



Department of Information Resources

Request for Offer

DIR-TSO-TMP-225

**Software, including Software as a Service, Products
and Related Services**

Issued: February 27, 2015

Initial Responses Due: April 14, 2015

**Responder
Cima Solutions Group, LLC
118 Lynn Avenue, Ste 300
Lewisville, TX 75057**

Appendix A Vendor Information

This form must be filled out in its entirety and signed by an officer or agent empowered to contractually bind the Vendor.

- 1) Vendor Legal Entity Name: Cima Solutions Group

- 2) Comptroller of Public Accounts (CPA) Vendor Identification Number: 1202446920200

- 3) Principal place of business
Address: 118 Lynn Avenue, Suite 300
City: Lewisville
State: TX
Zip Code: 75057

- 4) Facility responsible for servicing the contract
Address: 118 Lynn Avenue, Suite 300
City: Lewisville
State: TX
Zip Code: 75057

- 5) Contact Person regarding Vendor's response to the RFO
Name: John Alday
Address: 118 Lynn Avenue, Suite 300
City, State, Zip: Lewisville, TX 75057
Phone Number: 972-499-8261
Fax: 866-259-0320
Email: jalday@cimasg.com

- 6) Contact Person responsible for contract negotiation
Name: John Alday
Address: 118 Lynn Avenue, Suite 300
City, State, Zip: Lewisville, TX 75057
Phone Number: 972-499-8261
Fax: 866-259-0320
Email: jalday@cimasg.com

- 7) Indicate whether or not your company is a certified Historically Underutilized Business (HUB) with the State of Texas by the CPA.
 X Yes _____ No

- 8) Provide the year in which your company was created/incorporated.
2005

- 9) Provide a detailed history of your company.
Cima Solutions Group was formed with the mission of helping customers get more from their IT infrastructure at less cost. The executive team is comprised of ex-IBM sales leaders with deep background

in sales and marketing hardware, software, and services to the state and local government agencies in Texas.

Cima was certified as a State of Texas HUB certified vendor in May of 2005. Its founder and principal owner, Juan (John) A. Alday, is a former IBM Sales and Marketing executive. Early in his career, John served as a sales representative for IBM UNIX servers and associated storage. In total, John has spent over 15 years as either an IBM employee (12 years) or principal for an IBM Business Partner (3 years).

The main principal responsible for Cima's sales and marketing efforts to the state of Texas, Greg Ingram, has been a sales leader in technology for over 20 years.

The company was awarded its first DIR contract in 2006. Since the first contract, Cima has been awarded 7 other contracts, most recently the Data Storage Contract DIR 2637. Through those contracts, Cima has assisted over 160 state entities with their technology acquisitions.

Cima delivers reliable and efficient IT solutions that create financial value for our clients. Our approach and execution demonstrates our expertise in the solutions we provide, our ability to deliver financial value, and our long term participation in your success. We are a nationally recognized minority-owned enterprise with deep skills focused on delivering Optimized Information Technology Infrastructure, Cloud Enabling Technology and Solutions, and Business Continuity Solutions.

Given the leadership team's understanding of deploying cost effective IT solutions to state and local government agencies, Cima is a valued and trusted business partner for the State of Texas.

We are registered with the State of Texas as a HUB, and are an active participant in many state minority business councils.

- 10) Provide the number of years your company has sold the products/services requested in this RFO.
10 Years
- 11) Provide the number of years your company has sold the products/services requested in this RFO to Texas state agencies, local governments, independent school districts, and institutions of higher education.
9 Years
- 12) Indicate whether or not Texas state agencies, local governments, independent school districts, and institutions of higher education have purchased the products/services listed in this RFO from your company within the last 12 months.
_____ Yes x No

If yes, provide the entity names, total sales, quantity sold, and discount % off list price.
- 13) Indicate whether or not your company holds a contract for use by public entities (state agencies, local governments, independent school districts, public universities) in any other states for the same products/services requested in this RFO.
_____ Yes X No

If yes, provide the entity names, total sales, quantity sold, and discount % off list price.
- 14) Indicate whether or not your company holds a contract with any entity or consortium authorized by Texas law to sell the products and services requested in this RFO to Texas state agencies, local governments, independent school districts, and institutions of higher education.
_____ Yes x No

If yes, provide the entity names, total sales, quantity sold, and discount % off list price.

15) Vendor must send the Vendor Reference Questionnaire (See Bid Package 5) to three (3) companies or government agencies. Instructions are included in Bid Package 5. DIR is not responsible for undeliverable e-mails or for non-responsive references. If DIR does not receive a vendor reference, Vendor will receive a score of "0" for that reference. Include all requested information. References must respond to DIR on the form provided by the due date in order to be considered in proposal evaluation. The Vendor Reference Questionnaire form must be submitted directly from the reference to DIR. The Vendor may not submit the reference form to DIR. Should this occur, the reference will be scored with a zero (0).

16) List below by subsection all exceptions to the *Contract for Products and Related Services and Standard Terms and Conditions for Products and Related Services Contracts* **in redline form, including exceptions to Accessibility requirements**. Include the basis for each exception and provide proposed alternate language. **If Vendor fails to list exceptions in its response, Vendor shall not be permitted to submit exceptions to the same section during the negotiation process or thereafter.**

No Exceptions

Section	Section Title	Explanation of Exception	Proposed Language (redline)

17) Vendor and Subcontractor Conflict of Interest Disclosure

List below all current or former employees of Vendor and/or proposed Vendor personnel with conflict of interests as follows: **No Conflicts**

1) Any current or former employees of Vendor who will spend 20% or more of their time on a contract resulting from this RFO and are current or former employees of the State of Texas within the past five (5) years; and

2) Any proposed Vendor personnel assigned to work directly on any Contract to arise from this RFO 20% or more of their time who are related within two degrees of consanguinity of any current or former employees of the State of Texas. Disclosure of former state employees may be limited to the last five (5) years.

Vendor Personnel:

<u>Current or Former Employees who are current or former State employees (see Note 1 above)</u>	<u>Vendor Personnel related to State of Texas Employees (see Note 2 above)</u>

Subcontractor personnel:

<u>Current or Former Employees of Subcontractor(s) who are current or former State employees (see Note 1 above)</u>	<u>Subcontractor Personnel related to State of Texas Employees (see Note 2 above)</u>

3) Vendor certifies that they are in compliance with Texas Government Code, Title 6, Subtitle B, Section 669.003, relating to contracting with the executive head of a state agency. If Section 669.003 applies, Vendor will complete the following information in order for the response to be evaluated: Name of Former

Executive, Name of State Agency, Date of Separation for State Agency, Position with Vendor, and Date of Employment with Vendor.

18) Proof of Financial Stability.

All Vendors responding to this RFO and all Vendors that will enter into a contract with DIR must be and remain current in payment of all taxes, including Sales and Franchise Taxes. In general, the Comptroller of Public Accounts must identify the Vendor to be “in good standing” and a Vendor with which the state is authorized to do business.

Vendors must provide a Dun and Bradstreet D-U-N-S number. The D-U-N-S number MUST be included in the Vendor’s response. **Failure to include the D-U-N-S number listed for the company shall cause automatic rejection of the response.** DUNS # 037789618

19) Officer or Agent empowered to contractually bind the Vendor:

Name: John Alday

Title: CEO

Address: 118 Lynn Avenue, Suite 300 Lewisville, TX 75057

Phone Number: 972-499-8261

Fax: 866-259-0320

Email: jalday@cimasg.com

20) **Statement of Compliance**

A. Checklist for the RFO

The following checklist is provided for the convenience of Vendors in their response preparation process. It is not intended to represent an exhaustive list of the mandatory requirements for this RFO. Vendors must ensure that all mandatory requirements for this RFO are met, even if they are not included in this checklist. The mandatory documentation must be submitted with the original and each copy of the response.

A completed checklist shall not be binding on DIR’s administrative review for compliance with the mandatory response contents specified in this RFO. As step one of the evaluation process, DIR will review all responses to ensure compliance with the mandatory response contents as specified in Section 3.7.3. of the RFO and reject any response that does not comply.

All responses must be received by DIR on or before the date and time specified in Section 3.3.1 of this RFO. No late responses will be reviewed.

Item	Check
Response addressed to: Department of Information Resources 300 W. 15th Street, Suite 1300 Austin, Texas 78701 Attn: Carrie Cooper	
External packaging references “RFO DIR-TSO-TMP-225”	
Package contains one (1) signed original (clearly marked) of the complete response with one (1) signed original HUB Subcontracting Plan	
Package contains one (1) additional signed original HUB Subcontracting Plan in a separate envelope	
Package contains one (1) clearly marked additional thumb drive copies of the complete response	

Package contains one (1) thumb drive containing any and all response materials which Vendor asserts are confidential or proprietary (if required)	
Package contains one (1) thumb drive containing any and all copyrighted materials in the Vendor's response (if required)	
Package contains one (1) thumb drive containing any and all non-proprietary/confidential and non-copyrighted materials in the Vendor's response	
Paper response is bound in a 3-ring binder and the cover of the binder references "DIR-TSO-TMP-225" and includes the name and address of the responding Vendor	
Mandatory Response Contents	
Vendor Information - Appendix A	
Contract Support Plan – Appendix B	
HUB Subcontracting Plan Forms – Appendix C	
Product Pricing and Services Description – Bid Package 2	
Product Accessibility Documentation, Section 2.1 RFO Requirement	
Mandatory Certification Letter(s), Section 3.5.1	
Software, including SaaS, License Agreement(s) and/or Service Agreement(s)	
Vendor PDAA Assessment – Bid Package 6	
SaaS Questionnaire (if applicable) – Bid Package 7	

B. Certification Statement

The undersigned hereby certifies on behalf of Cima Solutions Group, LLC that RFO DIR-TSO-TMP-225 has been read and understood. In submitting its response Cima Solutions Group, LLC represents to DIR the following:

- i) Vendor is capable of providing the products and services as described in the RFO;
- ii) Vendor is offering true and correct pricing and discounts for the products and services;
- iii) Vendor agrees, if awarded a contract, to abide by the terms and conditions of the resulting contract;
- iv) as of the date of signature below, Vendor is not listed in the prohibited Vendors list authorized by Executive Order #13224, "*Blocking Property and Prohibiting Transactions with Persons Who Commit, Threaten to Commit, or Support Terrorism*", published by the United States Department of the Treasury, Office of Foreign Assets Control;
- v) Vendor and its principals are not suspended or debarred from doing business with the federal government as listed in the *System for Award Management (SAM)* maintained by the General Services Administration;
- vi) Vendor certifies, under Texas Government Code, Sections 2155.004 and 2155.006, that the individual or business entity named in this bid or contract is not ineligible to receive the specified contract and acknowledges that this contract may be terminated and payment withheld if this certification is inaccurate;
- (vii) Vendor certifies that, to the extent applicable to this scope of this RFO, Vendor is in compliance with Health and Safety Code, Chapter 361, Subchapter Y, related to the Computer Equipment Recycling Program, and the related rules found at 30 TAC Chapter 328;
- (viii) Vendor has not given, offered to give, nor intends to give at any time hereafter any economic opportunity, future employment, gift, loan, gratuity, special discount, trip, favor, or service to a public servant in connection with the submitted response;
- (ix) Vendor has not received compensation for participation in the preparation of specifications for this solicitation as required by Texas Government Code, Section 2155.004(a);
- (x) Vendor has not, nor has anyone acting for Vendor, violated the antitrust laws of the United States or the State of Texas, nor communicated directly or indirectly to any competitor or any other person engaged in such line of business for the purpose of obtaining an unfair price advantage;
- (xi) Vendor is not currently delinquent in the payment of any franchise tax owed the State of Texas and is not ineligible to receive payment under Section 231.006 of the Texas Family Code and acknowledges the Contract may be terminated and payment withheld if this certification is inaccurate, and any Vendor subject to Section 231.006 must include names and social security numbers of each person with at least 25% ownership of the business entity submitting the response, prior to award;

- (xii) Vendor agrees that any payments due under this Contract will be applied towards any debt, including but not limited to delinquent taxes and child support that is owed to the State of Texas;
- (xiii) Vendor agrees to comply with Texas Government Code, Section 2155.4441, relating to use of service contracts for products produced in the State of Texas;
- (xiv) Vendor certifies it is in compliance with Texas Government Code, Section 669.003, relating to contracting with executive head of a state agency;
- (xv) Vendor certifies for itself and its subcontractors that it has identified all current or former, within the last five years, employees of the State of Texas assigned to work on the DIR Contract 20% or more of their time and has disclosed them to DIR and has disclosed or does not employ any relative of a current or former state employee within two degrees of consanguinity, and, if these facts change during the course of the Contract, Vendor certifies it shall disclose for itself and on behalf of subcontractors the name and other pertinent information about the employment of current and former employees and their relatives within two degrees of consanguinity;
- (xvi) Vendor represents and warrants that the provision of goods and services or other performance under the Contract will not constitute an actual or potential conflict of interest and certifies that it will not reasonably create the appearance of impropriety;
- (xvii) Vendor certifies that if a Texas address is shown as the Principle Place of Business in Appendix A, Vendor Information Form, Vendor qualifies as a Texas Resident Bidder as defined in Texas Administrative Code, Title 34, Part I, Chapter 20;
- (xviii) Vendor understands and agrees that Vendor may be required to comply with additional terms and conditions or certifications that an individual Customer may require due to state and federal law (e.g., privacy and security requirements); and
- (xix) Vendor agrees that these representations will be incorporated into any subsequent agreement(s) between Vendor and Customer that result from this RFO.

Signature of Officer or Agent empowered to contractually bind the Vendor

Title

Date

Appendix B Contract Support Plan

Vendor must provide a plan that describes the Vendor's ability and strategy for promoting and supporting the contract, if awarded. The plan must include the information listed below.

- 1) Describe your company's strategy for marketing and selling the products/services listed in this RFO to eligible DIR Customers. A Contract Marketing Plan, as an example, would list the Marketing elements Vendor would use, such as publishing on the DIR website, email signature tag, Trade Publication Advertisements etc.

Since the formation of Cima Solutions Group in July 2005 we have actively marketed our company and its solutions to the State of Texas governmental entities. To that end, Cima has secured eight (8) DIR Go-Direct contracts:

[Contract Number DIR-SDD-2035](#) software and hardware solutions including VMWare, Nimble Storage, Nutanix, and related services and products

[Contract Number DIR-TSO-2726](#) Comprehensive Web Development and Management Services.

[Contract Number DIR-TSO-2637](#) data storage and technical service solutions including FalconStor, Nutanix, Tegile, and Unitrends related services and products

[Contract Number DIR-TSO-2660](#) Network product services and equipment.

[Contract Number DIR-TSO-2108](#) IBM data storage hardware, software, hardware and software maintenance, and related services and products.

[Contract Number DIR-SDD-1773](#) for hosted e-mail and collaboration technologies from Google.

[Contract Number DIR-SDD-2107](#) for leading Data Storage and server technologies, and hardware maintenance and UPS from IBM.

[Contract Number DIR-SDD-2163](#) for leading software solutions from Datacore, Solarwinds, Veeam, Virtual Bridges and Voltage.

Our ability to promote and support these contracts has been a significant growth factor for our organization. Our approach of gaining knowledge of a client's infrastructure and articulating how the value of the solutions we provide can benefit the organization has allowed us to have repeat business in the clients we serve and leverage all of our contracts throughout the lifecycle.

Cima understands that in order to benefit state and local government entities, we have to have a deep understanding of their challenges. We gather that understanding by being actively involved in different organizations including:

TASSCC - We have been active in TASSCC since our founding and have participated in TASSCC monthly meeting and the annual TASSCC conferences and the State of the State conferences. We feel our participation in this organization has greatly increased our visibility to state agencies and higher education accounts.

TAGITM - We have also been active in TAGITM and have shared a booth with IBM and plan on continuing that relationship in future conferences. This activity provides us with great visibility to many city, county, and law enforcement local government entities. In addition to providing a booth, we have also sponsored breakout sessions where we presented as a Subject Matter Expert.

K-12 - A focus area for us is the K-12 space. We have signed up to be a protégé with the Texas Education Agency. Our mentor in this program is IBM. We understand that a significant amount of DIR contract spend comes from the K-12 arena and working with IBM and TEA we are

beginning our focus in this area as well. In addition we have sponsored a booth in the Texas Community College Forum.

GTC - Cima has also purchased a booth at GTC in the past. We feel this is some of the best visibility we can have to government in Texas. It is a large expense for a small firm, but it gives us great presence and a great opportunity to promote our existing DIR contract. We fully expect to continue our relationship with GTC.

If a contract is awarded to Cima from this RFO, we are also planning to use additional marketing tactics to help drive greater revenue. Some of these activities include self-mailers, postcards, events invitations, and telemarketing services to help develop campaigns targeting government audiences. Samples of these tactics are included for your review.

All of these activities help Cima gain the name recognition a small HUB firm needs, with government agencies. Our staff includes employees who have collectively over 100 years of IBM selling experience, most of this in government. We believe that our past activities and our plans to continue and expand on them will provide a benefit for the State of Texas.

- 2) Describe your company's strategy for providing:
- a. sales,
 - b. order processing, and
 - c. support of eligible DIR Customers throughout the State of Texas.

Our sales support for government is focused around communities of government. The Cima sales team will be aligned around the TEA's regional service center boundaries. So as an example, if a Cima sales person is assigned Regional Service Center 1, then they have as their accounts, all the K-12, local government and higher education entities in the region's boundaries. We feel this type of focus simplifies the coverage model in Texas.

Coverage Model

- Sales and Support Team
 - Consists of executive sponsor, sales and marketing focal point, technical focal point, and administrative focal point.
 - Sales and marketing focal point will have primary responsibility for success of the catalog as well as customer satisfaction. The individual will also be Focal point for website administration, marketing of catalog, price quotations, and post-sales inquiries.
 - Dedicated Operations Manager - will be focal point for order entry, order tracking, and reporting for Go DIRect transactions.

As an authorized reseller of the products we are representing on this catalog, our processing will be handled through our relationship with each manufacturer.

- 3) Provide an overview of the management and customer relationship team that will be responsible for managing the State's relationship in the event of being awarded a contract. Address the following:
- a. Describe the geographical reach of the Vendor, teaming partners and subcontractors (if any), to include, at a minimum, locations of corporate and branch offices as well as locations where work is currently taking place. Explain how these locations and any proposed new locations will be used in the performance of this contract.

Cima Solutions Group has two locations in Texas and one location in Arkansas.

Cima Solutions Group Corporate Office
118 Lynn Ave STE. 300

Lewisville, TX 75057

Cima Solutions Group Austin TX Office
43 Rainey Street. # 1702
Austin, TX 78701

- b. Provide names, titles, prior account management experience for accounts of the State's size and type.

John Alday is the CEO of Cima Solutions Group. 25 years in IT. Sales to clients of the State's size for over 20 years. Sales to the State of Texas for over 15 years.

Greg Ingram is the General Manager of Texas for Cima Solutions Group. He has been supporting the State of Texas for 1 year.

Brian Anderson is Inside Sales Representative for Cima Solutions Group. Cima has been supporting the State of Texas account and our DIR contracts for over 7 years.

Steven Geter is Asset Manager for Cima Solutions Group. Steven joined Cima Solutions Group in 2007 and has had multiple roles and responsibilities. Steven works inside sales and processes renewal orders for our DIR contracts.

- c. Provide an organization chart identifying the chain of command for managing this contract, including resource sourcing responsibility, and organization components that support this contract.

John Alday is the CEO of Cima Solutions Group. His professional experience includes twelve years at IBM Corporation performing various sales and sales management duties including Business Unit Executive in IBM's MidMarket sales organization. He served as a Regional Vice President of Sales for Onyx Software, an enterprise CRM software company and General Manager for an IBM Business Partner firm. He started Cima Solutions Group in 2005 with the focus on delivering reliable and efficient IT solutions that create financial value for the clients they serve.

Mark Venator is the Chief Technology Officer and VP of Consulting. He has twenty years in the IT industry working with clients to deploy and manage enterprise storage and server solutions. Mark was a senior consultant and partner at Dean Tech and prior to that a Technical Specialist for IBM ATS. Mark has a Bachelor of Science in Computer Science from the University of North Texas. He holds several advanced certifications in storage and server technologies.

Todd Brown is the VP of Sales and Marketing at Cima Solutions Group. He has 19 years experience in the technology sales, marketing and strategy. Prior to joining Cima Solutions Group, Todd worked at IBM in various sales and sales executive roles including IBM Business Unit Executive for Midmarket West and Global Mid Market Strategy Leader. Todd has a degree in Sociology from Michigan State University.

Ken Scott is the Director of Storage Sales. He has more than 28 years in technology sales, starting as a Client Representative with IBM in 1984. During his tenure with IBM, he supported clients of all sizes – from small business ventures to multi-national Fortune 100 enterprises. He spent his last 9 years with IBM as a Certified Storage Sales Specialist, recognized nationally for his expertise, and his ability to translate technical topics to business value. He joined Cima Solutions Group in 2007, and is responsible for building Cima's storage portfolio, storage messaging, and storage solution design. He created RightStor, a process to help clients navigate the storage decision process and assign a validated Total Cost of Ownership and Return on Investment. Ken received a Bachelor of Business Administration Degree in Management Science and Computers from Southern Methodist University.

Greg Ingram is the General Manager of Texas for Cima Solutions Group located in Austin Texas and covers the State and Local Government Sector for The State of Texas. Greg has

__ years of IT sales, marketing, and management experience. Prior to Cima, Greg gained vast experience at IBM where he was responsible for selling all IBM storage-traditional and cloud, networking hardware and software solutions, including OEM offerings, to Enterprise accounts in Public Sector, Higher Education and Utility markets in Texas.

Steven Geter is Asset Manager for Cima Solutions Group. Steven joined Cima Solutions Group in 2007 and has had multiple roles and responsibilities. Steven works inside sales and processes renewal orders for our DIR contracts. He has been involved with our DIR contracts since our initial contract (DIR-SDD-292).

Brian Anderson Is the Inside Sales Representative for Cima Solutions Group. Brian is new to the team in 2015 and is quickly developing his skill set in technology sales. He comes from the University of North Texas where he received a Bachelors of Art in Music.

- 4) Provide the projected total sales of the products and services listed in this RFO that your company anticipates making to eligible DIR Customers within the next 12 months. If available, show the projected sales breakdown between the following segments: State and Local Governments, Higher Education, and K-12.

Anticipated revenue for this contract is \$500,000

- 5) If your company is a manufacturer or publisher naming Order Fulfillers, provide the information listed below for each proposed Order Fulfiller. **Proposed Order Fulfillers listed below must also be included in Appendix C, Vendor's Historically Underutilized Plan (HSP).**

- a) Order Fulfiller name, address, and contact
 - b) Comptroller of Public Accounts Vendor Identification number
 - c) CPA HUB ethnicity/gender, if applicable
 - d) Roles and responsibilities of Order Fulfiller.
- Not Applicable

- 6) Provide a description of how Vendor's security standards comply with Texas Administrative Code §202, Information Security.

As a reseller, Cima's role as it pertains with TAC 202 have to do with instances whereby Cima is acting a services provider for an entity. To that end, we have created a system whereby all services personnel that work on behalf of Cima familiarize themselves with TAC 202, specifically 202.22.

Appendix C

Historically Underutilized Business (HUB) Subcontracting Plan



HUB SUBCONTRACTING PLAN (HSP)

In accordance with Texas Gov't Code §2161.252, the contracting agency has determined that subcontracting opportunities are probable under this contract. Therefore, all respondents, including State of Texas certified Historically Underutilized Businesses (HUBs) must complete and submit this State of Texas HUB Subcontracting Plan (HSP) with their response to the bid requisition (solicitation).

NOTE: Responses that do not include a completed HSP shall be rejected pursuant to Texas Gov't Code §2161.252(b).

The HUB Program promotes equal business opportunities for economically disadvantaged persons to contract with the State of Texas in accordance with the goals specified in the 2009 State of Texas Disparity Study. The statewide HUB goals defined in 34 Texas Administrative Code (TAC) §20.13 are:

- 11.2 percent for heavy construction other than building contracts,
- 21.1 percent for all building construction, including general contractors and operative builders contracts,
- 32.9 percent for all special trade construction contracts,
- 23.7 percent for professional services contracts,
- 26.0 percent for all other services contracts, and
- 21.1 percent for commodities contracts.

-- Agency Special Instructions/Additional Requirements --

In accordance with 34 TAC §20.14(d)(1)(D)(iii), a respondent (prime contractor) may demonstrate good faith effort to utilize Texas certified HUBs for its subcontracting opportunities if the total value of the respondent's subcontracts with Texas certified HUBs meets or exceeds the statewide HUB goal or the agency specific HUB goal, whichever is higher. When a respondent uses this method to demonstrate good faith effort, the respondent must identify the HUBs with which it will subcontract. If using existing contracts with Texas certified HUBs to satisfy this requirement, only contracts that have been in place for five years or less shall qualify for meeting the HUB goal. This limitation is designed to encourage vendor rotation as recommended by the 2009 Texas Disparity Study.

Failure to complete and comply with the current HSP form may disqualify the respondents proposal pursuant to Texas Gov't Code §2161.252(b). The HSP form cannot be altered.

I. DIR's HUB Goal for this bidding opportunity is 21.1 %

II. HSP Form:

RFO HSPs- must utilize the HSP provided
Amended HSPs- must utilize the HSP that is on the DIR website

II. The following documentation should be completed with the HSP:

- 1) HSP Section 2- identify subcontracting opportunities including "Order fulfiller" (reference Appendix A)
- 2) HSP Section 4 Affirmation- must be signed and dated;
- 3) HSP Method B (Attachment B) -must provide documentation under Section B-3 with response (if applicable);
- 4) Actual % and dollar amounts must be used on HSP form (if applicable); no TBDs

III. For assistance in completing the HSP, contact the HUB Coordinator, at dir.hub@dir.texas.gov or lisa.maldonado@dir.texas.gov 512-463-5662 or lynn.sanchez@dir.texas.gov 512-463-9813.

SECTION 1 RESPONDENT AND REQUISITION INFORMATION

a. Respondent (Company) Name: Cima Solutions Group, LLC State of Texas VID #: 12024469202
00

Point of Contact: John Alday Phone #: 9724998261

E-mail Address: jalday@cimasg.com Fax #: 8662590320

b. Is your company a State of Texas certified HUB? - Yes - No

c. Requisition/ Contract # DIR SDD TMP 225 Bid Oper/ Revision Date: 4/14/15

SECTION 2 SUBCONTRACTING INTENTIONS

After dividing the contract work into reasonable lots or portions to the extent consistent with prudent industry practices, and taking into consideration the scope of work to be performed under the proposed contract, including all potential subcontracting opportunities, the respondent must determine what portions of work, including goods and services, will be subcontracted. Note: In accordance with 34 TAC §20.11., an "Subcontractor" means a person who contracts with a prime contractor to work, to supply commodities, or to contribute toward completing work for a governmental entity.

a. Check the appropriate box (Yes or No) that identifies your subcontracting intentions:

- **Yes**, I will be subcontracting portions of the contract. (If **Yes**, complete Item b, of this SECTION and continue to Item c of this SECTION.)
- **No**, I will not be subcontracting any portion of the contract, and I will be fulfilling the entire contract with my own resources. (If **No**, continue to SECTION 3 and SECTION 4.)

b. List all the portions of work (subcontracting opportunities) you will subcontract. Also, based on the total value of the contract, identify the percentages of the contract you expect to award to Texas certified HUBs, and the percentage of the contract you expect to award to vendors that are not a Texas certified HUB (i.e., Non-HUB).

Item#	Subcontracting Opportunity Description	HUBs		Non-HUBs
		Percentage of the contract expected to be subcontracted to HUBs with which you have a <u>continuous contract*</u> in place for five (5) years or less.	Percentage of the contract expected to be subcontracted to HUBs with which you have a <u>continuous contract*</u> in place for <u>more than five (5) years</u> .	Percentage of the contract expected to be subcontracted to non-HUBs.
1		%	%	%
2		%	%	%
3		%	%	%
4		%	%	%
5		%	%	%
6		%	%	%
7		%	%	%
8		%	%	%
9		%	%	%
10		%	%	%
11		%	%	%
12		%	%	%
13		%	%	%
14		%	%	%
15		%	%	%
Aggregate percentages of the contract expected to be subcontracted:		%	%	%

(Note: If you have more than fifteen subcontracting opportunities, a continuation sheet is available online at <http://window.state.tx.us/procurement/prog/hub/hub-subcontracting-plan/>).

c. Check the appropriate box (Yes or No) that indicates whether you will be using only Texas certified HUBs to perform all of the subcontracting opportunities you listed in SECTION 2, Item b.

- **Yes** (If **Yes**, continue to SECTION 4 and complete an "HSP Good Faith Effort - Method A (Attachment A)" for each of the subcontracting opportunities you listed.)
- **No** (If **No**, continue to Item d, of this SECTION.)

d. Check the appropriate box (Yes or No) that indicates whether the **aggregate expected percentage** of the contract you will subcontract with Texas certified HUBs with which you have a continuous contract* in place with for five (5) years or less **meets or exceeds** the HUB goal the contracting agency identified on page 1 in the "Agency Special Instructions/Additional Requirements".

- **Yes** (If **Yes**, continue to SECTION 4 and complete an "HSP Good Faith Effort - Method A (Attachment A)" for each of the subcontracting opportunities you listed.)
- **No** (If **No**, continue to SECTION 4 and complete an "HSP Good Faith Effort - Method B (Attachment B)" for each of the subcontracting opportunities you listed.)

***Continuous Contract.** Any existing written agreement (including any renewals that are exercised) between a prime contractor and a HUB vendor, where the HUB vendor provides the prime contractor with goods or service under the same contract for a specified period of time. The frequency the HUB vendor is utilized or paid during the term of the contract is not relevant to whether the contract is considered continuous. Two or more contracts that run concurrently or overlap one another for different periods of time are considered by CPA to be individual contracts rather than renewals or extensions to the original contract. In such situations the prime contractor and HUB vendor are entering (have entered) into 'new' contracts.

SECTION 2: SUBCONTRACTING INTENTIONS RESPONDENT (CONTINUATION SHEET)

a.n This page can be used as a continuation sheet to the HSP Form's page 2, Section 2, Item b. Continue listing the portions of work (subcontracting opportunities) you will subcontract. Also, based on the total value of the contract, identify the percentages of the contract you expect to award to Texas certified HUBs, and the percentage of the contract you expect to award to vendors that are not a Texas certified HUB (i.e., Non-HUB).

Item#	Subcontracting Opportunity Description	HUBs		Non-HUBs
		Percentage of the contract expected to be subcontracted to HUBs with which you have a continuous contract* in place for five (5) years or less.	Percentage of the contract expected to be subcontracted to HUBs with which you have a continuous contract* in place for more than five (5) years.	Percentage of the contract expected to be subcontracted to non-HUBs.
16		%	%	%
17		%	%	%
18		%	%	%
19		%	%	%
20		%	%	%
21		%	%	%
22		%	%	%
23		%	%	%
24		%	%	%
25		%	%	%
26		%	%	%
27		%	%	%
28		%	%	%
29		%	%	%
30		%	%	%
31		%	%	%
32		%	%	%
33		%	%	%
34		%	%	%
35		%	%	%
36		%	%	%
37		%	%	%
38		%	%	%
39		%	%	%
40		%	%	%
41		%	%	%
42		%	%	%
43		%	%	%
Aggregate percentages of the contract expected to be subcontracted:		%	%	%

Continuous Contract. Any existing written agreement (including any renewals that are exercised) between a prime contractor and a HUB vendor, where the HUB vendor provides the prime contractor with goods or service under the same contract for a specified period of time. The frequency the HUB vendor is utilized or paid during the term of the contract is not relevant to whether the contract is considered continuous. Two or more contracts that run concurrently or overlap one another for different periods of time are considered by CPA to be individual contracts rather than renewals or extensions to the original contract. In such situations the prime contractor and HUB vendor are entering (have entered) into 'new' contracts.

SECTION 3 SELF PERFORMING JUSTIFICATION (If you responded "No" to SECTION 2, Item a, you must complete this SECTION and continue to SECTION 4.)

Check the appropriate box (Yes or No) that indicates whether your response/proposal contains an explanation demonstrating how your company will fulfill the entire contract with its own resources.

- **Yes** (If **Yes**, in the space provided below **list the specific page(s)/section(s)** of your proposal which explains how your company will perform the entire contract with its own equipment, supplies, materials and/or employees.)
- **No** (If **No**, in the space provided below **explain how** your company will perform the entire contract with its own equipment, supplies, materials and/or employees.)

SECTION 4 AFFIRMATION

As evidenced by my signature below, I affirm that I am an authorized representative of the respondent listed in SECTION 1, and that the information and supporting documentation submitted with the HSP is true and correct. Respondent understands and agrees that, if awarded any portion of the requisition:

- The respondent will provide notice as soon as practical to **all** the subcontractors (HUBs and Non-HUBs) of their selection as a subcontractor for the awarded contract. The notice must specify at a minimum the contracting agency's name and its point of contact for the contract, the contract award number, the subcontracting opportunity they (the subcontractor) will perform, the approximate dollar value of the subcontracting opportunity and the expected percentage of the total contract that the subcontracting opportunity represents. A copy of the notice required by this section must also be provided to the contracting agency's point of contact for the contract no later than ten (10) working days after the contract is awarded.
- The respondent must submit monthly compliance reports (Prime Contractor Progress Assessment Report – PAR) to the contracting agency, verifying its compliance with the HSP, including the use of and expenditures made to its subcontractors (HUBs and Non-HUBs). (The PAR is available at <http://www.window.state.tx.us/procurement/prog/hub/hub-forms/progressassessmentrpt.xls>).
- The respondent must seek approval from the contracting agency prior to making any modifications to its HSP, including the hiring of additional or different subcontractors and the termination of a subcontractor the respondent identified in its HSP. If the HSP is modified without the contracting agency's prior approval, respondent may be subject to any and all enforcement remedies available under the contract or otherwise available by law, up to and including debarment from all state contracting.
- The respondent must, upon request, allow the contracting agency to perform on-site reviews of the company's headquarters and/or work-site where services are being performed and must provide documentation regarding staffing and other resources.

Signature on File

John Alday

CEO

4/7/15

Signature
(mm/dd/yyyy)

Printed Name

Title

Date

- REMINDER:**
- If you responded "**Yes**" to **SECTION 2, Items c or d**, you must complete an "HSP Good Faith Effort - Method A (Attachment A)" for **each** of the subcontracting opportunities you listed in SECTION 2, Item b.
 - If you responded "**No**" **SECTION 2, Items c and d**, you must complete an "HSP Good Faith Effort - Method B (Attachment B)" for **each** of the subcontracting opportunities you listed in SECTION 2, Item b.

Instructions:
 A representative example of products/services/training is provided in the tables below. Vendors must offer ONLY one (1) specific price for each Product/Service/Training listed. In addition to discount % and firm fixed pricing, Vendor may also provide volume and education pricing. The price to the DIR Customer shall include all shipping and handling fees. This is a representative sample only for the purposes of this RFO and evaluation process. Note: The Firm Fixed Price discount % price is not necessarily the same as the MSRP discount % price.

For the purposes of this RFO, the DIR administrative fee of 0.75% IS NOT calculated in the Pricing Sheet.

Software Description	MSRP	DIR Discount % off MSRP	DIR Discounted Price (MSRP - Discount %)	DIR Discount % off MSRP for FFP	DIR Firm Fixed Price (FFP)
See Attached PDF		23.00%			
Software as a Service (SaaS) Description	MSRP	DIR Discount % off MSRP	DIR Discounted Price (MSRP - Discount %)	DIR Discount % off MSRP for FFP	DIR Firm Fixed Price (FFP)
Related Services Description	MSRP	DIR Discount % off MSRP	DIR Discounted Price (MSRP - Discount %)	DIR Discount % off MSRP for FFP	DIR Firm Fixed Price (FFP)
Optional Description	MSRP	DIR Discount % off MSRP	DIR Discounted Price (MSRP - Discount %)	DIR Discount % off MSRP for FFP	DIR Firm Fixed Price (FFP)

NOTE: For the purpose of this Evaluation, these prices DO NOT include the Administrative Fee.

Instructions:

A representative example of products/services/training is provided in the tables below. Vendors must offer ONLY one (1) specific price for each Product/Service/Training listed. In addition to discount % and firm fixed pricing, Vendor may also provide volume and education pricing. The price to the DIR Customer shall include all shipping and handling fees. This is a representative sample only for the purposes of this RFO and evaluation process. Note: The Firm Fixed Price discount % price is not necessarily the same as the MSRP discount % price. For the purposes of this RFO, the DIR administrative fee of 0.75% IS NOT calculated in the Pricing Sheet.

Software Description	MSRP	DIR Discount % off MSRP	DIR Discounted Price (MSRP - Discount %)	DIR Discount % off MSRP for FFP	DIR Firm Fixed Price (FFP)
Centrify DirectManage - 5 Administrators - License Pack	\$1,000.00	10.00%	\$900.00		
Centrify DirectManage - 5 Administrators - Standard Maintenance	\$200.00	5.00%	\$190.00		
Centrify DirectManage - 5 Administrators - Premium Maintenance	\$250.00	5.00%	\$237.50		
Centrify Suite Standard Edition - IT Staff Only - Software License	\$385.00	10.00%	\$346.50		
Centrify Suite Standard Edition - IT Staff Only - Standard Maintenance	\$77.00	5.00%	\$73.15		
Centrify Suite Standard Edition - IT Staff Only - Premium Maintenance	\$96.25	5.00%	\$91.44		
Centrify Server Suite Standard Edition - IT Staff Only - Windows - Software License	\$385.00	10.00%	\$346.50		
Centrify Suite Standard Edition - Unlimited User - Software License	\$1,000.00	10.00%	\$900.00		
Centrify Suite Standard Edition - Unlimited User - Standard Maintenance	\$200.00	5.00%	\$190.00		
Centrify Suite Standard Edition - Unlimited User - Premium Maintenance	\$250.00	5.00%	\$237.50		
Centrify Server Suite Standard Edition - Unlimited Users - Windows - Software License	\$1,000.00	10.00%	\$900.00		
Centrify Suite Standard Edition for zLinux - Software License	\$1,000.00	10.00%	\$900.00		
Centrify Suite Standard Edition for zLinux - Standard Maintenance	\$200.00	5.00%	\$190.00		
Centrify Suite Standard Edition for zLinux - Premium Maintenance	\$250.00	5.00%	\$237.50		
Centrify Suite Standard Edition for zLinux - Upgrade from Standard Edition IT Staff Only -	\$615.00	10.00%	\$553.50		
Centrify Suite Standard Edition for zLinux - Upgrade from Standard Edition IT Staff Only -	\$123.00	5.00%	\$116.85		
Centrify Suite Standard Edition for zLinux - Upgrade from Standard Edition IT Staff Only -	\$153.75	5.00%	\$146.06		
Centrify Suite Standard Edition FIPS Validated - IT Staff Only - Software License	\$481.00	10.00%	\$432.90		
Centrify Suite Standard Edition FIPS Validated - IT Staff Only - Software License Upgrade	\$96.00	10.00%	\$86.40		
Centrify Suite Standard Edition FIPS Validated - Unlimited User - Software License	\$1,250.00	10.00%	\$1,125.00		
Centrify Suite Standard Edition FIPS Validated - Unlimited User - Software License Upgrade	\$250.00	10.00%	\$225.00		
Centrify Suite Standard Edition for Mac OS - IT Staff Only - Software License	\$825.00	10.00%	\$742.50		
Centrify Suite Standard Edition for Mac OS - IT Staff Only - Standard Maintenance	\$77.00	5.00%	\$73.15		
Centrify Suite Standard Edition for Mac OS - IT Staff Only - Premium Maintenance	\$96.25	5.00%	\$91.44		
Centrify Suite Standard Edition for Mac OS - Unlimited User - Software License	\$1,000.00	10.00%	\$900.00		
Centrify Suite Standard Edition for Mac OS - Unlimited User - Standard Maintenance	\$200.00	5.00%	\$190.00		
Centrify Suite Standard Edition for Mac OS - Unlimited User - Premium Maintenance	\$250.00	5.00%	\$237.50		
Centrify Suite Standard Edition for Mac OS - Unlimited User Upgrade - Software License	\$615.00	10.00%	\$553.50		
Centrify Suite Enterprise Edition - IT Staff Only - Software License	\$825.00	10.00%	\$742.50		
Centrify Suite Enterprise Edition - IT Staff Only - Standard Maintenance	\$165.00	5.00%	\$156.75		
Centrify Suite Enterprise Edition - IT Staff Only - Premium Maintenance	\$206.25	5.00%	\$195.94		
Centrify Suite Enterprise Edition - IT Staff Only - 10 Workstations - Standard Maintenance	\$300.00	5.00%	\$285.00		
Centrify Suite Enterprise Edition - IT Staff Only - 10 Workstations - Premium Maintenance	\$375.00	5.00%	\$356.25		
Centrify Server Suite Enterprise Edition - IT Staff Only - Windows - Software License	\$825.00	10.00%	\$742.50		
Centrify Suite Enterprise Edition - Unlimited User - Software License	\$1,400.00	10.00%	\$1,260.00		
Centrify Suite Enterprise Edition - Unlimited User - Standard Maintenance	\$280.00	5.00%	\$266.00		
Centrify Suite Enterprise Edition - Unlimited User - Premium Maintenance	\$350.00	5.00%	\$332.50		
Centrify Suite Enterprise Edition - Upgrade from Standard Edition - Software License	\$440.00	10.00%	\$396.00		
Centrify Suite Enterprise Edition - Upgrade from Standard Edition - Standard Maintenance	\$88.00	5.00%	\$83.60		
Centrify Suite Enterprise Edition - Upgrade from Standard Edition - Premium Maintenance	\$110.00	5.00%	\$104.50		
Centrify Suite Enterprise Edition - Upgrade from Standard Edition - IT Staff Only - Software	\$440.00	10.00%	\$396.00		
Centrify Suite Enterprise Edition - Upgrade from Standard Edition - Unlimited User -	\$400.00	10.00%	\$360.00		
Centrify Server Suite Enterprise Edition - Unlimited Users - Windows - Software License	\$1,400.00	10.00%	\$1,260.00		
Centrify Suite Enterprise Edition for zLinux - IT Staff Only - zLinux - Software License	\$1,600.00	10.00%	\$1,440.00		
Centrify Suite Enterprise Edition for zLinux - IT Staff Only - zLinux - Standard Maintenance	\$320.00	5.00%	\$304.00		
Centrify Suite Enterprise Edition for zLinux - Upgrade from Standard Edition - IT Staff Only -	\$120.00	10.00%	\$108.00		
Centrify Suite Enterprise Edition for zLinux - IT Staff Only - zLinux - Premium Maintenance	\$400.00	5.00%	\$380.00		
Centrify Suite Enterprise Edition for zLinux - Upgrade from Standard Edition - IT Staff Only -	\$150.00	10.00%	\$135.00		
Centrify Suite Enterprise Edition for zLinux - Upgrade from Standard Edition - IT Staff Only -	\$600.00	10.00%	\$540.00		
Centrify Suite Enterprise Edition FIPS Validated - IT Staff Only - Software License	\$1,031.00	10.00%	\$927.90		
Centrify Suite Enterprise Edition FIPS Validated - IT Staff Only - Software License Upgrade	\$206.00	10.00%	\$185.40		
Centrify Suite Enterprise Edition FIPS Validated - Unlimited User - Software License	\$1,750.00	10.00%	\$1,575.00		
Centrify Suite Enterprise Edition FIPS Validated - Unlimited User - Software License	\$350.00	10.00%	\$315.00		
Centrify Suite Enterprise Edition for HPC/Grid Nodes - IT Staff Only - 10 Nodes - Software	\$1,500.00	10.00%	\$1,350.00		
Centrify Suite Enterprise Edition for HPC/Grid Nodes - IT Staff Only - 10 Nodes - Standard	\$300.00	5.00%	\$285.00		
Centrify Suite Enterprise Edition for HPC/Grid Nodes - IT Staff Only - 10 Nodes - Premium	\$375.00	5.00%	\$356.25		
Centrify Suite Platinum Edition - IT Staff Only - Software License	\$1,265.00	10.00%	\$1,138.50		
Centrify Suite Platinum Edition - IT Staff Only - Standard Maintenance	\$253.00	5.00%	\$240.35		
Centrify Suite Platinum Edition - IT Staff Only - Premium Maintenance	\$316.25	5.00%	\$300.44		
Centrify Suite Platinum Edition - Unlimited User - Software License	\$1,800.00	10.00%	\$1,620.00		
Centrify Suite Platinum Edition - Unlimited User - Standard Maintenance	\$360.00	5.00%	\$342.00		

Centrify Suite Platinum Edition - Unlimited User - Premium Maintenance	\$450.00	5.00%	\$427.50	
Centrify Suite Platinum Edition - Upgrade from Standard Edition - Software License	\$880.00	10%	\$792.00	
Centrify Suite Platinum Edition - Upgrade from Standard Edition - Standard Maintenance	\$176.00	5.00%	\$167.20	
Centrify Suite Platinum Edition - Upgrade from Standard Edition - Premium Maintenance	\$220.00	5.00%	\$209.00	
Centrify Suite Platinum Edition - Upgrade from Enterprise Edition - Software License	\$440.00	10%	\$396.00	
Centrify Suite Platinum Edition - Upgrade from Enterprise Edition - Standard Maintenance	\$88.00	5.00%	\$83.60	
Centrify Suite Platinum Edition - Upgrade from Enterprise Edition - Premium Maintenance	\$110.00	5.00%	\$104.50	
Centrify Suite Platinum Edition FIPS Validated - IT Staff Only - Software License	\$1,581.00	10%	\$1,422.90	
Centrify Suite Platinum Edition FIPS Validated - IT Staff Only - Software License Upgrade	\$316.00	10%	\$284.40	
Centrify Suite Platinum Edition FIPS Validated - Unlimited User - Software License	\$2,250.00	10%	\$2,025.00	
Centrify Suite Platinum Edition FIPS Validated - Unlimited User - Software License Upgrade	\$450.00	10%	\$405.00	
Centrify Suite Smartcard Edition - 10 Workstations - Software License	\$990.00	10%	\$891.00	
Centrify Suite SmartCard Edition -10 Workstations - Standard Maintenance	\$198.00	5.00%	\$188.10	
Centrify Suite Smartcard Edition - 10 Workstations - Premium Maintenance	\$247.50	5.00%	\$235.13	
Centrify Suite Smartcard Edition - Upgrade from Standard Edition - 10 Mac OS	\$340.00	10%	\$306.00	
Centrify Suite Smartcard Edition - Upgrade from Standard Edition - 10 Mac OS	\$68.00	5.00%	\$64.60	
Centrify Suite Smartcard Edition - Upgrade from Standard Edition - 10 Mac OS	\$85.00	5.00%	\$80.75	
Centrify Suite Smartcard Edition - Upgrade from Standard Edition - 10 Workstations -	\$340.00	10%	\$306.00	
Centrify Suite Smartcard Edition - Upgrade from Standard Edition - 10 Workstations -	\$68.00	5.00%	\$64.60	
Centrify Suite Smartcard Edition - Upgrade from Standard Edition - 10 Workstations -	\$85.00	5.00%	\$80.75	
Centrify Suite Workstation Edition - 10 Red Hat Workstation - Software License	\$650.00	10%	\$585.00	
Centrify Suite Workstation Edition - 10 Red Hat Workstation - Standard Maintenance One	\$130.00	5.00%	\$123.50	
Centrify Suite Workstation Edition - 10 Red Hat Workstation - Premium Maintenance One	\$162.50	5.00%	\$154.38	
Centrify Suite Workstation Edition - 10 Red Hat FIPS Validated Workstation - Software	\$813.00	10%	\$731.70	
Centrify Suite Workstation Edition - 10 Red Hat FIPS Validated Workstation - Software	\$163.00	10%	\$146.70	
Centrify Suite Workstation Edition FIPS Validated - 10 Red Hat Workstation - Standard	\$162.50	5.00%	\$154.38	
Centrify Suite Workstation Edition FIPS Validated - 10 Red Hat Workstation - Premium	\$203.25	5.00%	\$193.09	
Centrify Suite Workstation Edition - 10 Mac OS FIPS Validated Workstation - Software	\$813.00	10%	\$731.70	
Centrify Suite Workstation Edition - 10 Mac OS FIPS Validated Workstation - Software	\$163.00	10%	\$146.70	
Centrify Suite Workstation Edition FIPS Validated - 10 Mac OS Workstation - Standard	\$162.60	5.00%	\$154.47	
Centrify Suite Workstation Edition FIPS Validated - 10 Mac OS Workstation - Premium	\$203.25	5.00%	\$193.09	
Centrify for Workstations Standard Edition - 10 Workstation License	\$650.00	10%	\$585.00	
Centrify Suite Workstation Edition - 10 Workstations - Standard Maintenance	\$130.00	5.00%	\$123.50	
Centrify Suite Workstation Edition - 10 Workstations - Premium Maintenance	\$162.50	5.00%	\$154.38	
Centrify for Workstations Standard Edition - Windows - 10 Workstation License	\$650.00	10%	\$585.00	
Centrify for Workstations Enterprise Edition - 10 Workstation License	\$1,400.00	10%	\$1,260.00	
Centrify for Workstations Enterprise Edition - 10 Workstation - Software License Upgrade	\$750.00	10%	\$675.00	
Centrify for Workstations Enterprise Edition - Windows - 10 Workstation License	\$1,400.00	10%	\$1,260.00	
Centrify for Workstations Platinum Edition - 10 Workstation License	\$2,100.00	10%	\$1,890.00	
Centrify for Workstations Platinum Edition - 10 Workstation - Software License Upgrade	\$1,450.00	10%	\$1,305.00	
Centrify Suite Smart Card Edition - 10 Red Hat Workstation - Software License	\$990.00	10%	\$891.00	
Centrify Suite SmartCard Edition - 10 Red Hat Workstation - Standard Maintenance One	\$198.00	5.00%	\$188.10	
Centrify Suite SmartCard Edition - 10 Red Hat Workstation - Premium Maintenance One	\$247.50	5.00%	\$235.13	
Centrify Suite Smart Card Edition - 10 Red Hat FIPS Validated Workstation - Software	\$1,238.00	10%	\$1,114.20	
Centrify Suite Smart Card Edition - 10 Red Hat FIPS Validated Workstation - Software	\$248.00	10%	\$223.20	
Centrify Suite Smart Card Edition FIPS Validated - 10 Red Hat Workstation - Standard	\$247.50	5.00%	\$235.13	
Centrify Suite Smart Card Edition FIPS Validated - 10 Red Hat Workstation - Premium	\$309.50	5.00%	\$294.03	
Centrify Suite Workstation Edition - Annual 10 Mac OS Workstation Standard	\$325.00	5.00%	\$308.75	
Centrify Suite Workstation Edition - 10 Grid Node Software Licenses	\$650.00	10%	\$585.00	
Centrify Suite SmartCard Edition - 10 Mac OS Workstation - Software License	\$990.00	10%	\$891.00	
Centrify Suite SmartCard Edition - 10 Mac OS Workstation - Standard Maintenance	\$198.00	5.00%	\$188.10	
Centrify Suite SmartCard Edition - 10 Mac OS Workstation - Premium Maintenance	\$247.50	5.00%	\$235.13	
Centrify Suite Smart Card Edition - 10 Mac OS FIPS Validated Workstation - Software	\$1,238.00	10%	\$1,114.20	
Centrify Suite Smart Card Edition - 10 Mac OS FIPS Validated Workstation - Software	\$248.00	10%	\$223.20	
Centrify for Mac Smart Card FIPS Validated - 10 Mac Standard Maintenance 1 Year	\$247.60	5.00%	\$235.22	
Centrify for Mac Smart Card FIPS Validated - 10 Mac Premium Maintenance 1 Year	\$309.50	5.00%	\$294.03	
Centrify DirectControl for Applications - 1 Server - Software License	\$1,500.00	10%	\$1,350.00	
Centrify DirectControl for Applications - 1 Server - Standard Maintenance	\$330.00	5.00%	\$313.50	
Centrify DirectControl for Applications - 1 Server - Premium Maintenance	\$412.50	5.00%	\$391.88	
Centrify DirectControl for Applications - 100 Single Application Users - Access License	\$1,000.00	10%	\$900.00	
Centrify DirectControl for Applications - 100 Single Application Users - Standard	\$200.00	5.00%	\$190.00	
Centrify DirectControl for Applications - 100 Single Application Users - Premium	\$250.00	5.00%	\$237.50	
Centrify DirectControl for Applications - 100 Enterprise Users - Access License	\$2,000.00	10%	\$1,800.00	
Centrify DirectControl for Applications - 100 Enterprise Users - Standard Maintenance	\$400.00	5.00%	\$380.00	
Centrify DirectControl for Applications - 100 Enterprise Users - Premium Maintenance	\$500.00	5.00%	\$475.00	
Centrify DirectControl for Applications - 1K Single Application Users - Access License	\$7,500.00	10%	\$6,750.00	
Centrify DirectControl for Applications - 1K Single Application Users - Standard	\$1,500.00	5.00%	\$1,425.00	
Centrify DirectControl for Applications - 1K Single Application Users - Premium	\$1,875.00	5.00%	\$1,781.25	
Centrify DirectControl for Applications - 1K Enterprise Users - Access License	\$15,000.00	10%	\$13,500.00	
Centrify DirectControl for Applications - 1K Enterprise Users - Standard Maintenance	\$3,000.00	5.00%	\$2,850.00	
Centrify DirectControl for Applications - 1K Enterprise Users - Premium Maintenance	\$3,750.00	5.00%	\$3,562.50	
Centrify DirectControl for Applications - 10K Single Application Users - Access License	\$50,000.00	10%	\$45,000.00	
Centrify DirectControl for Applications - 10K Single Application Users - Standard	\$10,000.00	5.00%	\$9,500.00	
Centrify DirectControl for Applications - 10K Single Application Users - Premium	\$12,500.00	5.00%	\$11,875.00	
Centrify DirectControl for Applications - 10K Enterprise Users - Access License	\$100,000.00	10%	\$90,000.00	
Centrify DirectControl for Applications - 10K Enterprise Users - Standard Maintenance	\$20,000.00	5.00%	\$19,000.00	

Centrify DirectControl for Applications - 10K Enterprise Users - Premium Maintenance	\$25,000.00	5.00%	\$23,750.00		
Centrify DirectControl for Applications - 100K Single Application Users - Access License	\$250,000.00	10%	\$225,000.00		
Centrify DirectControl for Applications - 100K Single Application Users - Standard	\$50,000.00	5.00%	\$47,500.00		
Centrify DirectControl for Applications - 100K Single Application Users - Premium	\$62,500.00	5.00%	\$59,375.00		
Centrify DirectControl for Applications - 100K Enterprise Users - Access License	\$500,000.00	10%	\$450,000.00		
Centrify DirectControl for Applications - 100K Enterprise Users - Standard Maintenance	\$100,000.00	5.00%	\$95,000.00		
Centrify DirectControl for Applications - 100K Enterprise Users - Premium Maintenance	\$125,000.00	5.00%	\$118,750.00		
DirectControl NIS Client Access - 10 Clients - Access License	\$300.00	10%	\$270.00		
DirectControl NIS Client Access - 10 Clients - Standard Maintenance	\$60.00	5.00%	\$57.00		
DirectControl NIS Client Access - 10 Clients - Premium Maintenance	\$75.00	5.00%	\$71.25		
Centrify Suite Developer - 1 Developer - Access License	\$5,000.00	10%	\$4,500.00		
Centrify Suite Developer - 1 Developer - Standard Maintenance	\$1,000.00	5.00%	\$950.00		
Centrify Suite Developer - 1 Developer - Premium Maintenance	\$1,250.00	5.00%	\$1,187.50		
Samsung KNOX - 1 Device - 1 Year Subscription Premium Support	\$47.00	5.00%	\$44.65		
Samsung KNOX - 1 Device - 1 Year Subscription Standard Support	\$43.00	5.00%	\$40.85		
		7.34%			
Software as a Service (SaaS) Description	MSRP	DIR Discount % off MSRP	DIR Discounted Price (MSRP - Discount %)	DIR Discount % off MSRP for FFP	DIR Firm Fixed Price (FFP)
Centrify Identity Service - App Edition - 1 User 1 Year Subscription with Standard Support	\$48.00	10%	\$43.20		
Centrify Identity Service - App Edition - 1 User 1 Year Subscription with Premium Support	\$53.00	10%	\$47.70		
Centrify Identity Service - App+ Edition - 1 User 1 Year Subscription with Standard Support	\$96.00	10%	\$86.40		
Centrify Identity Service - App+ Edition - 1 User 1 Year Subscription with Premium Support	\$105.60	10%	\$95.04		
Centrify Identity Service - Mac Edition - 1 Lab Device 1 Year Subscription with Standard Support	\$36.00	10%	\$32.40		
Centrify Identity Service - Mac Edition - 1 Lab Device 1 Year Subscription with Premium Support	\$40.00	10%	\$36.00		
Centrify Identity Service - Mac Edition - 1 User 1 Year Subscription with Standard Support	\$48.00	10%	\$43.20		
Centrify Identity Service - Mac Edition - 1 User 1 Year Subscription with Standard Support	\$53.00	10%	\$47.70		
Centrify Identity Service - Mac Smart Card Edition - 1 User 1 Year Subscription with Standard Support	\$72.00	10%	\$64.80		
Centrify Identity Service - Mac Smart Card Edition - 1 User 1 Year Subscription with Premium Support	\$79.00	10%	\$71.10		
Centrify Identity Service - App and Mac Bundle - 1 User 1 Year Subscription with Standard Support	\$72.00	10%	\$64.80		
Centrify Identity Service - App and Mac Bundle - 1 User 1 Year Subscription with Premium Support	\$79.00	10%	\$71.10		
Centrify Identity Service - App and Mac Smart Card Bundle - 1 User 1 Year Subscription with Standard Support	\$96.00	10%	\$86.40		
Centrify Identity Service - App and Mac Smart Card Bundle - 1 User 1 Year Subscription with Premium Support	\$105.60	10%	\$95.04		
Centrify Identity Service - App+ and Mac Bundle - 1 User 1 Year Subscription with Standard Support	\$120.00	10%	\$108.00		
Centrify Identity Service - App+ and Mac Bundle - 1 User 1 Year Subscription with Premium Support	\$132.00	10%	\$118.80		
Centrify Identity Service - App+ and Mac Smart Card Bundle Edition - 1 User 1 Year Subscription with Standard Support	\$144.00	10%	\$129.60		
Centrify Identity Service - App+ and Mac Smart Card Bundle Edition - 1 User 1 Year Subscription with Premium Support	\$158.40	10%	\$142.56		
Related Services Description	MSRP	DIR Discount % off MSRP	DIR Discounted Price (MSRP - Discount %)	DIR Discount % off MSRP for FFP	DIR Firm Fixed Price (FFP)
Centrify Technical Support - 1 Year Elite Support for Server Suite Premium Support	\$75,000.00	0.00%	\$75,000.00	0.00%	\$75,000.00
Centrify Technical Support - 1 Year Elite Support for Identity Service Premium Support Custom	\$75,000.00	0.00%	\$75,000.00	0.00%	\$75,000.00
Centrify Training - User Suite Mac Edition - Computer Based Training, 1 Student	\$350.00	5.00%	\$332.50	5.00%	\$332.50
Centrify Training - Centrify Identity Service App - Computer Based Training, 1 Student	\$350.00	5.00%	\$332.50	5.00%	\$332.50
Centrify Training - Centrify Identity Service App and Mac - Computer Based Training, 1 Student	\$600.00	5.00%	\$570.00	5.00%	\$570.00
Centrify Training - Centrify Server Suite, Express Upgrade - Computer Based Training, 1 Student	\$350.00	5.00%	\$332.50	5.00%	\$332.50
Centrify Training - Centrify Suite Standard Edition - 3 days, 10 students	\$11,000.00	5.00%	\$10,450.00	5.00%	\$10,450.00
Centrify Training - Centrify Suite Standard Edition - 3 day public class, 1 student	\$1,500.00	5.00%	\$1,425.00	5.00%	\$1,425.00
Centrify Training - Centrify Suite Standard Edition - Computer Based Training, 1 Student	\$500.00	5.00%	\$475.00	5.00%	\$475.00
Centrify Training - Centrify Suite Enterprise Edition - 4 days, 10 students	\$14,000.00	5.00%	\$13,300.00	5.00%	\$13,300.00
Centrify Training - Centrify Suite Enterprise Edition - 4 day public class, 1 student	\$2,000.00	5.00%	\$1,900.00	5.00%	\$1,900.00
Centrify Training - Centrify Suite Enterprise Edition - Computer Based Training, 1 Student	\$750.00	5.00%	\$712.50	5.00%	\$712.50
Centrify Training - DirectAudit - Computer Based Training, 1 Student	\$350.00	5.00%	\$332.50	5.00%	\$332.50
Centrify Training - Server Suite Platinum Edition - 5 Days, 10 student	\$17,500.00	5.00%	\$16,625.00	5.00%	\$16,625.00
Centrify Training - Equipment Rental - 1 Class	\$2,000.00	5.00%	\$1,900.00	5.00%	\$1,900.00
Centrify Professional Services - 1 day	\$2,200.00	0.00%	\$2,200.00	0.00%	\$2,200.00
Centrify Professional Services - Server Suite Health Check	\$13,000.00	0.00%	\$13,000.00	0.00%	\$13,000.00
Centrify Professional Services - Centrify Suite Standard Edition - Design	\$16,400.00	0.00%	\$16,400.00	0.00%	\$16,400.00
Centrify Professional Services - Centrify Suite Standard Edition - Basic Jump Start-100	\$15,000.00	0.00%	\$15,000.00	0.00%	\$15,000.00
Centrify Professional Services - Centrify Suite Standard Edition - Standard Jump Start-250	\$26,000.00	0.00%	\$26,000.00	0.00%	\$26,000.00
Centrify Professional Services - Centrify Suite Standard Edition - Pro Jump Start-500	\$45,000.00	0.00%	\$45,000.00	0.00%	\$45,000.00
Centrify Professional Services - Centrify Suite Standard Edition - Express72 Jump Start Upgrade	\$8,000.00	0.00%	\$8,000.00	0.00%	\$8,000.00
Centrify Professional Services - Enterprise Edition - OnSite Jump Start	\$15,000.00	0.00%	\$15,000.00	0.00%	\$15,000.00
Centrify Professional Services - Server Suite - Upgrade Jump Start	\$40,000.00	0.00%	\$40,000.00	0.00%	\$40,000.00
Centrify Professional Services - Centrify Suite Standard Edition - Mac Jump Start-500	\$12,500.00	0.00%	\$12,500.00	0.00%	\$12,500.00
Centrify Professional Services - Identity Service - 1 day	\$2,200.00	0.00%	\$2,200.00	0.00%	\$2,200.00
Centrify Professional Services - Identity Service App Edition - Basic Jump Start	\$5,000.00	0.00%	\$5,000.00	0.00%	\$5,000.00
Centrify Professional Services - Identity Service App Edition - Advanced Jump Start	\$11,500.00	0.00%	\$11,500.00	0.00%	\$11,500.00
Centrify Certified Systems Administrator Exam, Server Suite Standard Edition	\$150.00	0.00%	\$150.00	0.00%	\$150.00
Optional Description	MSRP	DIR Discount % off MSRP	DIR Discounted Price (MSRP - Discount %)	DIR Discount % off MSRP for FFP	DIR Firm Fixed Price (FFP)
Centrify Identity Service for External Users - App Edition - B2B User 1 Year Subscription with Standard Support	\$10.00	5.00%	\$9.50	5.00%	\$9.50
Centrify Identity Service for External Users - App Edition - B2B User 1 Year Subscription with Premium Support	\$11.00	5.00%	\$10.45	5.00%	\$10.45
Centrify Identity Service for External Users - App Edition - B2C User 1 Year Subscription with Standard Support	\$5.00	5.00%	\$4.75	5.00%	\$4.75

Centrify Identity Service for External Users - App Edition - B2C User 1 Year Subscription with	\$5.50	5.00%	\$5.23	5.00%	\$5.23
Centrify Identity Service for External Users - App+ Edition - B2B User 1 Year Subscription with	\$15.00	5.00%	\$14.25	5.00%	\$14.25
Centrify Identity Service for External Users - App+ Edition - B2B User 1 Year Subscription with	\$16.50	5.00%	\$15.68	5.00%	\$15.68
Centrify Identity Service for External Users - App+ Edition - B2C User 1 Year Subscription with	\$7.50	5.00%	\$7.13	5.00%	\$7.13
Centrify Identity Service for External Users - App+ Edition - B2C User 1 Year Subscription with	\$8.25	5.00%	\$7.84	5.00%	\$7.84
Support	\$500.00	5.00%	\$475.00	5.00%	\$475.00
Support	\$550.00	5.00%	\$522.50	5.00%	\$522.50
Support	\$920.00	5.00%	\$874.00	5.00%	\$874.00
Support	\$1,012.00	5.00%	\$961.40	5.00%	\$961.40
Centrify Identity Service Management - 5 Admins - 3 Year Subscription Standard Support	\$1,275.00	5.00%	\$1,211.25	5.00%	\$1,211.25
Centrify Identity Service Management - 5 Admins - 3 Year Subscription Premium Support	\$1,403.00	5.00%	\$1,332.85	5.00%	\$1,332.85

NOTE: For the purpose of this Evaluation, these prices DO NOT include the Administrative Fee.

Instructions:

A representative example of products/services/training is provided in the tables below. Vendor Product/Service/Training listed. In addition to discount % and firm fixed pricing, Vendor price to the DIR Customer shall include all shipping and handling fees. This is a representative and evaluation process. Note: The Firm Fixed Price discount % price is not necessarily t

For the purposes of this RFO, the DIR administrative fee of 0.75% IS NOT calculated

Software Description	MSRP
Software as a Service (SaaS) Description	MSRP
Zenoss Service Dynamics SUB-ZSD-OP-BSC	
Gold Support up to 500	\$100.00
Gold Support up to 1000	\$77.00
Gold Support up to 1500	\$69.00
Gold Support up to 2000	\$62.00
Gold Support up to 2500	\$56.00
Gold Support up to 5000	\$51.00
Gold Support up to 7500	\$47.00
Gold Support up to 10000	\$43.00
Gold Support up to 15000	\$39.00
Gold Support up to 20000	\$36.00
Gold Support up to 25000	\$33.00
Gold Support up to 30000	\$31.00
Gold Support up to 35000	\$30.00
Gold Support up to 40000	\$29.00
Gold Support up to 45000	\$28.50
Gold Support up to 50000	\$28.00
Gold Support up to 60000	\$27.50
Gold Support up to 70000	\$27.00
Gold Support up to 80000	\$26.50
Gold Support up to 90000	\$26.00
Gold Support up to 100000	\$25.50
Zenoss Service Dynamics SUB-ZSD-OP-PRM	
Platinum Support up to 500	\$120.00
Platinum Support up to 1000	\$92.40
Platinum Support up to 1500	\$82.80
Platinum Support up to 2000	\$74.40
Platinum Support up to 2500	\$67.20

Platinum Support up to 5000	\$61.20
Platinum Support up to 7500	\$56.40
Platinum Support up to 10000	\$51.60
Platinum Support up to 15000	\$46.80
Platinum Support up to 20000	\$43.20
Platinum Support up to 25000	\$39.60
Platinum Support up to 30000	\$37.20
Platinum Support up to 35000	\$36.00
Platinum Support up to 40000	\$34.80
Platinum Support up to 45000	\$34.20
Platinum Support up to 50000	\$33.60
Platinum Support up to 60000	\$33.00
Platinum Support up to 70000	\$32.40
Platinum Support up to 80000	\$31.80
Platinum Support up to 90000	\$31.20
Platinum Support up to 100000	\$30.60
Related Services Description	MSRP
Optional Description	MSRP

NOTE: For the purpose of this Evaluation, these prices DO NOT include

Suppliers must offer ONLY one (1) specific price for each item. Suppliers may also provide volume and education pricing. The following is a representative sample only for the purposes of this RFO. The MSRP discount % price is the same as the MSRP discount % price.

See the Pricing Sheet.

DIR Discount % off MSRP	DIR Discounted Price (MSRP - Discount %)	DIR Discount % off MSRP for FFP	DIR Firm Fixed Price (FFP)
DIR Discount % off MSRP	DIR Discounted Price (MSRP - Discount %)	DIR Discount % off MSRP for FFP	DIR Firm Fixed Price (FFP)
16.00%	\$84.00		
16.00%	\$64.68		
16.00%	\$57.96		
16.00%	\$52.08		
16.00%	\$47.04		
16.00%	\$42.84		
16.00%	\$39.48		
16.00%	\$36.12		
16.00%	\$32.76		
16.00%	\$30.24		
16.00%	\$27.72		
16.00%	\$26.04		
16.00%	\$25.20		
16.00%	\$24.36		
16.00%	\$23.94		
16.00%	\$23.52		
16.00%	\$23.10		
16.00%	\$22.68		
16.00%	\$22.26		
16.00%	\$21.84		
16.00%	\$21.42		
16.00%	\$100.80		
16.00%	\$77.62		
16.00%	\$69.55		
16.00%	\$62.50		
16.00%	\$56.45		

16.00%	\$51.41		
16.00%	\$47.38		
16.00%	\$43.34		
16.00%	\$39.31		
16.00%	\$36.29		
16.00%	\$33.26		
16.00%	\$31.25		
16.00%	\$30.24		
16.00%	\$29.23		
16.00%	\$28.73		
16.00%	\$28.22		
16.00%	\$27.72		
16.00%	\$27.22		
16.00%	\$26.71		
16.00%	\$26.21		
16.00%	\$25.70		
DIR Discount % off MSRP	DIR Discounted Price (MSRP - Discount %)	DIR Discount % off MSRP for FFP	DIR Firm Fixed Price (FFP)
DIR Discount % off MSRP	DIR Discounted Price (MSRP - Discount %)	DIR Discount % off MSRP for FFP	DIR Firm Fixed Price (FFP)

lude the Administrative Fee.

Panzura
Master Price List

		Price List Feb-15 <i>Panzura Confidential</i>		<i>Effective Date</i> 1-Feb-15
Item	Panzura Part Number	Platform	Description	List Price
Application Solutions - VM				
1	PZA-VM-1500	Virtual Edition	Cloud Controller, Virtual Edition, Single VM, 1.3TB capacity, SW-NAS-OS-BASE, includes CIFS	\$41,250
2	PZA-VM-3000	Virtual Edition	Cloud Controller, Virtual Edition, Single VM, 3.5TB capacity, SW-NAS-OS-BASE, includes CIFS	\$41,250
3	PZA-VM-8000	Virtual Edition	Cloud Controller, Virtual Edition, Single VM, 8.0TB capacity, SW-NAS-OS-BASE, includes CIFS	\$41,250
GFS Product Line				
4	GFS-2801-S	GFS 1U	GFS NAS Controller, 1RU, 4ea 1TB SSD, SW-NAS-BASE + CIFS+ IRC + GRW + Data Locality + Dedupe. <i>First</i> purchase order must be 2ea units AND 2ea PZA-AEC-ULS. Units can be different GFS models. Includes Gold Support LIST PRICE IS PER UNIT and NON-NEGOTIABLE	\$5,900
5	GFS-2821-S	GFS 1U	GFS NAS Controller, 1RU, 8ea 1TB SSD, SW-NAS-BASE + CIFS+ IRC + GRW + Data Locality + Dedupe. <i>First</i> purchase order must be 2ea units AND 2ea PZA-AEC-ULS. Units can be different GFS models. Includes Gold Support LIST PRICE IS PER UNIT and NON-NEGOTIABLE	\$10,100
6	GFS-2841-S	GFS 2U	GFS NAS Controller, 2RU, 12ea 1TB SSD, SW-NAS-BASE + CIFS+ IRC + GRW + Data Locality + Dedupe. No minimum user license or unit purchase. Includes Gold Support LIST PRICE IS PER UNIT and NON-NEGOTIABLE	\$14,000
7	GFS-2881-S	GFS 2U	GFS NAS Controller, 2RU 24ea 1TB SSD, SW-NAS-BASE + CIFS+ IRC + GRW + Data Locality + Dedupe. No minimum user license or unit purchase. Includes Gold Support LIST PRICE IS PER UNIT and NON-NEGOTIABLE	\$29,000
8	GFS-2801-P	GFS 1U	GFS NAS Controller, 1RU, 4ea 1TB SSD, SW-NAS-BASE + CIFS IRC + GRW + Data Locality + Dedupe. First purchase must be 2ea GFS units, can be different GFS models. LIST PRICE IS PER UNIT. MUST PURCHASE GOLD SUPPORT	\$20,500
9	GFS-2821-P	GFS 1U	GFS NAS Controller, 1RU, 8ea 1TB SSD, SW-NAS-BASE + CIFS IRC + GRW + Data Locality + Dedupe. First purchase must be 2ea GFS units, can be different GFS models. LIST PRICE IS PER UNIT. MUST PURCHASE GOLD SUPPORT	\$31,500
10	GFS-2841-P	GFS 2U	GFS NAS Controller, 2RU, 12ea 1TB SSD, SW-NAS-BASE + CIFS IRC + GRW + Data Locality + Dedupe. No minimum unit purchase. LIST PRICE IS PER UNIT. MUST PURCHASE GOLD SUPPORT	\$44,000
11	GFS-2881-P	GFS 2U	GFS NAS Controller, 2RU, 24ea 1TB SSD, SW-NAS-BASE + CIFS IRC + GRW + Data Locality + Dedupe. No minimum unit purchase. LIST PRICE IS PER UNIT. MUST PURCHASE GOLD SUPPORT	\$85,000
12	GFS-4048	GFS 2U	GFS NAS Controller, 2RU, Medium Capacity + Cache Acceleration, SW-NAS-BASE + IRC + CIFS + GRW + Data Locality + Dedupe. No minimum unit purchase. LIST PRICE IS PER UNIT.	\$85,000
13	GFS-4065	GFS 2U	GFS NAS Controller, 2RU, Fast Platform, 12ea SSD, SW-NAS-BASE + IRC + CIFS + GRW + Data Locality + Dedupe. No minimum unit purchase. LIST PRICE IS PER UNIT.	\$115,000
14	GFS-4085	GFS 2U	GFS NAS Controller, 2RU, Fast Platform, 24ea 480GB SSD, SW-NAS-BASE + IRC + CIFS + GRW + Data Locality + Dedupe. No minimum unit purchase. LIST PRICE IS PER UNIT.	\$180,000
Active Archive Models				
15	AAC-3010	Small 1U	Active Archive Controller, 1RU, Small Capacity Platform, SW-AAC-OS-BASE + IRC, includes CIFS	\$45,500
16	AAC-3050	Large 2U	Active Archive Controller, 2RU, Large Capacity Platform, SW-AAC-OS-BASE + IRC, includes CIFS	\$56,250
17	AAC-3065	Fast 2U	Active Archive Controller, 2RU, Fast Platform, SW-AAC-OS-BASE + IRC, includes CIFS	\$115,000
Data Protection Models				
18	DPC-2050	Large 2U	Data Protection Controller, 2RU Large Capacity, SW-DPC-OS-Base + SYMNBU + Deduplication, includes CIFS	\$94,000
19	DPC-2065	Fast 2U	Data Protection Controller, 2RU, Fast Platform, SW-DPC-OS-BASE + SYMNBU + Deduplication, includes CIFS	\$115,000

		Price List Feb-15 <i>Panzura Confidential</i>		Effective Date 1-Feb-15
Item	Panzura Part Number	Platform	Description	List Price
Expansion Options				
20	PZA-EXP-SHELF-12		2RU Disk Expansion Shelf - with 12x3TB Hot swapable HDD's (Exp shelf requires 2U system + PZA-EXP-RAID)	\$70,000
21	PZA-EXP-SHELF-12S		2RU Disk Expansion Shelf - with all SSD (Exp shelf requires 2U system + PZA-EXP-RAID)	\$98,000
22	PZA-EXP-RAID		External RAID Controller - (available on 2U systems only)	\$3,125
23	PZA-AEC10G-C		2x10GBase-T Copper Network Interface Option (2800 Series Available for 1U & 2U systems)	\$1,839
24	PZA-AEC10G-O		2x10GBase-SR Optical for MMF up to 300m - (2800 Series Available for 1U & 2U systems)	\$3,065
25	PZA-NIC10G-T2		2x10GBase-T Copper Network Interface Option (Available for 1U & 2U systems)	\$4,375
26	PZA-NIC10G-SR2		2x10GBase-SR Optical for MMF up to 300m - (Available for 1U & 2U systems)	\$5,625
User Licenses				
			*NOTE: The following user licenses are defined to be AD user specific logins and 'float', meaning can be used with any CC in the same CloudFS. Not locked to a specific site or CC. Licenses are per user count, i.e. not concurrent. Same basic idea as SFDC, Perforce, and others. Enforcement is spot audit done on SA.	
27	PZA-AEC-ULS		GFS-28xx- S 1ea User License, \$50/month with 12 month minimum*	\$600
28	PZA-AEC-ULP-10F		GFS-28xx- P 10pack User License, Promotion for new customers FIRST PURCHASE ONLY. Limit 1per new customer	\$0
29	PZA-AEC-ULP-10		GFS-28xx- P 10pack User License, One-Time fee*	\$2,500
30	PZA-AEC-ULP-25		GFS-28xx- P 25pack User License, One-Time fee*	\$4,000
31	PZA-AEC-ULP-50		GFS-28xx- P 50pack User License, One-Time fee*	\$6,000
32	PZA-AEC-ULP-100		GFS-28xx- P 100pack User License, One-Time fee*	\$10,000
			*NOTE: The above user licenses are defined to be AD user specific logins and 'float', meaning can be used with any CC in the same CloudFS. Not locked to a specific site or CC. Licenses are per user count, i.e. not concurrent. Same basic idea as SFDC, Perforce, and others. Enforcement is spot audit done on SA.	
Software Licenses				
33	PZA-LIC-DLOC		Panzura - SW License - Data Locality, included for all GFS models	\$18,750
34	PZA-LIC-DEDUP		Panzura - SW License - Deduplication System Module, included for all GFS models	\$18,750
35	PZA-LIC-GRW-CIFS		Panzura - SW License - Global Read/Write CIFS Module, included for all GFS models	\$18,750
36	PZA-LIC-T1-NFS		Panzura - SW License - NFS Protocol Module, GFS-40xx models only	\$15,500
37	PZA-LIC-T1-ICAP		Panzura - SW License - Enterprise Antivirus Plugin, GFS-40xx models only	\$2,400
38	PZA-LIC-T2-NFS		Panzura - SW License - NFS Protocol Module, GFS-28xx models only	\$12,500
39	PZA-LIC-T2-ICAP		Panzura - SW License - Enterprise Antivirus Plugin, GFS-28xx models only	\$1,900
			* NOTE: Licenses with a '-B' must be purchased from Panzura for use in EC2.	
40	PZA-1000-GRW-B		Panzura - AMI License - Base + NFS + CIFS + GRW * Support is not included	\$37,500
41	PZA-1000-DDL-B		Panzura - AMI License - Base + NFS + CIFS + DeDuplication + Data Locality * Support is not included	\$37,500
42	PZA-1000-GDL-B		Panzura - AMI License - Base + NFS + CIFS + GRW + DeDupe + Data Locality * Support is not included	\$45,000
			* NOTE: Licenses with a '-B' must be purchased from Panzura for use in EC2.	
			* NOTE: Licenses with an hourly charge must be purchased from AWS Market Place.	
43	PZA-1000-GRW		Panzura - AMI License - Base + NFS + CIFS + GRW Gold Support is included	\$1.71/hr + EC2
44	PZA-1000-DDL		Panzura - AMI License - Base + NFS + CIFS + GRW Gold Support is included	\$1.71/hr + EC2
45	PZA-1000-GDL		Panzura - AMI License - Base + NFS + CIFS + GRW + DeDupe + Data Locality Gold Support is included	\$2.06/hr + EC2
			* NOTE: Licenses with an hourly charge must be purchased from AWS Market Place.	

Panzura
Master Price List

			Price List Feb-15 <i>Panzura Confidential</i>	<i>Effective Date</i> 1-Feb-15
Item	Panzura Part Number	Platform	Description	List Price
Hardware Spares				
46	PZA-HDD-1001		Hot Swap Hard Drive Module for Panzura H/W platform	\$1,250
47	PZA-SSD-1002		Hot Swap SSD Module for Panzura appliance - Small capacity	\$1,400
48	PZA-SSD-1003		Hot Swap SSD Module for Panzura appliance - Large capacity	\$2,900
49	PZA-SSD-1004		Hot Swap SSD Module for Panzura 2800 Series platform (3.5" GFS-2800 only)	\$2,300
50	PZA-SSD-1005		Hot Swap SSD Module for Panzura 2800 Series platform (2.5" GFS-2820/2840/2880)	\$2,300
51	PZA-SSD-1006		Hot Swap SSD Module for Panzura appliances (4065 & 4085 only)	\$2,900
52	PZA-100-PSU		Panzura - 1U Platform Hot-Swap AC Power Supply 500W	\$1,250
53	PZA-200-PSU		Panzura - 2U Platform Hot-Swap AC Power Supply 750W	\$1,250
54	PZA-300-PSU		Panzura - PZA-EXP-SHELP-12 Hot-Swap AC Power Supply 600W	\$1,250
55	PZA-400-PSU		Panzura - 1U 2800 Series platform Hot-Swap AC Power Supply 350W	\$750
56	PZA-500-PSU		Panzura - 2U 2800 Series platform Hot-Swap AC Power Supply 495W	\$750
57	PZA-1004-CHA		Cold Spare Chassis - 1U 4-drive bay, no drives	\$21,900
58	PZA-2012-CHA		Cold Spare Chassis - 2U 12-drive bay, no drives	\$33,000
59	PZA-2024-CHA		Cold Spare Chassis - 2U 24-drive bay, no drives	\$36,100
Service and Support				
60	PR SVC-IMPL-REMOTE		Professional Services - Prepaid Remote Implementation	\$1,500 per site
61	PR SVC-40HRBLK		Professional Services Labor - 40 Hour Block Rate	\$10,000
62	PR SVC-80HRBLK		Professional Services Labor - 80 Hour Block Rate	\$16,000
63	SUP-SRVC-SLVR		Customer Support - Monday - Friday 8am-8pm EST 2 Hour Support callback + 48HR HW Adv-Repl + SW Protection Plan. NOTE: This price is for 1 year. For more than one year multiply this price accordingly. Customers purchasing and paying for 2 years of maintenance up front qualify for a 10% discount on this line item. A 3 year (or more) purchase and payment qualifies for a 15% discount on this line item.	15% of net license fee
64	SUP-SRVC-GOLD		Customer Support - 7X24 - 1 Hour Support callback + 24HR HW Adv-Repl + SW Protection Plan NOTE: This price is for 1 year. For more than one year multiply this price accordingly. Customers purchasing and paying for 2 years of maintenance up front qualify for a 10% discount on this line item. A 3 year (or more) purchase and payment qualifies for a 15% discount on this line item.	20% of net license fee

SKU acronym decoder

SW-DPC-OS-Base	Software O/S base config for Data Protection appliance
SW-AAC-OS-BASE	Software O/S base config for Active Archive appliance
SYMNBV	Symantec NetBackup software module
Small Capacity Platform	1U appliance with 4 disk slots only
Large Capacity Platform	2U appliance with 12 disk slots. Can also accept 8 additional Disk shelves
Fast Platform	Appliance with all SSD's for very fast ingest and cloud writes
Virtual Edition	Vmware based software only virtual appliance
IRC	Intelligent Persistent Read Cache software feature
Deduplication	Data Deduplication software feature
Data Locality	Policy based data pinning software feature
AEC-ULS	AEC single user monthly license, subscription
AEC-ULP	AEC multi-user license pack, perpetual



Department of Information Resources

**Request for Offer
DIR-TSO-TMP-225**

**Software, including Software as a Service,
Products and Related Services**

Bid Package 6

FREQUENTLY ASKED QUESTIONS (FAQ) for Policy-Driven Adoption for Accessibility (PDAA)

For Companies/Vendors

1. What is PDAA?

Policy-driven Adoption for Accessibility (PDAA) is a tool that Vendors can use to demonstrate the extent to which their organization has implemented accessibility best practices within operations. The PDAA concept is based on the following

- Integrating accessibility policies and practices into their business and culture enables organizations to drive themselves towards the creation of accessible offerings over the long term.
- Enabling products for accessibility requires integrating accessibility criteria into all phases of a product life cycle, and other business processes where accessibility plays a role.
- Many state and federal agencies are required by law to procure or develop accessible offerings based on technical standards. Gaps in Vendor internal governance systems and leadership commitment inhibit their ability to meet these
- Agency procurement organizations need assurances that Vendors have the ability to produce accessible offerings and continue to improve them over time.

2. Why are buying organizations requesting information on company accessibility policy?

Making an organization's information and communications technology (ICT) offerings accessible to people with disabilities requires commitment in many areas of that organization. PDAA data helps buying organizations understand a Vendor's accessibility policy, progress and commitment to accessibility holistically.

A mature accessibility policy implementation signals that the Vendor is fully aware of the implications of accessibility requirements and is prepared to resolve any issues in a timely manner with minimal friction. It also makes it more likely that the Vendor understands that accessibility is more than meeting a set of technical guidelines or standards, and that usability will be a factor in how they go about meeting the technical requirements. Accessibility that is planned, designed, and built in from the beginning consistently results in a friendlier product for all users, including those with

3. Why is PDAA information important to the buying organization?

The requested information provides insight into Vendors' ability to develop accessible commercial off the shelf (COTS) and non-COTS offerings, which can increase the procuring organizations' confidence in the accuracy of Vendor's

Bid Package 6

Software, including SaaS, Products and Related Services

DIR-TSO-TMP-225

Current ICT accessibility reporting formats such as VPATs (Voluntary Product Assessment Templates) only apply to COTS products and services. In many cases, Vendor VPATs lack credibility due to limited knowledge about their offerings' accessibility. Additionally, there is no standard reporting format for non-COTS offerings such as development services for

4. How will this information be used?

The initial completed form will establish a baseline for where a vendor stands with regard to its ICT accessibility policy. The baseline illustrates the depth and maturity of the Vendor's support for accessibility policy and practices as illustrated via the PDAA Maturity Model (Link on next line. If prompted for a password, select "cancel")

[PDAA Maturity Model \(http://www2.dir.state.tx.us/SiteCollectionDocuments/IT%20Leadership/EIR%20Accessibility/PDAA_Maturity_Matrix.pptx\)](http://www2.dir.state.tx.us/SiteCollectionDocuments/IT%20Leadership/EIR%20Accessibility/PDAA_Maturity_Matrix.pptx)

The questionnaire may also be included in future solicitations so that progress can be assessed. The Vendor responses from the questionnaire may be considered as an element in Vendor selection; however, this would be determined by the Additionally, Vendor companies can use the results as a roadmap for implementing their organization-wide ICT accessibility initiatives, which will help ensure that programs and processes are in place to facilitate the development of

5. We already submit VPATs as part of solicitation responses. Is that adequate?

No. VPATs (Voluntary Product Assessment Templates) are product-specific. PDAA is a holistic presentation of the organization's approach to accessibility. The expectation is that organizations with mature approaches to PDAA will greatly improve the levels of accessibility in products. It should also result in well documented, accurate VPATs,

6. What is the PDAA Maturity Model?

Based on the Capability Maturity Model (CMM) concept, the PDAA Maturity Model(Link on next line) provides buying organizations and vendors with a simple dashboard or matrix to track and demonstrate Vendors' progress toward full

[PDAA Maturity Model \(http://www2.dir.state.tx.us/SiteCollectionDocuments/IT%20Leadership/EIR%20Accessibility/PDAA_Maturity_Matrix.pptx\)](http://www2.dir.state.tx.us/SiteCollectionDocuments/IT%20Leadership/EIR%20Accessibility/PDAA_Maturity_Matrix.pptx)

7. Where can I obtain more information on Accessibility Policy implementation for my organization?

[Additional information can be found on the PDAA web pages.](#)

For government organizations/agencies

8. What is PDAA?

Bid Package 6

Software, including SaaS, Products and Related Services

DIR TSO-TMP-225

Policy-driven Adoption for Accessibility (PDAA) is a tool that Vendors can use to demonstrate the extent to which their organization has implemented accessibility best practices within operations. The PDAA concept is based on the following

- Integrating accessibility policies and practices into their business and culture enables organizations to drive themselves towards the creation of accessible offerings over the long term.
- Enabling products for accessibility requires the integration of accessibility criteria in all phases of a product life cycle, and other business process where accessibility plays a role.
- Many state and federal agencies are required by law to procure or develop accessible offerings based on technical standards, but gaps in internal governance and commitment by industry inhibits the adoption and implementation of
- Agency procurement organizations need assurances that Vendors have the ability to produce accessible offerings and continue to improve them over time.

9. Does the PDAA replace VPATs?

No. VPATs (Voluntary Product Assessment Templates) are product-specific. PDAA is a holistic presentation of the organization's approach to accessibility. VPATs are still a valuable tool at the product level, and the expectation is that Vendors with mature approaches to PDAA will have accurate and informative VPATs.

10. Why a “maturity model” of evaluation?

Successfully enabling an organization for ICT accessibility requires implementation within various areas of an organization. As with any organization-wide initiative, implementation cannot occur all at once. The PDAA Maturity Model is used to gauge progress towards the complete implementation of PDAA core criteria. (Link on next line. If [PDAA Maturity Model \(http://www2.dir.state.tx.us/SiteCollectionDocuments/IT%20Leadership/EIR%20Accessibility/PDAA_Maturity_Matrix.pptx\)](http://www2.dir.state.tx.us/SiteCollectionDocuments/IT%20Leadership/EIR%20Accessibility/PDAA_Maturity_Matrix.pptx)

11. Why should we support Vendors who have mature PDAA practices?

A mature accessibility policy implementation signals that the Vendor is fully aware of the implications of accessibility requirements and is prepared to resolve any issues in a timely manner with minimal friction. It also makes it more likely that the Vendor understands that accessibility is more than meeting a set of technical guidelines or standards, and that usability will be a factor in how they go about meeting the technical requirements. Accessibility that is planned, designed, and built in from the beginning consistently results in a friendlier product for all users, including those with

12. How should we score PDAA information?

In general, the PDAA questionnaire is meant to ensure that the same information is collected from all bidders, and how the agency uses that information will depend on circumstances.

While scoring has not yet been established for PDAA, the responses from the questionnaire may be used as criteria in selecting offerings or Vendors.

PDAA evaluation is an area that will need some practical experience, and we hope that organizations will share what

13. Where does the PDAA information fit within the procurement process?

information given in a PDAA report can help you better judge the ability of a Vendor to: complete a VPAT correctly, produce accessible custom ICT offerings (web sites, web applications, software, etc.), resolve accessibility defects when discovered, and otherwise be a partner in helping you meet your compliance obligations. The specific role of PDAA responses may be determined in part by the procurement laws, policies and practices for your organization.

14. What happens if the Vendor claims the information is confidential or a trade secret?

Vendors often claim this for information required in procurements. Your organization’s procurement laws, policies, or practices may already address how you handle such claims.

Bid Package 6

Software, including SaaS, Products and Related Services

DIR-TSO-TMP-225

15. What other states are using the PDAA model?

The PDAA model is in its early stages. A coalition of states is working with several national associations to harmonize the criteria for this model, and for obtaining and evaluating PDAA information. The goal is for more states and other government entities to adopt the PDAA model in their procurement processes.

16. Where can I obtain more information on Accessibility Policy implementation for my organization?

[Additional information can be found on the PDAA web pages.](#)

Or contact the Statewide EIR Accessibility Coordinator at:

statewideaccessibilitycoordinator@dir.texas.gov



Vendor ICT Accessibility Policy Assessment

This Information and Communications Technology (ICT) accessibility assessment is for Vendor organizations to describe how they are currently implementing accessibility policy and practices within their organizations.

Please complete this form by checking a box for each topic that most closely match the current state of your organization. A completed example is available using the "Example" tab of the worksheet. This assessment is not to be used to substitute for other requested accessibility information such as VPATs. All questions, inquiries, etc. should only be directed to Carrie Cooper: Phone: 512-936-2353 Fax: 512-936-6896 Email: carrie.cooper@dir.texas.gov

Organization information

Organization Business Name

Cima Solutions Group, LLC

Organization Business Address 118 Lynn Avenue, Suite 300, Lewisville, TX 75057

Point of Contact Information: Name John Alday Telephone: (972)499-8261 Email: jalday@cimasg.com

Date of assessment completion: 4/7/15

My organization is a (choose one or more if applicable)

- Manufacturer: My organization develops and sells its own ICT products / services
- Service Provider: My organization sells IT development services
- Integrator: My organization develops customer solutions using a combination of products / services from manufacturers and products / components developed by my organization
- Reseller or Distributor: Does not develop or have its own products, but offers COTS 3rd party products

For each criteria statement, please enter the number corresponding to your response in the shaded areas of the "Response" column for the status statement in each grouping that

Responses

1. Develop, implement, and maintain an ICT accessibility policy.

0

0 My organization has no plan to have an ICT accessibility policy. (If selected, skip to next section or provide comments at the end of this section)

1a. Having an ICT accessibility policy.

- 1 My organization is developing an ICT accessibility policy.
- 2 My organization is finalizing an ICT accessibility policy.
- 3 My organization has approved an ICT accessibility policy.

1b. Having appropriate plans in place to implement and maintain the policy.

- 1 My organization is developing plans to implement our ICT accessibility policy and ensure that it is maintained.
- 2 My organization has completed planning for initial implementation and maintenance of our accessibility policy.
- 3 My organization has approved plans for accessibility policy implementation and maintenance.

1c. Establishing metrics and tracking progress towards achieving compliance to the policy.

- 1 My organization is identifying metrics that can be used to gauge policy compliance.
- 2 My organization is collecting metrics and has begun designing progress reporting based on them.
- 3 My organization is tracking progress on policy adoption and continues to refine the metrics.

Section 1 Comments (Provide any comments or additional information on this section here.) - We rely on our manufacturers for their ICT Accessibility Policies. This is the same comments for

3. Integrate ICT accessibility criteria into key phases of development, procurement, acquisitions, and other relevant business processes.

Manufacturers: Address processes that pertain to your development of ICT products.

Service providers: Address processes that pertain to your development of ICT services.

Integrators: Address processes that pertain to your ICT integration services and solutions.

Reseller or Distributor: Address processes that pertain to your product offerings.

0 My organization has no plan to integrate accessibility criteria into key business processes. **(If selected, skip to next section or provide comments at the end of this section.)**

3a. Identifying candidate processes for criteria integration.

- 1 My organization has a plan to identify and evaluate its key business processes for accessibility gaps.
- 2 My organization has evaluated its key business processes for accessibility gaps and is developing plans to better integrate accessibility criteria into these processes.
- 3 My organization has approved plans to integrate accessibility criteria into these processes.

3b. Implementing process changes.

- 1 My organization has begun modifying its key business processes to integrate accessibility criteria.
- 2 My organization has completed accessibility criteria modification for some of its key business processes and has begun using these modified processes.
- 3 My organization has completed accessibility criteria modification for most of its key business processes and has begun using these modified processes.

3c. Integrate fully into all key processes.

- 2 My organization has fully integrated accessibility criteria into all of its key business processes and is using these processes to improve the accessibility of its product / service offerings.
- 3 My organization has fully integrated accessibility criteria ACROSS its key business processes and is using these integrated processes to improve the accessibility of its product / service offerings.

Section 3 Comments (Provide any comments or additional information on this section here.)

4. Provide processes for addressing inaccessible ICT.

Manufacturers: Address processes that pertain to your development of ICT products in 4a, 4b, 4c, and 4d.

Service providers: Address processes that pertain to your development of ICT services in 4a, 4b, 4c, and 4d.

Integrators: Address processes that pertain to your ICT integration services and solutions in 4a, 4b, 4c, and 4d.

Reseller or Distributor: Address processes that pertain to your product offerings in 4e.

0 We do not have plans to provide processes for bringing ICT developed and sold by our organization into accessibility compliance. **(If selected, skip to next section or provide comments at the end of this section.)**

4a. Creating plans that include dates for compliance of inaccessible ICT.

- 1 We are developing plans to identify and test ICT developed and sold by our organization.
- 2 We have begun identifying and testing for accessibility in ICT products / services developed and sold by our organization and are developing plans that include dates for bringing inaccessible ICT into compliance.
- 3 We perform accessibility testing on all products / services developed and sold by our organization, and have plans in place that include dates for bringing inaccessible ICT into compliance.

4b. Providing alternate means of access until the ICT is accessible.

- 0 We do not have plans for providing alternate means of access for our organization's ICT offerings.
- 1 We are developing plans for providing alternate means of access for our organization's ICT offerings.
- 2 We are implementing methods providing alternate means of access for our organization's ICT offerings.
- 3 We have fully implemented a repeatable process for providing alternate means for our organization's ICT offerings.

4c. Implementing a corrective actions process(s) for handling accessibility technical issues and defects

- 1 We are developing a corrective actions process for handling accessibility technical issues and defects
- 2 We are implementing a corrective actions process for handling accessibility technical issues and defects
- 3 We have fully implemented an integrated corrective actions process for handling accessibility technical issues and defects.

4d. Maintaining records of identified inaccessible ICT, corrective action, and tracking.

- 1 We plan to develop a record keeping system for tracking the accessibility status of current and future products / services.
- 1 We plan to develop a record keeping process for corrective action tracking and handling of accessibility related issues / defects.
- 2 We have a record keeping system for tracking the accessibility status of current and future products / services.

5. Ensure the availability of relevant ICT accessibility skills within (or to) the organization.

0 We do not have plans in place to define, identify existing, or acquire ICT accessibility skills. (If selected, skip to next section or provide comments at the end of this section.)

5a. Defining skills/job descriptions.

- 1 We have defined general skills and knowledge needs for ICT accessibility.
- 2 We have identified the fields of practice that require at least some level of accessibility knowledge and/or skills (examples include, but are not limited to: product manager, project manager, product designer, application architect, application developer, quality assurance tester, and /or training/instructional designer.)
- 3 We have mapped key accessibility skills and knowledge needs to specific fields of practice.

5b. Identifying existing resources that match up and address gaps.

- 2 We have performed a gap analysis correlating accessibility skills and knowledge and current resources.
- 3 We have organized the gaps in order of priority.

5c. Managing progress in acquiring skills and allocating qualified resources.

- 1 We have a high level management plan in place to acquire accessibility skills and/or allocate those resources.
- 1 We have developed a training plan for in-house resources and identified external resources for training and/or augmentation.
- 2 We have developed a process to track resource training and augmentation.
- 3 All resources have the appropriate skills and continuous monitoring and improvement systems are in place.

Section 5 Comments (Provide any comments or additional information on this section here.)

6. Make information regarding ICT accessibility policy, plans, and progress available to customers.

0 We do not have a plan to make our accessibility policy or other accessibility information publically available. (If selected, skip to next section or provide comments at the end of this section.)

6a. ICT Accessibility policy and VPAT documentation availability

- 1 Our ICT accessibility policy is publicly available.
- 1 Our accessibility policy and documentation (VPATs, etc.) for some products is publicly available or available upon request.
- 2 Our accessibility policy and documentation (VPATs, etc.) for all released products is complete and publicly available or available upon request.

6b. Availability of other accessibility documentation beyond policy and VPATs

- 2 We are beginning to make other accessibility technical information available such as how accessibility testing is performed.
- 3 We make accessibility information available beyond policy and VPAT information including information on how accessibility testing is performed and other information that demonstrates our organization's capability to produce accessible products / services.

6c. ICT Accessibility policy and documentation availability

- 2 We are implementing an accessibility support program within our organization to address questions related to our accessibility documentation.
- 3 We have a fully implemented accessibility support program within our organization to provide requested documentation and address questions related to the accessibility of our products / services.

Section 6 Comments (Provide any comments or additional information on this section here.)



Department of Information Resources

**Software, including Software as a Service,
Products and Related Services**

Bid Package 7

**Software as a Service Questionnaire
Response by:**



Request for Offer DIR-TSO-TMP-225

Note: Complete a Questionnaire for each proposed Software as a Service (SaaS) solution product family.

SaaS Solution: _____

Technical/Functional Response

TECHNICAL - Basic Requirements

Explain how your company provides these basic requirements:

1. Data hosted off site is accessible 99.5% including all planned and unplanned downtime. Planned downtime must be coordinated.

Centrify uses Microsoft Azure to host the Centrify Cloud Service. Microsoft provides a 99.9% availability for the Azure service and Centrify provides 99.9% availability for the Centrify Cloud Service during Azure service availability. Any downtime is coordinated with affected parties. Azure uses multiple data centers in different geographic locations to ensure uptime and availability

2. All data is backed up every 24 hours at Vendor's site. Backup information will be stored in a different location from the computer center where the hosting servers are located. If restoration of data is required, can the Vendor upon notification restore the data within one business day?

Microsoft backs up our data at least every 24 hours where data is stored in geo-replicated storage which maintains up to six copies of data across two different data centers providing up to 99.9% service availability.

3. The Customer is involved in and informed of any operational changes made that affect access to the data. That includes but is not limited to:
 - Migration, upgrades or other changes to the server that require downtime or a server reboot must be coordinated at least 10 working days in advance. Security patches and other emergency requirements can be coordinated with less notice but a designated Customer representative must be contacted prior to rebooting the server.
 - A designated Customer representative must be notified within 30 minutes of an unplanned outage and must be given an estimated recovery time or hourly status updates until the recovery time is known.
 - Is there a Customized error page (other than the standard page cannot be found 404 error) during outages (planned or otherwise)? Is prior notice included on the page to visitors of planned outages?

The solution is available with up to 99.9% availability in a cloud based redundant solution. Migrations, upgrades, or other changes are handled behind the scenes and are not customer affecting. These changes are tested well before they are entered into production. If customer notification for any of these changes is necessary, the appropriate account contact will reach out to the customer for appropriate notification.

4. Can Customer data under the protection of the Vendor (under its care, custody and control) be returned to the Customer upon notice, with the data/ metadata transferred in Comma Separated Value (CSV) file format that can be recovered for use within an Oracle or SQL database environment?

Yes. Details are available as needed.

5. Is the SaaS Solution available and accessible to all users 24 hours a day, 7 days a week, except for prescheduled maintenance periods?

Yes. Centrify's solution is offered on Microsoft's AZURE platform so high availability is secured.

6. Data protection controls comply with the requirements of Texas Administrative Code § 202, Information Security. Customers have the capability to ensure compliance through audit of the environment.

Yes. Centrifly provides to audit of all actions and sessions.

Response Codes: Provided, Modified, or Not Provided.

Provided	The requirement is satisfied by the SaaS solution proposed with no modification to the source code. The requirement is met either "out-of-the box" or through configuration of the application. Yes
Modified	A modification to the SaaS solution is required to satisfy this requirement.
Not Provided	The SaaS solution will not satisfy the requirement.

Detailed Technical Requirements

Respond with detailed answers where indicated. Otherwise provide the appropriate response of **Provided, Modified** or **Not Provided** as defined above.

Technical Requirements:		Response Code
Security		
1.	For a hosted environment, fully describe the physical security. (Detailed response) The only component that is Centrify specific, is the Cloud Connector Service, and it's installed on a AD Member server. The security is based on the Server and not the service.	
2.	Describe assurance of security from (1) the SaaS software and (2) personnel aspects. (Detailed response) The cloud tenants are hosted at Microsoft Azure, which is certified secure by multiple auditing parties. Centrify is certificated on multiple levels http://www.centrify.com/solutions/#5740 http://www.centrify.com/solutions/federal/certifications/	
3.	How will the vendor respond if a security breach is identified, whether caused by a vulnerability in the application code, in the hosted environment, or otherwise? (Detailed response) Since the solution isn't holding any data, there isn't anything to breach. Every part of the authentication transaction is SHA256 encrypted, and the connection is over https. The cloud tenant acts as a rendezvous point for users, applications, certificates and tokens. These components are passed along, without storing any data.	
4.	Describe how the software addresses security issues, including personnel, access rights, encryptions/SSL, firewall and protocol conflicts, database security, and conflicts with standard OS. (Detailed response) The solution is designed to enforce access controls to systems, devices, and applications, regardless if they are on-premises or off. It uses a small services, installed inside the firewall, to pass along queries to an Identity Store, and pass back the results to the cloud tenant, then to the requesting user. Since everything is based on group memberships, it becomes very easy to manage personnel, access rights, while keeping everything completely encrypted, and only traversing over port 443 through the firewall.	
5.	Explain the software's quarantine functions and /or strategy, including how files and attachments are scanned for viruses. (Detailed response) Since the solution isn't passing any files, this question isn't applicable	
6.	Explain whether the software was developed by a third party and if yes, whether the third party is contractually obligated to maintain security controls. (Detailed response) All software, delivered by Centrify, was developed and written by Centrify engineers	

7.	Explain whether the software has been assessed for security by an objective third party. If yes, please provide the results. (Detailed response)	
8.	The software has the ability for multiple concurrent users to access the system. Yes, each Cloud Connector is rated for 20K+ concurrent users.	
9.	The software is scalable to handle increased loads. Yes, by installing a second Cloud Connector, doubles the available load, and they automatically provide for load balancing, and failover features	
10.	The software inherently has health performance tools. Yes, the connectivity and health is monitored at the cloud level, by Centrifly engineering	
11.	The software has the ability to detect and recover from file integrity issues (e.g., data corruption). The solutions is a query/token pass-through into active directory.	
12.	The software has protection in place to prevent users from changing application code or data without proper authorization. Yes	
13.	Vendor warrants that all provided software does not contain any known viruses, or undocumented security codes that could prevent effective and secure use of the software. Yes	
14.	Network security audits are conducted annually or more frequently. SOC2 audit is done semi-annually	

Hosted Implementation

1.	All data center employees and subcontractors are subjected to background checks. Everything, beyond the Cloud Connector, is hosted at Microsoft Data Centers, world-wide.	
2.	A data backup and recovery system is in place. Managed by Microsoft, in their Data Centers	
3.	A disaster recovery plan is in place. (Detailed response) Managed by Microsoft, in their Data Centers	
4.	Customer data can be exported to SQL or Oracle from your system upon termination of the contract. (Detailed response) No customer data is stored. All credential data remains in Active Directory, and nothing is replicated into the Cloud. Neither Centrifly, or Microsoft, has any Customer Data	
5.	The software is able to work through web proxy. Yes	

6.	The data center, including data backup storage, is located in the Continental US. Yes, additionally there are Microsoft data centers in other countries around the world, servicing customers that are global	
7.	The data center, including data backup storage, is located in the State of Texas. No, but in the continental US	
8.	The personnel accessing customer data, including data backup storage, are located in the Continental US / Texas. (Detailed response) Yes	
9.	The personnel accessing customer data, including data backup storage, are located outside the Continental US. If only utilizing the Americas cloud tenant, then everything is solely located in the continental US.	
10.	Describe the software’s multi-tenant architecture as it relates to performance monitoring, scalability and hardware provisioning to maintain effective separation of customer data and application. (Detailed response) Everything at the cloud level, is in the Microsoft Azure cloud environment. All cloud tenants auto scale, and auto provision for performance and designed to guarantee customer data separation.	

General Technical

1.	All network ports and protocols utilized by the software are documented and will be provided to Customer. The Centrifly solution utilizes only one port, 443 https	
2.	The vendor provides remote customer support through telephone, email, and the web. Yes, Centrifly provides full 7x24x365 “follow the sun” support by phone, email and web.	
3.	The system complies with the ANSI 1989 standards for SQL (e.g., support transaction logging with commit, rollback, and roll forward facilities for restores, referential integrity and table driven coding structures). N/A	
4.	All software is free of date related defects (e.g., four digit years). Yes	
5.	System data is accessible 24/7. Yes	
6.	Describe Service Level Agreement (SLA) for resolving customer reported defects (e.g. high, medium and low severities). (Detailed response) Yes, we support SLA’s at the various Severity Levels.	

Technical Architecture

Using the questions and tables in this form, please indicate the technical requirements for implementing your SaaS solution. Where the tables request recommended configurations, specify hardware capable of supporting performance and scalability requirements identified elsewhere in this RFO.

1. Please complete the following table to specify the minimum and recommended workstation configuration required to run your client software.

Workstation	Minimum	Recommended
Operating system(s) with version number	All	All
Hard drive free space	N/A	N/A
RAM	N/A	N/A
Processor and speed	N/A	N/A
Monitor size	N/A	N/A
LAN speed	N/A	N/A
Other software with version number (e.g., plug-in, etc.) – please list	N/A	N/A

2. What browsers are supported?

Browser	Supported
Microsoft Internet Explorer (current and prior versions)	Yes
FoxPro (current and prior versions) Assuming Firefox	Yes
Google Chrome (current and prior versions)	Yes
Opera (current and prior versions)	No
Safari (current and prior versions)	Yes

Enterprise Partner Search

Search for partners



Lewisville

What size is your company?

Select company size

What would you like help with?

Select areas of interest

Location preference: only show

- Partners helping clients in my local area
- Partners helping clients in my country

[Show more search options](#)

Find partners



Cima Solutions Group - DFW

Cima Solutions Group, Ltd. is a Google Apps Reseller that can help you recognize the full benefits of Google Apps. Whether you are still evaluating cloud solutions or ready to make the move to Google Apps, tap into our expertise to make it a smooth experience. We also provide Managed Services so that you can offload all your IT needs to us and focus on what drives value for your business.

Services	Guidance, Setup, Change management
Languages	English
Programs	Authorized

CONTACT

+1 972-499-8260

tbrown@cimasg.com

118 Lynn Avenue, Suite 300
Lewisville, TX

[Official website](#)

[Google+ page](#)

Is this your business?

Manage this listing

SEND FEEDBACK

Google makes no promises or representations about the performance or quality of any of the partners listed in Enterprise Partner Search. Google doesn't charge for inclusion in this directory or accept payment for better placement.

[Program Policies](#) • [Privacy and Terms](#) • [Apps Terms of Service](#)



Department of Information Resources

**Software, including Software as a Service,
Products and Related Services**

Bid Package 7

**Software as a Service Questionnaire
Response by:**

Google

Request for Offer DIR-TSO-TMP-225

Note: Complete a Questionnaire for each proposed Software as a Service (SaaS) solution product family.

SaaS Solution: Google Apps for Work

Technical/Functional Response

TECHNICAL - Basic Requirements

Explain how your company provides these basic requirements:

1. Data hosted off site is accessible 99.5% including all planned and unplanned downtime. Planned downtime must be coordinated.

We make the performance, scale and reliability of Google's technology available to businesses, schools and government institutions. We have built one of the world's most proven infrastructure. It supports more than 100 billion Google searches each month and more than 100 hours of YouTube video uploads each minute. It delivers Gmail and other services to hundreds of millions of users with 99.978% availability and no scheduled downtime.

In order to help answer some of the many questions we receive, we have created this FAQ and a corresponding Google Apps security site. We hope this helps to answer some of your questions about Google's position on these important issues! Be sure to check Google's Privacy and Terms page for more consumer tools and information relating to consumer privacy.

2. All data is backed up every 24 hours at Vendor's site. Backup information will be stored in a different location from the computer center where the hosting servers are located. If restoration of data is required, can the Vendor upon notification restore the data within one business day?

Yes

3. The Customer is involved in and informed of any operational changes made that affect access to the data. That includes but is not limited to:
 - Migration, upgrades or other changes to the server that require downtime or a server reboot must be coordinated at least 10 working days in advance. Security patches and other emergency requirements can be coordinated with less notice but a designated Customer representative must be contacted prior to rebooting the server.
 - A designated Customer representative must be notified within 30 minutes of an unplanned outage and must be given an estimated recovery time or hourly status updates until the recovery time is known.
 - Is there a Customized error page (other than the standard page cannot be found 404 error) during outages (planned or otherwise)? Is prior notice included on the page to visitors of planned outages?

Google provides an Upstatus dashboard as well as provided an alert management system.
<http://www.google.com/appsstatus#hl=en&v=status>

4. Can Customer data under the protection of the Vendor (under its care, custody and control) be returned to the Customer upon notice, with the data/ metadata transferred in Comma Separated Value (CSV) file format that can be recovered for use within an Oracle or SQL database environment?

Yes. Details are available as needed.

5. Is the SaaS Solution available and accessible to all users 24 hours a day, 7 days a week, except for prescheduled maintenance periods?

Google's application and network architecture is designed for maximum reliability and uptime. Data is distributed across Google's servers and data centers. If a machine—or even an entire data center—fails, your data will still be accessible. Google owns and operates data centers around the world to keep the services you use running 24 hours a day, 7 days a week.

Bid Package 7 Software as a Service Questionnaire RFO DIR-TSO-TMP-225

6. Data protection controls comply with the requirements of Texas Administrative Code § 202, Information Security. Customers have the capability to ensure compliance through audit of the environment.

It is our understanding that Google Apps for Work complies with TAC 202, Information Security

Bid Package 7 Software as a Service Questionnaire RFO DIR-TSO-TMP-225

Response Codes: Provided, Modified, or Not Provided.

Provided	The requirement is satisfied by the SaaS solution proposed with no modification to the source code. The requirement is met either "out-of-the box" or through configuration of the application. Yes
Modified	A modification to the SaaS solution is required to satisfy this requirement.
Not Provided	The SaaS solution will not satisfy the requirement.

Detailed Technical Requirements

Respond with detailed answers where indicated. Otherwise provide the appropriate response of **Provided**, **Modified** or **Not Provided** as defined above.

Security		
1.	For a hosted environment, fully describe the physical security. (Detailed response) https://support.google.com/work/answer/6056693?hl=en	Provided
2.	Describe assurance of security from (1) the SaaS software and (2) personnel aspects. (Detailed response) https://support.google.com/work/answer/6056693?hl=en	Provided
3.	How will the vendor respond if a security breach is identified, whether caused by a vulnerability in the application code, in the hosted environment, or otherwise? (Detailed response) https://support.google.com/work/answer/6056693?hl=en	Provided
4.	Describe how the software addresses security issues, including personnel, access rights, encryptions/SSL, firewall and protocol conflicts, database security, and conflicts with standard OS. (Detailed response) https://support.google.com/work/answer/6056693?hl=en	Provided
5.	Explain the software's quarantine functions and /or strategy, including how files and attachments are scanned for viruses. (Detailed response) Google has robust quarantine capabilities derived from its acquisition of Postini.	Provided
6.	Explain whether the software was developed by a third party and if yes, whether the third party is contractually obligated to maintain security controls. (Detailed response) Google Apps and Google Cloud Platform are certified for SSAE 16/ISAE 3402 Type II, received the SOC2 audit and the ISO 27001 certification. This means that an independent auditor has examined the controls protecting the data in Google Apps (including logical security, privacy and data center security) and assured that these	Provided

Bid Package 7 Software as a Service Questionnaire RFO DIR-TSO-TMP-225

	controls are in place and operating effectively.	
7.	<p>Explain whether the software has been assessed for security by an objective third party. If yes, please provide the results. (Detailed response)</p> <p>Google Apps and Google Cloud Platform are certified for SSAE 16/ISAE 3402 Type II, received the SOC2 audit and the ISO 27001 certification. This means that an independent auditor has examined the controls protecting the data in Google Apps (including logical security, privacy and data center security) and assured that these controls are in place and operating effectively.</p>	Provided
8.	<p>The software has the ability for multiple concurrent users to access the system.</p> <p>Millions of customers and users access Google Apps for Work everyday.</p>	Provided
9.	<p>The software is scalable to handle increased loads.</p> <p>Google is constructed from the ground up to handle millions of users.</p>	Provided
10	The software inherently has health performance tools.	Provided
11	The software has the ability to detect and recover from file integrity issues (e.g., data corruption).	Provided
12	The software has protection in place to prevent users from changing application code or data without proper authorization.	Provided
13	Vendor warrants that all provided software does not contain any known viruses, or undocumented security codes that could prevent effective and secure use of the software.	Provided
14	Network security audits are conducted annually or more frequently	Provided
<u>Hosted Implementation</u>		
1.	All data center employees and subcontractors are subjected to background checks.	Provided
2.	A data backup and recovery system is in place.	Provided

Bid Package 7 Software as a Service Questionnaire RFO DIR-TSO-TMP-225

3.	<p>A disaster recovery plan is in place. (Detailed response)</p> <p>Google has a business continuity plan for its data centers and production operations. This plan accounts for major disasters such as earthquakes and public health crises, and it assumes people and services may be unavailable for up to 30 days . This plan is designed to enable continued delivery of our services to our customers.</p>	Provided
4.	<p>Customer data can be exported to SQL or Oracle from your system upon termination of the contract. (Detailed response)</p> <p>There are tools available for expor of data.</p>	Provided
5.	<p>The software is able to work through web proxy.</p>	Provided
6.	<p>The data center, including data backup storage, is located in the Continental US.</p>	Provided
7.	<p>The data center, including data backup storage, is located in the State of Texas. No, but in the continental US</p>	Not Provided
8.	<p>The personnel accessing customer data, including data backup storage, are located in the Continental US / Texas. (Detailed response)</p>	
9.	<p>The personnel accessing customer data, including data backup storage, are located outside the Continental US.</p>	
10.	<p>Describe the software’s multi-tenant architecture as it relates to performance monitoring, scalability and hardware provisioning to maintain effective separation of customer data and application. (Detailed response)</p> <p>Google’s services are designed for millions of users. We run multiple different performance tests, including load testing our applications under high load over a long period, to observe effects on factors such as memory use and response time. Google also performs stress testing to examine system performance in unusual situations, including system functional testing while under unusually heavy loads, heavy repetition of certain actions or inputs, input of large numerical values and large, complex queries to a database system.</p>	

General Technical		
1.	<p>All network ports and protocols utilized by the software are documented and will be provided to Customer.</p>	Provided
2.	<p>The vendor provides remote customer support through telephone, email, and the web.</p>	Provided

Bid Package 7 Software as a Service Questionnaire RFO DIR-TSO-TMP-225

3.	The system complies with the ANSI 1989 standards for SQL (e.g., support transaction logging with commit, rollback, and roll forward facilities for restores, referential integrity and table driven coding structures).	Not Provided
4.	All software is free of date related defects (e.g., four digit years).	Provided
5.	System data is accessible 24/7.	Provided
6.	Describe Service Level Agreement (SLA) for resolving customer reported defects (e.g. high, medium and low severities). (Detailed response) Yes, we support SLA's at the various Severity Levels.	Provided

Technical Architecture

Using the questions and tables in this form, please indicate the technical requirements for implementing your SaaS solution. Where the tables request recommended configurations, specify hardware capable of supporting performance and scalability requirements identified elsewhere in this RFO.

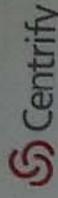
1. Please complete the following table to specify the minimum and recommended workstation configuration required to run your client software.

Workstation	Minimum	Recommended
Operating system(s) with version number	All	All
Hard drive free space	N/A	N/A
RAM	N/A	N/A
Processor and speed	N/A	N/A
Monitor size	N/A	N/A
LAN speed	N/A	N/A
Other software with version number (e.g., plug-in, etc.) – please list	N/A	N/A

Bid Package 7 Software as a Service Questionnaire RFO DIR-TSO-TMP-225

2. What browsers are supported?

Browser	Supported
Microsoft Internet Explorer (current and prior versions)	Yes
FoxPro (current and prior versions) Assuming Firefox	Yes
Google Chrome (current and prior versions)	Yes
Opera (current and prior versions)	No
Safari (current and prior versions)	Yes



RESELLER AGREEMENT

This Reseller Agreement (this "Agreement") is entered into and made effective as of April 1, 2015 (the "Effective Date"), by and between Centrify Corporation, a Delaware corporation with its principal place of business at 3393 Octavius Drive, Suite 100, Santa Clara, CA 95054, and CIMA Solutions Group, a Type of Company corporation with its principal place of business at 118 Lynn Avenue, Suite 200, Greenville, TX 75057 ("Reseller").

RECITALS

Centrify and Reseller desire that Reseller act as a reseller for Centrify with respect to the provision of Software licenses and Maintenance (as each term is defined below); and

Centrify and Reseller desire to enter into this Agreement to establish the terms and conditions of their relationship.

AGREEMENT

1. DEFINITIONS.

- 1.1 "Documentation" means Centrify's end user documentation made generally available by Centrify for use with the Software, whether published on-line or provided in hard copy. Documentation shall include any updated Documentation that Centrify provides with Updates.
- 1.2 "End User" means a person or entity identified by Reseller that enters into a License Agreement.
- 1.3 "Intellectual Property Rights" means patent rights (including patent applications and disclosures), copyrights, trademarks, trade secrets, know-how and any other intellectual property rights recognized in any country or jurisdiction in the world.
- 1.4 "License Agreement" means Centrify's standard end user license agreement, as then in effect, which governs an End User's use of Software, whether in written or electronic (click-through) form.
- 1.5 "Maintenance" means the services provided by Centrify or its representatives under Centrify's maintenance policy in effect at the time the services are ordered.
- 1.6 "Price" has the meaning given to such term in Section 5.4.
- 1.7 "Professional Services" means the installation, professional or training services provided by Centrify or its representatives to an End User.
- 1.8 "Purchase Order" means a document by which Reseller orders Software licenses. The document may be a Centrify quotation form accepted by Reseller in writing or a purchase order, shipment authorization or other document issued by Reseller that references this Agreement. The document may specify the Software to be licensed, quantity, price, and the bill-to and ship-to addresses.



agency between the parties. Neither party will have the power to bind the other or incur obligations on the other's behalf without the other's prior written consent.

11.9 **Compliance with Laws.** Reseller agrees to comply fully with all applicable laws, rules and regulations of the United States and other jurisdictions, including but not limited to: (i) the Foreign Corrupt Practices Act or similar laws regarding bribery of public officials; (ii) all export laws regarding the export or re-export of the Software; and (iii) all applicable privacy and data protection laws and regulations.

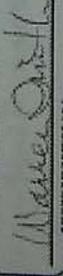
11.10 **Entire Agreement.** This Agreement, including all accepted Purchase Orders, Exhibit A and any exhibits hereto, constitutes the complete and exclusive understand and agreement between the parties regarding its subject matter and supersedes all prior or contemporaneous agreements or understandings, written or oral, relating to its subject matter. Any waiver, modification or amendment of any provision of this Agreement or Exhibit A will be effective only if in writing and signed by duly authorized representatives of both parties.

11.11 **English Language.** This Agreement has been written and shall be construed according to the English language only.

11.12 **Counterparts.** This Agreement may be executed in counterparts, including by facsimile or other electronic means, each of which will be deemed an original, and all of which together will constitute one and the same instrument.

IN WITNESS WHEREOF, the parties have caused this Agreement to be executed as of the Effective Date by their duly authorized representatives.

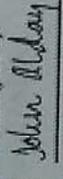
CENTRIFY CORPORATION:

By: 
Name: Warren Smith

Title: Senior Director, Global Sales Operations

Date: April 1, 2015

RESELLER:

By: 
Name: John Alday

Title: CEO

Date: April 1, 2015



March 30, 2015

Reseller Authorization Letter

To whom it may concern:

This letter is to certify, that Cima Solutions Group of Lewisville, Texas is an authorized Panzura reseller for 2015 in the United States.

For any questions, please do not hesitate to contact me.

Regards,

A handwritten signature in black ink, appearing to read "D. Daugherty".

Darren Daugherty
Director - Channels
Panzura
+1 512 750 4023
ddaugherty@panzura.com



March 30, 2015

Reseller Authorization Letter

To whom it may concern:

This letter is to certify, that Cima Solutions Group of Lewisville, Texas is an Authorized Zenoss reseller for 2015 in the United States. For any questions, please do not hesitate to contact me.

Regards,

A handwritten signature in black ink, appearing to read "John Whitmarsh". The signature is fluid and cursive, with a large loop at the beginning.

John Whitmarsh
Chief Financial Officer
(512) (687-6854)

