission Critical Partners (MCP) is an independent solutions provider that helps public safety clients enhance and evolve their mission critical systems and operations.

Through our breadth and depth of experience and an extensive network of resources, we offer unique, vendor-independent and successful solutions that solve our clients' complex challenges.

Our planning, implementation and information technology (IT) and network support services span all aspects of mission-critical communications, while our expertise covers everything from radio to broadband, networks, and 911, and facilities and operations. We provide confidence and support every step of the way, from design and procurement to building and management. The result is a high-performing emergency response system that achieves maximum value and optimal efficiency.

With MCP, the proof is in the numbers:

- Loyalty is the foundation of our business, with more than 90 percent of our clients remaining with us from project to project.
- Our specialized professionals are integral members of our team, bringing an average of more than 25 years to every project.
- We expand upon our experience year after year, completing more than 700 projects since our inception in 2009.
- We've performed services for clients in nearly all 50 states with a full suite of solutions and services.
- We invest more than a million dollars each year to employee training.

MCP stands behind the importance and nobility of the work our clients do. We understand the criticality of effective and efficient public safety systems, not just for our clients, but for their entire community. While we are proud to have the most experienced and knowledgeable team of professionals in the industry, our greatest pride comes in seeing the successful results of our clients' mission critical operations.

Because at the end of the day, **it's the mission that truly matters.**

OFFICE LOCATIONS

Mission Critical Partners serves municipal, county, state and federal clients across North America with offices in the following locations:

Corporate Headquarters

State College Office
690 Gray's Woods Blvd.
Port Matilda, PA 16870
Phone: 888.862.7911
Fax: 814.217.6807
Web: MissionCriticalPartners.com

Branches

Raleigh Office
3737 Glenwood Ave. Suite 100
Raleigh, NC 27612

Pittsburgh Office
105 Bradford Rd. Suite 400
Wexford, PA 15090

Harrisburg Office
2578 Interstate Dr. Suite 106
Harrisburg, PA 17110

Dallas Office
502 N. Carroll Ave. Suite 120
Southlake, TX 76092

New Jersey Office
35 Beechwood Rd. Suite 2A
Summit, NJ 07901

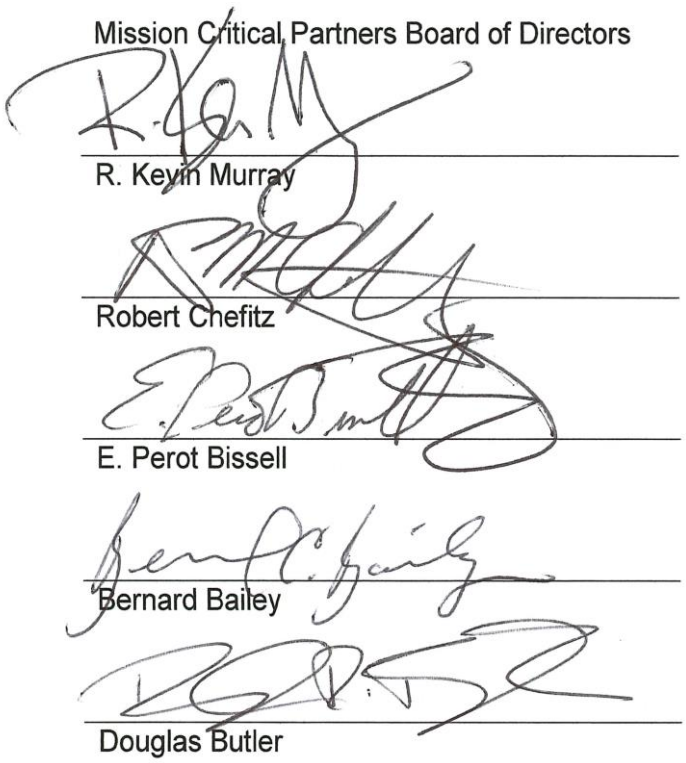
Our Commitment to Vendor Neutrality

Partnering with a firm that brings an independent, objective perspective to every engagement is a top priority for the clients we serve. As an advocate for mission-critical agencies, MCP's commitment is to always put the fundamental interests of our clients first.

From our inception, vendor-neutrality is a value that underpins every aspect of what we do. Our goal is to determine the most favorable solution for our clients based on their unique requirements, budget, governance structure, operations, and existing technologies. We provide a holistic perspective of the entire emergency response ecosystem, free of bias or favoritism to any specific product or service provider. Our recommendations are always based on the value and the benefit provided to the client.

For clients, this approach means more control and greater visibility into the systems they are ultimately responsible for operating, and a successful project that improves emergency response.

Mission Critical Partners Board of Directors



R. Kevin Murray

Robert Chefitz

E. Perot Bissell

Bernard Bailey

Douglas Butler

Network and IT Support Services

We help our clients increase the reliability of their network and IT environment long after implementation. Our holistic, IT and network support solutions help our clients realize significant IT cost savings, while remaining confident that their systems are running at peak performance, protected from unplanned network outages.

Clients partner with us so that they can focus on the strategic aspects of managing their public safety operations while we provide expanded continuity, capacity, and capability. We provide solutions that achieve our clients' goals, not their vendors', by applying a technology-independent approach.

With MCP's help maintaining their network environment, our clients have greater confidence that their IT infrastructure and related systems are running smoothly. Our objective is to help our clients drive a greater return from their maintenance investments while reducing their operating expenses. We provide a broad portfolio of assessment, monitoring, and support solutions that improve network reliability and provide agencies with greater insights into their Internet Protocol (IP) network and IT enterprise.

IT Network and Support Solutions	Network Management and Monitoring Solutions	Cybersecurity Solutions	Additional Offerings
Mission-Critical NetInform℠ discovery services Mission-Critical NetInform℠ enterprise IT assessments	Mission-Critical NetPulse℠ 24x7 network monitoring	Mission-Critical NetInform℠ security assessments Mission-Critical NetPulse℠ security monitoring	On-request services IT help desk services Integrated vendor support services

These support solutions can provide a holistic, end-to-end view into an agency's entire network and supporting infrastructure with support available for the following networks and applications:

- Computer-aided dispatch (CAD) systems
- Call-handling equipment (CHE)
- Records management systems (RMS)
- Microwave and fiber-optic backhaul systems
- Emergency services IP networks (ESInets)
- Telephony
- 911 and administrative networks
- Environmental site networks

Figure 1: Client-Focused Holistic Support

Proposed Staff

MCP recognizes that as an independent solutions provider, our corporate capabilities depend directly on the capabilities and experience of our staff. MCP has assembled one of the most experienced and knowledgeable teams in the country. A multifaceted project such as this requires different areas of expertise and knowledge—typically more than any one or two individuals can bring—because different areas of expertise often are required at different stages of the project.

Mark Moloney, MCSE, CCNP, IT Network Manager
Service Program Manager

Mark Moloney is a Microsoft Certified Systems Engineer (MCSE), Cisco Certified Network Professional (CCNP), GIAC Security Essentials (GSEC), GIAC Certified Windows Security Administrator (GCWN) with over 17 years of extensive network technical experience in the IT field, emphasizing network administration, security management, and server support. He is an excellent problem solver with strong communication and interpersonal skills. Mark is a former military professional that is successful at building strategic partnerships and alliances and spearheading business relationships to achieve beneficial outcomes.

Cory Bluhm, Technical Project Manager for IT Networks
Technical Program Manager

Cory Bluhm has almost 20 years of experience in the field of Municipal IT, with the last 10 years focused on supporting the critical systems for 911, Fire/EMS, and Police networks. Among his varied experiences, he served as a technical liaison to the Brazos Valley Texas BVCNet which is an organization of local government agencies teamed up to securely link their networks. He continued to expand his technical and managerial knowledge by graduating from the University of North Carolina in 2013 as a Certified Government Chief Information Officer. His broad IT skill set, along with a “can-do” attitude, is beneficial when trying to methodically track down and resolve issues. His time in municipal management honed his personal skills and helps him understand and empathize with government needs such as working within very tight budgets.

Michael Beagles, Senior Technology Specialist
Network Infrastructure Update

Mr. Beagles, Senior Technology Specialist, has been working in the information technology (IT) field for more than 15 years with 10 years specifically supporting public safety environments. During that time Mike has designed and implemented a long list of technologies that support the public safety mission. He was the chief architect and implementer of EmergiTech’s InterCAD system delivered over the network as a service to 911 agencies around the country and as the IT manager, he served as a technical lead on CAD, records management system (RMS), 911, and mobile projects. Mike has expertise in networking and network design, security and accessibility, server design, and application delivery. Mike attended Houston Community College, C-TREC Technical School Cisco Certified Network Associate (CCNA) Bootcamp, and holds certifications with Microsoft Server, and Comp Telecommunications Industry Association (TIA).

Dennis Matzen, Senior Manager IT and CAD Technology
Systems Engineer

Dennis Matzen provides subject matter expertise in the technology vision, leadership, and implementation of client IT and CAD programs. He has more than 39 years of diversified experience in the design, installation, and management of computer systems and communications networks for public safety and justice agencies. Dennis’ expertise includes in-depth working knowledge and experience of network switching, routing, and security specializing in Windows Server/ Workstation products, virtualization systems, and AIX/UNIX environments. His expertise applies to wireless as well as other more static communications environments. Parallel with his network expertise is his extensive system administration experience spanning Windows and UNIX operating the software, virtualization, and high-availability configurations.

Chris Faircloth, Business Development Manager
Client Services Manager

Chris Faircloth brings extensive 911 and telecommunication industry expertise to state and local government agencies to support the public safety community. His background encompasses all facets of 911 and next generation technical and operational standards, as well as a wide range of technological solutions and experience that includes land mobile radio (LMR) and CAD systems. His work involves the

development, procurement, and implementation of many multi-million-dollar public safety projects. Through his work on public safety projects, Chris brings a solid understanding of procurement and contract development within the state and local government landscape. He brings extensive experience in understanding and representing customers, to make sure that services are pertinent to solving their exact needs.

Mark Perkins, VP & Director of Lifecycle Management Services Delivery Operations
Client Manager

Mark Perkins has more than 32 years of extensive experience in customer advocacy, systems operation, network operations center (NOC) monitoring operations, security services operations, technical support and field service operations gained throughout a long term career with a very large technology company all within the public safety sector. Mark earned his Bachelor of Science Degree from California State University, Long Beach, California, and also carries Quality Management Services (QMS) Certifications in ITIL, TL9000 and ISO9000.

David S. Jones, President, Lifecycle Management Services Division
Customer Advocacy and Quality Assurance

David S. Jones will provide the quality assurance (QA) overview and review of all deliverables and provide additional project management support to the project and client managers as needed. David's background includes more than 30 years of operations management, services management, strategic and tactical planning, vendor management and contract management within the public safety sector for a large technology company. David directly managed and completed on time projects with an average annual value greater than $500 million per year during his prior tenure with the large technology company. David earned his Bachelor of Science degree in engineering and a Master of Business Administration (MBA) degree in Systems Management.

Resumes

Resumes highlighting the qualifications and experience of the proposed MCP project team are included on the following pages.

Mark Moloney

IT Network Manager, Mission Critical Partners

Mark has extensive experience in providing consultant services to customers in the areas of network security assessment and implementation, network design and support. His background includes working in, wireless networking, data security, data storage design, server, firewall and support of software.

Representative Experience

State Experience

- Florida
  - Support of statewide project network
  - Designing, implementing and upgrading Cisco wireless networks
  - Daily work with Active Directory, Remote Desktop, Windows server 2003, 2008, 2008R2, XP, MS Office 2000-2013, Dell and Cisco hardware, HPOV, Unitrends, McAfee, Cisco Unified Communication and Unity
  - Managing Cisco Prime and Cisco controllers for finding the radius of network accessibility
  - Developed standardized security configurations and backup solutions for Public Safety Two-Way Radio Network
  - Reduced AD, DNS and replication errors on network by 95 percent
  - Work with network monitoring software including, HP OpenView, eHealth, Dell IT Assistant, Openmanage Essentials, FIAL and Zenoss
  - Redesigned active directory and network time to reduce errors and increase manageability
  - Implemented GPOs to standardize and secure the configuration of systems
  - Designed, configured, installed and maintained WSUS for state networks
  - Maintained RSA server and network VPN access
  - Responsible for Cisco Call Manager, Cisco Unified CCX and Unity6 administration and upgrades
  - IT support and training
  - Design, implement and support new office network setup to include, internet link setup, security, data storage, Ad setup and wireless setup and security
  - IT project management
  - Needs assessment, project development and implementation

Industry Experience

17 years

Education

B.S.c. Environmental Engineering

United States Military Academy

Certifications

CCNP
Security +
GSWN
MCSE

Cory W. Bluhm

Technical Project Manager for IT Networks, Mission Critical Partners

Cory is an IT project management professional with extensive experience implementing large software and hardware solutions. He presents solutions that maximize the system's potential. Cory is skilled at delivering highly effective technical product solutions through the use of innovative channels, outlining product benefits in line with client technical requirements. He is able to combine technical knowledge with best practices to deliver second-to-none results in mission critical environments.

Representative Experience

- Operations Manager
  - Performed contract reviews and assisted in navigating the pitfalls of software upgrades
  - Public safety project management
  - Track project deliverables to ensure vendors fulfill contractual obligations
  - Manage and monitor network and software to identify issues prior to outages
  - Monitor systems network and software
- Project Manager
  - Responsible for management of all phases of implementation including engineering development, training, deployment and software support
  - Reviewed contracts, developed and executed project plans
  - Tracked project deliverables to ensure all contractual obligations were met
  - Met with stakeholders
  - Reviewed hardware requirements, predicted growth patterns
  - Troubleshoot issues, explain highly technical issues in nontechnical ways
  - Assisted post project phase support staff resolve issues
  - Trained clients on software, hardware and IT best practices
  - Assisted in client deployments
- Project Experience
  - Orange County Sheriff's Department & City of Orlando, FL– Project Manager for technology integration and migration to new multi-agency 911 dispatch system. Working with IT staff from multiple agencies to identify existing features and requirements, assist with creating the RFP, implement the new solution, evaluate the new system performance and provide ongoing monitoring of the system after cutover.
  - Stockton Fire, CA – Upgrade old dispatch and fire records systems to a new system. Evaluate existing environment, schedule resources, track activity, identify and report project progress.
  - Sacramento Fire, CA –Manager the multi-agency 911 system to identify and document all existing interfaces, work with the new software vendor to ensure capabilities existed and document changes between the systems through implementation phase
  - Warren County, OH – Review new 911 environment and resolve ongoing issues.
  - San Francisco, CA –Manage 911 system upgrade
  - Fort Worth, TX – Monitor existing records system and perform weekly maintenance
  - Midland, TX - Monitor existing 911 system and perform weekly maintenance
  - Alameda Police, CA– Assist with hardware purchase for new 911 system, configure, install and maintain VM environment

Industry Experience

19 years

Education

Bachelor of Arts – International Studies
Texas A&M University
College Station, TX

Bachelor of Arts – International Studies
Austin College Sherman, TX

Certifications

Cisco ICND, Microsoft Professional: Server, AD, Exchange, SQL, Cabling and Network Design Training, Nagios and Solarwinds monitoring, FrontRange Solutions HEAT administrator, Dell technician certified Experience with VMware, NetApp, EMC, HP, UniTrends Backup and Recovery, Extensive Anti-Virus experience, SPIN Sales Training, Crystal Reports Training, FEMA IC courses

Associations

University of North Carolina
Certified Government Chief Information Officer

Bryan ISD Technology Board

Michael Beagles

Senior Technology Specialist, Mission Critical Partners

Mike has specialized experience with supporting public safety agencies by providing technical expertise, strategic IT planning, and architecting both on-prem and shared systems for new and innovative mission critical technologies as well as legacy solutions. Throughout his long-standing career, he has worked as a technical service manager providing managed IT services to agencies, a network engineer for several public safety software companies, and as an IT manager with a mid-tier public safety 911/ CAD/RMS/Mobile software provider. His expertise runs deep in services and project management for large and small projects.

Industry Experience
12 years

Education
C-TREC Technical School–CCNA Boot Camp; Security+

Certifications
Cisco Certified Network Associate (CCNA)

MCP/MCTS (Windows Server Administration)

CompTia Security+

Representative Experience

State/Regional Experience

- Minnesota—Project manager supporting DPS-ECN NG911 initiatives and ESInet implementation support.
- Minnesota—Project manager and technical support for DPS-ECN Statewide Text-to-911 rollout
- Pennsylvania Emergency Management Agency (PEMA)—Senior technical consultant and engineer on design and installation of $2M Cisco network in new PEMA facility
- Region 13, Pennsylvania—Technical support for lifecycle managed services
- North Central Texas Council of Government (NCTCOG)—911 network strategic consulting and RFP support

City/County Experience

- Charleston County Consolidated Dispatch Center (CCDC) SC—Lead/participated in collaborative social media pilot with Penn State University and RapidSOS.
- Lubbock Emergency Communications District (LECD) TX—Project manager and technical support for procurement of 911 IPSR; Lead network engineer on 911 network assessment
- City of Cincinnati, OH—Network engineering and incident analysis support
- Cuyahoga County, OH—Project manager supporting county public safety initiatives.
- Hillsborough County, FL—Technical lead, PSAP technology assessment and migration to new public safety operations complex
- Shelby County, TN—911 network assessment and analysis
- Memphis, TN—PSAP network assessment and analysis; project manager for a network overhaul
- Medina, OH—Chief engineer for migration and installation of CAD, RMS, and Mobile Law products hosted in the cloud
- Washington Township, Dublin, OH—IT strategic planning, support services manager

Additional Experience

- EmergiTech IT Manager supporting 911, CAD, RMS, and Mobile applications for departments throughout Ohio, Kentucky, West Virginia, and Tennessee
- The chief technical architect for EmergiTech SaaS platform
- Assistant Terminal Agency Coordinator & LEADS Security Officer for Ohio Law Enforcement Automated Database System.
- Experienced with Criminal Justice Information Services (CJIS) and National Crime Information Center (NCIC) security requirements
- Design and Implementation of end-to-end mobile CAD solution
- Technical support for RFPs on CAD/RMS/911/Mobile system upgrades, and conversions from traditional to Software-as-a-Service (SaaS) models
- Managing and implementing local area network (LAN)/wide area network (WAN) environments with firewalls, routers, and various network equipment

Dennis L. Matzen

Senior Manager IT and CAD Technology, Mission Critical Partners

Dennis has extensive diversified experience in the design, installation and management of computer systems and communications networks for public safety. His expertise includes in-depth working knowledge and experience of network switching, routing and security specializing in Windows server/ workstation products, virtualization systems and AIX/UNIX environments. He brings these experiences and skills to all aspects of every project.

Industry Experience

39 years

Education

AS, Industrial Management

Representative Experience

State Experience

- California
  - Planned, designed, configured and installed advanced networks
  - Established a 24/7 support center
  - Responsible for telephone, radio, data communications and computer network systems
  - Designed, installed and managed the network in support of a large scale, multi-facility campus environment
  - Integrated network with two existing networks in remote location to form a department WAN using TCP/IP Frame Relay Network
  - Technical representative on the transition team to design a new county 911 ECC
  - Served as a senior technical member of the Microwave Master Plan Project
  - Engineering, installation and repair of two-way and microwave radio systems, communications control and related equipment such as antennas, towers, power supplies and multiplex for a countywide communications system
  - Managed daily operations of a branch communications shop.
  - Maintained mobile two-way radios, cellular telephones, two-way base station equipment, trunked radio base stations and controllers, analog and digital microwave radios and associated baseband/multiplex equipment
  - Chief technician to install new communications consoles for three public safety communication centers
- Oregon
  - Designed, installed and supported services for mission critical communications network and computer systems

Chris Faircloth

Business Development Manager, Mission Critical Partners

Chris brings extensive 911 and telecommunication industry expertise to state and local government agencies to support the public safety community. His background encompasses all facets of 911 technology and next generation technical and operational standards, as well as a wide range of technological solutions and experience that includes land mobile radio (LMR) and CAD systems. Chris' work involves development, procurement, and implementation of many multi-million-dollar public safety projects. He brings wide-ranging experience in the contractual processes of public safety agencies in several states. Additionally, Chris brings facility and operations experience to the public safety market, with a focus in administration, operations, and technical systems.

Representative Projects

- Coweta County, GA—911 CPE project
- Georgia Emergency Communications Authority—National NG911 grant planning
- City of Atlanta—CAD implementation
- Manatee County, FL—EOC Audio/Video replacement
- Frederick County, VA—Radio System Analysis

Representative Experience

- Regional Sales Director/Territory Sales Manager
  - Supported and achieved implementation of various public safety projects in the southeastern US region.
  - Extensive experience in consulting with customers on the Next Generation Core Services (NGCS) standards and implementation of internet protocol (IP) selective routing.
  - Worked with multiple counties in Florida on the procurement process and implementation of 911 call handling equipment, including multi-PSAP and multi-million-dollar implementations.
  - Led business contractual process and teaming effort with joint-county Project 25 (P25) radio system on the west coast of Florida
- Business Development Manager
  - Consulted and teamed with public safety entities to achieve grant eligibility leading to award for new 800 megahertz (MHz) Motorola system that was interoperable with the state's "VIPER" network.
  - Supported the negotiation and building of a new wide area voice and data system in western North Carolina.
  - Worked extensively on addressing the increasing needs of high-speed mobile data systems and public safety ruggedized mobile data terminals
- Additional Experience
  - Extensive skills in negotiating contracts, navigating political landscape, partnerships and multi-million-dollar initiatives.
  - Develop business plan and opportunities from beginning of implementation, including, support, service, and business development.

Industry Experience

19 years

Education

B.S., Business Administration, University of North Carolina-Greensboro

Associations

National Emergency Number Association (NENA)

Association of Public-Safety Communications Officials (APCO)

Mark Perkins

VP & Director of Lifecycle Management Services Delivery Operations, Mission Critical Partners

Mark is an experienced services professional who oversees the delivery of Mission Critical Partners' Lifecycle Management services to include network monitoring, technical support, service desk and onsite support. His background includes oversight of call center operations, network operation centers, security operation centers, repair services, field service, and managed services. He has significant experience in public safety, telco, and enterprise markets. Mark has had a successful career leading international operations across all continents and is adept at managing both internal and outsourced models to achieve peak organizational performance.

Industry Experience

20 years

Education

B.S., California State University

Certifications

QMS Certification (ITIL, TL9000, ISO9000)

Representative Experience

State/Regional Experience

- Arizona—Assessment of current service and support of communication system, constructed disaster recovery plan for state wide microwave network
- Lubbock Emergency Communications District, TX—Network Assessment, Network Security Assessment
- Region 13 Southwest Pennsylvania Emergency Response Group—Network administration and lifecycle management services of ESInet

City/County Experience

- City of Mountain View, CA—Network Assessment, Network Security Assessment
- Shelby County 911 District, TN—Infrastructure inventory, lifecycle management support
- City of Richmond, VA—Network Assessment
- Wake County, NC—IT Staffing Study
- Lee County, FL—ESInet consulting
- Armstrong County, PA—Lifecycle management support
- Greene County, PA—Assessment of vendor support agreements and incident management
- York County, PA—Infrastructure inventory, network diagrams of systems and lifecycle management support

Additional Experience

- Provided consulting services specific to call center operations, managed services, network operation centers, security operation centers, depot repair, business transformation, and other areas of service delivery including:
  - Project Management
  - Provided capacity and resource planning
  - Designed and implemented "Ground Up" operation
- Director, Network Operations responsible for "Ground Up" design and onboarding of shared network operation center
  - Developed and managed operation budget, policy, and procedures
  - Implemented monitoring system
- Senior Director, Global Device and Board Repair operation
- Director, Call Center Operations
  - Directed operations, cost, and margin performance of call centers, network operation centers, security operation centers.
  - Provided services to public safety and enterprise markets, including federal government agencies, Department of Justice (DOJ)/Department of Homeland Security (DHS)/military branches), state governments, large city and municipal governments, and large retail, livery, and airline enterprise customers

David S. Jones

President of Lifecycle Management Services Division, Mission Critical Partners

President of Mission Critical Partners' Lifecycle Management Services Division, David is a global business executive with experience building high performance organizations. He has achieved consistent results by instilling professionalism and establishing business process improvements and operational efficiency within global and domestic organizations. David's background includes operations and services leadership, strategic and tactical planning, vendor and client relationship management, marketing guidance, contract oversight and directing sales and business development teams. He has worked in the mission-critical communications industry for 35 years for leading firms such as Motorola Solutions, where he established, instituted and launched multiple services and electronic product businesses including biometrics, smartcard, managed services and systems integration businesses with a focus on public safety.

Representative Experience

State/Regional Experience

- State of Maryland—Infrastructure Inventory and documentation and network security analysis
- Arizona—Assessment of service and support structure and processes for their communication network
- Minnesota—Firewall Security Service deployment, support and guidance
- Region 13 Southwest Pennsylvania Emergency Response Group (SWPERG)—Network management, administration, maintenance support and cyber security assessment services of the ESInet
- State of Missouri—Vendor management and maintenance agreement negotiations

City/County Experience

- City of Baltimore—Vendor negotiation and maintenance review
- City of Richmond, VA—Public Safety IT network analysis and recommendations
- Shelby County 911 District, TN—Infrastructure inventory and network documentation
- Armstrong County, PA—ESInet monitoring and lifecycle support services
- Lee County, FL—ESInet Infrastructure monitoring, inventory and network documentation
- Milwaukee County, WI—PSAP relocation and vendor maintenance negotiations

Additional Experience

- Responsible for the successful management and completion of hundreds of radio networks, CAD/RMS, antenna site and other public safety networks and facilities
- Key leader in instituting and launching a systems integration business, critical for the financial turnaround of the public safety business.
- Established, instituted and launched multiple managed service businesses with an initial focus on public safety
- Established services for networks, electronics and site management requirements
- Led a start-up biometrics, software and electronics security company, with an initial focus on international government and public safety solutions
- Aided in the restructure of domestic and global service organizations; restructuring and optimizing global reverse logistics and aftermarket support and repair organizations; analyzing and planning key restructure efforts including outsourcing strategies
- Accountable for the overall P&L, budget and staff of a large services division of a Public Safety equipment manufacturer in North America, overseeing systems integration, field service, program management, field engineering, technical call centers, network operations center (NOC), the security operations center (SOC), reverse logistic repair facilities, sales and business development

Industry Experience

35 years

Education

MBA, Baldwin Wallace College, Ohio

B.S., Civil Engineering, Rose Hulman Institute of Technology, Indiana

Certifications

6-Sigma and Digital 6 Sigma, Motorola Inc.

Executive Management Program, Kellogg School of Business, Northwestern University, Motorola, Inc.

Motorola Management Institute (MMI)

Scope of Work

Phase 1: Mission-Critical NetPulse℠ Advanced (Network & Application Monitoring and Support)

Monitoring
All network links, firewalls, and servers should be monitored for performance and uptime/downtime. The monitoring should provide notifications and trending to assist in proactive network support before issues affect users' experience or cause system outages. This also facilitates planning for growth and troubleshooting issues.

Mission-Critical NetPulse℠ Essential

The proposed **NetPulse Essential** network support service provides Fulton County (County) with a view into its network and enables the County to monitor and support its network's compliance with the Information Technology Infrastructure Library (ITIL) service operation standard. An exclusive and secure environment specific to the County is established within MCP's integrated services platform. All networking devices are discovered and established within the platform's database. This populates the platform's real-time device and circuit health dashboard, enabling the client to have 24 hours a day, seven days a week (24x7) view of device and network performance and alerts. A monitoring profile is deployed to all devices, establishing performance thresholds for alerting. Notification rules are enabled, providing a means for network support personnel to be notified when a device or circuit experiences a failure. Ticketing also is enabled, enabling the County to track all incidents to resolution and track historical patterns of issues and failures. All performance, bandwidth utilization, and fault data are stored in the database, enabling reporting capability with a robust set of data.

Task 1.1: Establish the Network Management Environment

MCP will establish an exclusive and secure network management environment specific to the County. Specifically, MCP will:

1. Establish the environment for the County to facilitate network monitoring, ticketing, and device management.
   a. MCP will configure the environment as required per the definitions defined below.

2. Provide secure access to the County's network management environment for up to four individuals.

3. Provide the County with up to 20 hours of orientation and training for the network management platform, for up to four individuals.

Task 1.2: Configure the Network Management Environment

1. To specifically define the devices to be monitored, MCP will review the proposed monitoring inventory with the County and will make changes at the County's request.

2. To specifically define what processes and elements within a specific device will be monitored, MCP will review the proposed monitoring templates with the County and will make changes at the County's request.

3. To understand the handling procedures for any potential monitoring alarm, MCP will review with the County the proposed support process and will make changes at the County's request.

4. MCP will create a customer support plan specific to the delivery of the network monitoring service to the County. This document will be used as the ongoing delivery document, and will include:
   a. All relevant contact information
   b. Escalation matrices
   c. Notification definitions
   d. Support process flow steps and definition, including planned maintenance process
   e. Monitoring device inventory
   f. Monitoring templates

Task 1.3: Prepare the Network for Monitoring and Test through Burn-In Period

1. MCP will discover items within the management platform as needed for monitoring via Simple Network Management Protocol (SNMP) enabled by the County.

2. As needed, MCP will require Secure Socket Shell (SSH) log in credentials working with the County for this effort.

3. MCP will work with and guide the County regarding how to deploy management agents on all devices as needed for monitoring said devices via a device agent.

4. MCP will test that all devices defined within the network monitoring inventory are connected and are reporting appropriately.

5. MCP will test that all notifications are functioning as agreed to by the County.

6. MCP will test that all actions defined within the monitoring template (e.g., auto-ticketing, notifications) are functioning as defined.

7. MCP will test that all network management platform views extended to the County are working properly.

8. MCP will confirm that report availability is functioning properly.

9. MCP will provide functional reviews on a biweekly basis, via conference calls, with the County through the initial 30-day burn-in period.

Task 1.4: Ongoing Support of Network Monitoring

1. MCP will provide functional reviews monthly, via conference calls, with the County throughout the life of the agreement.

2. MCP will provide support by phone and up to six on-site visits upon request for issues specific to the monitoring service throughout the life of the agreement.

Figure 2: NetPulse Essential

Mission-Critical NetPulse[SM] Advanced Monitoring Services

NetPulse Advanced monitoring services provide proactive and highly responsive around-the-clock remote support services via a network operations center (NOC) that mitigates, escalates, responds and resolves network incidents quickly. Our field engineers and specialists develop a deep understanding of the client's network environment and coordinate with every key network component provider and vendor involved with the network on behalf of the client, acting as a clearinghouse that manages incidents and events until issue resolution.

The NetPulse Advance program includes a comprehensive set of services:

- Establish a secure connection between the agency system and the MCP NOC
- Maintain User Guide – including contact information and help desk instructions
- Provide a help desk to answer your questions, provide advice and solve problems
- Dynamically collect status information
- Set thresholds for alerts
- Monitor the status of systems and network (see below for details)
- Respond when something needs attention
- Analyze and report on conditions – provide monthly reports on routine matters and immediate reports on critical conditions
- Provide recommendations to keep systems and networks functioning properly
- Assist with the operating system and application updates
- Serve as an advocate for the agency when dealing with multiple support providers
- Deploy staff when on-site services are needed

Systems and Network Monitoring

NetPulse Advanced monitoring utilizes a server to collect and transmit data to the MCP NOC services team. The following are representative of the conditions monitored:

Server Monitoring
- Virtual environments
- Processor and memory utilization
- Disk utilization
- Services
- Print queues
- Error reports
- Event logs
- Time sync
- Backup logs
- Logs for high availability disk arrays

Network Monitoring
- Device status (up/down)
- Average response time (ping) to device
- Packet loss to device
- Processor utilization
- Memory utilization
- Port utilization

In summary, MCP monitors the environment and engages as soon as a detected issue requires attention.

Problem Resolution

As issues are identified, MCP follows a triage model, working along with your staff, to isolate the matter into one or more of the following categories:

- Application
- Hardware
  - Server
  - Storage
  - Computer-aided dispatch (CAD) Workstation
- Database
- Virtualization
- Network
- Remote systems and interfaces (not being monitored)

Once the issue is assessed, MCP will either resolve the issue or engage your staff and the other parties involved. MCP will monitor the status until the matter has been resolved.

Communication's and Reporting

Critical issues and conditions are communicated to the agency immediately. Any other monitoring results will be reported monthly at a minimum. The monthly reports include:

- All detected issues
- Corrective actions taken
- Summary of tickets created
- Review of system performance and utilization
- Link to a customized dashboard
- Required site actions

In addition to these communications, MCP assists in organizing monthly status calls that are attended by a wide range of stakeholders including representatives of management, the primary users within the agency, the applications provider, IT support personnel and others.

Help Desk

NetPulse Advanced monitoring includes a comprehensive telephone support desk that is available for reporting issues, requesting services, solving routine matters and answering questions during normal working hours.

The help desk and support are available 24x7x365 for critical matters.

Prerequisites

The success of NetPulse Advanced is based upon the condition and capacity of the environment to support the requirements of the application systems. It is also based upon MCP engineers having an in-depth understanding of the requirements and the environment.

MCP will utilize the results of the recent CAD services assessment to establishing the NetPulse Advance service:

Agency Support and Facilities

The following are needed for MCP to monitor and perform troubleshooting triage of the systems and network:

- Remote access to the site using a virtual private network (VPN) or another secure access facility
- A server to support monitoring – can be a virtual machine
- Ability to send email alerts and reports from the monitoring system to MCP
- Agency contact to assist in coordinating support services
- Onsite assistance during triage and other problem-solving activities

Phase 2: Program Management and Remediation Services

Virtual Machine Ware Environment Replacement

Based on conversations with Fulton County that the current virtual machine ware (VMW) are environment hosting the Public Safety servers cannot be dedicated to them, MCP is recommending a new VMWare environment for the Public Safety servers.

The cutover to new VMWare hardware will not impact clients because we will use Neverfail to move the servers. During Phase 2 there will be a planned outage as the site to site VPNs are switched to the new firewall and internet connections.

On the following pages, MCP has outlined our approach and solution for Fulton County to complete the recommendations given in the assessment. We plan to divide the effort into five distinct phases.

Task #	Description	Tasks
1	Kickoff meeting	• As part of a remote kick-off meeting, MCP will provide the recommended hardware bill of materials that is compatible with the current environment • Coordinate with the County's IT staff to answer questions and provide technical support.
2	On-Site Installation and Initial Configuration of System	• The MCP program manager will be responsible for the initial configuration of the system hardware.
3	Remote SAN/VMware Configuration	• Created virtual servers as needed • Configure storage as needed • Migrate existing virtual server from the old cluster
4	On-site cutover	• Verify all service has been configured properly for the new environment • Work with Fulton County and Central Square to cut over to the new system
5	Documentation	• Provide as built diagrams and documentation

In the sections that follow, MCP provides a comprehensive analysis of our approach during each phase of the project.

Task 2.1: Kickoff meeting

MCP will conduct a project kickoff meeting with the project team and stakeholder representatives to:

- Establish mutual acquaintance
- Clarify roles
- Coordinate timing and action items between Fulton resources and MCP
-

Kickoff Meeting Review

Project and task milestones
Schedules and deliverables
Project budget
System technology

MCP's service program manager will facilitate the meeting.
Prior to the meeting, MCP will review available documentation regarding:

-
- VMware virtual environment
- Storage environment
- Bill of materials (BOM) for a new system

At the conclusion of the kickoff meeting, the County and MCP will be aligned on the schedule and tasks required to complete this project.

Deliverable(s):

- Project kickoff meeting

Task 2.2: On-Site Installation and Initial Configuration of System

The MCP program manager will be responsible for the initial configuration of the system hardware. The following steps will be taken by the program manager to complete this phase:

- Install VMware (ESXi) server hardware in client provided equipment rack
- Install storage area network (SAN) hardware in client provided equipment rack
- Cable and label all system connections
  - Power
  - Internet Small Computer Systems Interface (ISCSI)
  - Local Area Network (LAN)
  - Management
  - Keyboard, video, mouse (KVM)
- Initial configuration of SAN
  - Internet Protocol (IP) addressing of all ports
  - Controller parameters
  - Initial Storage Configuration
  - iSCSI configuration
- Initial configuration of VMware

- Installation of VMware ESXi software on servers
- Configuration of ESXi software
- Adding ESXi to existing VMware vCenter management system
- Attaching ESXi servers to storage
- Create required server templates for server provisioning

Deliverable(s):

- Server configuration

Assumptions:

- All hardware and software required to support this project will be provided by Fulton County. This will include:
  - VMware ESXi software for new servers, six central processing unit (CPU) licenses required
  - KVM port for ESXi server, three ports
  - Equipment rack for the installation of hardware, 5U (rack units) required
  - Power for hardware, 8 120/240VAC outlets
  - Network switch port for hardware, 22ea 10GBps and 5ea 1Gbps
  - vCenter to manage the new ESXi servers

Task 2.3: Remote Configuration

The MCP program manager will be responsible for the remaining configuration tasks. The following steps will be taken by the program manager to complete this phase:

- Configuration of VMware datastores on SAN
- Provisioning of required virtual servers
- Migrating existing virtual servers form an existing VMware cluster as needed
- Update site documentation to reflect new SAN

Task 2.4: On-Site Cut-Over

The MCP program manager will be responsible for the cut-over of all current CAD servers to the new VMware cluster. The following steps will be taken by the program manager to complete this phase:

- Verify all service have been configured properly to support the CAD applications
- Work with Fulton County and CentralSquare staff to cut over to the new hardware.

Neverfail Deployment

It is our understanding that the county owns Neverfail licenses, and that the product is installed, yet not configured to become operational. Finalizing the configuration and bringing the functionality online will provide necessary backup support to the application that does not currently exist.

Windows Updates

Windows updates should be applied on a regular basis to both workstations and servers after being approved by the IT department and following vendor guidance, and patch levels should be monitored. This protects the system from malware and ensures that all systems are patched to the same level, which eliminates one variable during troubleshooting issues.

Task 2.5: Documentation

The MCP program manager will be responsible for providing “as-built” documentation.

- Configuration of the VMware environment
- Provisioning of virtual servers
- Network diagram

Phase 3: On-site CAD Network Support Engineer

In this phase, MCP proposes an on-site CAD Network/Hardware engineer. The resource will be an MCP employee, dedicated full-time to the Fulton County project and in support of the business interests of Fulton County. MCP will be responsible for all employment salary, benefits, taxes and management of this resource.

Responsibilities of this individual include:

- Incident response
- Vendor focal point for county
- Assist in remediation actions
- Root cause analysis
- Coordinate and facilitate monthly status meetings
- Make additional proactive recommendations to improve security and reliability

Project Pricing and Signature Pages

Phase 1: Mission-Critical NetPulse℠ Advanced (Network & Application Monitoring and Support)

Fulton County agrees to purchase NetPulse Advanced monitoring services as described in the scope of work, for a **total fee of $84,000**, including expenses. MCP will invoice the County a one-time establishment of $12,000, and monthly recurring fees of $6,000 at the beginning of each month through year one of the services.

Table 1: Phase 1, NetPulse Advanced Monitoring and Response Fee

Description of Service	Invoice Schedule		Fee Per Year
Year One – Establishment Fee	One-time	$12,000	$12,000
Year One – NetPulse Advanced Monitoring	Monthly	$6,000	$72,000
Year One Total			$84,000

The establishment fee will be paid in-advanced of the NetPulse Advanced monitoring start-up. The establishment fee allows MCP to set-up the networking environment, monitoring profiles and burn-in phase.

Phase 2: Program Management and Remediation Services

Fulton County agrees to purchase the program management and remediation services as described in the scope of work, for the **total fee of $156,400**, including expenses. MCP will invoice the County on a monthly basis on a percent complete basis of all recommended actions.

Table 2: Remediation Tasks Fee

Description of Service	Fee
Program Management and Remediation Services	$156,400
Total	$156,400

Phase 3: On-Site CAD Network Support Engineer

Fulton County agrees to purchase On-site CAD network support engineer services as described in the scope of work Phase 2 services for the **total fee of $288,000**, including expenses. This pricing will be recurring one-month in-advanced and includes all salary/benefits for the MCP engineer.

Table 3: On-site CAD Network Support Engineer Fee

Description of Service	Invoice Schedule		Fee Per Year
Year One – On-site CAD Network Support Engineer	Monthly	$24,000	$288,000
Year One Total			$288,000

Pricing Summary:

The following table provides a summary view of pricing for all services and hardware:

Table 4: Pricing Summary

Description of Service	Fee Yr. One	Fee Yr. Two	Fee Yr. Three
NetPulse Advanced Monitoring and Response	$84,000	$74,200	$76,400
Phase 1 Remediation Services	$156,400		
Year One – On-site CAD Network Support Engineer	$288,000	$296,000	$305,500
Subtotals	$528,400	$370,200	$381,900
Three Year Total			**1,280,500**

Payment terms are proposed to be net 30 days upon the receipt of an invoice by Fulton County.

AGREED TO AND ACCEPTED:

Fulton County, Georgia

_____

Name:
Title:

Date: _____

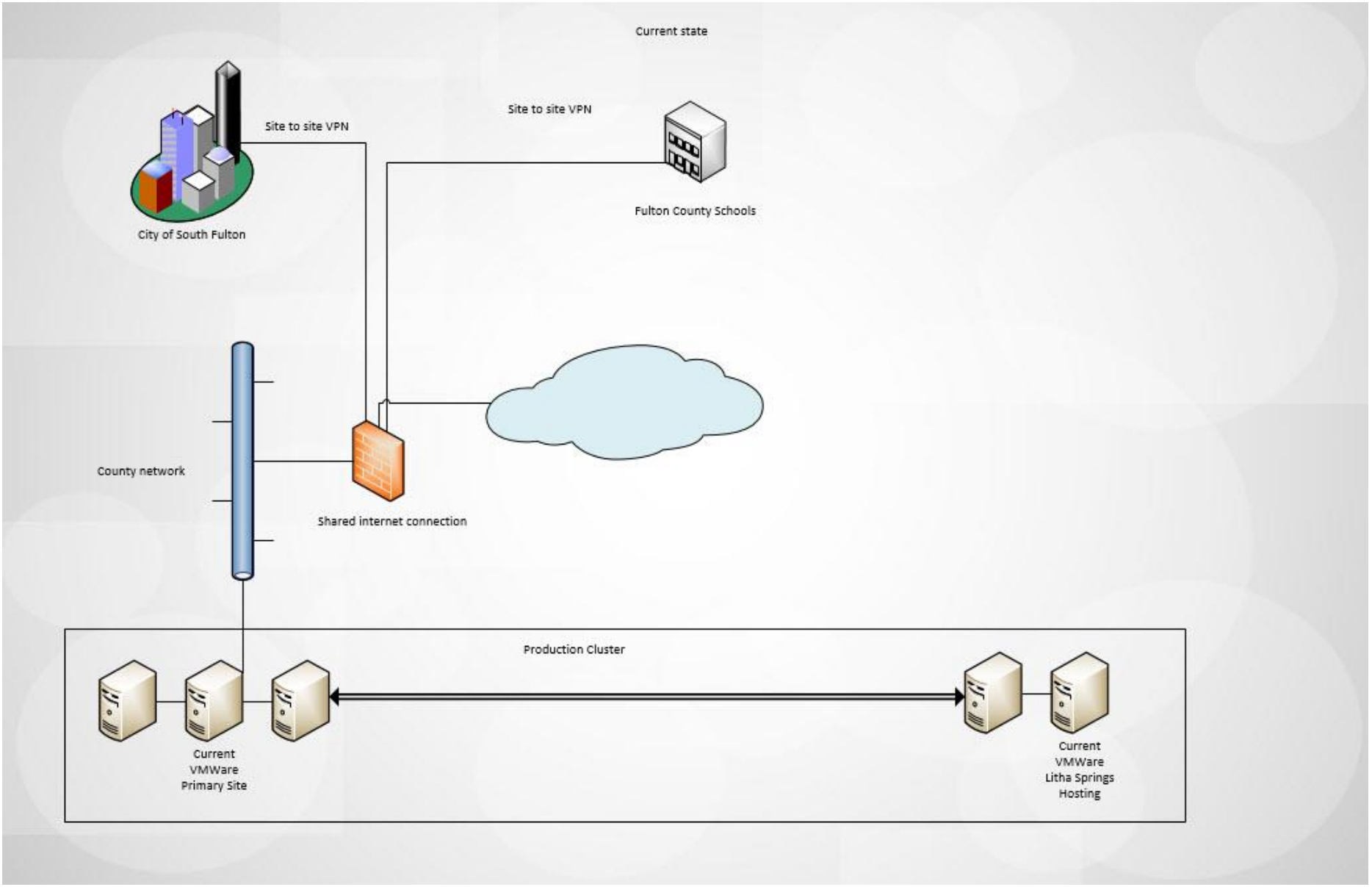
Mission Critical Partners, LLC

_____

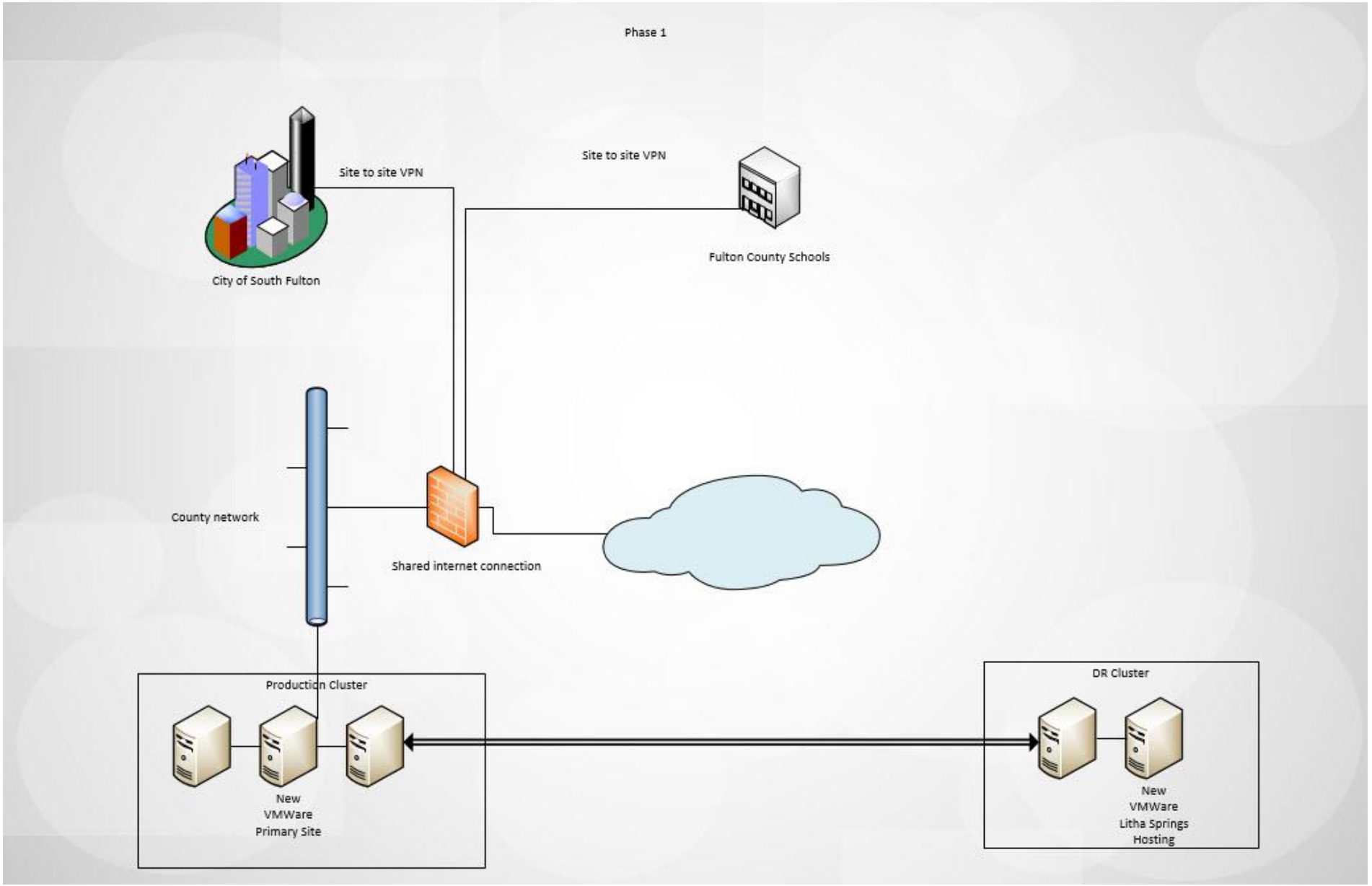
Name: R. Kevin Murray
Title: Chairman & Chief Executive Officer

Date: December 2, 2019

Appendix A: Current State Diagram



Appendix B: Phase One Recommendations Diagram



MissionCriticalPartners

GSA

AUTHORIZED
INFORMATION TECHNOLOGY SCHEDULE PRICELIST
GENERAL PURPOSE COMMERCIAL INFORMATION TECHNOLOGY
EQUIPMENT, SOFTWARE AND SERVICES

SPECIAL ITEM NUMBER 132-51 - INFORMATION TECHNOLOGY (IT) PROFESSIONAL SERVICES

FPDS Code D301	**IT Facility Operation and Maintenance**
FPDS Code D302	**IT Systems Development Services**
FPDS Code D306	**IT Systems Analysis Services**
FPDS Code D307	**Automated Information Systems Design and Integration Services**
FPDS Code D308	**Programming Services**
FPDS Code D310	**IT Backup and Security Services**
FPDS Code D311	**IT Data Conversion Services**
FPDS Code D313	**Computer Aided Design/Computer Aided Manufacturing (CAD/CAM) Services**
FPDS Code D316	**IT Network Management Services**
FPDS Code D399	**Other Information Technology Services, Not Elsewhere Classified**

Note: Contractor has been awarded under the Cooperative Purchasing and Disaster Recovery Programs.

Note 1: All non-professional labor categories must be incidental to and used solely to support hardware, software and/or professional services, and cannot be purchased separately.

Note 2: Offerors and Agencies are advised that the Group 70 – Information Technology Schedule is not to be used as a means to procure services which properly fall under the Brooks Act. These services include, but are not limited to, architectural, engineering, mapping, cartographic production, remote sensing, geographic information systems, and related services. FAR 36.6 distinguishes between mapping services of an A/E nature and mapping services which are not connected nor incidental to the traditionally accepted A/E Services.

Note 3: This solicitation is not intended to solicit for the reselling of IT Professional Services, except for the provision of implementation, maintenance, integration, or training services in direct support of a product. Under such circumstances the services must be performance by the publisher or manufacturer or one of their authorized agents.

Mission Critical Partners, Inc.
690 Gray's Woods Blvd
Port Matilda, PA 16870
Phone-814-862-7911
www.MCP911.com

Contract Number: GS-35F-0410X

Period Covered by Contract: May 31, 2011 through May 30, 2021

Pricelist current through Modification #29, dated October 4, 2017.

General Services Administration
Federal Acquisition Service

Products and ordering information in this Authorized FAS Information Technology Schedule Pricelist are also available on the GSA Advantage! System. Agencies can browse GSA Advantage! by accessing the Federal Acquisition Service's Home Page via the Internet at http://www.gsa.gov/fas

1a. Table of awarded the special item number with appropriate cross-reference to item descriptions and awarded price.
Special Item No.132-51 Information Technology Professional Services

1b. Identification of the lowest priced model number and lowest unit price for that model for each special item number awarded in the contract. This price is the Government price based on a unit of one, exclusive of any quantity/dollar volume, prompt payment, or any other concession affecting price. Those contracts that have unit prices based on the geographic location of the customer, should show the range of the lowest price, and cite the areas to which the prices apply.
See Price Sheet

1c. If the Contractor is proposing hourly rates, a description of all corresponding commercial job titles, experience, functional responsibility and education for those types of employees or subcontractors who will perform services shall be provided. If hourly rates are not applicable, indicate "Not applicable" for this item.
Skill category descriptions begin on page 24

2. Maximum order. *$500,000*

3. Minimum order. *$50*

4. Geographic coverage. *Domestic and Overseas delivery.*

5. Point of production. *Same as company address*

6. Discount from list prices or statement of net price. *Government prices are net*

7. Quantity discounts. *None*

8. Prompt payment terms. *None*

9a. *The Government purchase Card will be accepted for payment on orders below the micro-purchase threshold.*

9b. *The Contractor and the ordering agency may agree to use the credit card for dollar amounts over the micro-purchase threshold.*

10. Foreign items. *None*

11a. Time of delivery. *As negotiated on the task order level.*

11b. Expedited Delivery. The Contractor will insert the sentence "Items available for expedited delivery are noted in this price list." under this heading. The Contractor may use a symbol of its choosing to highlight items in its price lists that have expedited delivery.
As negotiated on the task order level

11c. Overnight and 2-day delivery. The Contractor will indicate whether overnight and 2-day delivery are available. Also, the Contractor will indicate that the schedule customer may contact the Contractor for rates for overnight and 2-day delivery.
As negotiated on the task order level

11d. Urgent Requirements. The Contractor will note in its price list the "Urgent Requirements" clause of its contract and advise agencies that they can also contact the Contractor's representative to effect a faster delivery.
As negotiated on the task order level

12. F.O.B. point. *Not Applicable*

13a. Ordering address. *Same as company address. The following telephone number can be used by ordering activities to obtain technical and/or ordering assistance: 888-862-7911*

13b. Ordering procedures: For supplies and services, the ordering procedures, information on Blanket Purchase Agreements (BPA's) are found in Federal Acquisition Regulation (FAR) 8.405-3. For supplies and services, the ordering procedures, and information on Blanket Purchase Agreements (BPA's) are found in Federal Acquisition Regulation (FAR) 8.405-3.

14. Payment address. *Same as company address*

15. Warranty provision. *Not Apllicable*

16. Export packing charges, if applicable. *Not Applicable*

17. Terms and conditions of Government purchase card acceptance . *None*

18. Terms and conditions of rental, maintenance, and repair. *Not Applicable*

19. Terms and conditions of installation. *Not Applicable*

20. Terms and conditions of repair parts indicating date of parts price lists and any discounts from list prices. *Not Applicable*

20a. Terms and conditions for any other services. *Not Applicable*

21. List of service and distribution points. *Not Applicable*

22. List of participating dealers. *Not Applicable*

23. Preventive maintenance. *Not Applicable*

24a. Special attributes such as environmental attributes. *Not Applicable*

24b. If applicable, indicate that Section 508 compliance information is available on Electronic and Information Technology (EIT) supplies and services and show where full details can be found (e.g. contractor's website or other location.) The EIT standards can be found at: www.Section508.gov/.
http://www.mcp911.com

25. Data Universal Number System (DUNS) number. *005239265*

26. Notification regarding registration in SAM.gov database. *CAGE Code: 5K7N5*

TERMS AND CONDITIONS APPLICABLE TO INFORMATION TECHNOLOGY (IT) PROFESSIONAL SERVICES (SPECIAL ITEM NUMBER 132-51)

1. SCOPE

a. The prices, terms and conditions stated under Special Item Number 132-51 Information Technology Professional Services apply exclusively to IT Professional Services within the scope of this Information Technology Schedule.

b. The Contractor shall provide services at the Contractor's facility and/or at the ordering activity location, as agreed to by the Contractor and the ordering activity.

2. PERFORMANCE INCENTIVES I-FSS-60 Performance Incentives (April 2000)

a. Performance incentives may be agreed upon between the Contractor and the ordering activity on individual fixed price orders or Blanket Purchase Agreements under this contract.

b. The ordering activity must establish a maximum performance incentive price for these services and/or total solutions on individual orders or Blanket Purchase Agreements.

c. Incentives should be designed to relate results achieved by the contractor to specified targets. To the maximum extent practicable, ordering activities shall consider establishing incentives where performance is critical to the ordering activity's mission and incentives are likely to motivate the contractor. Incentives shall be based on objectively measurable tasks.

3. ORDER

a. Agencies may use written orders, EDI orders, blanket purchase agreements, individual purchase orders, or task orders for ordering services under this contract. Blanket Purchase Agreements shall not extend beyond the end of the contract period; all services and delivery shall be made and the contract terms and conditions shall continue in effect until the completion of the order. Orders for tasks which extend beyond the fiscal year for which funds are available shall include FAR 52.232-19 (Deviation – May 2003) Availability of Funds for the Next Fiscal Year. The purchase order shall specify the availability of funds and the period for which funds are available.

b. All task orders are subject to the terms and conditions of the contract. In the event of conflict between a task order and the contract, the contract will take precedence.

4. PERFORMANCE OF SERVICES

a. The Contractor shall commence performance of services on the date agreed to by the Contractor and the ordering activity.

b. The Contractor agrees to render services only during normal working hours, unless otherwise agreed to by the Contractor and the ordering activity.

c. The ordering activity should include the criteria for satisfactory completion for each task in the Statement of Work or Delivery Order. Services shall be completed in a good and workmanlike manner.

d. Any Contractor travel required in the performance of IT Services must comply with the Federal Travel Regulation or Joint Travel Regulations, as applicable, in effect on the date(s) the travel is performed. Established Federal Government per diem rates will apply to all Contractor travel. Contractors cannot use GSA city pair contracts.

5. STOP-WORK ORDER (FAR 52.242-15) (AUG 1989)

a. The Contracting Officer may, at any time, by written order to the Contractor, require the Contractor to stop all, or any part, of the work called for by this contract for a period of 90 days after the order is delivered to the Contractor, and for any further period to which the parties may agree. The order shall be specifically identified as a stop-work order issued under this clause. Upon receipt of the order, the Contractor shall immediately comply with its terms and take all reasonable steps to minimize the incurrence of costs allocable to the work covered by the order during the period of work stoppage. Within a period of 90 days after a stop-work is delivered to the Contractor, or within any extension of that period to which the parties shall have agreed, the Contracting Officer shall either-
   (1) Cancel the stop-work order; or
   (2) Terminate the work covered by the order as provided in the Default, or the Termination for Convenience of the Government, clause of this contract.

b. If a stop-work order issued under this clause is canceled or the period of the order or any extension thereof expires, the Contractor shall resume work. The Contracting Officer shall make an equitable adjustment in the delivery schedule or contract price, or both, and the contract shall be modified, in writing, accordingly, if-
   (1) The stop-work order results in an increase in the time required for, or in the Contractor's cost properly allocable to, the performance of any part of this contract; and
   (2) The Contractor asserts its right to the adjustment within 30 days after the end of the period of work stoppage; provided, that, if the Contracting Officer decides the facts justify the action, the Contracting Officer may receive and act upon the claim submitted at any time before final payment under this contract.

c. If a stop-work order is not canceled and the work covered by the order is terminated for the convenience of the Government, the Contracting Officer shall allow reasonable costs resulting from the stop-work order in arriving at the termination settlement.

d. If a stop-work order is not canceled and the work covered by the order is terminated for default, the Contracting Officer shall allow, by equitable adjustment or otherwise, reasonable costs resulting from the stop-work order.

6. INSPECTION OF SERVICES

In accordance with FAR 52.212-4 CONTRACT TERMS AND CONDITIONS--COMMERCIAL ITEMS (MAR 2009) (DEVIATION I - FEB 2007) for Firm-Fixed Price orders and FAR 52.212-4 CONTRACT TERMS AND CONDITIONS □COMMERCIAL ITEMS (MAR 2009) (ALTERNATE I □□OCT 2008) (DEVIATION I – FEB 2007) applies to Time-and-Materials and Labor-Hour Contracts orders placed under this contract.

7. RESPONSIBILITIES OF THE CONTRACTOR

The Contractor shall comply with all laws, ordinances, and regulations (Federal, State, City, or otherwise) covering work of this character. If the end product of a task order is software, then FAR 52.227-14 (Dec 2007) Rights in Data – General, may apply.

8. RESPONSIBILITIES OF THE ORDERING ACTIVITY

Subject to security regulations, the ordering activity shall permit Contractor access to all facilities necessary to perform the requisite IT Professional Services.

9. INDEPENDENT CONTRACTOR

All IT Professional Services performed by the Contractor under the terms of this contract shall be as an independent Contractor, and not as an agent or employee of the ordering activity.

10. ORGANIZATIONAL CONFLICTS OF INTEREST

a. Definitions.
"Contractor" means the person, firm, unincorporated association, joint venture, partnership, or corporation that is a party to this contract.
"Contractor and its affiliates" and "Contractor or its affiliates" refers to the Contractor, its chief executives, directors, officers, subsidiaries, affiliates, subcontractors at any tier, and consultants and any joint venture involving the Contractor, any entity into or with which the Contractor subsequently merges or affiliates, or any other successor or assignee of the Contractor.
An "Organizational conflict of interest" exists when the nature of the work to be performed under a proposed ordering activity contract, without some restriction on ordering activities by the Contractor and its affiliates, may either (i) result in an unfair competitive advantage to the Contractor or its affiliates or (ii) impair the Contractor's or its affiliates' objectivity in performing contract work.

b. To avoid an organizational or financial conflict of interest and to avoid prejudicing the best interests of the ordering activity, ordering activities may place restrictions on the Contractors, its affiliates, chief executives, directors, subsidiaries and subcontractors at any tier when placing orders against schedule contracts. Such restrictions shall be consistent with FAR 9.505 and shall be designed to avoid, neutralize, or mitigate organizational conflicts of interest that might otherwise exist in situations related to

individual orders placed against the schedule contract. Examples of situations, which may require restrictions, are provided at FAR 9.508.

11. INVOICES

The Contractor, upon completion of the work ordered, shall submit invoices for IT Professional services. Progress payments may be authorized by the ordering activity on

individual orders if appropriate. Progress payments shall be based upon completion of defined milestones or interim products. Invoices shall be submitted monthly for recurring services performed during the preceding month.

12. PAYMENTS

For firm-fixed price orders the ordering activity shall pay the Contractor, upon submission of proper invoices or vouchers, the prices stipulated in this contract for service rendered and accepted. Progress payments shall be made only when authorized by the order. For time-and-materials orders, the Payments under Time-and-Materials and Labor-Hour Contracts at FAR 52.212-4 (MAR 2009) (ALTERNATE I – OCT 2008) (DEVIATION I – FEB 2007) applies to time-and-materials orders placed under this contract. For labor-hour orders, the Payment under Time-and-Materials and Labor-Hour Contracts at FAR 52.212-4 (MAR 2009) (ALTERNATE I – OCT 2008) (DEVIATION I – FEB 2007) applies to labor-hour orders placed under this contract. 52.216-31(Feb 2007) Time-and-Materials/Labor-Hour Proposal Requirements—Commercial Item Acquisition As prescribed in 16.601(e)(3), insert the following provision:

a. The Government contemplates award of a Time-and-Materials or Labor-Hour type of contract resulting from this solicitation.
b. The offeror must specify fixed hourly rates in its offer that include wages, overhead, general and administrative expenses, and profit. The offeror must specify whether the fixed hourly rate for each labor category applies to labor performed by—
   (1) The offeror;
   (2) Subcontractors; and/or
   (3) Divisions, subsidiaries, or affiliates of the offeror under a common control.

13. RESUMES

Resumes shall be provided to the GSA Contracting Officer or the user ordering activity upon request.

14. INCIDENTAL SUPPORT COSTS

Incidental support costs are available outside the scope of this contract. The costs will be negotiated separately with the ordering activity in accordance with the guidelines set forth in the FAR.

15. APPROVAL OF SUBCONTRACTS

The ordering activity may require that the Contractor receive, from the ordering activity's Contracting Officer, written consent before placing any subcontract for furnishing any of the work called for in a task order.

16. DESCRIPTION OF IT PROFESSIONAL SERVICES AND PRICING

See Labor Category descriptions included herein.

FSC/PSC CLASS D301 ADP FACILITY MANAGEMENT
Facility and Technology Design and Integration

Mission Critical Partners (MCP) brings more than 25 years of experience in planning, designing and integrating mission critical technology and operations into new and renovated facilities. Our team applies that hands-on experience with Call Centers, Emergency Operations Centers (EOCs), Fusion Centers and Call Centers to develop the solution that best fits the client's needs. We are familiar with the requirements of mission critical facility architectural and engineering design and are highly qualified to manage the many complexities that arise with each building project. We also apply our understanding of all elements of the facility construction including site development, electrical, mechanical, structural, security and technology to coordinate systems install, acceptance, training and operational transition.

The focus of every project is to optimize the functional use of the building and space for operational integrity. We work closely with the client to develop the technology solutions, migration schedule and operations floor layout.

Our services include:

Facility Planning and Programming
• Hazard vulnerability assessment
• Spatial allocation
• Adjacency requirements
• Workstation design and orientation
• Power, HVAC, security and structural requirements
• System redundancy and diversity
• Infrastructure requirements
• Tower location and path studies
• Continuity of operations

Design Solutions
• Architectural coordination
• Low voltage and data cable management
• Rack, cable tray, pathway and conduit
• All mission critical systems (CAD/RMS, CPE and telephony, logging, video walls, workstations, consoles and interfaces, security, network and tower)
• Procurement support (RFP development, vendor proposal review/recommendation/selection/negotiation)
• Punch list development
• Acceptance testing

Facility Construction Coordination (project management, system install coordination, contract resolution, systems acceptance and commissioning, training, scheduling, migration/transition planning)

FSC/PSC CLASS D302 ADP SYSTEMS DEVELOPMENT SERVICES

Mission Critical Partners (MCP) leverages expertise and consulting services to assist clients in maximizing the opportunities for implementation of broadband ecosystem networks that meet critical needs. Two decades invested in life safety communications has equipped our team to navigate the complex broadband issues.

MCP improves public safety and homeland security through roadmaps for transitioning to Emergency Service Internet Protocol Networks (ESInet). The technology:

• Allows first responders to send and receive video and data.
• Reduces costs through interagency collaboration.
• Helps support opportunities to acquire additional funding required for operating expenses.
• Promotes innovation in the development and deployment of next-generation networks, applications and alert systems.
• Promotes cyber security and critical infrastructure survivability to increase user confidence, trust and adoption of broadband communications.
• Promotes shared resource allocation on common network platforms.

As a foundation for a project's success, MCP drives meaningful government and civic engagements with representatives in support of local efforts to deploy broadband technologies. We also help entities understand and follow policies and standards to maximize incentives for national priorities in health care, public education and economic opportunity.

To ensure value for the client's investment, MCP collects and analyzes benchmarks. We then provide comprehensive reviews of wholesale competition rules, make recommendations that include innovative approaches to FCC changes, and ensure efficient collaborative allocation and use of government-owned and government-influenced assets.

MCP's broadband services include a consultative, holistic approach to Next Generation (IP-centric) emergency service networks, features, and functions:

• Governance development
• Network gap analysis
• Network architecture design
• Request for Proposal (RFP) development
• Financial analysis and modeling
• Vendor implementation oversight
• Network operations framework development with an IT Infrastructure Library (ITIL) emphasis
• Broadband security gap analysis

FSC/PSC CLASS D306 ADP SYSTEMS ANALYSIS SERVICES

Forensics and Systems Analysis

Mission Critical Partners' proven advocacy skills for our clients are the crux of our forensics services. Forensics analysis can be used to locate the root cause(s) of a system failure, verify receipt of full value on a contract or purchase, and assist in a formal court determination of facts.

By establishing current conditions and benchmarking against recognized communications best practices, the MCP team develops a practical solution set for improvement in service delivery. Our team provides change agent services for sustainable organizational recovery. Each forensic engagement involves a comprehensive three-step investigation:
(1) Data Gathering and Fact Finding
(2) Analysis and Perspective
(3) Findings and Recommendations

Contract Compliance
MCP represents our clients' interests by executing a logical information gathering process to understand contract objectives and then performing a methodical review of documents and responsibilities. If we find discrepancies, MCP recommends a corrective course of action. We establish a plan with milestones, metrics, communications, assigned responsibilities and manage client risk to maximize return on investment.

Invoice Forensic Review
MCP has a knowledge base in tariff structure and telecommunications invoicing that often reveals overpayment for services. The MCP team specializes in network, routing, database and fee collection. Applying our forensics skills, we generate findings and recommendations for cost recovery and negotiate settlements on behalf of our clients at little financial risk to the client.

Incident Forensics
MCP provides assessment services to define and mitigate risk. Any system can have components (or technicians) that do not perform as intended, potentially resulting in a loss of life or property. In a pre-event environment, our team evaluates call routing, switching, database integrity, system performance, operating guidelines, and training for service optimization. Post-event, MCP assesses equipment or process failures to define causal effects. We understand the high visibility of any event where system or human error negatively impacts reliable service, and we offer improvement recommendations without prejudice.

Systems Analysis
Systems analysis, design and implementation are other key services MCP provides. In today's mission critical environment, the various technologies and applications used to manage risk are integrated with one another in the successful operational environment, and no one system stands alone. By understanding the need for high-reliability, low-risk performance in the 24/7 world, MCP applies our extensive knowledge of technology, telecommunications, policy, operations, and accountability to achieve success on behalf of the client.

Our expertise in systems services includes:
• Network Services
• Systems Convergence and Integration
• Microwave and Wireless Broadband
• Fiber Optic Network
• Computer Aided Dispatch (CAD)
• Records Management
• Customer Premise Equipment (CPE)
• Routers
• Switches
• Data management
• Mobile Data
• Applications
• Radio
• Punch List Development
• Acceptance Testing

FSC/PS CLASS D307 AUTOMATED INFORMATION SYSTEM SERVICES

Technology Design and Integration

Mission Critical Partners (MCP) bring more than 25 years of experience in planning, designing and integrating mission critical technology and operations into new and renovated facilities. We are familiar with the requirements of mission critical technology architecture and engineering design and are highly qualified to manage the many complexities that arise with each project. We also apply our understanding of all elements of systems deployment including site development, electrical, mechanical, structural, security and technology to coordinate systems install, acceptance, training and operational transition.

The focus of every project is to optimize the functional use of the systems for operational integrity. We work closely with the client to develop the technology solutions, migration schedule and operations floor layout.

Our services include:
Planning and Programming
• Hazard vulnerability assessment
• Spatial allocation
• Adjacency requirements
• Workstation orientation
• Power, HVAC, security and structural requirements
• System redundancy and diversity
• Infrastructure requirements
• Tower location and path studies

Design Solutions
• Architectural coordination
• Low voltage and data cable management
• Rack, cable tray, pathway and conduit
• All mission critical systems (CAD/RMS, CPE and telephony, logging, video walls, workstations, consoles and interfaces, security, network and tower
• Procurement support (RFP development, vendor proposal review/recommendation/selection/negotiation)
• Computer Aided Dispatch
• Mobile Data
• Records Management
• Telephony
• Network
• Broadband
• Data systems

System Implementation Coordination (project management, system install coordination, contractor resolution, systems acceptance and commissioning, training, scheduling, migration/transition planning)

Migration and Transition Services (project management, scheduling, vendor coordination, cutover support, decommissioning services)

Next Generation Services

The Mission Critical Partners (MCP) staff has extensive experience with planning, designing, procuring, negotiating and implementing all Next Generation call delivery and processing elements. As stated throughout the industry, Next Generation is a journey. Simply put, the systems and user environment will continually evolve with new technologies, processes and expectations.

The MCP project team lays out a clear Master Plan that recognizes the impact NG has on all aspects of the user operations, budgets, planning, training, and ability to deliver service. As Next Generation drivers, MCP helps elected officials, managers, stakeholders and funding agencies understand the NG impact upon all systems including technology, human, policy and funding.

The MCP approach is to establish a thorough understanding of the environment unique to each PSAP or region. This includes funding models, system life-cycle analysis, objectives, incident processing approach, network resources, and governance opportunities. While many firms simply want to discuss call delivery, MCP develops a plan for incident processing, incident dispatch and data management. MCP develops a comprehensive Master Plan for the agency or region and a conceptual design to NG deployment. The Master Plan considers all options and establishes timely deployment by incrementally upgrading technology and recommending policy, funding and governance modifications.

The MCP team is experienced in:
- Master Planning
  - Capital Plan
  - Operational Impact
  - Schedule and Governance
- Design
- Procurement (Network, telephony)
- Network Services
- Systems Convergence and Integration
- Microwave & Wireless Broadband
- Computer Aided Dispatch (CAD)
- ESInet Core Functions
- Records Management
- Customer Premise Equipment
- Routers
- Switches
- Mobile Data
- Applications
- Punch List Development
- Acceptance Testing
- Implementation Project Management
- IP Networks
- ESInet

MCP partners with clients to understand your objectives, resources, and constraints. We then work shoulder-to-shoulder to develop and execute the path to NG success.

FSC/PSC CLASS D308 PROGRAMMING SERVICES

MCP brings more than 25 years of experience in planning, designing and integrating mission critical technology and operations into new and renovated facilities. Our team applies that hands on experience with 24x7 operations supporting clients such as Public Safety Answering Points (PSAPs), Emergency Operations Centers (EOCs), Fusion Centers and Call Centers to develop the solution that best fits the client's needs. We are familiar with the requirements of mission critical architecture and engineering design and are highly qualified to manage the many complexities that arise with each building project. We also apply our understanding of all elements of the facility construction including site development, electrical, mechanical, structural, security and technology to coordinate systems install, acceptance, training and operational transition**.**

The focus of every project is to optimize the operations via functional use of technology and spatial integrity. We work closely with the client to develop the technology solutions, migration schedule and operations floor layout.

Our services include:

Facility Planning and Programming
- Hazard vulnerability assessment
- Spatial allocation
- Adjacency requirements
- Workstation orientation
- Power, HVAC, security and structural requirements
- System redundancy and diversity
- Infrastructure requirements
- Tower location and path studies

Design Solutions
- Architectural coordination
- Low voltage and data cable management
- Rack, cable tray, pathway and conduit
- All mission critical systems (CAD/RMS, CPE and telephony, logging, video walls, workstations, consoles and interfaces, security, network and tower
- Procurement support (RFP development, vendor proposal review/recommendation/selection/negotiation)

Technology Program Management and Coordination (project management, system install coordination, contractor resolution, systems acceptance and commissioning, training, scheduling, migration/transition planning)
Migration and Transition Services (project management, scheduling, vendor coordination, cutover support,decommissioning services)

FCS/PSC CLASS D310 ADP BACKUP AND SECURITY SERVICES

Sustainable Communications Services

Public Safety and Life Safety professionals lead the readiness efforts of local, county, state and federal government through planning and organization. Mission Critical Partners (MCP) supports managers with expertise in emergency operations, incident command, and the planning and systems designated to support operational integrity while minimizing risk.

The MCP team provides communications support services by following a disciplined, well-organized approach for realizing county, regional and statewide interoperability objectives.

Our service profile and expertise include:

- Communications Planning
  - Master Plans
  - TICP Plans
  - Interoperability
- Hazard Vulnerability Assessments
  - Infrastructure
  - Towers/Shelters/Connectivity
  - Security
  - Facility
  - Procedures and Operating Guidelines
  - Training
- Interoperability
  - Assessment
  - Planning
  - Design
  - Procurement Support
  - Vendor Negotiation
  - Project Management and Implementation
- Integration
  - Voice and Data
  - Resource Management Applications
  - GIS
  - Security Systems
  - Video Display
  - Public Notification
  - Alert and Warning Systems

- EOC Facility
  - Programming and Planning
  - Design Services

FSC/PSC CLASS D311 ADP DATA CONVERSION SERVICES

Data Conversion Services

Mission Critical Partners (MCP) staff cumulatively brings more than 50 years of experience in the management and operation of Public Safety Answering Points (PSAPs), Emergency Operations Centers (EOCs) and emergency call centers – and their related automated systems. Management of these automated systems includes data conversion and database management expertise. The integration of mission critical data into and among these [potentially] disparate automated systems requires an expertise in data conversion and database management. MCP is familiar with industry standards and recommended best practices that pertain to data conversion and database management, and has the ability to assure that data conversion-related tasks are completed in accordance with these standards and best practices, but within the realities of today's operational environment.

Our experience in data conversion tells us that the single most important focus during these tasks is one of accountability – accountability of all involved parties. By establishing current conditions against industry standards and recommended best practices, MCP is able to forge a reasonable data conversion plan that is actionable and implementable with the involved parties and vendors. Benchmarks are identified, and timetables established, recognized, agreed-upon – and enforced. Further, the integrity of the converted data is paramount. Accordingly, appropriate quality assurance procedures are identified and implemented by the appropriate vendors – along with the necessary cross-validation processes.

Systems that may be involved with data conversion and/or database management services include (but are not limited to) the following:

- 9-1-1 Systems
  - Customer Premise Equipment (CPE)
  - Location Databases
    - Automatic Number Identification (ANI)
    - Automatic Location Identification (ALI)
    - Master Street Address Guide (MSAG)
- Next Generation 9-1-1 (NG9-1-1) Features, Functions, and Applications
  - Emergency Services Routing Proxy (ESRP)
  - Border Control Function (BCF)
  - Emergency Call Routing Function (ECRF)
  - Location to Service Translation (LoST) [for bid/query response]
  - Legacy Network Gateway (LNG)
  - Presence Information Data Format – Location Object (PIDF-LO) [using existing ALI network]
  - IP Network Components (routers, firewalls, domain servers, etc.)
- Geographic Information Systems (GIS)

- Computer Aided Dispatch (CAD) Systems
  - Incident Data
  - Response Tables
  - Geo-Files
  - Radio Interface(s)
- Records Management Systems (RMS)
- Jail Management Systems (JMS)
- Mobile Data Systems (MDS)
  - Field Report Writing
- Automatic Vehicle Location (AVL)
- Resource Management
- Intelligent Transportation Systems

FSC/PSC CLASS D313 ADP COMPUTER AIDED DESIGN/MFG SERVICES

Technology Design and Integration

Mission critical partners (mcp) staff brings more than 25 years of experience in planning, designing and integrating mission critical technology and operations into new and renovated facilities. Our team applies that hands on experience with public safety answering points (psaps), emergency operations centers (eocs), fusion centers and call centers to develop the solution that best fits the client's needs. We are familiar with the requirements of mission critical facility architectural and engineering design and are highly qualified to manage the many complexities that arise with each building project. We also apply our understanding of all elements of the facility construction including site development, electrical, mechanical, structural, security and technology to coordinate systems install, acceptance, training and operational transition.

The focus of every project is to optimize the functional use of the building and space for operational integrity. We work closely with the client to develop the technology solutions, migration schedule and operations floor layout.

Our services include:

Design Solutions
- Computer aided drafting and design
- Architectural coordination
- Low voltage and data cable management
- Rack, cable tray, pathway and conduit
- Distribution panels/patch panels
- All mission critical systems (CAD/RMS, CPE and telephony, logging, video walls, workstations, consoles and interfaces, security, network and tower)
- Procurement support (RFP development, vendor proposal review/recommendation/selection/negotiation)

Facility Planning and Programming
- Hazard vulnerability assessment
- Spatial allocation
- Adjacency requirements
- Qorkstation orientation
- Power, HVAC, security and structural requirements
- System redundancy and diversity
- Infrastructure requirements
- Tower location and path studies

Facility construction program management (project management, system install coordination, contractor resolution, systems acceptance and commissioning, training, scheduling, migration/transition planning)

Migration and transition services (project management, scheduling, vendor coordination, cutover support, decommissioning services)

FSC/PSC CLASS D316 TELECOMMUNICATION NETWORK MANAGEMENT SERVICES

BROADBAND DEPLOYMENT

Mission Critical Partners (MCP) leverages expertise and consulting services to assist clients in maximizing the opportunities for implementation of wide area and local area networks. Over two decades of progressive staff experience invested in life safety communications has equipped our team to navigate the complex broadband issues.

MCP improves public safety and homeland security through roadmaps for transitioning to shared networks that operate in the highly demanding 24x7 environment. The technology:

- Allows users to send and receive video and data.
- Reduces costs through interagency collaboration.
- Helps support opportunities to acquire additional funding required for operating expenses.
- Promotes innovation in the development and deployment of Next Generation 9-1-1 and emergency alert systems.
- Promotes cyber security and critical infrastructure survivability to increase user confidence, trust and adoption of broadband communications.

As a foundation for a project's success, MCP blends meaningful government and civic engagements with representatives in support of local efforts to deploy broadband technologies. We also help stakeholders recognize and follow policies and standards to maximize incentives for national priorities in health care, public education and economic opportunity.

To ensure value for the client's investment, MCP collects and analyzes benchmarks. We then provide comprehensive reviews of wholesale competition rules, make recommendations that include innovative approaches to FCC changes, and ensure efficient collaborative allocation and use of government-owned and government-influenced assets.

MCP's broadband services include a consultative, holistic approach to Next Generation (IP-centric) emergency service networks, features, and functions:

- Governance development
- Network gap analysis
- Network architecture design
- Request for Proposal (RFP) development
- Vendor implementation oversight
- Network operations framework development with an IT Infrastructure Library (ITIL) emphasis
- Broadband security gap analysis

FSC/PSC CLASS D399 OTHER ADP AND TELECOMMUNICATION SERVICES

Executive Consulting and Master Planning

Mission Critical Partners (MCP) partners with clients to develop customized technical and operational solutions for life safety communications. Our staff has extensive experience serving in public sector and public safety management roles and applies that depth of real world knowledge to advocating for our clients. Through our first-hand experience, we have earned the reputation for being accountable, prudent, persistent, progressive and reliable problem solvers.

We provide services that are initiated at a strategic level. An integral part of our executive level consulting is providing master planning services. Our team of policy specialists collaborates with clients to create comprehensive plans that help direct decision making in the public safety sector. In developing a strategic plan, we incorporate master planning, organizational structuring, hiring assistance, fiscal planning, operations, and technology and policy solutions.

By seeking to understand and assembling a strategy that serves as a guide, MCP is able to execute a comprehensive tactical approach that addresses all elements of the client's sphere of influence. Our team directs its collective energy on first understanding the full scope of our client's responsibility and the objectives. We evaluate the unique challenges that stand in the way of achieving success. We then mitigate those challenges by leveraging policy, human, technology and fiscal assets to develop a sustainable solution.

Our clients are responsible for delivering reliable service 24/7 to first responders and the public while operating with limited resources. In recognition of the need to achieve more with less, MCP works to put the client in a position to do more with more. This means structuring organizations, programs and projects for available grant funding through policy development, technology, and appropriate fiscal planning.

Our services include:

- Budget and Fiscal Planning
- Long-range Capital Planning
- Strategic and Technology Planning
- Grant Compliance
- Policy Development and Support
    - Master Planning
    - Governance
    - Organizational Development
- Systems Planning, Design, Implementation and Acceptance
- Systems Commissioning and Decommissioning

PROFESSIONAL LABOR CATEGORY DESCRIPTIONS APPLICABLE TO SINS 132-51

Labor Category Title: **Senior Program Manager**
Functional Responsibility:

Duties include but are not limited to-

- Manage large-programs requiring the assignment and tracking of schedules, issues, and resources. Provides guidance to senior project managers.
- Provides senior level project management of individual or major tasks.
- Directs the planning of projects, evaluates projects for state-of-the-art techniques, quality assurance and quality control.
- Oversees the planning, direction and coordination of project effort.
- Leads senior staff and clients with strategic budgeting, planning and scheduling.

Minimum/General Experience: Greater than ten years' experience in technology and/or telecommunications program management
Minimum Education: Bachelor's Degree (4 year) or Project Management Professional Certification.

Labor Category Title: **Program Manager**
Functional Responsibility:

Duties include but are not limited to-

- Manage -programs requiring the assignment and tracking of schedules, issues, and resources.
- Provides guidance to project managers, senior level project management of individual or major tasks.
- Directs the planning of projects, evaluates projects for state-of-the-art techniques, quality assurance and quality control.
- Oversees the planning, direction and coordination of project effort.
- Leads staff and clients with strategic budgeting, planning and scheduling.

Minimum/General Experience: Three to ten years' experience in technology program management.
Minimum Education: Associate Degree (2 year).

Labor Category Title: **Forensics Analyst**
Functional Responsibility:

Duties include but are not limited to-

- Analyze and evaluate customer's wired/wireless communications systems and related networks, applications and policies.
- Develop and maintain detailed scope of work documents; research and prepare detailed, accurate correspondence and reports.
- Assess and resolve program / project problems and issues..

Minimum/General Experience: Greater than five years of experience in telecommunications network project management, including design, developing specifications of and including installation and conversion of emergency network systems.
Minimum Education: Associate Degree (2-yr) or equivalent experience in telecommunications and technology services.

Labor Category Title: **Lead Policy Consultant**
Functional Responsibility:

Duties include but are not limited to-

- Perform telephony carrier analysis, trend monitoring and analysis.
- Provide legislative and regulatory policy support and development and/or fund management recommendations.
- Develop legislative, policy, and funding recommendations to be presented to state and federal legislators.

Minimum/General Experience: Ten years' successful and documented work experience in legislative and regulatory policy for telecommunications or utilities. Knowledge and understanding of cost recovery, tariffs, legislative and regulatory processes at the federal and state levels. Ability to examine and analyze income / revenue statements, balance sheets, and develop financial models for providers and government agencies.
Minimum Education: Bachelor's Degree (4-yr) or industry related certification or equivalent experience in field.

Labor Category Title: **Senior Project Manager**
Functional Responsibility:

Duties include but are not limited to-

- Manage large- scale projects requiring the tracking of schedules, issues, and resources. Provides guidance to fellow project managers.
- Provides senior level project management of individual or major tasks.
- Directs the planning of projects, evaluates projects for state-of-the- art techniques, quality assurance and quality control.
- Oversees the planning, direction and coordination of work activity.

Minimum/General Experience: Greater than five years' experience in technology and/or telecommunications project management.
Minimum Education: Bachelor's Degree (4 year) or Project Management
Professional or industry related certification.

Labor Category Title: **Project Manager**
Functional Responsibility:

Duties include but are not limited to-

- Manage all phases of projects requiring the tracking of schedules, issues, and resources.
- Monitors project's progress, deliverables, quality assurance, and customer service.

Minimum/General Experience: One to three years' experience in project management of telecommunications or technical field, industry, and market being serviced. Related certifications and training documentation. Membership and participation in related affiliations and organizations is preferred.
Minimum Education: Associate Degree (2-yr) or industry related certification or equivalent experience in field.

Labor Category Title: **Senior Technology Specialist**
Functional Responsibility:

Duties include but are not limited to-

- Lead the application of engineering, consulting, design, define client goals and design solutions on behalf of client.
- Recommend alternatives to client.

Minimum/General Experience: Ten plus years' experience in systems assessment, design, procurement or implementation in the telecommunications or technical field, industry, and market being serviced. Related certifications and training documentation. Membership and participation in related affiliations and organizations is preferred.
Minimum Education: Bachelor's Degree (4-yr) or equivalent academic and experience in field.

Labor Category Title: **Technology Specialist II/III**
Functional Responsibility:

Duties include but are not limited to-

- Application of engineering, consulting, design, define client goals and design solutions on behalf of client.
- Recommend alternatives to client.

Minimum/General Experience: Five years' experience in technical or telecommunications field, industry, and market being serviced. Related certifications and training documentation. Membership and participation in related affiliations and organizations is preferred.
Minimum Education: Associate Degree (2 year), or equivalent experience in field.

Labor Category Title: **Technology Specialist I**
Functional Responsibility:

Duties include but are not limited to-

- Assess current condition, document findings, make recommendations, vendor oversight services.
- Develop punch-list, performance acceptance testing

Minimum/General Experience: One to three years' experience in technical or telecommunications field, industry, and market being serviced. Related certifications and training documentation. Membership and participation in related affiliations and organizations is preferred.
Minimum Education: Associate Degree (2 year), or equivalent experience in field. Or specific trade related training and certifications.

Labor Category Title: **Communications Specialist**
Functional Responsibility:

Duties include but are not limited to-

- Analyze and evaluate wired and wireless communications systems and related networks, applications and policies:
- Project lead responsibilities for tasks and assignments

Minimum/General Experience: Three to five years' experience in network communications/IT systems.
Minimum Education: Specialized field experience in telecommunications and technology services with vendor and trade related training courses.

Labor Category Title: **Planner**
Functional Responsibility:

Duties include but are not limited to-

- 9-1-1 planning work including plan revisions, operations, consulting, SOPs and staff analyses; performance and system management for emergency services; recommendations for the development, review and revision of management and administrative policies and procedures.
- Develop functional plans of systems and processes.

Minimum/General Experience: Minimum of three to five years' experience in telecommunications and public safety field. Skilled in the operation of PSAPs, understanding of communications and dispatch systems.
Minimum Education: Trade related certifications or equivalent experience in field.

Labor Category Title: **Operations Specialist II**
Functional Responsibility:

Duties include but are not limited to-

- Provide technical, operational, or management consulting services for clients, to lead with assigned project tasking, to assist project managers, and to assist with developing expanded client relationships or new business relationships.
- Provide assistance to the senior staff when asked to develop and enhance company service standards

Minimum/General Experience: Minimum five years' experience in operational integration and deployment of technical or telecommunications solutions, industry, and market being serviced. Related certifications and training documentation. Membership and participation in related affiliations and organizations is preferred.
Minimum Education: Associate Degree (2 year), trade related certifications or equivalent experience in field.

Labor Category Title: **Operations Specilist I**
Functional Responsibility:

Duties include but are not limited to-

- Provide technical, operational or management consulting services for clients, to assist project managers with specific assigned project tasking, and to assist with developing expanded client relationships

Minimum/General Experience: Minimum one to three years' experience in assessment of operational integration and deployment of technical or telecommunications solutions, industry, and market being serviced. Related certifications and training documentation. Membership and participation in related affiliations and organizations is preferred.
Minimum Education: Systems or trade related certifications or equivalent experience in field.

Labor Category Title: **Technical Writer**
Functional Responsibility:

Duties include but are not limited to-

- Provide quality assurance on projects and reports.
- Provide technical writing expertise.

Minimum/General Experience: Five years of relevant experience writing technical documents, proposals, reports, and articles. Knowledge and understanding of current technological developments/trends in the public and life safety industry. Knowledge of principles and techniques used in publishing and describing technical information to functional audiences. Proficiency of the English language, including the meaning and spelling of words, rules of composition, and grammar.
Minimum Education: Bachelor's Degree (4-yr) or equivalent experience in field.

Labor Category Title: **Support Specialist II**
Functional Responsibility:

Duties include but are not limited to-

- Provide technical support services for clients, assist project managers with specific assigned project tasks

Minimum/General Experience: Minimum of one to three years' experience in technical or telecommunications field, industry, and market being serviced. Related certifications and training documentation.
Minimum Education: Associate Degree (2 year), trade related certifications or equivalent experience in field.

Service Contract Act (SCA) Matrix

SCA Matrix		
SCA Eligible Contract Labor Category	SCA Equivalent Code - Title	WD Number
Technical Writer	30462 – Technical Writer II	15-2455

* The Service Contract Act (SCA) is applicable to this contract and it includes SCA applicable labor categories. The prices for the indicated (**) SCA labor categories are based on the U.S. Department of Labor Wage Determination Number(s) identified in the SCA matrix. The prices awarded are in line with the geographic scope of the contract (i.e. nationwide).

Mission Critical Partners, Inc.
2017 GSA Billing Rates

MISSION CRITICAL PARTNERS	
Labor Category	**Rate**
Senior Program Manager	$228.86
Forensics Analyst	$211.70
Program Manager	$206.02
Senior Project Manager	$194.55
Senior Technology Specialist	$188.81
Operations Specialist II	$188.81
Technology Specialist II/III	$177.35
Operations Specialist I	$177.35
Project Manager	$171.71
Lead Policy Consultant	$165.83
Technology Specialist I	$165.22
Planner	$147.47
Communications Specialist	$138.34
Technical Writer**	$110.00
Support Specialist II	$87.37