



A C1 SOLUTION FOR

Oneida County

Information Technology Professional Services

RFP No. 2024-397

September 20, 2024

Presented By:



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National Account Manager

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September 20, 2024

Tammie Sokolowski
Information Technology Project Manager
Oneida County
TSokolowski@OCGov.net.

Dear Tammie:

Thank you for the opportunity to participate in the Oneida County Request for Proposal (RFP) Solicitation Number: 2024-397 for Information Technology Professional Services. We understand that the County is ready to invest in a modern communications platform to enable your staff to engage more effectively, virtually serving your constituents, residents and businesses.

In the attached response to your RFP, we have attempted to address all the questions as succinctly and factually as possible. As you are reviewing this response, please do not hesitate to let me know if you have any questions or clarifications regarding our answers.

ConvergeOne (C1) is committed to providing best-in-class design, implementation and day two support services with our industry leading, certified teams. With our local presence, our teams are readily available to service the County with our local resources.

C1 maintains a dedicated government practice with resources focused on local government. As you evaluate our response, please know that C1 prides ourselves on our client satisfaction and building a long-term partnership with our clients.

We acknowledge receipt of RFP# 2024-397 Vendor Questions and County Responses.

Thank you again for this opportunity. Please do not hesitate to reach out direct to David Taurisano at DTaurisano@OneC1.com or 315.401.0580.

Thank you,

Ron Gill
Regional Vice President



Table of Contents

Executive Summary..... 5

1. C1 Approach 9

2. Resumes of Key Personnel 12

3. C1 Capabilities 16

4 Brief Outline of C1 22

5. References..... 25

6 Pricing 26

7. Certifications 28



Executive Summary

C1 is a proven, service led, cloud solution provider that utilizes intellectual property and unique methodologies to create value for our customers to develop progressive solutions that connect people with purpose. Over 6,000 enterprise and mid-market customers trust C1 with cloud, collaboration, enterprise networking, data center and cybersecurity solutions to achieve business outcomes. Our investments in cloud infrastructure and professional and managed services provide transformational opportunities for customers to achieve financial and operational benefits with leading technologies.

C1 has partnerships with more than 300 global industry leaders, including Avaya, Cisco, Dell Technologies, Genesys, IBM, Microsoft and VMware to customize specific business outcomes. We deliver solutions with a full lifecycle approach including strategy, design and implementation with professional, managed and support services. C1 holds more than 5,600 technical certifications across hundreds of engineers throughout North America, including three Customer Success Centers.

C1 Overview

In today's highly competitive business environment, choosing and implementing a communications system represents a huge investment for any organization, large or small. Given what's at stake, you need a resource you can trust.

C1 is your single source for sales, design, implementation, project management, and ongoing support. We offer a complete range of services including:

- Design and Implementation
- Professional Services
- After-Market Offerings (MAC, Block of Hours, System Administration)
- Authorized/Certified Training (C1 Center of Excellence for Learning and Development)
- Contact Center Services
- Parts Repair/Refurbished Equipment (with one-year warranty) and Trade-In/Buy Back programs
- Authorized C1 Maintenance + Managed Services

C1 also offers unique qualifications including:

- A national presence, with headquarters in Bloomington, MN, four regional offices and 30+ sales offices
- Credentialed design and implementation specialist with experience in convergence, messaging, data networking, and contact centers
- A Pre-configuration, staging, and testing of all solutions in the C1 Performance Readiness Center® prior to shipping and installation
- Direct access to manufacturer resources, allowing us access to expert resources to save valuable time in issue resolution
- 175+ years of VoIP engineering experience.
- State-of-the art in-house refurbishment and repair services
- Minimum \$10 million of new and refurbished equipment warehoused on site.



Cisco Partnership

C1 is one of only 44 Gold Certified Cisco partners globally. This is the highest level of Cisco certification that is available. We have all four (4) Master Certifications, which testifies to our capabilities. We are heritage suppliers of Cisco products and services, and we service some of the top Cisco accounts in the U.S.

C1 is building its Collaboration and Data Center Practices around the vision and strategy to become our customers' most strategic business partner by delivering Business Collaboration Architectures that are built on "best of breed" integrated voice, video and data products, services and software platforms that enable our customers' success and profitability.

C1 team members hold Cisco Certifications, and our Collaboration Team consists of Video Solutions Architects (Cisco CTS, Tandberg, Polycom, Lync, WebRTC, PexIP), Collaboration, Voice, and Storage Networking CCIEs.



Certifications

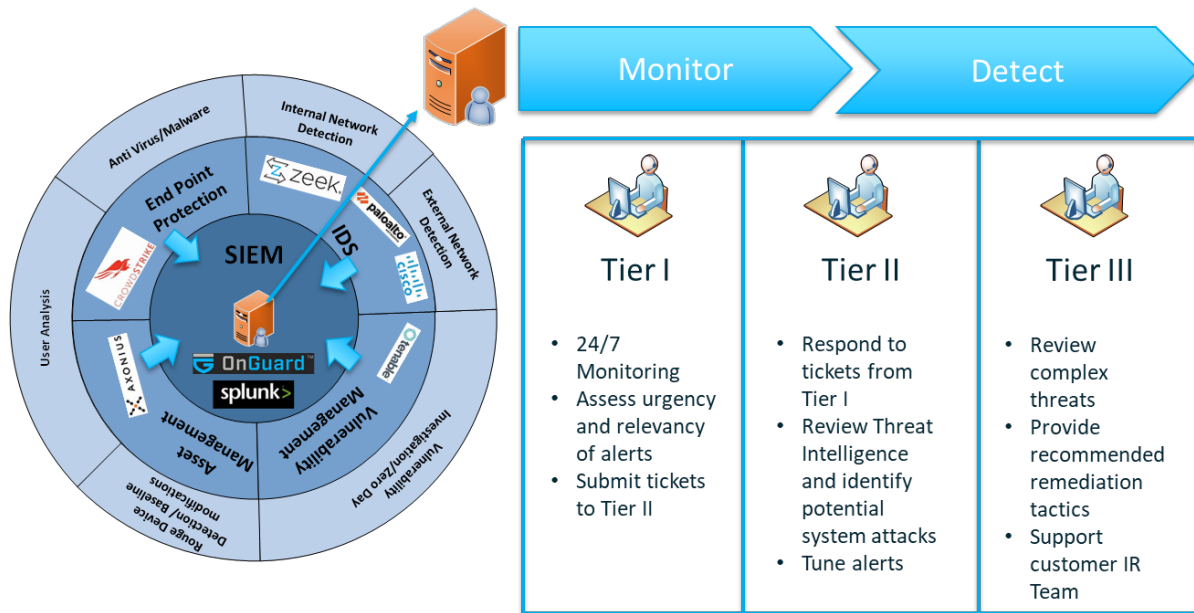
Certifications that uniquely differentiates us include:

 1,236 Avaya Diamond Partner Certifications	 105 AWS Certifications	 3,971 Cisco Gold Partner Certifications	 145+ Dell Titanium Partner Certifications
 100+ Genesys Gold Partner with Interactive Intelligence Certifications	 100+ Microsoft Gold Partner Certifications	 80+ certifications for ASEs and PSEs	 80 Poly Certifications
 345 Salesforce Certifications	 107 VMware Certifications	PMI, ENA, Telecom Project Management Associates, Project Management Professionals	Aruba, AVST, Calabrio WFO, CompTIA, Extreme Networks, HP, IBM, Mitel, NEC, NetApp, NICE Systems, Ribbon, Spectralink

Cybersecurity and Compliance

The C1 Cybersecurity practice utilizes leading market methodologies and security framework that provides deep insight and analysis of client environments before recommending any solution or course of action.





Customers today are challenged with navigating a fragmented landscape of 1,800+ security startups for their security requirements; C1 establishes information security program prioritization, identifying the most critical gaps and deploying solutions that build towards an interoperable, efficient security architecture. Whether we are providing a virtual chief information security officer (vCISO) service to a 14,000-user healthcare organization or building a cyber perimeter for a 700-location enterprise client, our company culture is fiercely passionate and proud to support our clients in their quest to establish an effective long-term cybersecurity posture.

Why C1?

Since it was launched in 1993, C1 has earned a reputation as a quality provider of value-added communications solutions for businesses of all types and sizes. Our investments in a dedicated implementation team, ongoing training, industry certifications, and state-of-the-art service delivery tools make us skilled in sales, design, network integration, project management, ongoing support – everything you need to implement an end-to-end information technology solution.

From the start, C1 has focused on delivering personalized attention rather than a “one size fits all” solution. We listen closely and work to learn all we can about a customer’s business, and then create an end-to-end solution designed to meet the customer’s needs on all levels.

At C1, we measure the trust that organizations place in us based on the long-standing relationships we develop with customers and a high percentage of repeat business. These relationships, as well as those we’ve built with our partners, are key to our success and instrumental to our growth.

C1 combines unequalled knowledge and experience with a can-do attitude to develop customer solutions that work from day one and keep on working. We don’t simply install the “latest and greatest.” Our professionals transform leading-edge technologies into innovative, reliable communications solutions.



Our Unique Value Proposition

CONVERGEONE IS A **PROVEN, SERVICES LED, CLOUD SOLUTION PROVIDER THAT UTILIZES OUR INTELLECTUAL PROPERTY AND UNIQUE METHODOLOGIES TO CREATE VALUE FOR OUR CUSTOMERS, AND TOGETHER, WE DEVELOP **PROGRESSIVE** SOLUTIONS THAT CONNECT PEOPLE WITH **PURPOSE**.**

Differentiators

PROVEN: By choosing ConvergeOne you will experience the highest level of customer satisfaction, responsiveness and expertise in the Collaboration, Customer Experience and Digital Infrastructure industry and be partnering with a high performance, customer results driven team.

World Class NPS | 98% in-house resolution rate | Trusted by 55% of Fortune 100 + 41% of Fortune 500

PROGRESSIVE: Our comprehensive Services and Solutions portfolio is hyper-focused on the specific and unique needs of each customer, combined with a tailored progressive consulting methodology that proactively anticipates what's next.

Proprietary WAVES consulting methodology | C1 IP: OnGuard + C1Conversations | Lifecycle Adoption Services

PURPOSEFUL: We believe in the power of connecting people with purpose and exceeding our customers' expectations which is why we continue to fully invest in our teams that support you and our communities.

5,600+ technology certifications | C1 team 2/3 architects + engineers | Industry leader in ITIL standards

Values

Customer Driven: Before we can build the right solutions for our customers, we put in the work to deeply understand their unique business goals and challenges.

Start with Yes: We bring an optimistic, can-do attitude to every project, relentlessly focused on breaking down barriers to success.

Take Initiative: We empower our employees to think like entrepreneurs, bringing their unique talents and local knowledge to the table to help customers win.

Reach Forward: Finding solutions that work right now isn't enough—we keep an eye on the future to see what's next, so we can help customers keep pace with changing trends and consumer preferences.

Do Right: We do whatever it takes to make good on our commitments to our customers and to one another.



1. C1 Approach

C1 will use a combination of current staff and recruited staff to meet the County's needs, as appropriate. Our Professional Services team has the expertise to support the County remotely on a timely basis. For onsite engagements we may deploy our staff or members of our prequalified subcontractor technicians or, when necessary, recruit a resource.

Recruitment

C1 has developed a proven recruiting methodology of hiring the best resources to meet the specific needs of our customers. Our recruiting team consists of members with extensive recruiting and technical experience. This balanced blend of recruiting expertise, along with detailed knowledge of technical and business requirements, creates a productive environment for a sound recruiting process. As a result, our staffing model is second to none.

Methodology

The C1 methodology includes:

- Specialized Technology Recruiting Team
- Listening to our customers and understanding their business needs
- Thorough candidate technical, behavioral, and reference pre-screening process
- Leverage our extensive referral network and pre-qualified recruiting database
- Candidate's resume submission and interview scheduling
- Post-placement candidate support retention process.

Pre-Screening Process

C1 has established a proven pre-screening process to recognize the right skills for the right assignments. To ensure that its personnel are of the highest quality and match the specified requirements, our recruiting team pre-screens every candidate through a series of phone, and/or in-person interviews, reference checks, and training compliance prior to a candidate being submitted for further consideration.

Key elements include:

- Detailed Reference Checks Prior to Interviews
- Rigorous Technical Interview
- Behavioral Interview to ground soft skills
- Drug and Background check.

Delivering Quality Engagements

As part of our process of delivering quality engagements:

- All resources are technically pre-screened by our Professional Services Engineering team.



- C1 resources have access to our team of Advanced Technology engineers on the backend of each engagement.
- C1 customers benefit from our engineers and technicians having greater access to technical resources and tools.

Coordination

The County's initial point of contact for all needs is the C1 Account Executive (AE), David Taurisano, who will work closely with the Director of Information Technology, or appropriate representative, in regard to meet staffing needs for specific skill, timing, cost, and duration. The AE will engage other members of the C1 account team to develop a Statement of Work that will spell out the scope, including costs.

During the execution of any project, the C1 Project Coordinator or Manager will act as the County's Single Point of Contact (SPOC).

Reporting

The C1 Account Executive will also be responsible for the generation of the monthly report that will summarize the hours expended in support of the County and, at a minimum, will include the following required date:

- Identification of each task performed
- Summary of status, completion percentage, anticipated and actual start and end dates
- Number of hours billed for each task
- Name and rate of the individual completing each task.

Expertise

C1 Professional Services help customers exploit technology and innovation to generate new value, unlock new opportunities, drive new growth, and deliver new efficiencies.

C1 has selected more than 300 technology partners and have built strategic relationships with Avaya, AWS, Cisco, Genesys, and Palo Alto, as well as Dell Technologies, Extreme, Juniper, Microsoft, Zoom, and other best-in-class industry partners, enabling us to integrate leading-edge hardware, software, and applications into end-to-end, multi-vendor solutions. C1's partners recognize our world-class expertise and continue to award us their "Partner of the Year".

Our portfolio includes Contact Center, Unified Communications, Mobility, VoIP/IP Telephony, Video, and Converged Network Integration, as well as Consultative, Implementation, Monitoring, Maintenance Support, and Professional and managed Services. Not limited by proprietary products and services, this portfolio gives us the flexibility to create a "vendor-agnostic" solution based on a customer's unique business criteria and communications requirements.

Our enterprise and mid-market customers trust C1 collaboration, enterprise networking, data center, cloud, and security solutions to achieve business outcomes. Our investments in Cloud infrastructure and managed services provide transformational opportunities for customers to achieve financial and operational benefits with leading technologies. Uniquely positioned, C1



partnerships enable us to customize specific business outcomes. We deliver solutions with a full life cycle approach including strategy, design and implementation with professional, managed, cloud and support services.

Transform your business with industry-leading solutions, services & innovation



Cloud



Business Applications



Customer Experience



Modern Workplace



Cyber Security



Enterprise Networking

Advisory Services

Professional Services

Managed Services

C1ELLY C1CX C1CONVERSATIONS + C1ONGUARD



2. Resumes of Key Personnel

Depending on whether the resource assignment is remote or onsite, short term or long term, will decide the approach we leverage for responding to and initiating resource assignment. The Account Manager will determine what approach is being used for our response and how pre-sales support resources will be engaged for that response. If the resource assignment be shorter term and remote or onsite, the Account Manager will review and understand what corresponding practice the resource is required for and then work with our appropriate Delivery Manager to see who on our bench is available for the work. The Account Manager will work with the Delivery Manager to review the resource skill sets required and work to find the perfect candidate from the C1 team of Professional Service personnel.

If the resource assignment is long term; that is, six (6) months or more, and the request is for full time, onsite and/or remote, the request will get routed to our Staff Augmentation group. The Staff Augmentation group will work to recruit a specific resource that can be dedicated to the customer for the term of the request. We have a candidate technical, behavioral, and reference pre-screening process that is used during our recruitment phase. We will leverage our extensive referral network and pre-qualified recruiting database. When we find a resource that is a good match, we will respond with their resume to the resource request to have the customer interview the candidate to determine whether or not this is a good match.

Resumes

C1 does not assign personnel to a project until after contract award. In addition, C1 HR policies prohibit the inclusion of resumes in bid responses, so as to protect the privacy of our personnel. As such, during the bidding phase of a project we will only be able to provide general qualification information on the C1 resources to be provided. More detailed information may be provided on bids that are only to provide a resource. As outlined in the previous section, the process is slightly different if we have to recruit a candidate.

Certifications

C1 certifications and technical expertise includes the following:

Strategic Partner



Accreditations + Certifications

- 105 AWS Certifications
- 3,971 Cisco Gold Partner Certifications. These certifications span all of the Cisco architectures: Collaboration, Security, Data Center and Enterprise.
- Including: CCDA (31), CCDP (20), CCIE (46), CCNA (215), CCNP (104), UCCX (4) Certifications
- 145+ Dell Titanium Partner Certifications

The Dell Technologies logo, featuring the word "DELL" in a stylized blue font with a diagonal line through the 'E', followed by the word "Technologies" in a standard blue font.





- Three (3) Power and Storage Technology Specialty Elite Certifications including Mid Storage Technical Support Specialist Certifications (2) and XIV Storage System Technical Specialist Certification (1)



- 60+ Microsoft Gold Partner Certifications including: Microsoft Master (6), Skype for Business (10), IT Professional Certs (8), Azure Big Data + Infrastructure (5), Cloud Solution Architects (2), Microsoft 365 (5), Technical Specialist Certs (3), Skype Competency Sales (3), & Skype Server (16) Certifications.



- 80+ certifications for ASEs and PSEs



- 80 Poly certifications



- 345 Salesforce certifications



**Other
Accreditations**

- 107 VMware certifications
- PMI Certifications, ENA Certifications, Telecom Project Management Associate Certs, Project Management Professional Certs, and so forth.
- Manufacturer Certs including Aruba, AVST, CompTia, ESNA Officelinx, Extreme Networks, HP, NetApp, NICE, Polycom, Spectralink, VMware, and so forth.

In addition, C1 has 1,547 total Avaya Diamond Partner Certifications and 100+ Platinum Elite Partner Certifications.

General Qualifications

The following are general qualification of personnel in the main positions expected to be used in the support of this RFP.

Engineer I

Engineer I generally has the following qualifications:

- BS/BA degree in Computer Science, IT, or related field [Seven (7) years of general experience is considered equivalent to a bachelor's degree.]
- Minimum of two (2) years of experience in the specific supported field
- May have certifications in the specific supported field or IT related field; such as, CCNA, CCNP, VCP, MCSE, and so forth.

Engineer II

Engineer II generally has the following qualifications:

- BS/BA degree in Computer Science, IT, or related field [Seven (7) years of general experience is considered equivalent to a bachelor's degree.]
- At least five (5) years of experience in similar role in the specific supported field
- Industry certifications in the specific supported field



- Manufacturer certifications for the related equipment/solutions
- Experience with related solution tools.

Engineer III

Engineer III generally has the following qualifications:

- BS/BA degree in Computer Science, IT, or related field [Seven (7) years of general experience is considered equivalent to a bachelor's degree.]
- Minimum of five (5) to 10 years in similar role in the specific supported field
- Solid Experience in the equipment/solutions in the specific supported field
- Higher level industry certifications in the specific supported field
- Higher level manufacturer certifications for the related equipment/solutions
- Solid Experience with related solution tools.

Principal Engineer (IV)

Principal Engineer (IV) generally has the following qualifications:

- BS/BA degree in Computer Science, IT, or related field [Seven (7) years of general experience is considered equivalent to a bachelor's degree.]
- Minimum of 10 years in similar role in the specific supported field
- Solid Experience in the equipment/solutions in the specific supported field
- Higher level industry certifications in the specific supported field
- Higher level manufacturer certifications for the related equipment/solutions
- Solid Experience with related solution tools.

Project Coordinator

The Project Coordinator provides management and support on small and third-party projects. This position will be the trusted C1 customer interface and work closely with our internal teams and any third-party providers in delivering successful engagements.

Project Coordinator generally has the following qualifications:

- Zero to three (3) years of project management experience
- A minimum of two (2) years of experience in a professional services environment.

Advanced qualifications may include:

- PMI, CCMP, ITIL, or other service management certifications
- Experience with supported product lines
- BS/BA degree in business, project management, MIS, computer science, or related fields [Seven (7) years of general experience is considered equivalent to a bachelor's degree.]

Project Manager

The Project Manager provides management and support on complex projects. This position will be the trusted C1 customer interface and work closely with our architect and consulting teams in delivering success engagements.

Project Manager generally has the following qualifications:

- Four (4) to eight (8) years of project management experience



- More than two (2) of experience in a professional services environment
- Experience with supported product lines

Advanced qualifications may include:

- PMP, Six Sigma Green Belt (ASQ), CBAP
- Experience with Continuous Improvement Initiatives
- BS/BA degree in business, project management, MIS, computer science, or related fields [Seven (7) years of general experience is considered equivalent to a bachelor's degree.]



3. C1 Capabilities

C1 is a recognized leader in implementing and optimizing information technology solutions customized to meet each client's specific needs. We have a deep understanding of the technology, cultural and process challenges, business implications, and what it takes to create sustainable change in the enterprise. We bring deep technology and vertical industry expertise from decades of successfully delivering engagements across multiple industries.

We blend our industry intellectual property (IP) with deep skills and experience in next-gen technologies (AI, IoT, public cloud) to help clients maximize their use of platforms and mitigate the migration risk.

C1 employs a range of game-changing technology partners to deliver the most advanced solutions available, tailored to the unique needs of our clients. With a proven track record of results, C1 helps clients exploit technology and innovation to generate new value, unlock new opportunities, drive new growth, and deliver new efficiencies. We offer our clients a comprehensive range of on-demand Information Technology services and solutions tailored to our clients' needs.

C1 catalogs its Professional Services by solution, as opposed to technology, product, and/or services, and includes the following:

- **Cyber Security**
 - Cloud Security
 - Cloud Security Services
 - Data Security
 - Data Security Services
 - Ransomware
 - Identity & Access Management (IAM)
 - IAM Security Services
 - Infrastructure Protection
 - Campus & Data Center Defense
 - Edge & Perimeter
 - Infrastructure Protection Services
 - Security Advisory & Risk Management
 - Security Adoption Services
 - Security Advisory Services
 - Vulnerability Management
- **Data Center**
 - Data Center
 - Converged Stack
 - Edge Computing
 - Hybrid Cloud
 - HyperConverged Stack



- Infrastructure Automation
 - System & Infrastructure Services
 - Virtualization Services
 - Data Protection
 - Cyber Recovery Services
 - Disaster Recovery Services
 - Infrastructure Advisory
 - Data Center Adoption Services
 - Data Center Advisory Services
 - Data Protection Advisory Services
- **Enterprise Networking**
 - Networking
 - C1CX Secure Connect
 - Cloud Networking Services
 - Managed SD-WAN
 - Routing & Switching Services
 - Secure Access Services Edge
 - Secure SD-WAN
 - Networking Advisory
 - Enterprise Networking Advisory Services
 - Networking Adoption Services
 - Wireless & Mobility
 - Wireless Infrastructure Services
 - Next Gen Mobility
- **Cloud**
 - Cloud Advisory
 - Cloud Advisory Services
 - Cloud Backup & Disaster Recovery
 - Cloud Backup & Disaster Recovery
 - Cloud Deployment & Migration
 - Cloud Migration
 - Cloud Modernization
 - Data Analytics.

Other solutions that may not be relevant to the RFP requirements include:

- **Customer Experience**
 - Contact Center Infrastructure, Contact Center as a Service (CCaaS), Communications Platform as a Service (CPaaS)
 - Customer Engagement Management
 - Customer Experience Advisory
 - Customer Relationship Management (CRM)
 - Workforce Engagement Management



- **Modern Workplace**
 - Modern Device Management
 - Modern Workplace Advisory
 - Unified Communications (UC)
 - Unified Communications as a Service (UCaaS)
 - Workstream Collaboration
- **Multiple / Miscellaneous Solution Services,**
including Program and Project Management.

C1 confirms that its IT Professional Services includes required capabilities listed below:

C1 IT Professional Services capabilities, as required by the County, include:

1. *Firewalls*

C1's certified security team has years of experience in architecting, designing, deploying, and managing complex security environments. Our certified team capabilities on Firewall design and implementation are outlined via a sample proposal outlined below:

- Discovery and Planning
 - Network Topology.
 - Current ACLs and Security Policies.
 - NAT Rules.
 - VPN (Remote Access and Site-to-Site).
 - User Authentication.
 - Configuration Sanitation
 - Site to Site VPN setup planning -
- Migration / Deployment
 - Base Configuration, such as:
 - Management interface configuration.
 - License registration.
 - Software Upgrade (code scrubs).
 - Configure Virtual Routers.
 - Validate internet access on management interface.
- Management UI Buildout, such as:
 - Installation and configuration of Networks Firewall Management virtual appliance
- Advanced Configuration, such as:
 - Creation of all needed objects as identified during planning and discovery phase.
 - Configuration of zones for the firewalls
 - Consolidation of Access Control Policy Rules for migration
 - Consolidation of NAT rules for migration

2. *IPS/IDS*

Our Infrastructure Protection services are designed to protect our client's networking and endpoint devices, and the data that travels between them. We provide



assessment, design, implementation, and optimization services for perimeter, network, endpoint and advanced threat protection solutions. We provide managed security services for enterprise networking devices and infrastructure.

Infrastructure Protection services proactively protect against unauthorized access to critical information assets, monitor network traffic to enable proactive protection, identify and mitigate advanced attacks against networks and endpoints and ensure consistent endpoint protection across the enterprise.

3. *Network Engineering and Management of VoIP Systems*

The C1 Unified Communications and Collaboration professional services teams are comprised of highly certified architects, engineers, and thought leaders with unrivaled depth and breadth of knowledge across leading manufacturers, including Avaya, Cisco, Genesys, Microsoft, and Unify.

4. *Network Engineering of data systems*

C1 provides advisory, design, implementation, integration, and management services for many different data system solutions.

In addition to the LAN/WAN/WWAN and network management systems listed, C1 also provides these services for cybersecurity, data center/cloud, and collaboration systems.

5. *Virtualization*

The C1 Data Center Practice Team is comprised of seasoned, certified experts with deep domain knowledge across cutting-edge solutions and includes highly specialized Pre-Sales Solutions Architects and Post-Sales Delivery Engineers. Each of our highly certified Solutions Architects averages 20 years of professional and consultative experience in a variety of Data Center technologies. Our core competency is supporting our customers with their Data Center builds, upgrades, migrations, and consolidations. Our expertise expands across all Data Center layers including power, cooling, compute, storage, DC networking, virtualization, and cloud technologies.

6. *Audio Visual and Presentation equipment*

At C1, we have the knowledge and expertise to select, design, and implement solutions that will best meet your organization's requirements. As our Design Engineers create new solutions, they consistently receive feedback from our Field Engineers, Technical Services Support Personnel and Customers. C1 Audio Visual Multi Media Collaboration practice provides the following services:

- Equipment Sales and Services
 - Avaya Diamond Strategic Partner – APDS Certification, Avaya Professional Design Specialist – ACSS Certification, Avaya Certified Support Specialist
 - Cisco Gold DVAR and Master Collaboration Partner – TelePresence Video Master ATP, CUCM integration with CTS, Cisco certified for DMS & ECDS, Cisco Architectural Excellence
 - Poly Platinum Partner – Immersive Telepresence Certified, Certified Services Partner
 - Microsoft Gold Partner – Microsoft Certified Master on staff



- Maintenance and Support Services, including Real-Time 24/7 Support/Global Help Desk and Remote and On-Site Support
- Multimedia/AV Design/Build Services
 - Full-service multimedia/AV design and build
 - Collaboration-centric multimedia/AV design
 - Crestron, AMX, Extron dealer
- Cloud Solutions
 - Managed Video Services
 - Conferencing
- More.

7. *LAN/WAN/WWAN and Microwave*

- C1 provides our Network Engineering services for the following LAN (including WLAN) vendors:
 - Cisco (both Catalyst and Meraki)
 - Juniper
 - Extreme
 - HPE/Aruba
 - Fortinet
- C1 provides our Network Engineering services for the following WAN/SD-WAN vendors:
 - Cisco (both Catalyst and Meraki)
 - Juniper
 - Extreme
 - HPE/Aruba (formerly SilverPeak)
 - Fortinet
 - Ericsson/Cradlepoint
- C1 provides our Network Engineering services for the following WWAN client vendors:
 - Ericsson/Cradlepoint
 - Cisco Meraki
 - Fortinet
- C1 works with the following microwave backhaul vendors
 - Siklu
 - SIAE
 - Ericsson
 - Cisco
 - HPE/Aruba

Please note that C1 uses partners for the installation and tuning of microwave endpoints, including any towers, masts, or other

8. *Microsoft/Linux product support*

The C1 Microsoft Practice consists of experienced, certified experts with detailed domain knowledge in advanced solutions, including specialized Pre-Sales Solutions Architects and Post-Sales Delivery Engineers. Our team features experts such as Microsoft Most Valuable Professionals who provide support across a wide range of Microsoft products like Active Directory, Entra ID, Endpoint Management, Intune,



SCCM, Defender for M365 and Endpoint, Copilot, Microsoft 365 Suite, Exchange, Microsoft Security and Compliance, SQL, Skype for Business, SharePoint, Teams, and Viva.

Our services encompass everything from discovering the environment to designing a solution, followed by deploying or migrating the finalized solution. As a Microsoft CSP partner, C1 also offers a full range of licenses to our clients, including M365 SKUs, on-premises server licenses, Azure, and more.

In addition, C1 has the expertise to support Lux-based solutions.

9. *Complex IP Protocols*

C1 provides our Network Engineering services for complex IP protocols, including but not necessarily limited to:

- BGP
- EVPN/VXLAN
- IPv6
- Voice, including Quality of Service (QoS)
- IPsec

10. *Database design of MS ACCESS, SQL*

At C1, we provide extensive SQL server services, covering everything from upgrades to new server installations. Our offerings include advisory, design, implementation, integration, and management for SQL servers.

11. *SCCM/Microsoft Intune*

C1 possesses comprehensive capabilities in deploying and configuring Intune and SCCM, as well as setting up co-management. Our team of seasoned and certified IT architects is adept at assisting clients in designing and implementing SCCM and Intune policies tailored to their specific needs, covering devices such as Windows, Linux, Android, iOS, Chromebooks, and server workstations.

The range of professional services encompasses Solution Design, Configuration Profile Policies, Compliance Policies, and Application Packaging for diverse types of apps, whether they come from the Microsoft Store, are custom-developed business applications, built-in apps, or web-based apps. Additionally, these services include deployments for Endpoint Security such as Bitlocker, Local Admin Password management, and Antivirus programs as well.

12. *Solarwinds, Nagios or other SNMP systems*

C1 provides our design and implementation services for SolarWinds and Zabbix.

13. *Enterprise Desktop Systems Support*

C1 also has the expertise to support Enterprise Desktop Systems.



4 Brief Outline of C1

Required Information

Full legal name and address of the company:	ConvergeOne, Inc. 10900 Nesbitt Avenue South Bloomington, MN 55437
Type of corporation or partnership:	Corporation
State of incorporation/formation:	Minnesota
Year company was established:	1993
Current number of employees:	~ 2,700

C1 Profile

C1, the global technology solution provider elevating connected human experiences, is transforming the industry by creating connected experiences that make a lasting impact on customers, our teams, and our communities. More than 6,000 customers, including 49% of the Fortune 100 and 35% of the Fortune 500, use C1 every day to help them build meaningful connections through innovative and secure experiences.

C1 collaborates with many of the Fortune 1000 companies and public sector organizations along with other key global industry partners to deliver solutions with a total lifecycle approach. C1 employs more than 1,000 engineers who collectively hold thousands of industry certifications throughout North America and India, including three Customer Success Centers.

C1 has 2,700+ employees of which 1,600+ are specialized engineers who hold 5,600+ industry certifications. Our focus on our customers and our ability to deliver is why 2/3s of our team members are engineers by trade. Our team members take real pride in their work which is why we invest in them and the certifications they carry to deliver for our customers.

Proven World Class Services

We focus on business outcomes and offer proven world class services that include:

- *Advisory Services* help customers gain clarity and focus on producing outcome-based results, aligning technology performance to the new demands of your business
- *Professional Services* help customers exploit technology and innovation to generate new value, unlock new opportunities, drive new growth, and deliver new efficiencies.
 - Consulting + Advisory Services
 - Solution Design + Validation
 - Analysis + Implementation
 - Optimization
 - Monitoring



- Training
- Project Management
- *Managed Services* help customers proactively monitor, manage and optimize the critical technologies that run your business – spanning cloud, communications, collaboration, security, data center, and networking
 - Analytics + Reporting
 - OnGuard
 - Remote Monitoring
 - OnGuard
 - SD-WAN
 - SD Access
 - Video
 - Back-up
 - Management
 - Vendor + Software Releases
 - Expense
 - Mobility
 - Usage
 - Assist
 - One Vision
 - Carrier touch
 - Data Center Managed Services.

Certifications and Technical Expertise

C1 certifications and technical expertise includes the following:

Strategic Partner



Accreditations + Certifications

- 105 AWS Certifications
- 3,971 Cisco Gold Partner Certifications. These certifications span all of the Cisco architectures: Collaboration, Security, Data Center and Enterprise.
- Including: CCDA (31), CCDP (20), CCIE (46), CCNA (215), CCNP (104), UCCX (4) Certifications
- 145+ Dell Titanium Partner Certifications
- Three (3) Power and Storage Technology Specialty Elite Certifications including Mid Storage Technical Support Specialist Certifications (2) and XIV Storage System Technical Specialist Certification (1)
- 60+ Microsoft Gold Partner Certifications including: Microsoft Master (6), Skype for Business (10), IT Professional Certs (8), Azure Big Data + Infrastructure (5),



**Other
Accreditations**

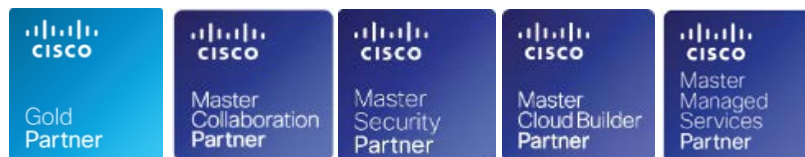
- Cloud Solution Architects (2), Microsoft 365 (5), Technical Specialist Certs (3), Skype Competency Sales (3), & Skype Server (16) Certifications.
- 80+ certifications for ASEs and PSEs
- 80 Poly certifications
- 345 Salesforce certifications
- 107 VMware certifications
- PMI Certifications, ENA Certifications, Telecom Project Management Associate Certs, Project Management Professional Certs, and so forth.
- Manufacturer Certs including Aruba, AVST, CompTia, ESNA Officelinx, Extreme Networks, HP, NetApp, NICE, Polycom, Spectralink, VMware, and so forth.

In addition, C1 has 1,547 total Avaya Diamond Partner Certifications and 100+ Platinum Elite Partner Certifications.

Cisco Partnership

C1 is one of only 44 Gold Certified Cisco partners globally. This is the highest level of Cisco certification that is available. We have all four (4) Master Certifications, which testifies to our capabilities. We are heritage suppliers of Cisco products and services, and we service some of the top Cisco accounts in the U.S. C1 is building its Collaboration and Data Center Practices around the vision and strategy to become our customers' most strategic business partner by delivering Business Collaboration Architectures that are built on "best of breed" integrated voice, video and data products, services and software platforms that enable our customers' success and profitability.

C1 team members hold Cisco Certifications and our Collaboration Team consists of Video Solutions Architects (Cisco CTS, Tandberg, Polycom, Lync, WebRTC, PexIP), Collaboration, Voice, and Storage Networking CCIEs.



C1 was the first in the US Certified as a Security Lifecycle Advisor.

Testing and Background/Reference Checks

Testing and background/reference checks have been addressed in the *Recruitment* sub-section of Section 1, *C1 Approach*, above.



5. References

C1 References include the following:

Reference 1	
Client Name:	New Jersey Transit Corporation (branded as NJ Transit)
Contact Name:	Barry Rubin, Chief Unified Communications
Contact Email:	BRubin@NJTransit.com
Contact Phone:	973.491.7248 [Please email first]

Reference 2	
Client Name:	Onondaga County WEP
Contact Name:	Sean Conway, Office Analyst IT
Contact Email:	SeanConway@ongov.net
Contact Phone:	315.243.0962 [Please email first]

Reference 3	
Client Name:	New York State Office of General Services (NYS OGS) Media Services Center
Contact Name:	Shawn Fitzgerald, Media Engineer
Contact Email:	Shawn.Fitzgerald@ogs.ny.gov
Contact Phone:	518.591.4853 [Please email first]



6 Pricing

C1 pricing is as follows:

Digital Infrastructure

Resource Type	Certification Level / Equivalent Experience	Hourly Rate
ITLS Technician	A+ Engineer or Equivalent	\$103.00
Tier 1 Engineer – Senior Technician	CCNA Engineer or Equivalent	\$129.00
Tier 2 Engineer – Systems Engineer	CCNP Engineer or Equivalent	\$206.00
Tier 3 Engineer – Senior Systems Engineer	CCIE Engineer or Equivalent	\$273.00
Tier 4 Engineer – Team Lead Architect	CCIE Architect or Equivalent	\$286.00

Microsoft

Resource Type	Certification Level / Equivalent Experience	Hourly Rate
Senior Engineer	MCSA	\$217.00
Consultant	MCSE	\$273.00
Senior Consultant	MCSE + Specialization Certification or Equivalent	\$276.00
Principal Consultant	MCSE + Expert Certification or Equivalent	\$307.00

Public Cloud

Resource Type	Certification Level or Equivalent Experience	Hourly Rate
Tier 1 Engineer – Senior Technician		\$129.00
Tier 2 Engineer – Systems Engineer		\$206.00
Tier 3 Engineer – Senior Systems Engineer		\$273.00
Tier 4 Engineer – Team Lead Architect		\$286.00



Cabling

Resource Type	Certification Level / Equivalent Experience	Hourly Rate
Tier 1 Engineer – Senior Technician		\$74.00
Tier 2 Engineer – Systems Engineer		\$85.00
Tier 3 Engineer – Senior Systems Engineer		\$91.00
Tier 4 Engineer – Team Lead Architect		\$114.00

Project/Program Coordination/Management

Resource Type	Certification Level / Equivalent Experience	Hourly Rate
Project Coordinator	PMI, CCMP, or ITIL Certified	\$141.00
Project Manager	PMI, CCMP, or ITIL Certified	\$201.00
Senior Project Manager	PMP or Six Sigma Certified	\$240.00
Program Manager	PMP or Six Sigma Certified	\$291.00



7. Certifications

This section includes the following certifications from Exhibit 1, *Required Certifications*:

- It is Understood and Agreed by the Offeror
- Non-Collusion Certification
- Sexual Harassment Prevention Certification
- Recycling and Solid Waste Management Certification
- Iran Divestment Act Compliance Certification
- Purchase of Tropical Hardwoods Prohibition Certification.



IT IS UNDERSTOOD AND AGREED BY THE OFFEROR THAT:

1. This Request for Proposals (hereinafter “RFP”) does not commit the County of Oneida (hereinafter the “County”) to award any contracts, pay the costs incurred in the preparation of response to this RFP, or to procure or contract services. The County reserves the right to accept or reject any or all proposals that do not completely conform to the instructions given in the RFP.
2. The County reserves the right to amend, modify or withdraw this RFP, and to reject any proposals submitted, and may exercise such right at any time, without notice and without liability to any Offeror (hereinafter the “Applicant”) or other parties for their expenses incurred in the preparation of a proposal or otherwise. Proposals will be prepared at the sole cost and expense of the Applicant.
3. Submission of a proposal will be deemed to be the consent of the Applicant to any inquiry made by the County of third parties with regard to the Applicant’s experience or other matters relevant to the proposal.
4. The awarded agreement may be terminated in whole or in part, by the County. Such termination shall not affect obligations incurred under the awarded agreement prior to the effective date of such termination.
5. Funds shall not be paid in advance and shall be used only for service as approved by the County. The County shall have no liability to anyone beyond funds appropriated and made available for the contract.
6. Any significant revision of the approved proposal shall be requested in writing by the Applicant and subject to approval by the County.
7. Necessary records and accounts, including financial and property controls, shall be maintained, and made available to County for audit purposes.
8. All reports of investigations, studies, publications, etc., made as a result of this proposal, information concerning individuals served, and/or studies under the project, are confidential and such information shall not be disclosed to unauthorized persons. Applicants acknowledge that the County is subject to Article 6 of the Public Officers Law.

All references to time contained in this RFP are Eastern Time. Applicants are encouraged to make their submissions in advance of the submission date, as the dates and times specified in this RFP may not be extended in the event Oneida County offices are closed for any reason, including, but not limited to, inclement weather.

ConvergeOne, Inc.
Legal Name of Organization


Signature

September 19, 2024
Date

Ron Gill
Printed Name

Regional Vice President
Title

NON-COLLUSION CERTIFICATION


(GML § 103-D)

By submission of this Proposal, each proposer and each person signing on behalf of any proposer certifies,
and in the case of a joint proposal, each party thereto certifies as to its own organization, under penalty of perjury, that to the best of his/her knowledge and belief:

1. The prices in this proposal have been arrived at independently without collusion, consultation, communication, or agreement, for the purpose of restricting competition, as to any matter relating to such prices with any other proposer or with any competitor;
2. Unless otherwise required by law, the prices which have been stated in this proposal have not been knowingly disclosed by the proposer and will not knowingly be disclosed by the proposer to any other proposer or to any competitor; and
3. No attempt has been made or will be made by the proposer to induce any other person, partnership or corporation to submit or not to submit a proposal or the purpose of restricting competition.

I further certify that I have not, nor has my organization, been disqualified to contract with any municipality, including the County of Oneida, and I am, and/or my organization is, in a position to accept any contract subject to the provision of Section 103-d of the General Municipal Law.

ConvergeOne, Inc.
Legal Name of Organization


Signature

September 19, 2024
Date

Ron Gill
Printed Name

Regional Vice President
Title

SEXUAL HARASSMENT PREVENTION CERTIFICATION

(Lab. Law § 201-g)

By submission of this proposal, each proposer and each person signing on behalf of any proposer certifies,
and in the case of a joint proposal, each party thereto certifies as to its own organization, under penalty of perjury, that the proposer has, and has implemented, a written policy addressing sexual harassment prevention in the workplace and provides annual sexual harassment prevention training to all of his/her/its employees. Such policy, at a minimum, meets the requirements of Section 201-g of the Labor Law.

ConvergeOne, Inc.
Legal Name of Organization


Signature

September 19, 2024
Date

Ron Gill
Printed Name

Regional Vice President
Title

RECYCLING AND SOLID WASTE MANAGEMENT CERTIFICATION

(Res. No. 249 of 1999)

The Oneida County Board of Legislators at its May 26, 1999, meeting passed Resolution No. 249 dealing with the inclusion of recycling and solid waste management provision in Oneida County contracts. All waste and recyclables generated by the contracting party shall be delivered to the facilities of the Oneida-Herkimer Solid Waste Authority.

By submission of this bid, each bidder and each person signing on behalf of any bidder certifies, and in the case of a joint bid, each party thereto certifies as to its own organization, that the bidder agrees to:

4. Comply with all applicable Federal, State and Local Statutes, rules and regulations, as may be amended, relating to the generation and disposition of recyclables and solid waste; and
5. Deliver exclusively to the facilities of the Oneida-Herkimer Solid Waste Authority
6. (hereinafter the "Authority"), all wastes and recyclables generated within the Authority's service area by performance of this contract by the bidder and any subcontractors. Upon awarding of this contract, and before work commences, the bidder will be required to provide Oneida County with proof that Resolution No. 249 of 1999 has been complied with, and that all wastes and recyclables in the Oneida-Herkimer Solid Waste Authority's service area that are generated by the bidder and any subcontractors in performance of this contract will be delivered exclusively to Oneida-Herkimer Solid Waste Authority facilities.

I certify that I understand and agree to comply with the terms and conditions of the Oneida County Recycling and Solid Waste Management Program (R-249). I further agree to provide Oneida County proof of such compliance.

The word "bid" shall be construed as if it read "proposal" and the word "bidder" shall be construed as if it read "Applicant", whenever the sense of this certification so requires.

ConvergeOne, Inc.
Legal Name of Organization


Signature

September 19, 2024
Date

Ron Gill
Printed Name

Regional Vice President
Title

IRAN DIVESTMENT ACT COMPLIANCE CERTIFICATION

(GML § 103-g)

By submitting a bid in response to this solicitation or by assuming the responsibility of a contract awarded hereunder, each bidder, any person signing on behalf of any bidder and any assignee or subcontractor and, in the case of a joint bid, each party thereto, certifies, under penalty of perjury, that to the best of his/her/its knowledge and belief, that each bidder and any subcontractor or assignee is not identified on the Prohibited Entities List created pursuant to State Finance Law § 165-a (3) (b).

Additionally, the bidder is advised that any bidder seeking to renew, extend or assume a contract award in response to this solicitation, must certify at the time the contract is renewed, extended, or assigned, that it is not included on the Prohibited Entities List.

During the term of the Contract, should the County receive information that a bidder is in violation of the above-referenced certification, the County will offer the person or entity an opportunity to respond. If the person or entity fails to demonstrate that he/she/it has ceased engagement in the investment that is in violation of the Act within ninety (90) days after the determination of such violation, then the County shall take such action as may be appropriate including, but not limited to, imposing sanctions, seeking compliance, recovering damages, or declaring the bidder in default.

The County reserves the right to reject any bid from, or request for assignment for, a bidder that appears on the Prohibited Entities List prior to the award of a contract and to pursue a responsibility review with respect to any bidder that is awarded a contract and subsequently appears on the Prohibited Entities List.

By submission of this bid, each bidder and each person signing on behalf of any bidder certifies, and in the case of a joint bid, each party thereto certifies as to its own organization, under penalty of perjury, that to the best of his/her knowledge and belief, she/he/it is not identified on the Prohibited Entities List.

The word "bid" shall be construed as if it read "proposal" and the word "bidder" shall be construed as if it read "Applicant", whenever the sense of this certification so requires.

ConvergeOne, Inc.
Legal Name of Organization


Signature

September 19, 2024
Date

Ron Gill
Printed Name

Regional Vice President
Title

PURCHASE OF TROPICAL HARDWOODS PROHIBITION CERTIFICATION

(SFL § 165)

Pursuant to Section 165 of the State Finance Law, any bid, proposal or other response to a solicitation for bid or proposal that proposes or calls for the use of any tropical hardwood or wood product as defined by Section 165 of the State Finance Law in performance of the contract shall be deemed non-responsive.

This prohibition shall not apply to:

1. To bid packages advertised and made available to the public or any competitive and sealed bids received or entered into prior to August twenty-fifth, nineteen hundred ninety-one; or
2. To any amendment, modification or renewal of a contract, which contract was entered into prior to August twenty-fifth, nineteen hundred ninety-one, where such application would delay timely completion of a project or involve an increase in the total monies to be paid under that contract; or
3. Where the contracting officer finds that:
 - a) No person or entity doing business in the state is capable of performing the contract using acceptable non-tropical hardwood species; or
 - b) The inclusion or application of such provisions will violate or be inconsistent with the terms or conditions of a grant, subvention or contract with an agency of the United States or the instructions of an authorized representative of any such agency with respect to any such grant, subvention or contract; or
 - c) The use of tropical woods is deemed necessary for purposes of historical restoration and there exists no available acceptable non-tropical wood species.

By submission of this bid, each bidder and each person signing on behalf of any bidder certifies, and in the case of a joint bid, each party thereto certifies as to its own organization, under penalty of perjury, that to the best of his/her knowledge and belief, she/he/it is not submitting a bid which would be deemed non-responsive.

The word "bid" shall be construed as if it read "proposal" and the word "bidder" shall be construed as if it read "Applicant", whenever the sense of this certification so requires.

ConvergeOne, Inc.

Legal Name of Organization



Signature

September 19, 2024

Date

Ron Gill

Printed Name

Regional Vice President

Title