



ANM  
8181 E. Tufts Ave, suite 510

Denver, CO 80237  
[www.ANM.com](http://www.ANM.com)



Advanced Network Management, Inc.

# Response to Request for Proposal

**8505 PROFESSIONAL NETWORK ENGINEERING AND IMPLEMENTATION SERVICES**



**April 21, 2017**



## Executive Summary

April 21, 2017

**Mr. Bob Singleton, Network Administration Manager**

**Mr. Gerry S. Paul, Purchasing Director**

**City of Ft. Collins**

215 North Mason Street, 2nd Floor,

Fort Collins, Colorado 80524

Advanced Network Management (ANM), is pleased to provide the City of Ft Collins a response and proposal for Network engineering and implementation services RFP. It is our understanding that City of Ft Collins is soliciting proposals from qualified professional network and telecommunications engineering services providers.

With 23-years of excellence in delivering Data Center, IP Networking and Communications solutions ANM provides a perfect blend of talent, dedication, and proven track record of delivering solutions for state and local governments of all sizes. **Our vision: “To maintain an accelerated focus on engineering excellence, nurturing strong and long-term client relationships, and diligently pursuing holistic professional growth and development to ensure successful outcomes to our customers.”** paired with our company culture of smart teamwork and dedication to our clients, has elevated us up to be one of the top Cisco solution providers in Colorado. Our customers today benefit from:

- 94% Customer satisfaction (measured across 14,701 total projects/tickets in 2016)
- 95% Customer retention
- 50+ Colorado local, and 110+ total employees with over 75 engineers trained to provide architecture, implementation, and support of the most innovative Data Center, Enterprise Networking, and Collaboration Solutions
- 24/7/365 Monitoring & Support provided by our Network Operations Center (NOC)
- Responsive Account Management team that is focused on building a long-term mutually beneficial relationships.
- Solution Support team that provides sub 4 hour (typically within the hour) responses on quotes, service requests, etc.
- Top notch solution design team that at no additional cost provides architecture review, discovery, and solution designs.

Because of these distinctive services, ANM’s growth is significantly outpacing the industry with YoY growth in 2015 of 86% and in 2016 with 50%.





In this proposal we are attempting to provide a holistic overview of our capabilities with additional details on the following technologies as they were highlighted in the RFP.

- 1. PSTN TDM trunks to SIP trunks**
- 2. Upgrading of Telephony Applications and Infrastructure**
- 3. Upgrading of IOS and QoS Configurations**
- 4. Wireless Network Engineering and Implementation**
- 5. Cyber Security**
- 6. IPv6**
- 7. Data Center Technologies**
- 8. Cisco Prime**

We encourage you to setup a technical interview with our implementation engineers or reach to our customers for a reference of our technical aptitude, engineering excellence, attention to detail, and most of all, our care to do it right. Some of our clients are the City and County of Denver, State of Colorado (Department of Corrections, Department of Transportation, Department of Public Health and Environment, Department of Natural Resources, etc.), State of New Mexico (most agencies), Santa Fe County, Los Alamos County, Bernalillo County, Colorado University, Colorado Community College System, Jefferson County Schools, Albuquerque Public Schools, Santa Fe Public Schools, Las Cruces Public Schools, Los Alamos Public Schools, Santa Fe Indian Schools, City of Santa Fe, and New Mexico Highlands University.

Based on our commitment to customer service and excellent engineering expertise, we strongly feel that ANM will be a perfect fit for City of Ft Collins as its new technology integration partner. We are very excited about this opportunity and look forward to a long lasting partnership.

Sincerely,  


Luke Kroack

Account Manager | Luke.Kroack@anm.com | 720-440-6308 (o) | 720-383-0415 (c) – ok to text

8181 E Tufts Ave #510, Denver, CO 80237





**EXHIBIT A  
PROPOSAL ACKNOWLEDGEMENT**

Professional hereby acknowledges receipt of the City of Fort Collins Request for Proposal and acknowledges that it has read and agrees to be fully bound by all of the terms, conditions and other provisions set forth in the RFP. Additionally, the Professional hereby makes the following representations:

- a. All of the statements and representations made in this proposal are true to the best of the Professional's knowledge and belief.
- b. The Professional has obtained all necessary authorizations and approvals that will enable the Professional to commit to the terms provided in this proposal.
- c. This proposal is a firm and binding offer, for a period of 60days from the date hereof.
- d. I further agree that the method of award is acceptable to my company.
- e. I also agree to complete the proposed Agreements with the City of Fort Collins within 30 days of notice of award.
- f. If contract is not completed and signed within 30 days, City reserves the right to cancel and award to the next highest rated firm.
- g. I acknowledge receipt of \_\_\_ addenda.

Professional Firm Name: \_\_\_\_\_

Physical Address: \_\_\_\_\_

Remit to Address: \_\_\_\_\_

Phone: \_\_\_\_\_

Authorized Agent of Firm Name: \_\_\_\_\_

Signature of Authorized Agent: \_\_\_\_\_

Primary Contact for Project: \_\_\_\_\_

Title: \_\_\_\_\_ Email Address: \_\_\_\_\_

Phone: \_\_\_\_\_ Cell Phone: \_\_\_\_\_



## B. Methods and Approach

1. **Scope of Services** – A brief outline and discussion of the proposed scope of work, relating the outline provided above and any changes, modifications, or enhancements.

### ANM RESPONSE:

At ANM we believe in building relationships and partnerships with our customers that are based on mutual trust and confidence. The best partnerships are built with the end goal in mind. ANM is uniquely structured to support the City of Ft Collins with enterprise Cisco networking support, to design and implement solutions, and to support you at every step into a stronger future. With an ANM team on the job, you can be assured that the Cisco network infrastructure that is critical to success now and in the future operates at peak performance. ANM's sales and engineering teams are highly qualified and trained to offer expertise in Enterprise Networking, Security, Data Center, and Collaboration.

As the region's premier IT service provider, ANM offers its customers expertise in key Practice Areas. Almost 70 percent of ANM's business is conducted with education, state and local government entities, which provides us the understanding of unique requirements of education, state, and other government customers. Our sales and engineering teams help public sector customers align technology solutions with the end goal in mind of offering better citizen services.

ANM has provided services in CO for approximately 3 years. Over that period of time, due to strong engineering and great customer care, we have established strong working relationships across a number of large school districts and other public sector organizations. Our approach is very simple;

1. We focus on a limited number of manufacturers, therefore, we provide the best sales, architecture, design, implementation and operation support.
2. Cisco is our primary solution partner, and as such, we provide superior support for Enterprise Networking, Security, Data Center, and Collaboration Solutions. We provide expertise in almost every major Cisco technology.
3. Our strong technical sales team is able to immediately address most remedial Cisco Architectures. Additionally, we have six dedicated Solution Design Engineers that will assist the City with deep-dive architecture and design sessions.
4. Once we have arrived to a solution, ANM has a well-defined Project Management Office (PMO) that will assure that the project meets the defined business and technical objectives.
5. Our strong implementation team is capable to deploy all of the ANM designed solutions. Presently, we have engineers certified in 17 CCIE competencies, 12 of which are in CO.
6. ANM provides 30 days of post implementation support (ANM managed services) at no additional cost to the City.
7. Additionally, ANM provides full managed services for all of the core architectures (Enterprise Networking, Security, Data Center, and Collaboration).



2. **Sustainability** – All qualified consulting firm/teams participating in the submitted proposal are to explain briefly what their organization does in the way of a Sustainability Plan as a subset of this section. This is to include as a minimum what you do in the way of use of materials, equipment, vehicles, fuel, recycling, office practices, etc. as an organization that demonstrates leadership and that you “walk the talk” in regard to sustainable practices within your own organization.

**ANM RESPONSE:**

At ANM we believe in resource sustainability and giving back to the community as a whole. We practice a paperless office policy and recycle the paper we do use. In our continued efforts to go paperless, we have moved several internal processes including new hire on-boarding to an all-electronic process. Beyond paper recycling we recycle cardboard shipping containers, plastic and aluminum. For used computing equipment we have a depot that destroys hard drives and recycles all other parts including batteries. Majority of our employees are encouraged to work from home and only travel to office on an as needed basis.

**C. Firm Qualifications and Experience**

1. General qualifications and the history of your firm and staff proposed to perform the work on these projects. Particular emphasis should be placed on experience at the Cisco certified professional network engineering level with;

**ANM RESPONSE:**

Advanced Network Management Inc. (ANM), founded in 1994, has grown to 110+ full-time employees today. ANM has consistently grown over the last 23 years and has built a reputation for having the Rocky Mountain region’s top engineering talent. In 2016 we were named CRN’s 9<sup>th</sup> fastest growing consulting services provider in the nation and Cisco’s territory partner of the year. ANM employs about 70+ engineers who carry the highest levels of engineering certifications from each of our industry-leading manufacturer partners, including certification combinations that are only matched by much larger consulting organizations. We currently have 17 Cisco Certified Internetworking Experts (CCIE) certifications on staff and 30+ Cisco professional level certifications. We have over 50+ employees in Colorado including several engineers with professional and expert level certifications. As of today, 12 of our 17 CCIE level certifications are held by employees based in Colorado. We are moving into a new Denver office in the Denver Tech Center (DTC) area that is over 14000 SF, including a 2100 SF staging and warehouse facility. The new space will also allow ANM to expand its Customer Service Center (CSC) that provides 24x7 network and application monitoring for customers.

With experienced technical leadership, solid financial management, and community involvement, ANM has become a recognized leader in the Information Technology industry in the Rocky Mountain region. ANM has grown consistently over 50% YOY for the last 3 year with over 70% of this growth coming from Cisco related services for hardware and software.



a. Analysis, engineering, consulting and implementation of converged network services – VoIP telephony,

**ANM RESPONSE:**

ANM is a Cisco Gold Partner with Masters Collaboration Certification, which is the highest Cisco partner-level certification related to Unified Communication / VoIP Telephony. In order to be a Master's Collaboration Partner, you have to complete a 2 day onsite audit with Cisco where Cisco evaluates each and every aspect of your service delivery. This audit extends to project management, implementation planning and post project support; ANM passed this audit last year and was rated among one of the top organizations in the country for telephony consulting. Cisco VoIP and Cisco Collaboration is one of our oldest practice areas dating back in 2001, we have numerous implementations ranging anywhere from handful of phones to organizations with several thousand handsets. We have 7 Voice-CCIE staff members and another 20 engineers with Cisco telephony skills and certifications. Our design and engineering team are experts on CUCM, UCS, Unity Connection, multicast paging, call recording and UCCX Express contact center with ACD and IVR functionality including scripting, CTI and data base integration. Our practice also offers a detailed pre-deployment readiness assessment for VoIP including analysis, engineering and consulting around the infrastructure and processes needed for a successful VoIP rollout.

**Project Examples:** Here are a few examples of projects where ANM completed a migration to Cisco Telephony from a legacy platform:

**Andrew Wommack Ministries (Colorado Springs, CO)** – This project encompassed two campus with 500 phones and several global remote offices with additional hundreds of phones. ANM replaced older PBX phone systems with new Cisco UCS servers with all the core applications. We deployed CUCM, Unity Connection and UCCX Express contact center with 80 contact center agents including advanced recording workforce management features for this customer.

**Westerra Credit Union (Denver, CO)** – This project encompassed replacing the existing Avaya PBX with Cisco Telephony and call center. This included a rollout of hundreds of phones with a mid-size call center. We also completed an integration of the contact center platform with the banking applications.

**Janus Capital (Denver, CO)** - This project encompassed replacing the existing Avaya PBX with Cisco Telephony for all of Janus's locations in the US. We are still in the middle of this deployment with over 1000 phones being replaced with a target of replacing 2000+ phones by end of this year.

b. Upgrading of existing network system application components such as CUCM, UCS, Unity Connections, multicast paging, call recording and UCCX Express contact center with ACD and IVR functionality including



scripting, CTI and data base integration;

**ANM RESPONSE:**

ANM has a large base of Cisco telephony customers in Colorado, New Mexico and Texas. A lot of these customers rely heavily on ANM to upgrade their telephony systems every 2 years as well as help them complete custom application integrations. We can provide references of several customers where ANM has handled their upgrades for the last 15+ years.

**Project Examples:** We would like to provide a few examples of these upgrades where application integrations for ACD and IVR were a key factor.

**Credit Union of Colorado (Denver, CO)** - ANM started by performing two assessments. The first was a technical assessment that evaluated the existing Network, UCS Infrastructure, and collaboration environment that included CUCM, Unity Connections, Jabber, UCCX (ACD, IVR, CTI, database integration all in play), Call Recording, and Quality Manager. This assessment resulted in several recommendations including – Updating the UCS infrastructure where the collaboration environment was hosted, updating QoS policies on the network, updating SRST configs on remote site routers, upgrading CUCM/Unity/UCCX to 11.5. The second assessment was business related and focused on how the credit unions customers communicated with the credit union through the call center and how the agents within the call center addressed the needs of those clients. This assessment resulted in us redesigning the call flow, integrating UCCX to their financial application, enabling automation (UCCX knows if someone has a bill due and asks them if they are calling to pay it), introducing omnichannel solutions such as webchat, and more. ANM first consulted with the business to understand how the Cisco technology should be applied to meet their business objectives, designed the proper deployment, did all the configuration and deployment, trained the end-users (a lot of focus on training from CAD to Finesse), and project managed the entire project.

**Jefferson County Schools** – Cisco phone system version major upgrade for the centralized system to provide telephony to all schools (10,000+ Phones).

**Hensel Phelps Construction** - Cisco phone system version major upgrade and post-cut support

**Colorado Department of Natural Resources** – Phones system version major upgrade and post cut support.

c. Network architecture and implementation of QoS, IOS configurations and upgrades, ACLs; VLANs, trunking, OSPF, EIGRP and BGP routing, and SRST;

**ANM RESPONSE:**

Our **Enterprise Networking** Practice consists of highly trained and certified engineers who specialize



in design and implementation of Routing, Switching, and Wireless projects with complex configurations and major hardware upgrades. ANM handles these projects with a consulting approach and uses the opportunity to upgrade hardware as a means to achieve optimization. Our Enterprise Networking Architects invest a lot of time in continuous learning to make sure we are up to date on the newest technologies and help our customers optimize their networks during these upgrades. The goal of this key practice area is to help customers improve their core infrastructure and enhance performance of business applications. ANM engineering team is an expert on all the technologies listed in this category by the City and we can provide several customer examples of deployments involving these technologies.

**Project Example:**

**Colorado Governor’s office of Information Technology (OIT)** – ANM lead the next generation secure network for OIT to provide centralized services across all of the agencies securely. This project entailed new configuration of Cisco Identity Services Engine, integration with their Identity management, integration with their Network security appliances (Palo Alto firewalls), implementation of centralized wireless, and implementation of centralized network policy (including Prime Infrastructure)

**Colorado Department of Transportation Traffic Operations Center** – Large MPLS fiber network providing services across the state of Colorado. ANM has been instrumental in the design and modernization of the next generation network with a large focus on reduction of broadcast domains to reduce risk.

**Colorado Department of Public Health and Environment** – ANM performed design and implementation of a full IP network refresh

d. Familiarity with (Cisco) virtualized software appliances (applications);

**ANM RESPONSE:**

ANM has been an early adopter of the Cisco virtualized appliances and made significant investments in training for our Cisco enterprise engineering team’s growth and future advancement. We view Cisco advanced technology solutions is the cornerstone future of the IT industry. ANM has several successful deployments of Cisco ACI, Cisco ISE and Cisco iWAN and Hyper Flex. It is important to note that the virtualized software appliances are part of the overarching architectures. ANM engineering team is highly skilled in Prime, Collab and iWAN as well. We are happy to provide customer references or technical workshops to the City to demonstrate our expertise in rollout of architecture that require virtualized software appliances.

**Project Examples:**

**Boulder Community Health** – This Identity Services Engine (ISE) deployment covers BCH’s two main



sites as well as 33 clinic locations. The projects main goal is a policy management solution designed to grant network access to both users and the equipment being connected. ANM recommended ISE with URL Filtering, DNS Security Intelligence and AMP (anti-malware) which gives BCH greater visibility to eternal threats.

**Southwest Federal Credit Union** – Cisco HyperFlex – The goal of this project was to replace end of live rack server equipment and legacy storage with a simple, efficiently and adaptable Hyper Converged System . ANM was able to condense two full racks of servers and storage into 6U of Cisco Hyper Converged Architecture. It combines the software-defined networking and computing power of Cisco UCS with the Cisco HyperFlex HX Data Platform.

**Liberty Media** – Identity Services Engine (ISE) Guest Access and profiling

**Colorado Judicial Department** – Identity Services Engine (ISE) BYOD security initiative

**Sky Ute Casino** – HyperFlex deployment to replace legacy server and storage architecture

e. Managed network services (monitoring and remote intervention);

**ANM RESPONSE:**

ANM’s portfolio of Managed Services offers proactive solutions for mitigating potential problems while providing insight into the comprehensive health and security of the City of Ft Collins network. With ANM operating as your extended IT team, you will receive the highest level of IT expertise. City of Ft Collins will be able to count on ANM for these practical ways to help ease the load for the City of Ft Collins IT environment:

- Availability Monitoring
- Performance Reporting
- Incident Management
- Patch Management
- Change Management
- Extended IT Functionality
- Quarterly Business Reviews
- Strategic IT Planning

**Managed Services Team qualifications:** The skills and qualifications of the Managed Service team are not only deep but also very broad in capability. This high level of technical ability enables ANM to always get the right resource on the right problem at the right time. Please keep in mind that these team members are completely separate from the deployment and design teams and are 100% dedicated to Managed Services.

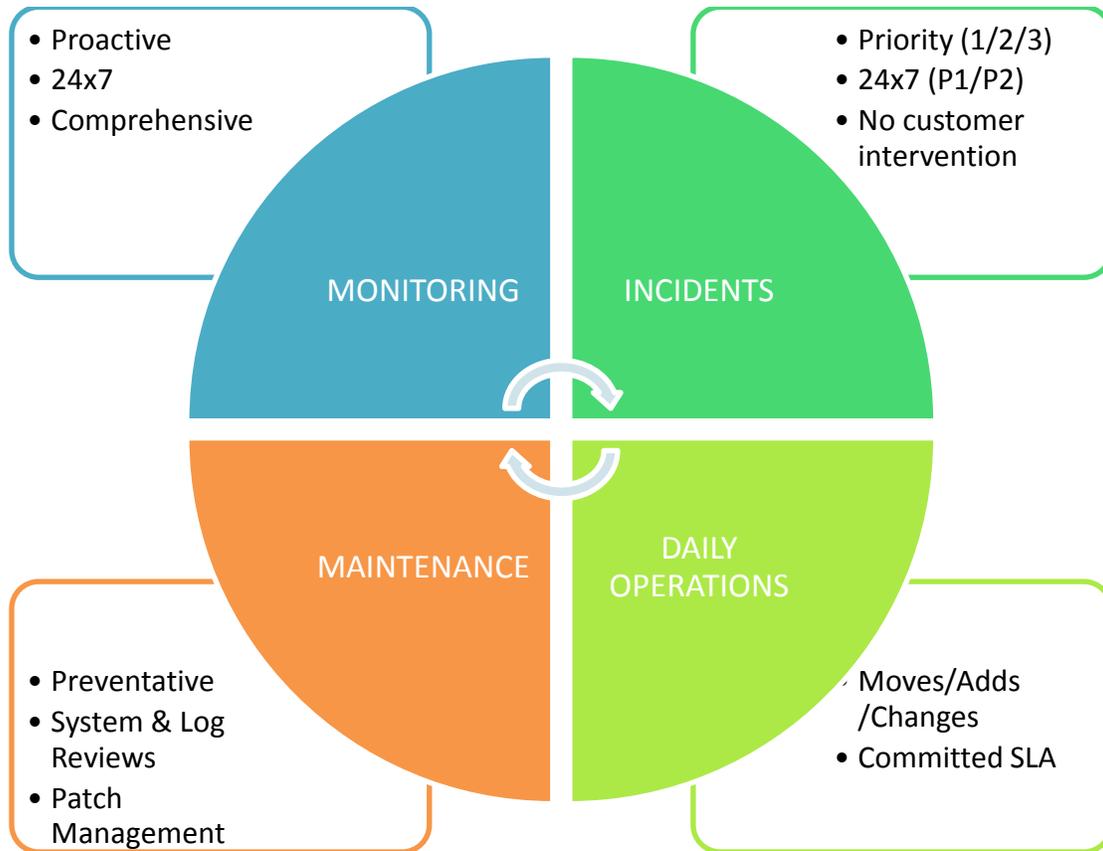


- 2 x CCIE
- 2 x CCNP
- 9 x CCNA



- Various other industry certifications such as MCSE / MCSA / CompTIA Security and Networking, as well as VMWare and EMC certifications.

### ANM's Managed Services Methodology:



ANM's Managed Services methodology is built around a practice of comprehensive monitoring to provide proactive maintenance. This approach helps IT teams fix issues before they can cause any major outages. Our customers benefits in many ways, including the following from this methodology:

- Minimized Downtime
- Risk Reduction
- 24-7 Servicing from Certified Experts
- Peace of Mind



- Seamless Post Implementation Transition

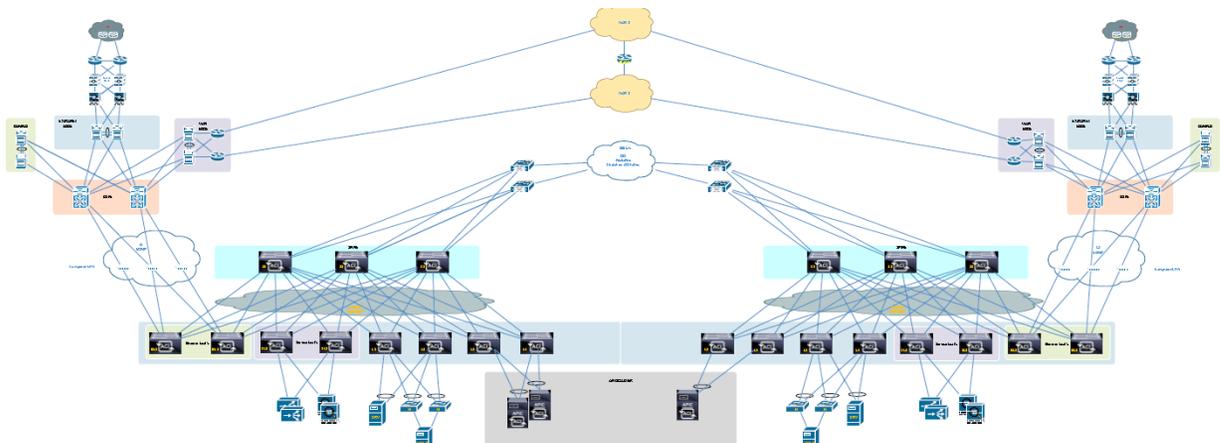
f. Preparing and updating Visio and associated network documentation; as-builts;

**ANM RESPONSE:**

ANM offers no cost **design engineering** across all of our practice areas. Our Solution Architects are trained in MS Visio and build out diagrams using actual device icons for all projects. Our team will utilize layouts, project management flowcharts and network diagramming tools. Before any project is closed our deployment teams will deliver as built documentation and will verify or adjust the Visio diagrams as part of that documentation.

**Project Example:**

This is a sample Visio design of a recent ACI deployment



g. PRIME;

**ANM RESPONSE:**

We have successfully deployed several projects around implementation, configuration, monitoring, supporting and migration of prime infrastructure environments. This includes various platforms, versions and architectures. We have been able to help Customer's leverage prime infrastructure to plan, build, deploy, and monitor Cisco infrastructures. With our knowledge and experience on Prime Infrastructure we can take Cisco and ANMs best practice configurations to provide an optimal and reliable Prime Infrastructure environment.

**Project Examples:**

**Sandia Casino (Albuquerque, NM)** – Sandia Casino is one of the largest Casinos in New Mexico and the goal of this project was to add increased security and visibility into the Casino network



environment. ANM designed, installed and configured the PRIME collector appliance within the full network. This included a complete network discovery and ended all devices being added to the PRIME environment.

**New Mexico State University (Las Cruces, NM)** – ANM has done the last two PRIME major upgrades for NMSU. This includes tuning and auditing to make sure all devices and information is reflected accurately in prime.

**Colorado Department of Corrections** – ANM completed the Cisco Prime deployment at CDOC to provide simplified management of wireless and wired networks.

h. Wireless network analysis, engineering and implementation;

**ANM RESPONSE:**

Our Enterprise Networking Practice consists of highly trained and certified engineers who specialize in implementation of Wireless projects for campus WLAN, P2P and P2MP. This includes spectrum analytics and design for wireless expansion and new installations.

**Project Example:**

**Boulder Valley School District** – Wireless Replacement - ANM started by responding to an RFP and completing Wireless assessments for the customer. ANM first consulted with the business and faculty to understand how the Cisco wireless technology should be applied to meet their business and education objectives. The next step was a technical assessment that evaluated the existing Network and Wireless Access Points over 55 school locations. This assessment resulted ANM deploying Cisco Wireless over all campuses for 30,000 students.

**Jefferson County Schools** – Ongoing wireless support and maintenance

**Agrium** – Ongoing Wireless Assessments and future planning

i. IPv6 implementation and migration;

**ANM RESPONSE:**

ANM is very fortunate to have Sr. Network Engineering staff with experience supporting IPv6 environments from both the service provider side and the Cisco partner side of the industry. These projects include successfully deploying new address plans and implementation, configuration, monitoring, supporting and migration of IPv6 on a MPLS backbone, 6PE and 6VPE. We are very confident we have the team in place to support IPv6 for the City of Ft Collins

**Project Example:**

**Cricket Wireless/ATT - IPv6** - This project was for designing new address plans for various platforms,



versions and architectures like Dual stack IPv6 deployment on a non MPLS segment.

**Nelnet** – ANM recently aided the Nelnet IT team with architecture, design, and implementation plan of IPv6.

**University of Colorado, Denver** - ANM recently aided the CU Denver IT team with architecture, design, and implementation plan of IPv6.

j. Cyber Security – ACS, NAC, NAM, WCS, ASA;

**ANM RESPONSE:**

The ANM Security Practice is built around the methodology to provide customers with a holistic view of the secure infrastructure framework. ANM’s CISSP certified engineers have the ability to provide complete security assessments including review of infrastructure and applications. ANM incorporates security into the DNA of every project, customizing solutions that reduce risk and increase the ability to adapt and respond to an evolving threat landscape. To ensure the highest level of security for customers, ANM offers a comprehensive and dynamic solution. Achieving such a solution requires expertise and safeguards across three key areas: people, processes, and technology.

Comprehensive security strategy across the three key areas requires a focus that is far broader than technology alone. ANM’s team of dedicated and certified security practitioners approach security from a holistic perspective and provide solutions that equip customers with the ability to protect, detect and respond to security risks. We work strategically with our customers to architect effective policies, procedures and solutions that facilitate an effective Information Risk Management Program. This approach makes ANM a leader in security solutions that lead to successful outcomes for several enterprise clients.

**Project Examples:**

**Albuquerque Public Schools** - ASA- We designed, deployed and supports an active/active data center solution utilizing Cisco ASA5585s and Firepower 8360s providing 20Gbps of firewalling along with IPS, AVC and Malware (AMP).

**PNM Resources** - Cisco ACS to ISE Migration. We migrated their existing HA ACS implementation to ISE for TACACS+ services and to prepare them for a full ISE implementation for wired, wireless, guest, etc.

**Large Utility Companies** –Firewall- We have worked extensively with several utility companies to help secure their environments to prepare for NERC CIP v5 regulation deadlines. These solutions typically involve highly secure firewall, IPS, Malware perimeters. The security environment extends into every substation with a combination of Cisco ASA firewalls running Firepower, Cisco Connected Grid Routers and Cisco Connected Grid Switches to provide highly reliable and secure environment for their critical



infrastructure.

**Happy State Bank** – WSA, ESA, ASA- We have worked with HSB for many years and have been engaged in many security related projects. This includes a data center firewall solution, introducing firewall and NGIPS into the data center. We also worked with them to deploy Edge firewalling, Bomgar for secure desktop management, Ironport WSA web security and Ironport ESA email security and email encryption solutions.

k. Data center infrastructure; NEXUS; 4900M; 6500; ACI.

**ANM RESPONSE:**

At the heart of every thriving City is an IT infrastructure that includes a powerful data center that effectively manages information and streamlines business processes. ANM’s Enterprise Data Center Practice consists of highly trained and certified engineers who specialize in design and implementation of ACI, Cisco Nexus Data Center Switching (10GbE, FCoE, and FC), Server Virtualization (Cisco and Hyper-V), Desktop Virtualization (VMware and Citrix), Server, Storage, Back Up, and Disaster Recovery Planning. CISCO is our exclusive go to market partner for Data Center Solutions and we have delivered more ACI deployments than any other Cisco partner in CO. Below are a few our recent deployment customers.

**Project Examples:**

**San Juan Regional Medical Center** – ANM recently partnered with SJRMC to perform two Nexus projects. The first project was a consolidation of EOL core networking equipment in the production data center. ANM installed 5k data center aggregation switches in the Fiber Channel data center core. The next phase of the project was to install N9K core for connecting 7 different storage arrays

**Other recent Data Center projects:**

**Jefferson County Schools**

**Colorado Judicial Department**

**University of Colorado, Denver**

**Colorado Springs Utilities**

**Vail Valley Medical Center** – Turn up of a new data center and complete Cisco ACI Migration

**State of Colorado (OIT, Department of Corrections, Secretary of State)**

**Denver Water** – Cisco ACI Roll-out

**Douglas County Schools** – Complete Data center migration

l. Ability to work collaboratively and cooperatively in a team environment having the NetComm Team as



decision-maker;

Include resumes of staff, listing professional certifications held, such as:

- a. Cisco CCDE
- b. CCNA, CCNP and CCIE, noting applicable specialty area
- c. CWSP
- d. CISSP
- e. VCAP (Cisco), noting applicable specialty area
- f. MS-SQL, .NET, or Oracle database applications

**ANM RESPONSE:**

**ANM's team environment mythology** for collaboratively and cooperatively working with the NetComm team is broken up into three groups.

Group#1 is the Account Management and Presales team. The team members partnering with the NetComm team will be Sr Account Managers Luke Kroack and Brian von der Heydt. Luke and Brian are backed by a team of Design Engineering resources including James Arnold (Collaboration), Brian Pitts (Network and Security) and Matt Good (Data Center).

Group#2 is the Project Mangement led by ANM Partner and CCIE Aman Arora. Aman has assigned Patricia Barton as the key Project Manager for NetComm. Below is a short Bio on Patricia and examples our PM methodology and Project Plan our PMO team would use for a voice upgrade.

**Patricia Barton, PMP, ITIL Expert; COBIT:** Patricia is one of most senior project managers at ANM. She is an innovative leader in both private and public sectors with knowledge in the disciplines of information security, information technology, IT service management, project management, business process modeling, and fiscal oversight.

Group#3 is the Deployment Team led by Adam Ordal (Networks and Data Center) and James Arnold (Collaboration). Adam leads a very deep bench of engineers who will can accommodate NetComm's timelines. Here is a short background on Adam along with a list of engineers that will be assigned to support NetComm.

**Adam Ordal, CCIE# 42464: VCAP DCA, DCV, and NV:** Adam is the Director of our Borderless Networking practice and Data Center practice at ANM and is a subject matter expert (SME) for Cisco Routing, Switching & Data Center Switching. Adam has extensive experience working with large school districts in Colorado & New Mexico and brings a lot of expertise to this project.



## ANM Project Flow Methodology Example:

Stage	Activity	Summary	Deliverables
Define	Operational Review	Understand the roles and responsibilities within your organization for the support and operation of the system	Initial Engagement and Scope
	Define Workshop	Define the engagement strategy and assimilate prior design	
	Project Scope	Review and agree the project scope	
	Site Readiness Review	Check the site facilities to highlight any changes needed for the implementation of the solution	Statement of Work
	Network Readiness Assessment	Review the suitability of Client network to support the system and identify shortfalls and remedies	Project Planning
	Design-Functional Req. Workshop	Gather additional design detail and / or functional requirements	
	Project Planning Workshop	Validate Scope and Design Project Management Plan. Agree components	
Detail Workshop	Validate Bill of Materials and agree Design considerations		
Detail	Detailed Design (CRV)	Produce Technical Design Specification (Client Requirements Validation)	Detailed Design
	Equipment and Services Order	Understand Delivery Timescales	Solution Conf.
	Staff Development Planning	Establish information required and preferred delivery method for operation of the system and end-user training	
	System Test Scripts Design	Prove the technical design functions as expected	
	Technical Design Review	Agreement of Technical Design: Client Confirms by Signing CRV	
	Develop Solution	Agree the plan for building the solution and dependencies	Migration Plan
Equipment Delivery	Produce an equipment inventory and identify shortfalls		
Staging & Installation	Platform ready for software installation		
Develop	Systems Config. & Customization	Systems ready for testing / Prepare Training Plan and Schedule	Training Plan
	Systems Acceptance Testing	System proven and documented integration points proven	
	Migration Planning Workshop	Agree a high level migration strategy	
Deploy	User Acceptance Test	System ready for production	Operations As Built
	End User Training	Provides a variety of training services to offer clients flexibility, savings and maximum benefit from the solution	
	Cutover Readiness Review	Ensure all necessary tasks have been performed and all are sure of their roles and responsibilities. End user data validation	
	Migration to Production (Go Live)	Bring your communications solution as scoped into service	
	Deployment Support	Provide on-site support to users	
	Operational Handover	Provide your operational teams and ANM CSC team (if contracted) with the information to support and operate the system	
	Post Implementation Review	Understand any opportunities for improvement within the service	



## ANM Project Plan Example:

ANM					
ID	Task Name	Duration	Start	Finish	Resource Names
1	<b>VoIP Upgrade Project</b>	<b>53 days</b>	<b>Wed 4/5/17</b>	<b>Fri 6/16/17</b>	
2	<b>Agreement Phase</b>	<b>5 days</b>	<b>Wed 4/5/17</b>	<b>Tue 4/11/17</b>	
3	Signed SOW/PO Received	5 days	Wed 4/5/17	Tue 4/11/17	All
4	<b>PROJECT DIRECTION</b>	<b>5 days</b>	<b>Mon 4/17/17</b>	<b>Mon 4/17/17</b>	
5	<b>Project Kick Off Meeting</b>	<b>0.5 days</b>	<b>Mon 4/17/17</b>	<b>Mon 4/17/17</b>	All
6	Confirm/ Review Project Statement of Work (SOW)	0.5 days	Mon 4/17/17	Mon 4/17/17	All
7	Review Project Plan & Project Controls	0.5 days	Mon 4/17/17	Mon 4/17/17	All
8	Schedule weekly conference calls	0.5 days	Mon 4/17/17	Mon 4/17/17	
9	<b>CUSTOMER REQUIREMENTS VALIDATION (CRV)</b>	<b>7 days</b>	<b>Tue 4/18/17</b>	<b>Wed 4/26/17</b>	ANM/Customer
10	Collaboration Design and Acceptance Testing Approach	0.5 days	Tue 4/18/17	Tue 4/18/17	
11	<b>CRV Review Session</b>	<b>7 days</b>	<b>Tue 4/18/17</b>	<b>Wed 4/26/17</b>	ANM/Customer
12	Collaboration CRV Review	0.5 days	Tue 4/18/17	Tue 4/18/17	ANM/Customer
13	<b>Confirm all Call Flow Requirements and Agent Detail</b>	<b>0.73 days</b>	<b>Tue 4/18/17</b>	<b>Tue 4/18/17</b>	ANM/Customer
14	<b>Collect Dial Plan Information</b>	<b>0.42 days</b>	<b>Tue 4/18/17</b>	<b>Tue 4/18/17</b>	ANM/Customer
15	Directory Number, VM	0.06 days	Tue 4/18/17	Tue 4/18/17	
16	DD	0.06 days	Tue 4/18/17	Tue 4/18/17	
17	Hint Groups	0.06 days	Tue 4/18/17	Tue 4/18/17	
18	Main Number Auto Attendant, Hours of Operations	0.06 days	Tue 4/18/17	Tue 4/18/17	
19	Interview Department Supervisors to discuss features	0.06 days	Tue 4/18/17	Tue 4/18/17	
20	Document Features Required - Extension Mobility, S	0.06 days	Tue 4/18/17	Tue 4/18/17	
21	Document PRI, POT S, SIP Circuit Information	0.06 days	Tue 4/18/17	Tue 4/18/17	
22	<b>Collect Call Center Information</b>	<b>0.31 days</b>	<b>Tue 4/18/17</b>	<b>Tue 4/18/17</b>	ANM/Customer
23	Collect Agent Information	0.06 days	Tue 4/18/17	Tue 4/18/17	
24	Interview Department Supervisors	0.06 days	Tue 4/18/17	Tue 4/18/17	
25	Document Call Flows	0.13 days	Tue 4/18/17	Tue 4/18/17	
26	Determine Browser, OS versions on Agent/Supervisor	0.06 days	Tue 4/18/17	Tue 4/18/17	
27	Document CRV	3 days	Tue 4/18/17	Fri 4/21/17	ANM
28	CRV Final Review and Acceptance	3 days	Fri 4/21/17	Wed 4/26/17	All
29	<b>Post CRV Validation</b>	<b>4 days</b>	<b>Tue 4/25/17</b>	<b>Fri 4/28/17</b>	
30	Confirm License and Support Orders	4 days	Tue 4/25/17	Fri 4/28/17	ANM/Customer
31	Confirm BOM	2 days	Tue 4/25/17	Wed 4/26/17	ANM/Customer
32	All Licenses Received	1 day	Thu 4/27/17	Thu 4/27/17	ANM/Customer
33	Smartnet	1 day	Thu 4/27/17	Thu 4/27/17	ANM/Customer
34	<b>Training Plan Creation</b>	<b>1 day</b>	<b>Fri 4/28/17</b>	<b>Fri 4/28/17</b>	ANM/Customer
35	<b>INSTALLATION AND CONFIGURATION</b>	<b>10 days</b>	<b>Mon 5/1/17</b>	<b>Fri 5/12/17</b>	
36	<b>Deploy Cisco Unified Computing System (UCS)</b>	<b>3 days</b>	<b>Mon 5/1/17</b>	<b>Wed 5/3/17</b>	ANM
37	Install UCS servers	1 day	Mon 5/1/17	Mon 5/1/17	
38	Configure UCS servers	1.5 days	Tue 5/2/17	Wed 5/3/17	
39	Test	0.5 days	Wed 5/3/17	Wed 5/3/17	ANM/Customer
40	<b>Deploy Cisco Unified Communications Manager (CUCM)</b>	<b>4 days</b>	<b>Thu 5/4/17</b>	<b>Tue 5/9/17</b>	ANM
41	Migrate CUCM 7xto CUCM 11.5	1 day	Thu 5/4/17	Thu 5/4/17	
42	Configure CUCM	2.5 days	Fri 5/5/17	Tue 5/9/17	
43	Test	0.5 days	Tue 5/9/17	Tue 5/9/17	ANM/Customer
44	<b>Deploy Unity Connection</b>	<b>4 days</b>	<b>Wed 5/10/17</b>	<b>Mon 5/15/17</b>	ANM
45	Migrate Unity 7xto Unity Connection 11.5	1 day	Wed 5/10/17	Wed 5/10/17	
46	Configure Unity Connection	2.5 days	Thu 5/11/17	Mon 5/15/17	
47	Test	0.5 days	Mon 5/15/17	Mon 5/15/17	ANM/Customer
48	<b>Deploy Cisco Emergency Responder (CER)</b>	<b>4 days</b>	<b>Tue 5/16/17</b>	<b>Fri 5/19/17</b>	ANM
49	Migrate CER 2.xto CER 11.5 (Confirm Security Requirements)	1 day	Tue 5/16/17	Tue 5/16/17	
50	Configure CER (validate end user seating assignments)	2.5 days	Wed 5/17/17	Fri 5/19/17	
51	Test	0.5 days	Fri 5/19/17	Fri 5/19/17	ANM/Customer
52	<b>Deploy New Cisco Voice Gateway</b>	<b>7 days</b>	<b>Mon 5/22/17</b>	<b>Tue 5/30/17</b>	ANM
53	Install new ISR 4000 at required physical locations	4 days	Mon 5/22/17	Thu 5/25/17	
54	Configure Cisco Voice Gateways	2 days	Tue 5/30/17	Wed 5/31/17	
55	Bulk Import Phones	1 day	Thu 6/1/17	Thu 6/1/17	
56	Update Phone Firmware	1 day	Fri 6/2/17	Fri 6/2/17	
57	Deploy Phones	1 day	Mon 6/5/17	Mon 6/5/17	
58	Test	0.5 days	Tue 6/6/17	Tue 6/6/17	ANM/Customer
59	<b>DOCUMENTATION AND KNOWLEDGE TRANSFER</b>	<b>42 days</b>	<b>Mon 4/17/17</b>	<b>Tue 6/13/17</b>	
60	<b>Documentation</b>	<b>40 days</b>	<b>Mon 4/17/17</b>	<b>Fri 6/9/17</b>	
61	Completion of As-built documentation	33 days	Wed 4/26/17	Fri 6/9/17	
62	<b>Knowledge Transfer</b>	<b>2 days</b>	<b>Mon 6/12/17</b>	<b>Tue 6/13/17</b>	
63	Up to 16 hours Administrator Training	2 days	Mon 6/12/17	Tue 6/13/17	
64	<b>Ongoing Support - Remote</b>	<b>4 days</b>	<b>Wed 6/7/17</b>	<b>Mon 6/12/17</b>	ANM
65	<b>PROJECT CLOSURE AND HANDOVER DOCUMENTATION</b>	<b>3 days</b>	<b>Mon 6/12/17</b>	<b>Wed 6/14/17</b>	ANM/Customer
66	Project Closure Meeting (Survey Review and Client Acceptance)	0.5 days	Wed 6/14/17	Wed 6/14/17	
67	Invoicing	10 days	Wed 6/14/17	Wed 6/28/17	Patricia Burton



Below is a subset of our team of engineers and staff members that may be assigned to the City of Ft Collins. We have listed key certifications and are happy to provide full resumes for any ANM staff members upon request.

Location	First Name	Last Name	Certification Description
CO	Corby	Allred	CCNP R&S, CCNA Wireless, CCNA R&S
CO	Garrick	Barnett	CCNP, CCNA
CO	Eddie	Noell	CCNA
CO	Brian	Pitts	CCNP, Cisco ACI & Nexus Certified
CO	Jason	Jaques	CCIE-R&S, CCIE-V, CCNP-V, CCDP, CCDA, CCNA Wireless
CO	Raminder	Mann	CCIE-Collaboration, CCNP-R&S, CCNA
CO	Adam	Ordal	CCIE-DC, CCNP-DC, CCNP-R&S, CCNA-DC, CCNA-R&S, VCAP DCA, DCV, and NV
CO	Goran	Velickovski	Cisco Sales Expert, CCNA
CO	Luke	Kroack	Cisco Sales Expert
CO	James	Arnold	CCIE-Collab, CCNP-R&S, CCNP-Voice, CCDA, CCNA-R&S,
CO	Andrew	Bormann	CCIE-DC, CCIE-R&S, CCIE-Security, CCNP-R&S, CCDA, CCNA-R&S, CCNA-Voice,
CO	Hitesh	Chhabra	CCIE-Security, CCNA-Security
CO	Jeff	Gray	CCNP-DC, CCDP, CCDA, CCNA-R&S
CO	Prashant	Sehgal	CCNA-R&S
CO	Brian	von der Heydt	Cisco Sales Expert
CO	Paul	Dackiewicz	CISSP
CO	Chris	Hammer	CISSP
CO	Matt	Good	VCP



CO	Vance	Krier	CCIE-Collaboration, CCNP-R&S, CCDP, CCDA, CCNA-R&S
CO	Monty	Majszak	CCIE#2 #9354 (R/S,Collab) & Contact Center Specialist
CO	Scott	Beauton	CCIE - RS
NM	Javier	Gonzalez	CCNA Routing and Switching
NM	Matt	McCool	CCIE CCNP –CCNA - ITIL Foundations – VTSP - VSP
NM	Timothy	Harrison	CCNA, CCDA, CIPT
NM	Wisam	Ismael	CCNP R&S, CCNP - Voice, CCNA, CCDA
NM	John	Kingsolver	CWSP
NM	John	Gallow	CCNA R&S, CCNA Wireless
NM	Klaus	Mueller	Cisco Voice Over Frame Relay (#640-647)
NM	Dylan	Marlow	CCNP-R&S, CCNA
NM	Dustin	McGlasson	CCENT
NM	Christopher	Perkins	CCNA-R&S, CCNA-Security
NM	Kyle	Petree	CCNA-R&S, CCNA-Wireless
NM	Alan	Smith	CCNA R&S
NM	Jeremy	Stephens	CCNP-DC, CCNA-DC, CCNA-R&S, CCNA-Security
NM	Rebecca	Baca	CCNP R&S, CCNA R&S, CIPT
NM	Andrew	Garcia	CCNA Voice, CCNA R&S
NM	Patrice	Vigil	Cisco Sales Expert
NM	Glen	Wagner	CCNP - Security, CCNP-R&S, CCNA-R&S, CCNA-Security
NM	Adam	Myers	CCNA-R&S

Include any recommendation/commendation letters received for past projects. Please also indicate the longevity of your senior staff with your firm and your plan to providing a long-term staffing commitment to the City over the 5-year term of the contract.



**ANM RESPONSE:**

Due to a high level of employee satisfaction, resulting in extraordinary levels of staff retention, and a controlled-growth business model City of Ft Collins can expect to see the same ANM staff members assigned continually to their projects. In 2016 the Denver Post named ANM the #1 best places to work in our market segment. We are proud to have several Cisco Sr. engineering resources that have been with ANM for over 10 years. ANM continues to build a staff of Cisco experts with ever increasing breadth and depth in technology solutions. ANM’s engineering team works closely with our customers to design and install innovative requirement-driven solutions and provides day-to-day support to ensure the investment is sustained or a long term partnership.

2. A list of similar projects completed and at least three detailed project descriptions for similar projects completed in the last five years.

**ANM RESPONSE:**

Please reference project description responses under technology practice areas. ANM is a very strong technical consulting organization and we wanted to align our responses to the technology areas to make sure we provide the details and examples for each area. We are happy to provide more details on any of the projects listed Section B.

3. Provide references and/or testimonials from at least three projects that have been completed within the past five years and have involved the staff proposed to work on City projects.

**ANM RESPONSE:**

1. **Douglas County School District** – Ian Purdue – Network Manager– (720)-433-0060  
ian.purdue@dcsdk12.org
2. **State of Colorado**
  - a. **Dept of Corrections** – Ron Wiseman – OIT IT Manager – (719)-429-1114  
ron.wiseman@state.co.us
  - b. **Office of Information Technology (OIT)** – Bernadette Pasillas – Network Manager - (303) 764-7776  
bernadette.pasillas@state.co.us
  - c. **Dept of Public Health and Environment** – Roy Riggin – IT Manager - (303) 692-2252  
roy.riggin@state.co.us
  - d. **Judicial Department** – Piotr Nowakowski – Senior Network Engineer - (720) 625-5000  
piotr.nowakowski@judicial.state.co.us
3. **Jefferson County School District** – Hilary Young - Director, Infrastructure - (303) 982-2522  
hyoung@jeffco.k12.co.us
4. **University of Colorado, Denver** – Piotr Artwich – Manager, Networks – (303) 724-7878  
Piotr.artwich@ucdenver.edu
5. **Hensel Phelps Construction – Dawood Alagha – IT Manager (970) – 352 -6565**  
dalagha@henselphelps.com



4. Provide an outline describing your approach to customer satisfaction as a Professional Services Provider.

**ANM RESPONSE:**

ANM is very proud of our 95% customer Satisfaction rating. ANM follows up every project and trouble ticket with a customer survey. ANM completed 12,123 customer tickets in 2016 and closed 328 projects and achieved the 95% customer satisfaction rating as an average on all the surveys. Every employee at ANM has customer satisfaction as part of their bonus structure to emphasize the importance of customer service throughout the organization. Our approach is engineering excellence, customer service and a fun and rewarding organizational culture. We are responsive and committed to our client's success. Together we strive to build long lasting partnerships.

**D. Availability**

1. Describe the availability of project personnel to participate in this project in the context of the consultant firm's other commitments.

**ANM RESPONSE:**

ANM's has a very strong reputation in the market place for commitment to customer service. ANM management team consistently monitors our engineering workload and makes hires to maintain availability. ANM typically starts a project within 2-3 weeks of receiving the purchase order but we also maintain availability to start sooner in time critical situations. ANM is available to begin our partnership with the City of Ft Collins right away. This includes responding to work tickets and scheduling meetings for design projects. We assure the City that we do have appropriate staffing levels to take on their project and support workload.

**AS PART OF YOUR PROPOSAL RESPONSE UNDER "AVAILABILITY", PLEASE INDICATE YOUR AVAILABILITY FOR ON-SITE INTERVIEW IN FORT COLLINS, COLORADO THE WEEKS OF MAY 1 AND MAY 8, 2017 IN THE EVENT YOU ARE INVITED FOR AN ORAL INTERVIEW ROUND.**

**ANM RESPONSE:**

ANM leadership and sales support team will be available for an onsite oral interview between these dates.

May 1<sup>st</sup> to May 9<sup>th</sup> 9AM to 5PM Monday to Friday each week.

**E. Team Profile**

1. Who is on your proposed Project Team for the City

**ANM RESPONSE:**

ANM will have the following team assigned to the City for day to day sales and support:



**Sr. Account Managers:** Luke Kroack and Brian von der Heydt

**Inside Sales Support:** Cindy Thovson

**Pre-Sales and Design Engineering Resources:** James Arnold (Collaboration), Brian Pitts (Network and Security) and Matt Good (Data Center).

**Implementation & Support Team:** ANM consists of 110+ employees over 5 office locations. We anticipate team members from our Denver office will have the skill sets required to meet the needs of any City of Ft Collins projects that may arise from this support contract. In section C-1-L we have listed a subset of our 75+ technical team members. Full resumes are available upon request. ANM assigns engineering resources based on availability at the time of the project. However, every effort is made to keep the teams consistent among projects. As the City gets to work with various engineering team members, we will form partnerships between our engineers and the Netcomm staff and provide City the option to request certain engineering team members.

**F. Rates/Fees**

1. Provide a schedule of rates for professional services staff your firm anticipates utilizing to complete work described in the Scope of Services section above. Include all pertinent modifications of service rates related to the conditions of service delivery such as those illustrated in the following example:

**ANM RESPONSE:**

**Rates/Fees rates**

Technician (Low voltage cabling, cable management, equipment racking and basic installation)	\$90
Systems, Voice, and Network Engineer	\$125
Senior Systems, Voice, and Network Engineer	\$160
Subject Matter Expert - CCIE	\$195
Application Development	\$185
Cloud Solutions Consulting, Programming, Integration, Support	\$195
Cloud Solutions Consulting, Programming, Integration, Support	\$215



## Service Rate Modifiers

After Hours Holiday or Weekend Service

Technician (Low voltage cabling, cable management, equipment racking and basic installation)	\$120
Systems, Voice, and Network Engineer	\$160
Senior Systems, Voice, and Network Engineer	\$200
Subject Matter Expert - CCIE	\$250
Application Development	\$240
Cloud Solutions Consulting, Programming, Integration, Support	\$240

## Service Rate Modifiers

### Colorado Per Diem Rate

Statewide (CO) lodging + meals and incidentals \$255.00 per night per person  
 Outside of Colorado Based on actual cost

## Service Rate Modifiers

### Travel Charge

ANM will not charge City of Ft Collins any travel fees for trips to Ft. Collins.

## Service Rate Modifiers

### ANM Managed Services:

The pricing table below provides monthly re-occurring pricing for ANM managed services. These services are relevant to this RFP as they are designed to provide operation and optimization support of Cisco Solutions.

ANM Managed Services Pricing	Monthly Cost Not to Exceed (Per Device)
<i>Collaboration</i>	
Voice Gateways (PRI/T1/SRST/SIP)	\$62.50



Analog Gateways(VG224)	\$25.00
IP Phone	\$7.00
Telepresence Endpoints	\$12.50
Voicemail Box	\$1.50
Jabber Client	\$1.50
VG202,204, ATA	\$5.00
Contact Center Express Agents	\$31.25
<b><i>Network Infrastructure</i></b>	
Firewall	\$250.00
Remote Location Firewall for Site to Site VPN	\$150.00
Core Switches / Routers (Layer 3)	\$187.50
Access Switches (Layer 2)	\$31.25
Wireless LAN Controllers	\$81.25
Wireless Access Points (Meraki or Controller managed Cisco)	\$6.25
Autonomous Wireless Access Points (including FlexConnect)	\$25.00
F5 BIG-IP Load Balancers	\$187.50
GTM	\$187.50
LTM	\$187.50
<b><i>Video Surveillance</i></b>	
Surveillance Servers / Appliances (Physical Servers)	\$125.00
Surveillance Server Applications (VSOM)	\$187.50
Surveillance Server Applications (VSM, Maps, etc)	\$93.75
IP Cameras	\$10.00
Analog Encoders	\$25.00
<b><i>Server / Data Center Infrastructure</i></b>	
vCenter (Per instance)	\$312.50



Virtual Servers – Host	\$93.75
Virtual Servers - Guest	\$187.50
Physical Windows Server	\$187.50
Physical Windows Server	\$250.00
Storage/Hyperflex (per Host)	\$187.50
Fiber Channel Switch / MDS	\$125.00
Data Center ACI 2 Spines and 3 APIC Controllers	\$250.00
Data Center ACI Leaf	\$50.00

**Definitions**

Sustainable Purchasing is a process for selecting products or services that have a lesser or reduced negative effect on human health and the environment when compared with competing products or services that serve the same purpose. This process is also known as “Environmentally Preferable Purchasing” (EPP), or “Green Purchasing”.

*ANM RESPONSE: Acknowledged and Complies*

The Triple Bottom Line (TBL) is an accounting framework that incorporates three dimensions of performance: economic, or financial; environmental, and social. The generally accepted definition of Andrew Savitz for TBL is that it “captures the essence of sustainability by measuring the impact of an organization’s activities on the world...including both its profitability and shareholders values and its social, human, and environmental capital.”

*ANM RESPONSE: Acknowledged and Complies*

**REFERENCE EVALUATION (TOP RATED FIRM)**

The Project Manager will check references using the following criteria. The evaluation rankings will be labeled Satisfactory/Unsatisfactory.

**QUALIFICATION**

**STANDARD**

Overall Performance

Would you hire this Professional again? Did they show the skills required by this project?

Timetable

Was the original Scope of Work completed within the specified time? Were interim deadlines met in a timely manner?

Completeness

Was the Professional responsive to client needs; did the Professional anticipate



problems? Were problems solved quickly and effectively?

Budget

Was the original Scope of Work completed within the project budget?

Job Knowledge

a) If a study, did it meet the Scope of Work?  
b) If a Services Agreement, were services delivered in a timely and efficient manner, and were problems corrected quickly and effectively?

*ANM RESPONSE: Acknowledged and Complies*

### **Compensation and Contract Process**

- A. After contract award, progress invoices shall be billed in monthly installments, subject to review and approval by the City's Project Manager. City payment terms will be Net 30 Days from receipt of invoice.

*ANM RESPONSE: Acknowledged and Complies*

- B. The selected Professional shall be expected to sign the City's standard Professional Services Agreement prior to commencing Services (see sample attached to this Proposal).

*ANM RESPONSE: Acknowledged and Complies*

- C. The City reserves the right to award directly as a result of the written proposals. The City may or may not opt to conduct oral interviews.

*ANM RESPONSE: Acknowledged and Complies*

- D. The City reserves the right to negotiate with any vendor as determined at the City's sole discretion. The City reserves the right to reject any or all proposals, and to waive any irregularities.

*ANM RESPONSE: Acknowledged and Complies*



EXHIBIT A  
PROPOSAL ACKNOWLEDGEMENT

Professional hereby acknowledges receipt of the City of Fort Collins Request for Proposal and acknowledges that it has read and agrees to be fully bound by all of the terms, conditions and other provisions set forth in the RFP. Additionally, the Professional hereby makes the following representations:

- a. All of the statements and representations made in this proposal are true to the best of the Professional's knowledge and belief.
- b. The Professional has obtained all necessary authorizations and approvals that will enable the Professional to commit to the terms provided in this proposal.
- c. This proposal is a firm and binding offer, for a period of 60 days from the date hereof.
- d. I further agree that the method of award is acceptable to my company.
- e. I also agree to complete the proposed Agreements with the City of Fort Collins within 30 days of notice of award.
- f. If contract is not completed and signed within 30 days, City reserves the right to cancel and award to the next highest rated firm.
- g. I acknowledge receipt of all addenda.

Professional Firm Name: ANM

Physical Address: 8181 G. TUFTS AVE  
SUITE 510

Remit to Address: SAME

Phone: 720-940-6308

Authorized Agent of Firm Name: LUKE KROACK

Signature of Authorized Agent: [Signature]

Primary Contact for Project: LUKE KROACK

Title: ACCOUNT MANAGER Email Address: LUKE.KROACK@ANM.COM

Phone: 720-940-6308 Cell Phone: 720-383-0415



**EXHIBIT B**

(Sample only)

**PROFESSIONAL SERVICES AGREEMENT**

**WORK ORDER TYPE**

THIS AGREEMENT made and entered into the day and year set forth below by and between THE CITY OF FORT COLLINS, COLORADO, a Municipal Corporation, hereinafter referred to as the "City" and , hereinafter referred to as the "Professional".

**WITNESSETH:**

In consideration of the mutual covenants and obligations herein expressed, it is agreed by and between the parties hereto as follows:

1. **Scope of Services.** The Professional agrees to provide services in accordance with any project Work Orders for , issued by the City. A blank sample of a work order is attached hereto as Exhibit "A", consisting of ( ) pages and is incorporated herein by this reference. A general scope of services is attached hereto as Exhibit "B", consisting of ( ) pages and is incorporated herein by this reference. The City reserves the right to independently bid any project rather than issuing a Work Order to the Professional for the same pursuant to this Agreement. Irrespective of references in Exhibit A to certain named third parties, the Professional shall be solely responsible for performance of all duties hereunder. The term "Work" as used in this Agreement shall include the services and deliverables contained in Exhibit A and any Work Orders issued by the City.

2. **The Work Schedule.** The services to be performed pursuant to this Agreement shall be performed in accordance with the Work Schedule stated on each Work Order.

3. **Time of Commencement and Completion of Services.** The services to be performed pursuant to this Agreement shall be initiated as specified on each Work Order. Time is of the essence. Any extensions of any time limit must be agreed upon in writing by the parties hereto.

4. **Contract Period.** This Agreement shall commence, 20 , and shall continue in full force and effect until , 20 , unless sooner terminated as herein provided. In addition, at the option of the City, the Agreement may be extended for additional one year periods not to exceed ( ) additional one year periods. Renewals and pricing changes shall be negotiated by and agreed to by both parties. Written notice of renewal shall be provided to the Professional and mailed no later than thirty (30) days prior to contract end.

5. **Early Termination by City/Notice.** Notwithstanding the time periods contained herein, the City may terminate this Agreement at any time without cause by providing written notice of termination to the Professional. Such notice shall be delivered at least fifteen (15) days



prior to the termination date contained in said notice unless otherwise agreed in writing by the parties. All notices provided under this agreement shall be effective when mailed, postage prepaid and sent to the following address:

Professional: City: Copy to:	City of Fort Collins	City of Fort Collins
Attn:	Attn:	Attn: Purchasing Dept.
	PO Box 580	PO Box 580
	Fort Collins, CO 80522	Fort Collins, CO 80522

**In the event of any such early termination by the City, the Professional shall be paid for services rendered prior to the date of termination subject only to the satisfactory performance of the Professional's obligations under this Agreement. Such payment shall be the Professional's sole right and remedy for such termination.**

6. Design, Project Insurance and Insurance Responsibility. The Professional shall be responsible for the professional quality, technical accuracy, timely completion and the coordination of all services rendered by the Professional, including but not limited to designs, plans, reports, specifications, and drawings and shall, without additional compensation, promptly remedy and correct any errors, omissions, or other deficiencies. The Professional shall indemnify, save and hold harmless the City its officers and employees, in accordance with Colorado law, from all damages whatsoever claimed by third parties against the City and for the City's costs and reasonable attorney's fees arising directly or indirectly out of the Professional's negligent performance of any of the services furnished under this Agreement. The Professional shall maintain insurance in accordance with Exhibit , consisting of one (1) page, attached hereto and incorporated herein.

7. Compensation. In consideration of services to be performed pursuant to this Agreement, the City agrees to pay the Professional on a time and reimbursable direct cost basis designated in Exhibit " ", consisting of ( ) page(s), attached hereto and incorporated herein by this reference. At the election of the City, each Work Order may contain a maximum fee, which shall be negotiated by the parties hereto for each such Work Order. Monthly partial payments based upon the Professional's billings and itemized statements are permissible. The amounts of all such partial payments shall be based upon the Professional's City-verified progress in completing the services to be performed pursuant to the Work Order and upon approval of the Professional's direct reimbursable expenses. Final payment shall be made following acceptance of the Work by the City. Upon final payment, all designs, plans, reports, specifications, drawings, and other services rendered by the Professional shall become the sole property of the City.

8. License. Upon execution of this Agreement, the Professional grants to the City an irrevocable license to use any and all sketches, drawings, specifications, designs, blueprints, data files, calculations, studies, analysis, renderings, models and other Work Order deliverables (the "Instruments of Service"), in any form whatsoever and in any medium expressed, for purposes of constructing, using, maintaining, altering and adding

to the project, provided that the City substantially performs its obligations under the Agreement. The license granted hereunder permits the City and third parties reasonably authorized by the City to



reproduce applicable portions of the Instruments of Service for use in performing services or construction for the project. In addition, the license granted hereunder shall permit the City and third parties reasonably authorized by the City to reproduce and utilize the Instruments of Service for similar projects, provided however, in such event the Professional shall not be held responsible for the design to the extent the City deviates from the Instruments of Service. This license shall survive termination of the Agreement by default or otherwise.

9. City Representative. The City will designate, prior to commencement of the Work, its project representative who shall make, within the scope of his or her authority, all necessary and proper decisions with reference to the project. All requests for contract interpretations, change orders, and other clarification or instruction shall be directed to the City Representative.

10. Project Drawings. Upon request and before final payment, the Professional shall provide the City with reproducible drawings of the project containing accurate information on the project as constructed. Drawings shall be of archival quality, prepared on stable mylar base material using a non-fading process to provide for long storage and high quality reproduction. "CD" disc of the as-built drawings shall also be submitted to the owner in and AutoCAD version no older than the established City standard. The Professional acknowledges the City is a governmental entity subject to the Colorado Open Records Act, C.R.S. §§ 24-72-200.1, *et seq.* (the "CORA"), and documents in the City's possession may be considered public records subject to disclosure under the CORA.

11. Monthly Report. Commencing thirty (30) days after Notice to Proceed is given on any Work Order and every thirty days thereafter, the Professional is required to provide the City Representative with a written report of the status of the Work with respect to the Work Order, Work Schedule and other material information. Failure to provide any required monthly report may, at the option of the City, suspend the processing of any partial payment request.

12. Independent Contractor. The services to be performed by the Professional are those of an independent contractor and not of an employee of the City of Fort Collins. The City shall not be responsible for withholding any portion of the Professional's compensation hereunder for the payment of FICA, Workers' Compensation, other taxes or benefits or for any other purpose.

13. Subcontractors. The Professional may not subcontract any of the Work set forth in the Exhibit A, Statement of Work without the prior written consent of the city, which shall not be unreasonably withheld. If any of the Work is subcontracted hereunder (with the consent of the City), then the following provisions shall apply: (a) the subcontractor must be a reputable, qualified firm with an established record of successful performance in its respective trade performing identical or substantially similar work, (b) the subcontractor will be required to comply with all applicable terms of this Agreement, (c) the subcontract will not create any contractual relationship between any such subcontractor and the City, nor will it obligate the City to pay or see to the payment of any subcontractor, and (d) the Work of the subcontractor will be subject to inspection by the City to the same extent as the Work of the Professional.

The Professional shall require all subcontractors performing Work hereunder to maintain insurance coverage naming the City as an additional insured under this Agreement of the type and with the limits specified within Exhibit " ", consisting of one (1) page attached hereto and incorporated herein by this



reference. The Professional shall maintain a copy of each subcontract's certificate evidencing the required insurance. Upon request, the Professional shall promptly provide the City with a copy of such certificate(s).

14. Personal Services. It is understood that the City enters into this Agreement based on the special abilities of the Professional and that this Agreement shall be considered as an agreement for personal services. Accordingly, the Professional shall neither assign any responsibilities nor delegate any duties arising under this Agreement without the prior written consent of the City.

15. Acceptance Not Waiver. The City's approval of drawings, designs, plans, specifications, reports, and incidental work or materials furnished hereunder shall not in any way relieve the Professional of responsibility for the quality or technical accuracy of the Work. The City's approval or acceptance of, or payment for, any of the services shall not be construed to operate as a waiver of any rights or benefits provided to the City under this Agreement.

16. Default. Each and every term and condition hereof shall be deemed to be a material element of this Agreement. In the event either party should fail or refuse to perform according to the terms of this Agreement, such party may be declared in default.

17. Remedies. In the event a party has been declared in default, such defaulting party shall be allowed a period of ten (10) days within which to cure said default. In the event the default remains uncorrected, the party declaring default may elect to (a) terminate the Agreement and seek damages; (b) treat the Agreement as continuing and require specific performance; or (c) avail himself of any other remedy at law or equity. If the non-defaulting party commences legal or equitable actions against the defaulting party, the defaulting party shall be liable to the non-defaulting party for the non-defaulting party's reasonable attorney fees and costs incurred because of the default.

18. Binding Effect. This writing, together with the exhibits hereto, constitutes the entire Agreement between the parties and shall be binding upon said parties, their officers, employees, agents and assigns and shall inure to the benefit of the respective survivors, heirs, personal representatives, successors and assigns of said parties.

19. Law/Severability. The laws of the State of Colorado shall govern the construction, interpretation, execution and enforcement of this Agreement. In the event any provision of this Agreement shall be held invalid or unenforceable by any court of competent jurisdiction, such holding shall not invalidate or render unenforceable any other provision of this Agreement.

20. Prohibition Against Employing Illegal Aliens. Pursuant to Section 8-17.5-101, C.R.S., et. seq., the Professional represents and agrees that:

a. As of the date of this Agreement:

1. The Professional does not knowingly employ or contract with an illegal alien who will perform work under this Agreement; and

2. The Professional will participate in either the e-Verify program created in Public Law 208, 104th Congress, as amended, and expanded in Public Law 156, 108th Congress, as amended, administered by



the United States Department of Homeland Security (the “e-Verify Program”) or the Department Program (the “Department Program”), an employment verification program established pursuant to Section 8-17.5-102(5)(c) C.R.S. in order to confirm the employment eligibility of all newly hired employees to perform work under this Agreement.

b. The Professional shall not knowingly employ or contract with an illegal alien to perform work under this Agreement or knowingly enter into a contract with a subcontractor that knowingly employs or contracts with an illegal alien to perform work under this Agreement.

c. The Professional is prohibited from using the e-Verify Program or Department Program procedures to undertake pre-employment screening of job applicants while this Agreement is being performed.

d. If the Professional obtains actual knowledge that a subcontractor performing work under this Agreement knowingly employs or contracts with an illegal alien, the Professional shall:

1. Notify such subcontractor and the City within three days that the Professional has actual knowledge that the subcontractor is employing or contracting with an illegal alien; and

2. Terminate the subcontract with the subcontractor if within three days of receiving the notice required pursuant to this section the subcontractor does not cease employing or contracting with the illegal alien; except that the Professional shall not terminate the contract with the subcontractor if during such three days the subcontractor provides information to establish that the subcontractor has not knowingly employed or contracted with an illegal alien.

e. The Professional shall comply with any reasonable request by the Colorado Department of Labor and Employment (the “Department”) made in the course of an investigation

that the Department undertakes or is undertaking pursuant to the authority established in Subsection 8-17.5-102 (5), C.R.S.

f. If the Professional violates any provision of this Agreement pertaining to the duties imposed by Subsection 8-17.5-102, C.R.S. the City may terminate this Agreement. If this Agreement is so terminated, the Professional shall be liable for actual and consequential damages to the City arising out of the Professional’s violation of Subsection 8-17.5-102, C.R.S.

g. The City will notify the Office of the Secretary of State if Professional violates this provision of this Agreement and the City terminates the Agreement for such breach.

21. Special Provisions. Special provisions or conditions relating to the services to be performed pursuant to this Agreement are set forth in Exhibit " " - Confidentiality, consisting of one (1) page, attached hereto and incorporated herein by this reference.



THE CITY OF FORT COLLINS, COLORADO

By: \_\_\_\_\_  
Gerry Paul  
Purchasing Director

DATE: \_\_\_\_\_

ATTEST:

\_\_\_\_\_

APPROVED AS TO FORM:

\_\_\_\_\_

PROFESSIONAL'S NAME

By: \_\_\_\_\_

Printed: \_\_\_\_\_

Title: \_\_\_\_\_  
CORPORATE PRESIDENT OR VICE PRESIDENT

Date: \_\_\_\_\_



**EXHIBIT A  
WORK ORDER FORM**

PURSUANT TO AN AGREEMENT BETWEEN  
THE CITY OF FORT COLLINS  
AND

DATED:

Work Order Number:

Purchase Order Number:

Project Title:

Commencement Date:

Completion Date:

Maximum Fee: (time and reimbursable direct costs):

Project Description: \_\_\_\_\_

Scope of Services: \_\_\_\_\_

The Professional agrees to perform the services identified above and on the attached forms in accordance with the terms and conditions contained herein and in the Professional Services Agreement between the parties. In the event of a conflict between or ambiguity in the terms of the Professional Services Agreement and this Work Order (including the attached forms) the Professional Services Agreement shall control.

CITY OF FORT COLLINS

By: \_\_\_\_\_  
Project Manager

Date: \_\_\_\_\_

By: \_\_\_\_\_  
Gerry Paul  
Purchasing Director (over \$60,000.00)

Date: \_\_\_\_\_

The attached forms consisting of \_\_\_ ( ) pages are hereby accepted and incorporated herein, by this reference, and Notice to Proceed is hereby given.

PROFESSIONAL

By: \_\_\_\_\_

Date: \_\_\_\_\_



**EXHIBIT**

**INSURANCE REQUIREMENTS**

1. The Professional will provide, from insurance companies acceptable to the City, the insurance coverage designated hereinafter and pay all costs. Before commencing Work under this bid, the Professional shall furnish the City with certificates of insurance showing the type, amount, class of operations covered, effective dates and date of expiration of policies, and containing substantially the following statement:

“The insurance evidenced by this Certificate will not reduce coverage or limits and will not be cancelled, except after thirty (30) days written notice has been received by the City of Fort Collins.”

*ANM RESPONSE: Policy had standard 10 day notice of cancellation- we can endorse to 30 if it is a rigid requirement*

- A. In case of the breach of any provision of the Insurance Requirements, the City, at its option, may take out and maintain, at the expense of the Professional, such insurance as the City may deem proper and may deduct the cost of such insurance from any monies which may be due or become due the Professional under this Agreement. The City, its officers, agents and employees shall be named as additional insureds on the Professional 's general liability and automobile liability insurance policies for any claims arising out of Work performed under this Agreement.

2. Insurance coverages shall be as follows:

A. Workers' Compensation & Employer's Liability. The Professional shall maintain during the life of this Agreement for all of the Professional's employees engaged in Work performed under this Agreement:

- 1. Workers' Compensation insurance with statutory limits as required by Colorado law.

*ANM RESPONSE: Our coverage is higher than statutory limits*

- 2. Employer's Liability insurance with limits of \$100,000 per accident, \$500,000 disease aggregate, and \$100,000 disease each employee.

*ANM RESPONSE: Acknowledged and Complies*

- B. Commercial General & Vehicle Liability. The Professional shall maintain during the life of this Agreement such commercial general liability and automobile liability insurance as will provide coverage for damage claims of personal injury, including accidental death, as well as for claims for property damage, which may arise directly or indirectly from the performance of Work under this Agreement. Coverage for property damage shall be on a "broad form" basis. The amount of insurance for each coverage, Commercial General and Vehicle, shall not be less than \$1,000,000 combined single limits for bodily injury and property damage.

*ANM RESPONSE: Acknowledged and Complies*

In the event any Work is performed by a subcontractor, the Professional shall be responsible for any liability directly or indirectly arising out of the Work performed under this Agreement by a subcontractor, which liability is not covered by the subcontractor's insurance.

*ANM RESPONSE: Acknowledged and Complies*

- C. Errors & Omissions. The Professional shall maintain errors and omissions insurance in the amount of \$1,000,000.

*ANM RESPONSE: Acknowledged and Complies*



**EXHIBIT  
CONFIDENTIALITY**

**IN CONNECTION WITH SERVICES** provided to the City of Fort Collins (the “City”) pursuant to this Agreement (the “Agreement”), the Professional hereby acknowledges that it has been informed that the City has established policies and procedures with regard to the handling of confidential information and other sensitive materials.

*ANM RESPONSE: Acknowledged and Complies*

In consideration of access to certain information, data and material (hereinafter individually and collectively, regardless of nature, referred to as “information”) that are the property of and/or relate to the City or its employees, customers or suppliers, which access is related to the performance of services that the Professional has agreed to perform, the Professional hereby acknowledges and agrees as follows:

*ANM RESPONSE: Acknowledged and Complies*

That information that has or will come into its possession or knowledge in connection with the performance of services for the City may be confidential and/or proprietary. The Professional agrees to treat as confidential (a) all information that is owned by the City, or that relates to the business of the City, or that is used by the City in carrying on business, and (b) all information that is proprietary to a third party (including but not limited to customers and suppliers of the City). The Professional shall not disclose any such information to any person not having a legitimate need-to-know for purposes authorized by the City. Further, the Professional shall not use such information to obtain any economic or other benefit for itself, or any third party, except as specifically authorized by the City.

*ANM RESPONSE: Acknowledged and Complies*

The foregoing to the contrary notwithstanding, the Professional understands that it shall have no obligation under this Agreement with respect to information and material that (a) becomes generally known to the public by publication or some means other than a breach of duty of this Agreement, or (b) is required by law, regulation or court order to be disclosed, provided that the request for such disclosure is proper and the disclosure does not exceed that which is required. In the event of any disclosure under (b) above, the Professional shall furnish a copy of this Agreement to anyone to whom it is required to make such disclosure and shall promptly advise the City in writing of each such disclosure.

*ANM RESPONSE: Acknowledged and Complies*

In the event that the Professional ceases to perform services for the City, or the City so requests for any reason, the Professional shall promptly return to the City any and all information described hereinabove, including all copies, notes and/or summaries (handwritten or mechanically produced) thereof, in its possession or control or as to which it otherwise has access.

*ANM RESPONSE: Acknowledged and Complies*

The Professional understands and agrees that the City’s remedies at law for a breach of the Professional’s obligations under this Confidentiality Agreement may be inadequate and that the City shall, in the event of any such breach, be entitled to seek equitable relief (including without limitation preliminary and permanent injunctive relief and specific performance) in addition to all other remedies provided hereunder or available at law.

*ANM RESPONSE: Acknowledged and Complies*