



INFORMATION TECHNOLOGY EQUIPMENT & SERVICES

Solicitation Number: 1812001

U.S. Educational Technology Purchasing Alliance

January 30, 2019

Granite Telecommunications, LLC

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CAGE: 39NE4

Submitted to:

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RFP Contact,
USETPA

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Submitted by:

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1. Cover Letter

Granite ID: 18-GT-JS-1042

Attention: Landon Scism

Subject: Information Technology Equipment & Services

Reference: Solicitation Number 1812001

Dear Mr. Scism,

Granite Telecommunications, LLC (“Granite”) is pleased to provide its response to Solicitation Number 1812001. Granite has the experience, capability, and resources necessary to provide the requested telecommunications services as a Competitive Local Exchange Carrier (CLEC). Within this response, Granite recognizes, understands, and clarifies that:

1. Our proposal and all subsequent conditions or undersigned offers will hold validity, within a period of ninety (90) calendar days from the date of evaluation. In order to verify the quoted prices for any and all items and/or services furnished.
2. Granite agrees to the audit provisions in the RFP but may, depending upon the nature of the audit requested, request that the USETPA Subscriber enter into a Non-Disclosure Agreement with Granite.
3. Regarding a USETPA Subscriber’s right to terminate the contract at any time without additional fees or penalties, Granite is a registered reseller of telecommunication services and enters into agreements with underlying carriers for the services. In the event a USETPA Subscriber terminates a service prior to the expiration of the term, then Granite shall waive all early termination fees typically assessed by Granite, but reserves the right to pass through any direct and verifiable cancellation fees assessed by the underlying carrier.

The person authorized to bind Granite the commitments made in this response is Rand Currier, please see the table below for the necessary contact information.

Name, Title:	Rand Currier, Chief Operating Officer
Address:	100 Newport Avenue Extension, Quincy MA 02171
Phone Number:	(617) 933-5550

Regards,

A handwritten signature in black ink that reads "Jake Schroeder". The signature is written in a cursive, slightly slanted style.

Jake Schroeder | Government Proposal Specialist



2. Granite Overview

Granite provides enterprise-wide telecommunications solutions using an industry-leading support platform, including dedicated program management and support teams, and a single, customizable invoice. For the past 16 years, Granite has been providing comprehensive telecommunications solutions to the largest multi-location enterprises throughout the United States and Canada. Granite's customers include 86 of the Fortune 100 and 18 of the top 20 largest retailers in the United States. Presently, Granite provides services for over 11,000 commercial and government customers across more than 500,000 locations, including the United States Air Force (USAF), USPS, DISA, GSA, Walgreen's, and PNC Bank.

Granite's Federal Customers

GSA • USPS • US Air Force • Nuclear Regulatory Commission •
Department of the Interior • US Army •
Department of Veterans Affairs • US Geological Survey •
US Bureau of Reclamation • Office of Natural Resources Revenue •
Defense Information Systems Agency • Securities Exchange Commission •
Department of Transportation • Environmental Protection Agency •
National Weather Service • US Department of Labor... and more!

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3. Technical Overview

Granite Telecommunications, LLC (Granite), understands the unique position the U.S. Educational Technology Purchasing Alliance (USETPA) is in as they strive to obtain the best available pricing for goods/services to be purchased by schools/school systems, libraries, head-start agencies, local government, community colleges, higher education institutions, and other public entities through this Indefinite Delivery Indefinite Quantity (IDIQ) contract. Granite is a well-positioned provider of the services bided within this proposal. Granite's unique capabilities include our qualities as a Competitive Local Exchange Carrier (CLEC) holding reseller agreements with all of the major carriers and a majority of the regional carriers across the nation, in addition to our own Network's National Backbone. Granite's carrier agnostic approach allows us to provide customers with the best service and flexibility and can provide the USETPA and its subscribers with a variety of nationwide Telecommunication services that the USETPA and its subscribers cannot currently receive from other carriers.

3.1 Category 1 – LAN Infrastructure/Services

Granite offers truly comprehensive LAN Infrastructure/Services, the technical capabilities and features of our approach are detailed below:

Managed Network Service from Granite includes:

- a) service planning and solution engineering,
- b) solution implementation (including labor and equipment),
- c) service provisioning,
- d) end-to-end service management (including LAN routers and WAN), and
- e) service assurance (performance metrics and SLA management)

We have provided a catalog matrix based on user counts and numbers of telecommunications closets that should provide network equipment for almost every LAN service offering that a subscriber may require.



In each case, we will perform site surveys at the location requesting services to ascertain what the specific requirements of that subscriber are. This may require only interviews with the subscriber's IT staff to fully understand their requirements. However, in some cases, an on-site survey may be required at additional cost to the subscriber. This would typically be the case in large or complex deployments.

At that point, we would make the determination of exactly what equipment is needed and the optimal configuration of that equipment. This will include, but not be limited to:

- Location of telecommunications closets
- Available rack space
- Power
- Inside plant
- Routing
- Switching
- Security requirements

Granite's Layer 2 infrastructure serves as the foundation for a Managed LAN service called Granite Grid, which is currently implemented in more than 100 shopping malls across the country. The Granite Grid network utilizes Layer 2 access from AT&T, Verizon, and CenturyLink.

3.2 Category 2 – WAN/WAN Infrastructure/Services

Granite's core backbone network and strategic carrier partnerships enable Granite to offer Tier 1 connectivity ubiquitously across the United States, Canada & Puerto Rico.

WAN/WAN Infrastructure/Services from Granite provides secure, reliable, and prioritized (if needed) transport of multi-service customer traffic utilizing its high-speed, redundant, IP-enabled nationwide Layer 3 network described above in the Network Architecture section.

This carrier-class backbone network supports multiple Granite Layer 3 network services, including Granite's managed MPLS service, its QoS-prioritized VoIP services, its managed VPN services, and a managed Network Firewall service that enables access to the public Internet from Granite's Layer 3 network.

Granite's privately owned and managed Layer 3 WAN/WAN Infrastructure/Services support the three basic solutions:

- Intranet – for secure tunnels between remote sites, using broadband or dedicated access.
- Extranet – enables trusted business partners to gain access to corporate information via secure/encrypted tunnels, using broadband or dedicated access.
- Remote Access – enabling mobile and remote workers to gain access to secure corporate information via secure encrypted tunnels, such as IPsec and TLS.

Granite's WAN/WAN Infrastructure/Services also support the time-critical, business-critical, and non-critical levels of traffic prioritization identified in this same section, through six levels of Class of Service markings and four QoS prioritization queues.



Internet Protocol Service (IPS) provided by Granite has the capability of providing traffic prioritization at the Premium, Enhanced, and Standard Classes of Services. Granite will comply with this mandatory IPS feature requirement.

Ethernet Transport Service (ETS) is offered by Granite as both a dedicated service and as a shared service. Granite utilizes its many vendor relationships to provide and manage the underlying dedicated facilities that carry the private services at fixed and predetermined speeds as described. Ethernet Transport Service provided by Granite shall be implemented over an MPLS backbone. It will also provide support for Ethernet Private Line (also called E-Line) -- point-to-point service with reserved bandwidth. Granite can provide E-Line service at the full port speeds.

3.3 Category 3 – Transport Products/Services

Granite's Transport Products/Services include a wireless transmission service for mobile terminals. Granite shall deliver the wireless network. The services and bandwidth provided depend on the characteristics of the mobile terminals and the technology used in Granite's wireless network and service platforms, ranging from 2nd generation (2G) to 2.5G/3G to 4G LTE wireless.

Granite can provide Short Messaging Services (SMS), a feature of MWS, which provides the capability to send and receive text messages. The text can comprise of any alphanumeric characters; each short message may be up to 160 characters in length. Granite can also provide Multimedia Messaging Service (MMS), a feature of MWS, which provides the capability to send and receive multimedia, such as pictures, streaming video, sound, and graphics.

3.4 Category 4 – Network Security Products/Services

Granite's Network Security Products/Services are delivered as a fully monitored and managed service that controls the health and status of deployed devices. Every event generated from devices that Granite deploys at customer locations are sent to a SOC to be inspected by Security Event and Incident Management (SEIM) technology for evidence of security breaches or incidents. As incidents are identified, the SOC alerts the customer of the problem and, as required, works with the customer to resolve the incident. Provides the ability to monitor hosts and network traffic, and analyze network protocol and application activity to identify and mitigate suspicious activity. Supporting capabilities include managed firewalls, host- and network-based threat mitigation, as well as email- and DNS-based threat mitigation services.

Granite can provide, operate and manage hardware and software components to analyze packet headers and enforce policy based on protocol type, source address, destination address, source port, and/or destination port. The managed firewall solutions shall apply stateful protocol analysis to compare traffic to generally accepted definitions of benign protocol activity and identify deviations. The firewall can provide Network Address Translation (NAT) and Port Address Translation (PAT) in order to disguise internal IP addresses, and it shall enforce subscriber-specified security policies by blocking packets and terminating sessions that violate those policies.

3.5 Category 6 – IP/Digital/Hybrid Communications Platforms & Services

IP/Digital/Hybrid Communications Platforms & Services provided by Granite are SIP-based (including its Hosted PBX service), Granite can specifically provide SIP Trunk Service to any PBX that supports



SIP-based IP Trunk interfaces. In many instances, Granite provides both the premises-based IP PBX as well as the associated SIP trunk.

When Granite delivers IP Voice Service (IPVS) as a premises-based PBX solution, it typically does so from an Avaya IP Office platform, which more than meets the requirements of most of Granite's customers. When a subscriber's IP Voice Service (aka VoIP) requirements exceed 3,000 users, Team Granite is also able to provide enterprise-level IP PBX solutions from Avaya and Cisco. As stated above, when Granite is providing a premises-based IP PBX solution, it is often also providing the associated SIP-based dial tone to that system – typically emulated PRI, emulated business lines, or SIP trunking.

3.6 Category 11 – Telecom Services

The Telecommunications Act of 1996 was passed by the Government to create competition in the telecommunications marketplace which had been dominated by incumbent Local Exchange Carriers (LECs). The Government accomplished this by mandating LECs to sell wireline services to competitive local exchange carriers (CLECs) like Granite, including Circuit-Switched Voice Service (LEC CSVS) to be resold to end users at competitive rates. With the underlying support of this regulatory backstop, Granite has negotiated long term (on average 5 years) commercial agreements with all major LECs allowing Granite to offer nationwide coverage while individual LECs are limited to their marginalized service areas.

This is what allows Granite to have included 624 CBSAs in its proposed coverage area. Under these commercial agreements, Granite will provide LEC Telecom Services such as POTS lines, Centrex, analog and digital PBX trunks, ISDN Basic Rate Interface (BRI), and ISDN Primary Rate Interface (PRI). Granite is electronically bonded with each LEC to ensure seamless flow-through of orders and repair tickets at highly competitive rates. Granite provides the same Telecom Services as the LECs by using the secure LEC facilities. Additionally, Telecom Services provided by Granite meets the standards of quality of service required by the Public Utilities Commissions (PUCs) in the respective state of service, as well as those mandated by the FCC. Granite enhances these services by adding its single-point-of-contact customer service program and billing/reporting platforms to provide a nationwide solution utilizing the combined networks of all major LECs, supplemented by Independent Telephone Operating Companies (ITOCs) throughout the continental United States.

3.7 Category 12 – Mobile Equipment/Services

Our Mobile Equipment/Services enable our Government partners to manage the transition to a more complex mobile computing and communications environment by supporting security, network services, and software/hardware management for mobile devices. Our Mobile Equipment/Services ensures the secure deployment and management of mobile applications, enterprise data on mobile devices, and management of the devices and mobile platforms themselves—providing the optimal balance between security, cost, and functionality. MMS may be offered as a cloud-based, premises-based, or hybrid solution.

Mobile Device Management (MDM)—gives subscribers the ability to manage and secure data on a device, including providing enterprise email access. MDM supports device management and other mobile management functions including operations, policy, security, configuration, mobile network



performance, application support (application performance, version control, distribution, etc.), mobile data management (on the device), and mobile network monitoring. Supported by multiple carriers, our mobile solution additionally provides:

- Customized pooled and shared data plans with unlimited talk and text
- Cross-carrier data pooling
- Machine-to-Machine data plans
- SIM conversions for existing services
- Mobile Device Management applications
- A single portal: wireless services across carriers and self-service ordering

3.8 Category 14 – Managed Services

Granite’s core network also includes a fully-redundant, geographically-diverse, carrier-class Metaswitch Softswitch platform that it uses to provide SIP-based voice services such as Hosted PBX, SIP Trunking, Direct Inward Dialing (DID) service, and emulated PRIs, voice T1s, and individual business lines across a national footprint. Similar to the abovementioned NNI agreements with national Layer 3 providers, Granite has formalized contractual agreements with SIP-based VoIP carriers such as Verizon Business, Level 3, Bandwidth.com, and Broadvox/Onvoy that allow it to deliver next-generation IP voice services across a national footprint. As a certified CLEC, Granite fully complies with all federal and state mandates related to number portability and E911.

3.9 Category 22 – Cabling Infrastructure Services

Granite employs a nationwide team of engineers, tenured project managers, and staff of RCDDs who provide full engineering and consultative support to ensure that its cabling and wiring solutions meet or exceed the standards and specifications set forth under by the subscriber.

In addition, Granite has enhanced the size and scope of its offerings and capabilities by assembling a strategic team of subcontractors with proven experience providing services to the Government, enabling Granite to select subcontractors who are best fit to service the Government’s requirements under each task order in the most cost-effective and efficient way.

3.10 Manufacturer Maintenance Plans

As a certified reseller for certain services, equipment is provided by our underlying carriers for which they are certified MFGs. Due to the fact we’re unaware of the specific equipment our underlying carrier may utilize per location and bandwidth rate, we are unable to provide Manufacturer Maintenance Plans for all of the manufacturers we may utilize on future contracts. Within 3 days of any order notice, Granite will provide USETPA and its subscriber with the requested Manufacturer Maintenance Plan from each manufacturer for which equipment will be utilized on the contract.

3.11 Emergency Maintenance and Support Plan

Since its inception in 2002 Granite Telecommunications, LLC (“Granite”) has become a national leader in telephone, data, and structured cabling offerings, which serves nearly 500,000 customer locations. Granite has implemented this Disaster Recovery Plan (“DR Plan”) to ensure continuous services and business presence in the event of an unforeseen interruption in our primary service infrastructure (“Interruption.”) In addition to our headquarters in Quincy, Massachusetts, Granite has an expanded



physical presence with remote offices in Lincoln, RI, New York, NY, Atlanta, GA, West Palm Beach, FL, Chicago, IL and Dallas, TX.

Granite has safeguarded our customers' businesses by offering them the highest level of availability to their data and Granite's suite of services by leveraging the latest cloud services and redundancy in our remote offices.

Granite's DR Plan contains the following response principals enabling Granite to quickly and effectively recover from an Interruption:

- In the event of an Interruption, Granite has a robust, multi-location infrastructure designed to safeguard our access to all services.
- Granite is prepared to supply continuous service to our customers by maintaining our electronically-bonded relationship with our underlying carriers from our remote locations.
- Granite has designed a business model that will allow us immediate access to our strategic team of underlying carriers, for the provisioning of services to our Customers who may have been impacted by an Interruption.
- Training is the key to preparedness. Granite employees receive ongoing training to provide the highest level of service at all times.
- Granite conducts stress tests and simulates full-scale outages to validate our ability to recover effectively from a disaster, on a semi-annual basis.
- Granite's response is coordinated with our business partners. Communication with our business partners is essential to continuously provide a high level of service to our customers in the event of an Interruption.

Granite has implemented this DR Plan to ensure the continued access of data, provisioning of services, and communication to our customers and business partners. This will ensure minimal downtime, data integrity, and availability of services despite any Interruption.

In the event of an Interruption, Granite has partnered with third-party providers to provide cloud services and invested in the additional infrastructure and support required to maintain a continuous business presence. These cloud services are designed to backup Granite's customer and internal information, which is then readily accessible across any of our remote offices. In an event of an Interruption, these remote locations act as Granite's business continuity centers. This is illustrated in **Figure 1** below.

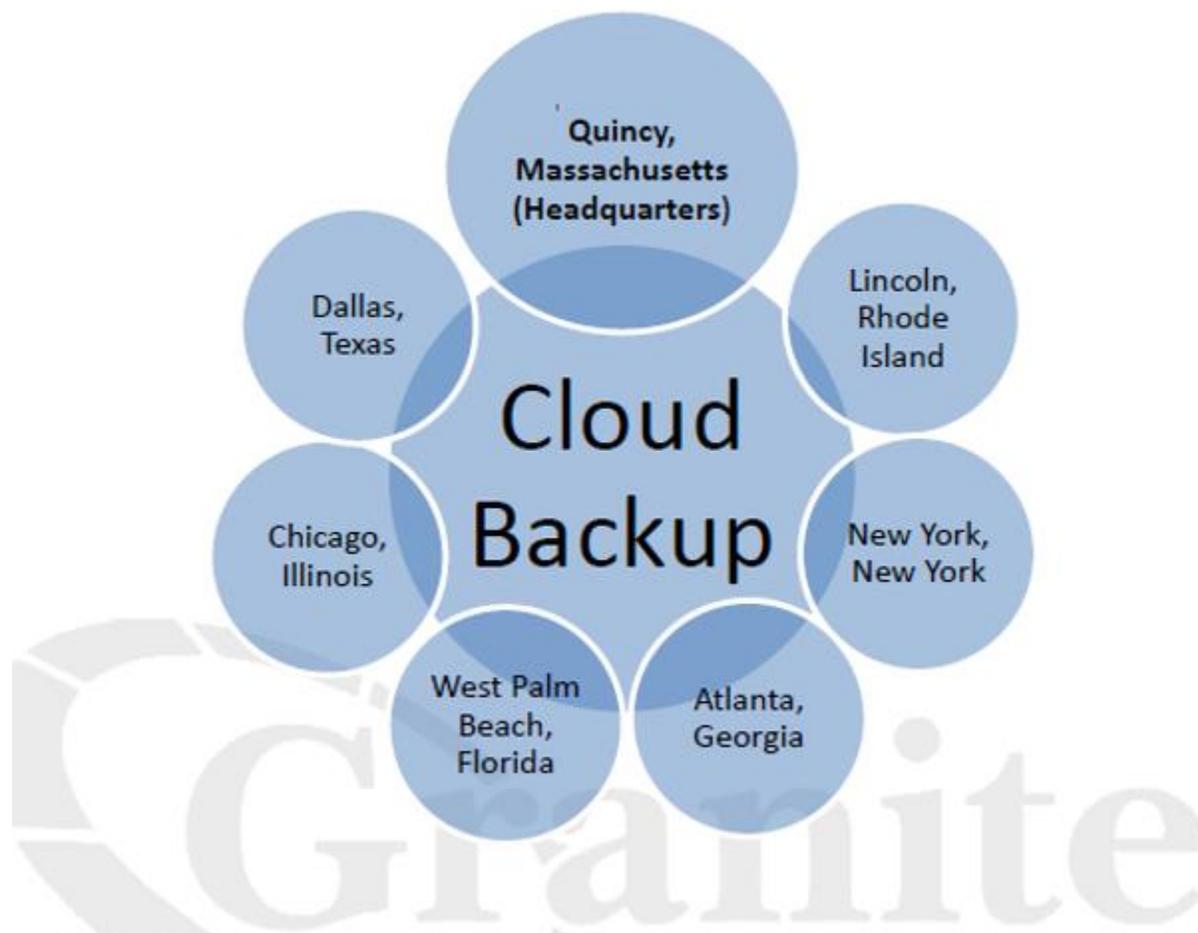


Figure 1: Granite's Cloud Backup

Granite's business continuity centers offer experienced personnel and additional ready-to-use substitute workspace for Granite representatives immediately following a declaration of disaster. In the event of an Interruption in service to the primary service infrastructure, Granite can rapidly redirect access to information systems to these business continuity centers. Through the use of their integrated suite of cloud storage infrastructure, data integrity will be maintained at the highest level of availability and security.

Granite has a readily accessible solution to meet its unique workforce continuity requirements, which is supported by the following:

- **Redundant Connectivity:** Granite's business continuity centers are equipped with redundant connectivity to ensure a consistent business presence and accessibility to data, information, and communications.
- **Cloud Backup Services:** Granite has implemented cloud services which are designed to backup Granite's customer and internal information. This includes the use of an MPLS network between Granite's business continuity centers.
- **Experienced Personnel:** Granite's business continuity centers are currently staffed with experienced personnel from Granite's essential departments, including our solutions engineering



team, the customer service department, and executive team. These teammates are already in place and prepared to launch business continuity procedures in the case of an Interruption.

- **Readily Available Workplaces:** Permanent workspace for Granite employees and essential personnel will be provided through Granite's business continuity centers. These offices are equipped to accommodate an influx of Granite personnel, as necessary. These seats are fully equipped with the technology, office resources, infrastructure, and amenities available to Granite to maintain business operations following a disruption.

In support of our business continuity solution, Granite's business continuity centers are equipped with additional controls to provide additional safeguards for providing services and communication to our customers in the event of an Interruption. Granite's business continuity centers are designed with the following:

- **Diverse Locations:** Granite operates the business continuity centers out of our remote locations all over the United States. Currently, Granite has business continuity recovery centers in (i) Lincoln, RI (ii) New York, NY (iii) Atlanta, GA (iv) West Palm Beach, FL (v) Chicago, IL and (vi) Dallas, TX. The diversity in the physical presence of our centers will allow Granite to provide services in case of an environmental Interruption affecting multiple locations.
- **Physical security controls:** Granite's business continuity recovery centers have established physical security measures to protect customer information and enhance Granite's efficiency in implementing our disaster recovery and business continuity plans. These controls include: (i) an integrated card reader security system, (ii) exterior security cameras, and (iii) 24/7 security service
- **Environmental controls** including a fire prevention system.
- **Additional connectivity** includes back up power in the form of generators and/or batteries

In the event of an unforeseen Interruption, Granite understands that reliable customer support and communication is necessary to update customers on the status of their services and/or additional available resources. Granite's locations are housed with representatives who are readily available to address all concerns via email or telephone.

Additionally, these locations have been designed with ample available space for the immediate relocation and/or enhancement of our customer support, if necessary.

Business continuity depends on resources, preparedness, testing of simulated service infrastructure, and communication of our disaster recovery plan with our business partners. Granite maintains ongoing training of its employees to ensure swift recovery after the declaration of a disaster. To ensure the highest level of preparedness, we simulate full-scale service outages semi-annually. This delivers customer assurance and proof of concept of our disaster recovery actions. Granite's DR plan is presented to our business partners quarterly and ensures continued access to information and services in the event of a disaster.

In addition to testing the reliability of the company's infrastructure and providing proof of concept in our disaster recovery plan, Granite's full-scale service outage testing also provides confidence in our recovery time objectives. Preparedness is the key to quickly restoring mission-critical systems and services. By simulating a full-scale outage Granite is able to stress test its disaster recovery plan, redeploym company resources and redirect infrastructure in the same manner as if caused by a



catastrophic event. Through the use of Granite’s business continuity disaster recovery centers and services Granite has successfully tested the restoration of data, information availability and continuous business operations.

Granite has established escalation procedures in the event of a disaster. These escalation procedures provide Granite and its customers with structure in the midst of concerns.

Table 1: Granite's Escalation Procedures

Time Elapsed	Granite Contact & Problem Owner
0 Minutes	Granite Technician
30 Minutes	Granite Team Lead
1 Hour	Granite Technical Manager
2 Hours	Granite Director of IT

Granite’s underlying carriers, providers, and business partners (collectively “Partners”) are some of the largest telecommunication providers in North America. Granite works with our Partners to provide our customers with comprehensive and reliable telecommunication services. To ensure the availability of these services, our Partners have implemented their own disaster recovery plans which Granite reviews. In the event of an Interruption, Granite has established procedures which will allow Granite to directly contact these Partners to ensure they are performing all recovery initiatives.

4. Granite’s Responsibility

Granite is a certified MFG partner through the agreements that we’ve executed with numerous equipment manufacturers for the equipment housed on our network. As a certified reseller of certain services, equipment is provided by our underlying carriers for which they are certified MFGs as well. Due to the fact we’re unaware of the specific equipment our underlying carrier may utilize, we are unable to provide Letters of Authorization for all of the manufacturers we may utilize on future contracts. Within 3 days of any order notice, Granite will provide USETPA and its subscriber with the requested partnership certifications via Letter of Authorization from each manufacturer for which equipment will be utilized on the contract.

4.1 Customer Service

Granite provides industry-leading customer support, including its established single point of contact “Premier” program management model and Helpdesk, in addition to our trained in-house customer service team that is available 24/7/365. Granite’s Premier program management model has been a keystone commercial practice for over a decade and seamlessly fits the requirements and expectations of the USETPA and its subscribers. Granite’s



Premier program is designed to do an analysis of a customer’s telecommunications solutions and to assign a dedicated Premier Account Manager to work with the customer on any matters for the duration of the contract. The premier account teams are customized to support the unique requirements of each customer. In addition, Granite provides transparent, proactive support rather than the reactive, out-of-touch support provided by most service providers. Similarly, Granite’s Helpdesk has been designed with the customer’s needs in mind. Unlike the arduous touch-tone menus, extended hold times, and off-shore call centers of other carriers, a member of Granite’s college-educated customer service team based in our headquarters at 100 Newport Avenue Extension Quincy, MA 02171. Our customer service team will answer the phone on average in less than eight (8) seconds. Representatives from the USETPA and its subscribers are encouraged to call us at 866-847-5500 at any time to verify this unmatched availability.

4.2 Support Systems

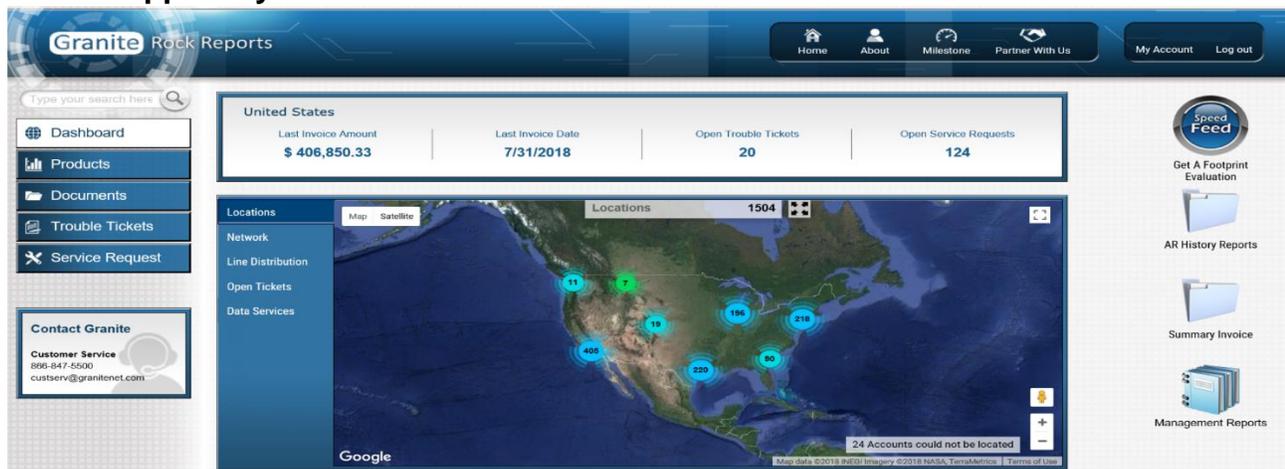


Figure 2: Rock Reports Screenshot

Granite has developed, owns, and operates a proprietary customer support system called, “Rock Reports,” specifically designed to be user-friendly with our customers’ needs in mind. The “Rock Reports” dashboard helps you see your most important data upfront, while also allowing you to easily navigate to other great features, such as:

- Products – View your complete inventory by line item to include usage, charges, and discounts in a simplified and exportable format.
- Documents – An easy to use invoice management system that can be summarized at a high-level or broken down by management or financial reporting needs. Want a different view? Granite will customize your billing free of charge.
- Trouble Tickets – Generate a trouble ticket online that is immediately directed to your Premier Account Manager and Repair Team, who will begin working the issue immediately and keep you seamlessly informed during the resolution.

4.3 Support Personnel

Granite’s team will be comprised of an onsite Project Manager, Lead Solutions Engineer, Premier Account Manager, and the Network Integration Professionals required for implementation and maintenance to any order made through this collective purchasing agreement. Below are the resumes for the personnel Team Granite is proposing as key personnel.



JACK CAMPBELL – PROJECT MANAGER

Experience Summary

Mr. Campbell is accomplished in delivering systems in full compliance within the constraints of Scope, Time, Costs, and Quality, a passionate professional leader with a well-documented record of success. Consistently delivering a results-oriented performance while establishing long-lasting professional relationships. Successful experience on large-scale high dollar proposals. Consistent strong analytical, problem solving, quality management and organizational skills to exceed organizational goals and objectives. Enjoys working closely with the customer and exceeding expectations on even the most ambitious key performance indicators. A proven track-record, distinguished with enterprise leadership, Certified Program Management, strategic planning, effective measurement, technical excellence, critical analytics, and incredible service delivery.

- Certified Program Management Professional
- Universal Mobile Telecommunications Systems (UMTS)
- New Site Construction and Optimization (NSB)
- Long-term Evolution (LTE) 3G & 4G
- OSS Planning and Provisioning,
- Distributed Antenna Systems Architecture (DAS),
- Business Support Systems (BSS)
- Infrastructure Analysis and Optimization
- Quality and Safety Management
- Real-Time Decision-assisting Analytics (RTDA)
- Definition and Implementation of Certified PMO Methodology
- Operational Research and Systems Analysis (ORSA)
- Software Development Lifecycle (SDLC)
- Effective Production Reporting and Optimization

Education

- Ph.D. Education, Pacific Northwestern University. 1980.
- MS, Personnel Administration, Central Michigan University, 1984.
- MS, Personnel Management, Troy State University, 1981.
- MS, Education, University of Southern California, 1978.
- BA, Public Administration, Upper Iowa University, 1977.

Relevant Experience

Granite Telecommunications, LLC

April 2017 – Present

Senior Project Manager

- Responsible for overall TO service delivery and program management functions for government contract operations.
- Accountable for initiating and maintaining Certified Program Management Processes, Policies and Procedures.



- Interfaces with primary Granite leadership to facilitate on time, below budget, and exceeding customer expectations for Task Orders and government-related deliverables.
- Personal leadership of all PM-related initiatives and quality control initiatives.
- Monitors and optimizes as necessary operational processes to insure customer service satisfaction.
- Advise as appropriate on all physical and personnel security matters associated with customer-generated requirements.

3480 Group

Sept 2015 – April 2017

Chief Operating Officer (COO)

- Accountable to the CEO for project leadership across the enterprise.
- Accountable for the enablement of consistent methods, process and reporting protocol.
- Responsible for delivering customer outcomes, on time and on budget and those implementations are consistent, effective and compliant processes are utilized in delivering strategic solutions.
- Identified early on as an organizational change agent – responsible for developing effective internal and external relationships.
- Accountable for building a clear and concise model, and road map for project management and successful outcomes.
- Developed and implemented rigorous operating mechanisms to support successful execution and analytics of program statistics.
- Accountable to the CEO for the Start-up processes and procedures associated with creating an Industry Best Practices organization. Inclusive within this task is analysis, documentation, socialization, and analytics associated with key processes as the key capability maturity model evolves with the organization.
- Provided direction and analytical guidance to senior-level management teams spanning multiple vendors and contractors.

MasTech Network Solutions

June 2010 – June 2015

Senior Director, Enterprise Quality, Safety, Training, Fleet Management, and D.O.T.

- Leading a staff of twenty-eight professionals, directly accountable for the budgeting, deployment, execution, education, and evaluation of enterprise personnel associated with Quality, Safety, Fleet Management, D.O.T., Training, and Facilities Management.
- Provisioning of all enterprise Construction Managers to include tools, test equipment, training, and specialized equipment (climbing and tower) to execute MNS tactical and strategic service offerings.
- Accountable for the procurement, maintenance, and safe operation of 780 MNS production and management vehicles. (Including D.O.T.)
- Providing a central point-of-contact for enterprise construction compliance standards for NSB, UMTS, LTE 3C, 4C, and DAS.
- Creating weekly and monthly leadership reports evaluating existing behaviors and processes with key performance indicators to improve performance, minimize costs and ensure on-time delivery from subcontractors.



- Designed, organized, and executed a \$4M Telecommunications Center of Professional Excellence (COPE) in Charlotte NC, graduating 480 Students in a certified Tower program producing a safe, productive full-functional technician with the basic skill-sets in a period of two weeks.

Nsoro Corporation

Sep 2008 – Jun 2010

Director, Enterprise Program Management

- Responsible for re-establishing the Executive reporting system to further optimize the existing enterprise management infrastructure.
- Interfacing with the AT&T Program Office to analyze and optimize as necessary the CASPR/Siterra data repository for the creation of additional reports and proposed management tools.
- Analysis and summation of the Carolina Market Maintenance infrastructure to create an interim maintenance protocol while awaiting the customer to provide Turfing Guidance for the same program.
- Analysis and socialization of the respective turfing milestones for UMTS and NSBs for documentation and planning in preparation for the 2009 AT&T Turfing Program.
- Delivery of in-depth repeatable processes with Method of Procedures (MOPs) to the production level to enable standardization and quality delivery of Nsoro products and services.
- Formation and execution of a number of program managers conversant and certified as Project Management professional (PMPs) to serve as an industry best practices panel to evaluate and modify as necessary, internal policies, processes, and procedures.

Network Planning and Engineering – AT&T Mobility

2006 – Mar 2008

Senior Program Manager

- Responsible for the leadership of as many as 12 Project Managers and 112 Data projects in direct support of AT&T Wireless Mobility Services Division.
- Act as the PMO Gate-Keeper to establish and maintain a consistent relationship between Plan of Record (POR), Forecasted, and Actual Completion Dates and an effective Change Control Support system in support of a PMO authentication/validation system.
- Accountable for routinely conducting project audits for excellence in Project Schedules, Scope statements, Work Breakdown Structures, Continuous Risk Management Plans, communications between members, and reporting accuracy.
- Major thrusts embrace construction compliance standards associated with New Product Development, Core Network Capacity, Hardware Rationalization and Decommissioning, Process Analysis, Upgrade and Optimization, Network Integration, Next Generation Gateway (NGG) and Business as Usual (BAU) data-centric infrastructure projects.
- Current projects address AT&T Internet Protocol Transfer Points (ITPs), Master Integrated Network Directories (MIND), Cisco Content Services Gateways (CSGs), Mobile Access Gateways (MAGs), Open Messaging Gateways, Short Messaging Services (SMS), and Remote Authentication, Dial-in User Services (Radius).
- Inherent processes required the administration of an Applied Engineering Model applied across all seven layers of the Open Systems Interconnection (OSI) Model.



- Routine “Deep Dives” includes detailed planning associated with Mobile Application Gateways as well as contractor launch readiness. Routine vendor support contact with Ericsson, Motorola, Open Wave, Cisco, Microsoft, Nokia, Siemens, Acision, and Sun Microsystems.
- Major accomplishments include the engineering, installation, and maintenance of I-Phone, the de-commissioning of two National Data Centers, and the completion of 138 Data-centric projects in support of AT&T Wireless Mobility operations.

CDH Partners – Marietta Georgia

2005 – 2006

Senior Program Manager

- Accountable to the Senior Principle for the arrival of support projects on or before the established timeframe and at or below the projected costs.
- Provided direct leadership/accountability for the Human Resources, Finance, Marketing, Training, Physical Security, and Information Management Organizations
- Worked with the Senior Principal, to reorganize and consolidate the existing Organization.
- Researched, selected, developed, and monitored the organizational risk assessment plan to provide risk management tools such as health insurance, professional liability insurance, and health supplements as needed.
- Streamlined support processes to reduce operating costs and decrease time-to-market timeframes.
- Initiated operational estimates, reports, requirements documents and work breakdown structures (WBS) to be used in immediate projects and processes.
- Additional responsibilities addressed Risk Management, Facilities Management, and Security Management. Validated and monitored the “New Hire” process to include resume validation, background checks, credit checks, and references.
- Provided a central point of contact for mentoring certified program management.
- Extensive daily use of Microsoft Office 2003, Microsoft Project, Visio, and Primavera – Certified Program Management process implementation. Provided the organization with state-of-the-art information management platforms and conducted semi-annual security assessments to provide user-friendly secure IT platforms.

C3 Consulting Services-Woodstock Georgia

2003 – 2004

Principal

- Delivery of Certified Program Management, PMBOK compliant.
- On-site analysis and delivery of effective program requirements documents to be used as the basis for project plans and deliverables.
- Establishing direct linkage between personnel performance reports and strategic business plan objectives.
- Direct entry into a CMM level III quality environment.
- Developed and effectively measured several simultaneous time-phased complex projects using earned valued as a primary metric.
- Operational research supporting strategic planning objectives formulated by senior customer executive leadership teams.
- Daily use of Windows and Macintosh-based desktop platforms.
- Certified Program Management methodology instruction as needed during the delivery process.



- Delivery of detailed project plans, compressed and aggressive delivery schedules, resource allocation, in-progress reporting, and specialized customer briefings as requested.

Nikonet Communications – Atlanta Georgia

2002 – 2003

Vice President, General Manager

- Reorganized and secured funding to re-engineer the company’s ability to become competitive with Automatic Voice Broadcasting, Blast Fax, Blast e-mail, Fax-to e-mail, Email-to-Fax, and Voice/E-mail on demand.
- Re-engineered, optimized, and fully documented an existing Data Center, reducing the mean time between failures by 300% and increasing the total operational capacity by a factor of 12.
- Re-engineered and upgraded the data centers Disaster Recovery Plan.
- Rewrote and standardized all existing Customer’s Service Level Agreements (SLAs).
- Re-engineered and improved the existing CRM to exploit a single point of entry for customer data and resultant billing records and reports.
- Maintained direct project accountability for new construction and acquisition of new physical plant for the NGOSS for ICG Communications Southeastern Region.
- Ensured all tactical projects complemented the strategic goals of the organization.

ICG Communications – Englewood Colorado

1999 – 2002

VP of Program Management

- Defined, planned, initiated, and maintained an effective certified Program Management Office (10 certified Program Managers).
- Consolidated/reduced seven enterprise-billing cycles into four and standardized existing CRM/OMG software.
- Initiated an Integrated PM Methodology training program to complement the tactical objectives of the organization.
- Upgraded the legacy Disaster Recovery Plan.
- Initiated and maintained a Project Manager’s “Tool Box” to include resource management, scope management, communications planning, and a change control board (CCB).
- Implemented a fully automated equipment inventory of \$300M in telecommunications equipment.
- Identified and eliminated multiple manual work-order entry requirements replacing them with a single point of entry fully automated data entry protocol.

International Telecommunications Data Systems (ITDS) – Champaign IL

1999

Vice President

- Management of Nextel’s Enterprise Key Performance Indicators for Software billing quality.
- Decreased the total capacity of the existing NEXTEL billing database by 16% while increasing its capacity by 12%.
- Increased the accuracy of the individual bill to 99.2%.
- Initiated collaboration teams with the company and customer IT Specialist to identify immediate profit loss for identification and correction.
- Decreased the mean time between failures of the billing software by 6%.
- Developed a Nextel enterprise-wide resource allocation “parts-on-people” upgrade using a recently installed “just-in-time” logistical support system.



1987 – 1999

GTE Government Systems

Director of Program Management (PMO) – GTE International (Wireless)

- Senior Program Manager, Mobile Subscriber Equipment (MSE) Program.
- Director, GTE PMO Heidelberg GE, MSE European Fielding Mobile Subscriber Equipment.
- Designed, developed, and executed the Regional Signal Support Centers with the U.S. Army – Mobile Subscriber Equipment Contract.
- P.O.C. for follow-on government contracting for MSE Logistics.
- PMO Director for GTE International for large-scale international communications contracts, Munich, Buenos Aires, Beijing, Hong Kong, Toronto.
- Established, defined, trained, and optimized an enterprise level PMO organization for GTE International.
- Initiated, taught, certified, and maintained an Earned Value reporting system in support of a PM Methodology of timely communications at the leadership levels of the organization. (Required on Government Contracts)
- Accountable for monthly presentation to GTE Wireless leadership of all PM projects and their current successes and failures.

Certifications and Training

- Certified Project Management (PMP), Project Management Institute, #05518.
- Certification, Project Management, George Washington University, 1996.
- Certification, IT Project Management, George Washington University, 1996.
- Carnegie Mellon Institute for Software Engineering
 - Introduction to the Capability Maturity Model
 - Introduction to the Personnel Capability Maturity Model
 - Introduction to the Software Acquisition Capability Maturity Model
 - Continuous Risk Management
 - Defining Software Processes
 - Implementing Goal-driven Software Measurement



CHRISTOPHER SCHUBERT – SOLUTIONS ENGINEER

Experience Summary

Mr. Schubert's current and past employers have given him the opportunity to become proficient in the design, installation, and maintenance and troubleshooting of wired and wireless, digital and analog communication systems and the tools and programs to maintain them and their documentation. He has the following qualifications:

- Extensive knowledge of HFC plant from Headend to CPE
- Extensive knowledge HFC tools including Sweep and Spectrum Analyzing
- Hands on experience with Fiber Optics, Coaxial, and Twisted Pair Cabling
- Knowledge of networking and protocols with a focus on Ethernet circuits
- Extensive knowledge of video transport including Analog, ASI, SDI and HD/SDI
- Extensive knowledge of Optical transport systems specifically Ciena/Nortel
- Extensive knowledge of optical Multiplexing including WDM, CWDM, and DWDM
Design and implementation of optical networks including Metro Ethernet and FTTx
- Innovative and decisive under stress
- Highly adaptable and a fast learner
- Excellent written and verbal communication
- Microsoft Office including PowerPoint, Word, Excel, and Visio

Education

AA, Computer Engineering, Broward College

Relevant Experience

Granite Telecommunications, LLC

May 2016 – Present

Solutions Engineer

- Analyze Request for Proposal documents from Federal, State and Local Governments and private companies for technical feasibility to ensure Granite can provide the required services
- Join customer facing calls with Sales Representatives as the SME for all products Granite offers in order to listen to customer needs and propose the most technically sound and cost-effective solution possible
- Respond to technical questions on products and services from internal and external customers
- Held training sessions with Sales Representatives to provide overviews of products and services provided by Granite and general knowledge of telecommunication
- Designed internal wiring plans for electrical and optical network connectivity in support of the rollout of Granite Grid in shopping malls

Comcast

October 2012 – May 2016

Supervisor, Network Engineering



- Successfully launched a new Metro-E network and advanced voice products over Metro-E in West Palm, Tallahassee, Sarasota and Naples 2015 and 2016. This included more than 20 Juniper MX960's, 2 Cisco ASR9922's, many Ciena Optical Transport Shelves, more than 50 Juniper EX4200's and 4550's and about 300 Ciena 3916 and 3930's.
- Achieved a Regional level management position within 5 years of being with Comcast
- Was selected overall Florida engineering and technical operations employees to be a mentor for the F.I.R.S.T. robotics competition at Hollywood Hills High School two years in a row
- Head of the Metro-E department for the Florida region which consists of the Jacksonville, West Palm and South Florida markets.
- Maintained proper accountability for a rolling supply of materials and equipment in excess of \$400,000
- Led and coached current team members and train new team members on the requirements of Metro Ethernet services.
- Took technical escalations for all lines of business including Residential, Small Business and Enterprise customers for all products such as Digital Video, Internet, Digital Phone, PRI, E-Line, E-LAN, E-Access and Ethernet Dedicated Internet
- Maintained relationships with customers who required more attention and a higher level of service than the standard NOC can provide.

Comcast

April 2010 – October 2012

Tech 3, Network Engineer

- Successfully launched the new Metro-E network in South Florida and certified that network benchmarks were acceptable in 2011
- Achieved a Regional level engineering position within 3 years of being with Comcast.
- Performed routine maintenance on the Headend equipment including:
 - Video Encoders/Decoders
 - Video Switchers
 - Fiber optic cables
 - Coaxial cables
 - Switches
 - Routers
 - Optical Transport
 - UPS's
- Installed and maintained Metro-E customer circuits
- Corrected any customer issues including routing, billing, and quality issues
- Checked each upcoming Metro-E install for accuracy and possible issues
- Worked with other departments to ensure that all aspects of a construction order were on target for completion
- Maintained documentation of daily, weekly, and monthly tasks



- Responded to and corrected system outages within a strict time frame

Comcast

October 2008 – April 2010

Network Communications Tech 4

- Achieved Comm. Tech 4 within 2 years of employment.
- Maintained an excellent market health score for the Hallandale nodes, many times at 100%.
- Selected for a second year to the Davie CommTech Jeopardy team.
- Performed routine maintenance on the distribution portion of an HFC network.
- Maintained documentation for daily, weekly, and monthly tasks
- Responded to and corrected system outages within a strict time frame

Comcast

April 2007 – October 2008

Network Communications Tech 4

- CommTech Jeopardy Division Finals
- Achieved Comm. Tech 3 within ten months of being hired
- Install and repair voice, data, and video equipment in customers' homes
- Educate customers on their products and services
- Maintain records of follow up work to be done by contractors

Certifications and Training

- New Horizons Computer Learning Centers
 - CompTIA A+ (Course Completion and 220-801 passed)
 - CompTIA Network+ Certificate (Cert Number: COMP001020870838)
 - CompTIA Security+ (Course Completion)
 - Cisco CCNA (Course Completion)
 - MEF-CECP (Cert Number: 24696X2)
- Aviation Electronic Schools of America
 - Certificates in Computer Building and Configuration, Computer Service Technician, and Fiber Optics
- Unites States Marine Corps
 - Certificate in Field Wireman Course (Civilian Equiv. - Telephone System Fundamentals)
 - Certificate in Unit Level Circuit Switch Operator/Maintainer Course (Civilian Equiv.- Telecommunication System Troubleshooting and Maintenance, Data Security/Encryption)



MELANIE HARRIS

Experience Summary

Ms. Harris has a strong seven-year background within Granite and is proven to be successful at managing and growing individuals into leaders and growth representatives. Her charismatic and high-powered personality makes it easy for her to motivate and get results from a wide range of people. She has excellent computers skills—proficient in Linux, UNIX, Windows, and Microsoft Office Suite—and is an effective communicator and problem solver.

Relevant Experience

Granite Telecommunications, LLC

2010 – Present

Supervisor of Premier Accounts

- Assisting employees with maintaining and managing Granite’s Premier accounts.
- Providing 24 x 7 availability to support premiers and Government customers
- Conducting weekly 1-on-1 meetings with staff
- Negotiating pricing issues and credits with customers
- Performing quarterly reviews for staff

Granite Telecommunications, LLC

2007 – 2010

Contract Specialist, Staff

- Managed and maintained some of Granite’s Largest Premier accounts including the United States Postal Service, Camden Development and BP
- Areas of responsibility for each account included but are not limited to maintenance of phone lines, outages, billing, reporting, etc.
- Provided 24 x 7 support for all accounts
- Conducted weekly or bi-weekly meetings with assigned accounts
- Minute each customer call/appointment and follow up on all actions
- Communicate directly with customers, sales and customer service staff



4.4 Line of Credit

Granite Telecommunications, LLC is a privately held company. As such, we do not share our audited financials without the execution of a Mutual Non-Disclosure Agreement (“NDA”). Granite has submitted an NDA with our proposal. Upon receipt, Granite will promptly deliver hard-copies of Granite’s audited financial statements, as requested.

That said Granite is debt-free and privately-held with access to a \$100,000,000.00 line of credit, which we have never used.

4.5 Invoicing

Granite acknowledges and accepts the government’s policy for paying invoices within 30 days of a properly executed invoice or receipt of goods.

5. Past Performance References

Granite Telecommunications, LLC (Granite), understands the unique position the U.S. Educational Technology Purchasing Alliance (USETPA) is in as they strive to obtain the best available pricing for goods/services to be purchased by schools/school systems, libraries, head-start agencies, local government, community colleges, higher education institutions, and other public entities. Granite is a well-positioned provider of the services bided within this proposal. Granite’s unique capabilities include our qualities as a Competitive Local Exchange Carrier (CLEC) holding reseller agreements with all of the major carriers and a majority of the regional carriers across the nation, in addition to our own Network’s National Backbone. Granite’s carrier agnostic approach allows us to provide customers with the best service and flexibility and can provide the USETPA and its subscribers with a variety of nationwide Telecommunication services that the USETPA and its subscribers cannot currently receive from other carriers.

Due in part to our unique offerings, Granite has been identified as being at the forefront of delivering affordable access to global telecom and information technology infrastructure solutions for federal agencies. This is evidenced by being one of the ten awardees on the GSA Enterprise Infrastructure Solutions (EIS) contract. EIS is a comprehensive solution-based vehicle to address all aspects of federal agency IT telecommunications, and infrastructure requirements. Under EIS, Granite can offer a variety of services either as standalone services or with Add-on Services, so that our client has the option to order in the way that best suits their needs.

Below we have lined up the service areas we’ve bid for USETPA and its subscribers, with a description of our offerings under the EIS vehicle:

- **Category 1: LAN Infrastructure:**
 - Managed Network Service (MNS): identifying network components and determining protocols, redundancy, traffic filtering, and traffic prioritization requirements. Recommending the appropriate performance levels and network capacities as required.
- **Category 2: MAN/WAN Infrastructure:**
 - Circuit Switched Voice Service (CSVS): Comprises both traditional local and long distance service, and enables users to call, or receive calls from, any phone in the U.S. or the world. This service is functionally equivalent to the traditional phone technology that uses the global phone network to establish a temporary, dedicated circuit connecting the

- two endpoints for each requested phone conversation. That circuit remains in place for the exclusive use of the call's participants for the duration of the call.
- Dark Fiber Service (DFS): An optical fiber infrastructure that consists of cabling, repeaters, and customer-provided transport light. DFS gives an agency the unconditional right to use a fiber route, which includes transport capacity through a fiber pair in a fiber-optic cable, or through the entire fiber-optic cable. DFS configurations can range from a simple point-to-point connection between two locations to one that interconnects the agency to any number of selected locations.
 - Ethernet Transport Service (ETS): Enables secure, high-speed transmission (10 Mbps to 100 or higher Gbps) of video, audio and data between different local, national and international agency locations. This flexible and cost-effective service can provide Intranet and intra-agency communications or Extranet and inter-agency communications. It can interconnect Local Area Networks (LANs) in a city, forming a Metro Area Network (MAN), or interconnect LANs and/or MANs in different cities or countries, forming a Wide Area Network (WAN).
 - Internet Protocol Service (IPS): Government personnel to access the Internet, and government intranets and extranets. IPS uses the TCP/IP protocol suite to interconnect Government Furnished Equipment (GFE) and Service Related Equipment (SRE) with other government, and public Internet Service Provider (ISP) networks. IPS connectivity includes wireline, cable, Ethernet, fiber, and wireless.
 - Managed Wireless Service (MWS): Enables customers to establish two-way wireless, or wireless-to-wireline communication using an array of mobile devices such as smartphones, wireless-enabled notebooks, and laptops. MWS has two primary messaging functions: (1) The Short Messaging Service (SMS) that enables customers to send and receive text message up to 160 characters long; and (2) The Multimedia Messaging Service (MMS).
 - Optical Wavelength Service (OWS): Fiber optic based service that provides dedicated, point-to-point, single-fiber data transport at speeds ranging from 1 to 100 Gbps. (NOTE: Some EIS contractors may be able to provide higher speeds.) The OWS contractor always provides optical devices and fiber connectivity, thus enabling an agency to acquire high broadband transport without the cost of developing, owning, and operating the network infrastructure.
 - Private line Service (PLS): Provides a dedicated, reliable, two-way path over which voice, video, multimedia, and encrypted information can be transmitted between two or more designated points. The service can be used to meet custom agency network requirements, and to ensure reliable data exchange between mission-critical applications. PLS offers a standard variety of speeds ranging from 56 Kbps to 10 Gbps. Some EIS contractors may also offer additional data rates, such as 40 Gbps or the 4 KHz Analog Line.
 - Synchronized Optical Network Service (SONETS): Standard for fiber optic synchronous transmission, enables the transport of voice, data, and multimedia information at rates ranging from 51.84 Mbps to over 40 Gbps. The EIS SONET service (SONETS) is highly



- reliable due to its proactive performance monitoring that prevents single and multiple failures, supports self-healing functions and enables robust network management.
- Virtual Private Network Service (VPNS): Provides secure, reliable transport of agency applications across the provider's high-speed, unified, multi-service, IP-enabled backbone infrastructure.
 - **Category 3: Transport Products/Services:**
 - Managed Wireless Service (MWS): Defined above.
 - **Category 4: Network Security Products/Services:**
 - Managed Security Service (MSS): A comprehensive service that protects an agency's information technology assets—hardware devices, network, software, and information—from malicious attacks. It includes capabilities such as authentication, anti-virus, anti-malware/spyware, intrusion detection, and security event management.
 - **Category 6: IP/Digital/Hybrid communications platforms/Services:**
 - Internet Protocol Voice Service (IPVS): Allows users to make phone calls using a high-speed IP transport connection instead of a traditional, circuit-switched phone service. IPVS offers a number of advantages over the older technology including simplified and centralized system control, ease of physically moving or adding new phones, lower operations, and maintenance costs, and dramatically reduced capital investment.
 - **Category 11: Telecom Services:**
 - Circuit Switched Voice Service (CSVs): Described above.
 - **Category 12: Mobile Equipment/Services:**
 - Managed Mobility Service (MMS): Supports mobile computing by allowing government workers to use agency-owned and personal mobile handheld devices (smartphones and tablets) to access agency networks, data, and applications in accordance with the agency's IT security policy. This, and MMS's central administrative interface can help ease an agency's transition to a more complex mobile and communications environment where an increasing number of mobile devices are used by agency personnel.
 - **Category 14: Managed Services:**
 - Managed Wireless Service (MWS): Described above.
 - Managed Network Service (MNS): Described above.
 - **Category 22: Cabling Infrastructure Services:**
 - Cable and Wiring (CW): Described above.

In addition to the similarities between the service areas of the EIS vehicle and the needs of USETPA and its subscribers, Granite provides these services for numerous nationwide customers and on statewide purchasing agreements which we've referenced below.

5.1 Past Performance Reference 1 – Sunbelt Rentals

Point of Contact:	Jim Lewis
Title:	IT/ Telco. Manager
Phone Number:	(803) 578-9423
Email:	jim.lewis@sunbeltrentals.com



Address: 2341 Deerfield Dr.
Fort Mill, SC 29715-8298
USA

Years of Service: March 2005 – Present

Description of Service Provided:

Sunbelt receives Broadband Internet and Commercial Subscriber lines services from Granite at 265 locations dispersed across the United States. Sunbelt sites primarily utilize broadband circuits with speeds under 100 Mbps, however, in order to deliver a better customer experience, Sunbelt has asked Granite to quote High Capacity Dedicated Internet Access (DIA) circuits at 37 locations. Sunbelt currently receives 155 Broadband circuits, 295 POTS lines, and 269 LD lines. Sunbelt also receives a single point of contact for all of their locations across the country from Granite. Sunbelt’s sites are concentrated in the southeast with 86 in total. Please reference the spread of sites by region in the following figure (**Figure 3.**)

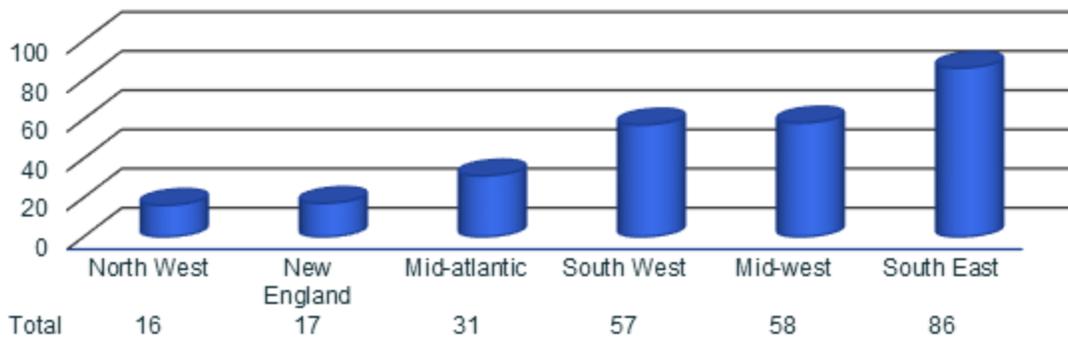


Figure 3: Number of Sunbelt Sites by Region.

Similarities. This contract is similar to the USETPA contract because it requires providing and maintaining a large number of circuits of differing types and speeds across a dispersed area.

5.2 Past Performance Reference 2 – Virginia Information Technology Agency (VITA)

Point of Contact: Amy Pierce
Title: N/A
Phone Number: (804) 416-6086
Email: Amy.pierce@vita.virginia.gov
Address: 11751 Meadowville Lane



Chester, VA 23836

Years of Service:

July 2016 – Present

Description of Service Provided:

Granite’s contract with the Virginia Information Technologies Agency currently provides the following services:

Table 2: Benefits to Virginia (VA) UGUs

Benefit to VA UGU	Services Received	(VA) UGU Name
Unified billing and repair for stores located across the State	Broadband at 49 locations.	Virginia Alcoholic Beverage Control Authority (VA ABC)
Receive unified billing for remote, rural offices across the State	Broadband at two (2) sites.	Virginia Department of Conservation and Recreation (VA DCR)
Budget-conscious agencies receive a customizable, affordable solution	Broadband at two (2) sites.	Virginia Department of Veterans Services (VDVS)
Budget-conscious agencies receive a customizable, affordable solution	Broadband at Three (3) locations	Virginia State Police (VSP)

Similarities. This contract is similar to USETPA in that it is a purchasing agreement, this, in particular, is for data transport services, specifically. Granite has the experience of fulfilling orders from a variety of statewide public bodies, including law enforcement customer sites (State Police).

5.3 Past Performance Reference 3 – Talbots, Inc.

Point of Contact: Tantri Brown
Title: Network Analyst
Phone Number: (781) 741-4886
Email: tantri.brown@talbots.com
Address: 1 Talbots Dr. Ste. 1
 Hingham, MA 02043-1583
 United States
Years of Service: July 2015 – Present

Description of Service Provided:

Talbots receives data transport services from Granite at 86 sites at a variety of speeds and connection media. Granite also provides analog voice services to 167 store locations. The following charts (**Figure 4. and Figure 5.**) display the sites locations by region as well as the types of data services Talbots receives from Granite at those sites.

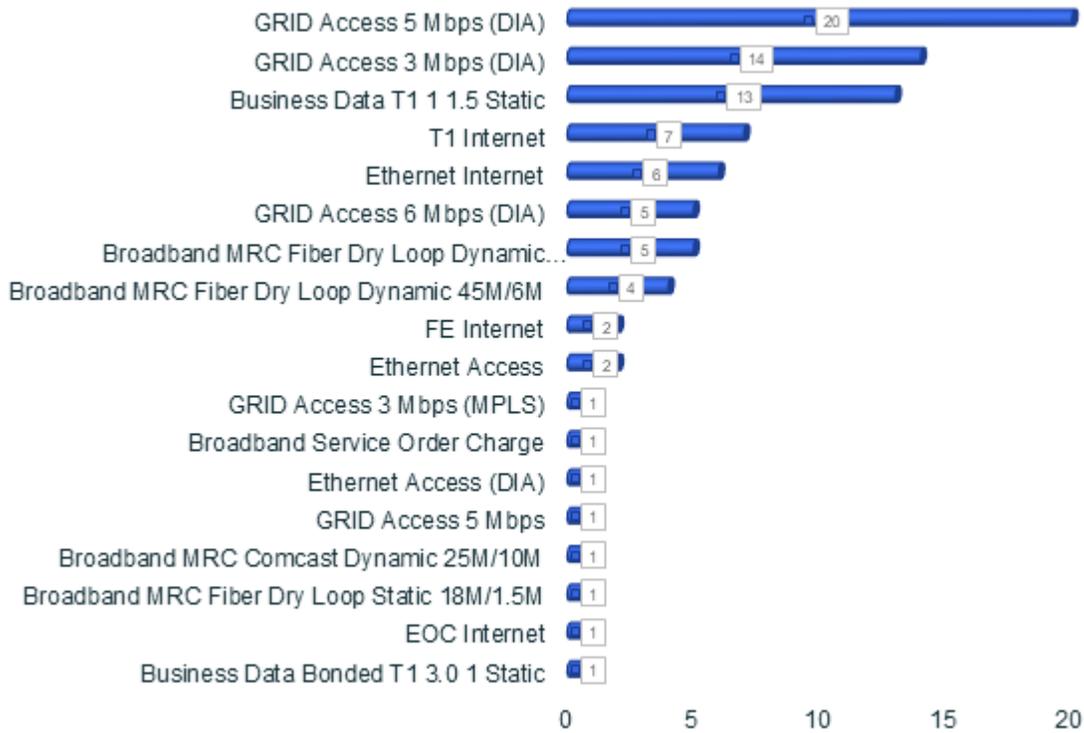


Figure 4: Talbot’s – Data Transport Circuit Diversity



Figure 5: Talbot’s Sites by Region, where Granite Supplies Data Transport Services

Similarities. This contract resembles the USETPA RFP because it deals with a variety of connection types and speeds, which Granite provides to diverse locations across the US.