

TIPS VENDOR AGREEMENT

Between _____ and

(Company Name)

THE INTERLOCAL PURCHASING SYSTEM (TIPS)

For

170705 Staffing Services

General Information

The Vendor Agreement (“Agreement”) made and entered into by and between The Interlocal Purchasing System (hereinafter referred to as “TIPS” respectfully) a government cooperative purchasing program authorized by the Region 8 Education Service Center, having its principal place of business at 4845 US Hwy 271 North, Pittsburg, Texas 75686. This Agreement consists of the provisions set forth below, including provisions of all Attachments referenced herein. In the event of a conflict between the provisions set forth below and those contained in any Attachment, the provisions set forth shall control.

The vendor Agreement shall include and incorporate by reference this Agreement, the terms and conditions, special terms and conditions, any agreed upon amendments, as well as all of the sections of the Solicitation (RFP, RCSP, RFQ) as posted, including any addenda and the awarded vendor’s proposal. Once signed, if an awarded vendor’s proposal varies or is unclear in any way from the TIPS Agreement, TIPS, at its sole discretion, will decide which provision will prevail. Other documents to be included are the awarded vendor’s proposals, task orders, purchase orders and any adjustments which have been issued. If deviations are submitted to TIPS by the proposing vendor as provided by and within the solicitation process, this Agreement may be amended to incorporate any agreed deviations.

The following pages will constitute the Agreement between the successful vendors(s) and TIPS.

Definitions

PURCHASE ORDER is the TIPS Member’s approval providing the authority to proceed with the negotiated delivery order under the Agreement. Special terms and conditions as agreed to between the vendor and TIPS Member should be added as addendums or deleted from the PO. Items such as certificate of insurance, bonding requirements, small or disadvantaged business goals are examples of possible addenda.

Terms and Conditions

Freight

All quotes to Members shall provide a line item for cost for freight or shipping regardless if there is a charge or not. If no charge for freight or shipping, indicate by stating "No Charge" or "\$0" or other similar indication. Shipping, delivery or freight charges shall be passed through at cost to the TIPS Member.

Warranty Conditions

All supplies equipment and services shall include manufacturer's minimum standard warranty unless otherwise agreed to in writing with the TIPS Member. All equipment proposed shall be new unless clearly stated in writing to the TIPS Member.

Customer Support

The Vendor shall provide timely and accurate customer support to TIPS Members. Vendors shall respond to such requests within one (1) working day after receipt of the request. Vendor shall provide training regarding products and services supplied by the Vendor unless otherwise clearly stated in writing at the time of purchase. (Unless training is a line item sold or packaged and must be purchased with product.)

Agreements

All Agreements and agreements between Vendors and TIPS Members shall strictly adhere to the statutes that are set forth in the Uniform Commercial Code as most recently revised.

Agreements for purchase will normally be put into effect by means of a purchase order(s) or other similar document or contract executed by authorized agents of the purchasing TIPS Member.

Tax exempt status

A taxable item sold, leased, rented to, stored, used, or consumed by any of the following governmental entities is exempted from the taxes imposed by this chapter: (1) the United States; (2) an unincorporated instrumentality of the United States; (3) a corporation that is an agency or instrumentality of the United States and is wholly owned by the United States or by another corporation wholly owned by the United States; (4) the State of Texas; (5) a Texas county, city, special district, or other political subdivision; or (6) a state, or a governmental unit of a state that borders Texas, but only to the extent that the other state or governmental unit exempts or does not impose a tax on similar sales of items to this state or a political subdivision of this state. Texas Tax Code § 151.309.

Assignments of Agreements

No assignment of Agreement may be made without the prior written approval of TIPS. Payment made by a TIPS Member can only be made to the awarded Vendor or vendor assigned dealer.

Disclosures

1. Vendor affirms that he/she 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 this Agreement.
2. Vendor shall attach, in writing, a complete description of any and all relationships that might be considered a conflict of interest in doing business with TIPS under a TIPS Agreement.
3. The vendor affirms that, to the best of his/her knowledge, the offer has been arrived at independently, and is submitted without collusion with anyone to obtain information or gain any favoritism that would in any way limit competition or give an unfair advantage over other vendors in the award of this Agreement.

Renewal of Agreements

The Agreement with TIPS is for one (1) year with an option for renewal for additional consecutive years as provided in the related solicitation as specified on page one of this agreement. Total term of Agreement can be up to the number of years provided in the solicitation, if sales are reported through the Agreement and both parties agree.

Automatic Renewal Clauses Incorporated in Awarded Vendor Agreements with TIPS Members Resulting from the Solicitation and with the Vendor Named in this Agreement.

NO AGREEMENT FOR GOODS OR SERVICES WITH A TIPS MEMBER BY THE AWARDED VENDOR NAMED IN THIS AGREEMENT THAT RESULTS FROM THE SOLICITATION AWARD NAMED IN THIS AGREEMENT, MAY INCORPORATE AN AUTOMATIC RENEWAL CLAUSE WITH WHICH THE TIPS MEMBER MUST COMPLY. ALL RENEWAL TERMS INCORPORATED IN AN AGREEMENT BY THE VENDOR WITH THE TIPS MEMBER SHALL ONLY BE VALID AND ENFORCEABLE WHEN THE VENDOR RECEIVES WRITTEN CONFIRMATION BY PURCHASE ORDER OR EXECUTED AGREEMENT ISSUED BY THE TIPS MEMBER FOR ANY RENEWAL PERIOD. THE PURPOSE OF THIS CLAUSE IS TO AVOID A TIPS MEMBER INADVERTENTLY RENEWING AN AGREEMENT DURING A PERIOD IN WHICH THE GOVERNING BODY OF THE TIPS MEMBER HAS NOT PROPERLY APPROPRIATED AND BUDGETED THE FUNDS TO SATISFY THE AGREEMENT RENEWAL. THIS TERM IS NOT NEGOTIABLE AND ANY AGREEMENT BETWEEN A TIPS MEMBER AND A TIPS AWARDED VENDOR WITH AN AUTOMATIC RENEWAL CLAUSE THAT CONFLICTS WITH THESE TERMS IS RENDERED VOID AND UNENFORCEABLE AS TO THE AUTOMATIC RENEWAL CLAUSE.

Shipments

The Vendor shall ship ordered products within a commercially reasonable time after the receipt of the order. If a product cannot be shipped within that time, the Vendor shall notify TIPS and

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the TIPS Member as to why the product has not shipped and shall provide an estimated shipping date, if applicable. TIPS or the TIPS Member may cancel the order if estimated shipping time is not acceptable.

Invoices

The Vendor or vendor assigned dealer shall submit invoices, to the TIPS Member. Each invoice shall include the TIPS Member's purchase order number. The shipment tracking number or pertinent information for verification of TIPS Member receipt shall be made available upon request. The Vendor or vendor assigned dealer shall not invoice for partial shipments unless agreed to in writing in advance by TIPS or the TIPS Member.

Payments

The TIPS Member will make payments directly to the Vendor or vendor assigned dealer as agreed by the TIPS Member.

Pricing

The Vendor agrees to provide pricing to TIPS and TIPS Member entities that is at least equal to the lowest pricing available to like cooperative purchasing customers in like situations and the pricing shall remain so throughout the duration of the Agreement.

The Vendor agrees to promptly and proportionally lower the cost of any product purchased through TIPS following a reduction in the supplying manufacturer or publisher's direct cost to the Vendor. Price increases will be honored according to the terms of the solicitation. However, the Vendor shall honor previous prices for thirty (30) days after written notification to TIPS of an increase.

All pricing submitted to TIPS shall include the participation fee, as designated in the solicitation or as otherwise agreed in writing, to be remitted to TIPS by the Vendor. Vendor shall not show adding the fee to the invoice presented to TIPS Member customer. Failure to render the participation fee to TIPS shall constitute a breach of this agreement and shall be grounds for termination of this agreement and any other agreement held with TIPS.

Participation Fees

Vendor or vendor assigned dealer agrees to pay TIPS on a monthly scheduled report the participation fee for all Agreement sales to Tips Members utilizing a TIPS awarded contract. Vendor must login to the TIPS database and use the "Submission Report" section to report sales. The Vendor or vendor assigned dealers are responsible for keeping records of all sales that go through the TIPS Agreement. Failure to pay the participation fee will result in termination of Agreement. Please contact TIPS at tips@tips-usa.com or call (866) 839-8477 if you have questions about paying fees.

Indemnity

1. **Indemnity for Personality Agreements.** Vendor agrees to indemnify and hold harmless and defend TIPS, TIPS Member(s), officers and employees, from and against all claims and suits for damages, injuries to persons (including death), property damages, losses, and expenses including court costs and attorney's fees, arising out of, or resulting from, Vendor's performance of this Agreement or sales made to TIPS Members under this agreement, including all such causes of action based upon common, constitutional, or statutory law, or based in whole or in part, upon allegations of negligent or intentional acts on the part of the Vendor, its officers, employees, agents, subcontractors, licensees, invitees, unless such claims are based in whole upon the negligent acts or omissions of the TIPS, TIPS Member(s), officers, employees, or agents. If based in part upon the negligent acts or omissions of the TIPS, TIPS Member(s), officers, employees, or agents, Vendor shall be responsible for their proportional share of the claim.
2. **Indemnity for Performance Agreements.** The Vendor agrees to indemnify and hold harmless and defend TIPS, TIPS Member(s), officers and employees from and against all claims and suits for damages, injuries to persons (including death), property damages, losses, and expenses including court costs and attorney's fees, arising out of, or resulting from, Vendor's work under this Agreement, including all such causes of action based upon common, constitutional, or statutory law, or based in whole or in part, upon allegations of negligent or intentional acts on the part of the Vendor, its officers, employees, agents, subcontractors, licensees, or invitees, unless such claims are based in whole upon the negligent acts or omissions of the TIPS, TIPS Member(s), officers, employees, or agents. If based in part upon the negligent acts or omissions of the TIPS, TIPS Member(s), officers, employees, or agents, Vendor shall be responsible for their proportional share of the claim.

State of Texas Franchise Tax

By signature hereon, the bidder hereby certifies that he/she is not currently delinquent in the payment of any franchise taxes owed the State of Texas under Chapter 171, Tax Code.

Miscellaneous

Nothing in the Agreement or in any other communication between TIPS and the Vendor may be construed as a guarantee that TIPS Members will submit any orders at any time. TIPS reserves the right to request additional proposals for items already on Agreement at any time.

Purchase Order Pricing/Product Deviation

If a deviation of agreed pricing/product on a purchase order from a TIPS Member pursuant to this Agreement occurs, TIPS shall be notified within 48 hours of receipt of order.

Termination for Convenience

TIPS reserves the right to terminate this agreement for cause or no cause for convenience with a thirty-day written notice. Termination for convenience is required under 2 CFR part 200. All purchase orders presented to the Vendor by a TIPS Member prior to the actual termination of this agreement shall be honored at the option of the TIPS Member.

TIPS Member Purchasing Procedures

Purchase orders or their equal are issued by participating TIPS Member to the awarded vendor indicating on the PO "TIPS Agreement Number". Order is emailed to TIPS at tipspo@tips-usa.com.

- Awarded vendor delivers goods/services directly to the participating Member.
- Awarded vendor invoices the participating TIPS Member directly.
- Awarded vendor receives payment directly from the participating Member.
- Awarded vendor reports sales monthly to TIPS (unless prior arrangements have been made with TIPS to report otherwise).

Supplemental Agreements

The TIPS Member and awarded vendor may enter into a separate supplemental agreement to further define the level of service requirements over and above the minimum defined in this Agreement i.e. invoice requirements, ordering requirements, specialized delivery, etc. Any supplemental agreement developed as a result of this Agreement is exclusively between the participating entity and awarded vendor. TIPS, its agents, TIPS Members and employees shall not be made party to any claim for breach of such agreement.

INDEMNITY UNDER A SUPPLEMENTAL AGREEMENT:

ANY SUPPLEMENTAL AGREEMENT BETWEEN THE TIPS OR A TIPS MEMBER AND THE VENDOR THAT REQUIRES TIPS OR THE TIPS MEMBER TO INDEMNIFY ANY OTHER PARTY, EXCEPT TO THE EXTENT PERMITTED BY THE APPLICABLE CONSTITUTION, LAWS OR REGULATIONS OF THE JURISDICTION OF THE LOCATION OF THE TIPS MEMBER OR THE LOCATION OF THE PERFORMANCE OF THE CONTRACT UNDER THIS AGREEMENT, IS NOT PERMITTED UNDER THIS AGREEMENT AND RENDERS THE INDEMNITY REQUIREMENT NULL AND VOID AS IT APPLIES TO TIPS OR THE TIPS MEMBER'S RESPONSIBILITY TO INDEMNIFY ANY PARTY.

Licenses

Awarded vendor shall maintain, in current status, all federal, state and local licenses, bonds and permits required for the operation of the business conducted by awarded vendor. Awarded vendor shall remain fully informed of and in compliance with all ordinances and regulations pertaining to the lawful provision of services under the Agreement. TIPS reserves the right to stop work and/or cancel Agreement of any awarded vendor whose license(s) expire, lapse, are suspended or terminated.

Novation

If awarded vendor sells or transfers all assets or the entire portion of the assets used to perform this Agreement, a successor in interest must guarantee to perform all obligations under this Agreement. TIPS reserves the right to accept or reject assignment of this agreement. A simple change of name agreement will not change the Agreement obligations of awarded vendor.

Site Requirements (Only when applicable to service or job)

Cleanup: Awarded vendor shall clean up and remove all debris and rubbish resulting from their work as required or directed by TIPS Member. Upon completion of work, the premises shall be left in good repair and an orderly, neat, clean and unobstructed condition.

Preparation: Awarded vendor shall not begin a project for which TIPS Member has not prepared the site, unless awarded vendor does the preparation work at no cost, or until TIPS Member includes the cost of site preparation in a purchase order.

Site preparation includes, but is not limited to: moving furniture, installing wiring for networks or power, and similar pre-installation requirements.

Registered sex offender restrictions: For work to be performed at schools, awarded vendor agrees that no employee of a sub-contractor who has been adjudicated to be a registered sex offender will perform work at any time when students are or reasonably expected to be present. Awarded vendor agrees that a violation of this condition shall be considered a material breach and may result in the cancellation of the purchase order at the TIPS Member's discretion. Awarded vendor must identify any additional costs associated with compliance of this term. If no costs are specified, compliance with this term will be provided at no additional charge.

Safety measures: Awarded vendor shall take all reasonable precautions for the safety of employees on the worksite, and shall erect and properly maintain all necessary safeguards for protection of workers and the public. Awarded vendor shall post warning signs against all hazards created by the operation and work in progress. Proper precautions shall be taken pursuant to state law and standard practices to protect workers, general public and existing structures from injury or damage.

Smoking

Persons working under Agreement shall adhere to local smoking policies. Smoking will only be permitted in posted areas or off premises.

Invoices

The awarded vendor shall submit invoices to the TIPS Member clearly stating "Per TIPS Agreement". The shipment tracking number or other applicable pertinent information for verification shall be made available upon request.

Marketing

Awarded vendor agrees to allow TIPS to use their name and logo within the TIPS website, marketing materials and advertisement. Any use of TIPS name and logo or any form of publicity, inclusive of press release, regarding this Agreement by awarded vendor must have prior approval from TIPS and approval of which, shall not be unreasonably withheld by TIPS.

Survival Clause

All applicable software license agreements, warranties or service agreements that were entered into between Vendor and Customer under the terms and conditions of the Agreement shall survive the expiration or termination of the Agreement. All Orders, Purchase Orders issued or contracts executed by TIPS or a TIPS Member and accepted by the Vendor prior to the expiration or termination of this agreement, shall survive expiration or termination of the Agreement, subject to previously agreed terms and conditions agreed by the parties or as otherwise specified herein relating to termination of this agreement.

Legal obligations

It is the responding vendor's responsibility to be aware of and comply with all local, state and federal laws governing the sale of products/services identified in this RFP and any awarded Agreement thereof. Applicable laws and regulations must be followed even if not specifically identified herein.

Audit rights

Awarded Vendor shall, at their sole expense, maintain appropriate due diligence of all purchases made by TIPS Member that utilizes this Agreement. TIPS and Region 8 ESC each reserve the right to audit the accounting for a period of three (3) years from the time such purchases are made. This audit right shall survive termination of this Agreement for a period of three (3) years from the effective date of termination. TIPS shall have authority to conduct random audits of Awarded Vendor's pricing that is offered to TIPS Members. Notwithstanding the foregoing, in the event that TIPS is made aware of any pricing being offered to eligible entities that is materially inconsistent with the pricing under this agreement, TIPS shall have the ability to conduct the audit internally or may engage a third-party auditing firm. In the event of an audit, the requested materials shall be provided in the format and at the location designated by Region 8 ESC or TIPS. TIPS shall bear the cost of such audit requested by TIPS, but all documents maintained by the vendor shall be produced and made available to TIPS or its agents at no cost.

Force Majeure

If by reason of Force Majeure, either party hereto shall be rendered unable wholly or in part to carry out its obligations under this Agreement then such party shall give notice and fully particulars of Force Majeure in writing to the other party within a reasonable time after occurrence of the event or cause relied upon, and the obligation of the party giving such notice, so far as it is affected by such Force Majeure, shall be suspended during the continuance of the

inability then claimed, except as hereinafter provided, but for no longer period, and such party shall endeavor to remove or overcome such inability with all reasonable dispatch.

Acceptance of work by TIPS Member

When a Vendor performs services for a TIPS Member, the TIPS Member will inspect the work for acceptance under the scope and terms in the PO. The TIPS Member will request any corrective actions that are required. Upon completion of these actions and not before, the TIPS Member will be obligated to compensate the Vendor as agreed.

Support Requirements

If there is a dispute between the awarded vendor and TIPS Member, TIPS or its representatives will assist in conflict resolution or third party (mandatory mediation), if requested by either party. TIPS, or its representatives, reserves the right to inspect any project and audit the awarded vendors TIPS project files, documentation and correspondence.

Incorporation of Solicitation

The TIPS Solicitation, Request for Proposals, Request for Qualifications or the Request for Competitive Sealed Proposals solicitation and all associated documents and forms made part of the solicitation process, including any addenda, that resulted in the execution of this agreement are hereby incorporated by reference into this agreement as if copied verbatim.

See next page

Special Terms and Conditions

It is the intent of TIPS to Agreement with a reliable, high performance vendor to supply products and services to government and educational agencies. It is the experience of TIPS that the following procedures provide TIPS, the Vendor, and the participating agency the necessary support to facilitate a mutually beneficial relationship. The specific procedures will be negotiated with the successful vendor.


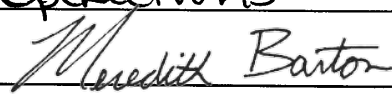

- **Agreements:** All orders made by TIPS Members to the awarded vendor must be emailed to TIPS at tipspo@tips-usa.com. Should a TIPS Member send an order direct to vendor, it is the vendor's responsibility to forward the order to TIPS at the email above within three (3) business days and confirm its receipt with TIPS.
 - **Promotion of Agreement:** It is agreed that Vendor will encourage all eligible entities to purchase from the TIPS Program. Encouraging entities to purchase directly from the Vendor and not through TIPS Agreement is a breach of this agreement terms and conditions and will result in termination and rescission of this agreement and removal of the Vendor from the TIPS Program.
 - **Daily Order Confirmation:** All Agreement purchase orders will be approved daily by TIPS and sent to vendor. The vendor must confirm receipt of orders to the TIPS Member (customer) within two (2) business days.
 - **Vendor custom website for TIPS:** If Vendor is hosting a custom TIPS Agreement catalog website, then any updated pricing must be posted by 1st of each month. Any increase in a "catalog" price, as defined herein, is not effective until it is published in the vendor's "catalog" as defined herein.
 - **Back Ordered Products:** If product is not expected to ship within 3 business days, customer is to be notified within 24 hours of order receipt and appropriate action taken based on customer request.
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Term of Agreement is one year with renewal options for up to two additional years as provided in the solicitation.

Page 11 of 11 will be the TIPS Vendor Agreement Signature Page

TIPS Vendor Agreement Signature Form

RFP 170705 Staffing Services

Company Name Compnova LLC
Address 300 N Coit Road STE 340
City Richardson State TX Zip 75080
Phone 972-954-1756 Fax 972-671-1505
Email of Authorized Representative nickp@compnova.com
Name of Authorized Representative Nick Punyamurthy
Title President
Signature of Authorized Representative 
Date 07/26/2017
TIPS Authorized Representative Name Meredith Barton
Title Vice-President of Operations
TIPS Authorized Representative Signature 
Approved by ESC Region 8 
Date 9-24-17

The Interlocal Purchasing System (TIPS Cooperative) Supplier Response

Bid Information		Contact Information		Ship to Information
Bid Creator	Rick Powell General Counsel/Procurement Compliance Officer	Address	Region 8 Education Service Center 4845 US Highway 271 North Pittsburg, TX 75686	Address
Email	rick.powell@tips-usa.com	Contact	Contracts Support	Contact
Phone	(903) 575-2689			Department
Fax				Building
Bid Number	170705	Department		Floor/Room
Title	Staffing Services	Building		Telephone
Bid Type	RFP			Fax
Issue Date	7/6/2017 08:03 AM (CT)	Floor/Room		Email
Close Date	8/18/2017 03:00:00 PM (CT)	Telephone	(866) 839-8477	
		Fax	(866) 839-8472	
		Email	bids@tips-usa.com	

Supplier Information

Company CompNova (CompNova LLC)
Address 300 N Coit Road
STE 340
Richardson, TX 75080
Contact Nick Punyamurthy
Department
Building
Floor/Room
Telephone (972) 671-1500
Fax (972) 671-1505
Email nickp@compnova.com
Submitted 8/18/2017 12:02:45 PM (CT)
Total \$0.00

By submitting your response, you certify that you are authorized to represent and bind your company.

Signature Nick Punyamurthy

Email nickp@compnova.com

Supplier Notes

Bid Notes

Bid Activities

Bid Messages

Bid Attributes

Please review the following and respond where necessary

#	Name	Note	Response
1	Yes - No	Disadvantaged/Minority/Women Business Enterprise - D/M/WBE (Required by some participating governmental entities) Vendor certifies that their firm is a D/M/WBE? Vendor must upload proof of certification to the "Response Attachments" D/M/WBE CERTIFICATES section.	Yes
2	Yes - No	Historically Underutilized Business - HUB (Required by some participating governmental entities) Vendor certifies that their firm is a HUB as defined by the State of Texas at https://comptroller.texas.gov/purchasing/vendor/hub/ or in a HUBZone as defined by the US Small Business Administration at https://www.sba.gov/offices/headquarters/ohp Proof of one or both may be submitted. Vendor must upload proof of certification to the "Response Attachments" HUB CERTIFICATES section.	No
3	Yes - No	The Vendor can provide services and/or products to all 50 US States?	Yes
4	States Served:	If answer is NO to question #3, please list which states can be served. (Example: AR, OK, TX)	
5	Company and/or Product Description:	This information will appear on the TIPS website in the company profile section, if awarded a TIPS contract. (Limit 750 characters.)	CompNova is a leading IT Services and Solutions provider serving a wide spectrum of industry verticals with domain focus in the state, federal and local governments, Banking and Financial Services and Insurance, Telecom, Oil and Energy, Healthcare, Manufacturing, Government, Internet Media and Technology sectors. CompNova has worked with several states like State of Texas, Florida, West Virginian, New York, New Hampshire directly and with other systems integrators.
6	Primary Contact Name	Primary Contact Name	Nick Punyamurthy
7	Primary Contact Title	Primary Contact Title	President
8	Primary Contact Email	Primary Contact Email	nickp@compnova.com
9	Primary Contact Phone	Enter 10 digit phone number. (No dashes or extensions) Example: 8668398477	9726711756
10	Primary Contact Fax	Enter 10 digit phone number. (No dashes or extensions) Example: 8668398477	9726711505
11	Primary Contact Mobile	Enter 10 digit phone number. (No dashes or extensions) Example: 8668398477	
12	Secondary Contact Name	Secondary Contact Name	Nick Punyamurthy
13	Secondary Contact Title	Secondary Contact Title	Raj Chitgopkar
14	Secondary Contact Email	Secondary Contact Email	rajc@compnova.com
15	Secondary Contact Phone	Enter 10 digit phone number. (No dashes or extensions) Example: 8668398477	9729541753

16	Secondary Contact Fax	Enter 10 digit phone number. (No dashes or extensions) Example: 8668398477	9726711505
17	Secondary Contact Mobile	Enter 10 digit phone number. (No dashes or extensions) Example: 8668398477	4698557819
18	Admin Fee Contact Name	Admin Fee Contact Name. This person is responsible for paying the admin fee to TIPS.	Yiuling Punyamurthy
19	Admin Fee Contact Email	Admin Fee Contact Email	accounts@compnova.com
20	Admin Fee Contact Phone	Enter 10 digit phone number. (No dashes or extensions) Example: 8668398477	9726711500 x 105
21	Purchase Order Contact Name	Purchase Order Contact Name. This person is responsible for receiving Purchase Orders from TIPS.	Nick Punyamurthy
22	Purchase Order Contact Email	Purchase Order Contact Email	nickp@compnova.com
23	Purchase Order Contact Phone	Enter 10 digit phone number. (No dashes or extensions) Example: 8668398477	9729541756
24	Company Website	Company Website (Format - www.company.com)	www.compnova.com
25	Federal ID Number:	Federal ID Number also known as the Employer Identification Number. (Format - 12-3456789)	26-4307449
26	Primary Address	Primary Address	300 N Coit Road, STE 340
27	Primary Address City	Primary Address City	Richardson
28	Primary Address State	Primary Address State (2 Digit Abbreviation)	TX
29	Primary Address Zip	Primary Address Zip	75080
30	Search Words:	Please list search words to be posted in the TIPS database about your company that TIPS website users might search. Words may be product names, manufacturers, or other words associated with the category of award. YOU MAY NOT LIST NON-CATEGORY ITEMS. (Limit 500 words) (Format: product, paper, construction, manufacturer name, etc.)	IT Services and solutions consulting, staffing, software development, IT consulting, ERP Consulting
31	Yes - No	Most of our members receive Federal Government grants and they make up a significant portion of their budgets. The members need to know if your company is willing to sell to them when they spend federal budget funds on their purchase. There are attributes that follow that are provisions from the federal regulations in 2 CFR part 200. Your answers will determine if your award will be designated as Federal or Education Department General Administrative Regulations (EDGAR)compliant. Is it your intent to be able to sell to our members regardless of the fund source, whether it be local, state or federal?	No
32	Yes - No	Certification of Residency (Required by the State of Texas) The vendor's ultimate parent company or majority owner: (A) has its principal place of business in Texas; OR (B) employs at least 500 persons in Texas?	Yes
33	Company Residence (City)	Vendor's principal place of business is in the city of?	Richardson TX 75080

34	Company Residence (State)	Vendor's principal place of business is in the state of?	TX
35	Felony Conviction Notice:	(Required by the State of Texas) My firm is, as outlined on PAGE 5 in the Instructions to Bidders document: (Questions 36 - 37) Statutory citation covering notification of criminal history of contractor is found in the Texas Education Code #44.034. Following is an example of a felony conviction notice: State of Texas Legislative Senate Bill No. 1, Section 44.034, Notification of Criminal History, Subsection (a), states "a person or business entity that enters into a contract with a school district or ESC 8/TIPS must give advance notice to the district or ESC 8/TIPS if the person or an owner or operator of the business entity has been convicted of a felony. The notice must include a general description of the conduct resulting in the conviction of a felony." Subsection (b) states "a school district may terminate a contract with a person or business entity if the district determines that the person or business entity failed to give notice as required by Subsection (a) or misrepresented the conduct resulting in the conviction. The district must compensate the person or business entity for services performed before the termination of the contract."	(No Response Required)
36	Yes - No	A publicly held corporation; therefore, this reporting requirement is not applicable?	No
37	Yes - No	Is owned or operated by individual(s) who has/have been convicted of a felony?	No
38	If your firm is owned or operated by the following individual(s) who has/have been convicted of a felony:	Please provide details of the conviction. This is not necessarily a disqualifying factor and the details of the conviction determines the eligibility. Providing false or misleading information about the conviction is illegal.	
39	Pricing Information:	Pricing information section. (Questions 39 - 43)	(No Response Required)
40	Discount Offered	What is the MINIMUM percentage discount off of any item or service you offer to TIPS Members that is in your regular catalog (as defined in the RFP document), website, store or shelf pricing? This is a ceiling on your pricing and not a floor because, in order to be more competitive in the individual circumstance, you may offer a larger discount depending on the items or services purchased and the quantity at time of sale. Must answer with a number between 0% and 100%.	6%
41	TIPS administration fee	By submitting a proposal, I agree that all pricing submitted to TIPS shall include the participation fee, as designated in the solicitation or as otherwise agreed in writing and shall be remitted to TIPS by the Vendor as agreed in the Vendor agreement. I agree that the fee shall not and will not be added by the vendor as a separate line item on a TIPS member invoice, quote, proposal or any other written communications with the TIPS member.	(No Response Required)
42	Yes - No	Vendor agrees to remit to TIPS the required administration fee? TIPS/ESC Region 8 is required by Texas Government Code § 791 to be compensated for its work and thus, failure to agree shall render your response void and it will not be considered.	Yes

43	Yes - No	Do you offer additional discounts to TIPS members for large order quantities or large scope of work?	Yes
44	Start Time	Average start time after receipt of customer order is ____ working days?	1
45	Years Experience	Company years experience in this category?	15
46	Resellers:	<p>Does the vendor have resellers that it will name under this contract? Resellers are defined as other companies that sell your products under an agreement with you, the awarded vendor of TIPS.</p> <p>EXAMPLE: Walmart is a reseller of Samsung Electronics. If Samsung were a TIPS awarded vendor, then Samsung would list Walmart as a reseller.</p> <p>(If applicable, vendor should download the Reseller/Dealers spreadsheet from the Attachments section, fill out the form and submit the document in the "Response Attachments" RESELLERS section.</p>	No
47	Prices are guaranteed for?	Vendor agrees to honor the pricing discount off regular catalog (as defined in the RFP document), website, store or shelf pricing for the term of the award?	YES
48	Right of Refusal	Does the proposing vendor wish to reserve the right not to perform under the awarded agreement with a TIPS member at vendor's discretion?	Yes
49	NON-COLLUSIVE BIDDING CERTIFICATE	<p>By submission of this bid or proposal, the Bidder certifies that:</p> <p>1) This bid or proposal has been independently arrived at without collusion with any other Bidder or with any Competitor;</p> <p>2) This bid or proposal has not been knowingly disclosed and will not be knowingly disclosed, prior to the opening of bids, or proposals for this project, to any other Bidder, Competitor or potential competitor;</p> <p>3) No attempt has been or will be made to induce any other person, partnership or corporation to submit or not to submit a bid or proposal;</p> <p>4) The person signing this bid or proposal certifies that he has fully informed himself regarding the accuracy of the statements contained in this certification, and under the penalties being applicable to the Bidder as well as to the person signing in its behalf. Not a negotiable term. Failure to agree will render your proposal non-responsive and it will not be considered.</p>	(No Response Required)
50	CONFLICT OF INTEREST QUESTIONNAIRE - FORM CIQ	<p>If you have a conflict of interest as described in this form or the Local Government Code Chapter 176, cited therein- you are required to complete and file with TIPS, Richard Powell, 4845 US Highway 271 North, Pittsburg, Texas 75686</p> <p>You may find the Blank CIQ form on our website at:</p> <p>Copy and Paste the following link into a new browser or tab: https://www.tips-usa.com/assets/documents/docs/CIQ.pdf</p> <p>Do you have any conflicts under this statutory requirement?</p>	No
51	Filing of Form CIQ	If yes (above), have you filed a form CIQ as directed here?	

- 52 Regulatory Standing I certify to TIPS for the proposal attached that my company is in good standing with all governmental agencies Federal or state that regulate any part of our business operations. If not, please explain in the next attribute question. Yes
- 53 Regulatory Standing Regulatory Standing explanation of no answer on previous question.
- 54 Antitrust Certification Statements (Tex. Government Code § 2155.005) By submission of this bid or proposal, the Bidder certifies that: (No Response Required)
- I affirm under penalty of perjury of the laws of the State of Texas that:
- (1) I am duly authorized to execute this contract on my own behalf or on behalf of the company, corporation, firm, partnership or individual (Company) listed below;
 - (2) In connection with this bid, neither I nor any representative of the Company has violated any provision of the Texas Free Enterprise and Antitrust Act, Tex. Bus. & Comm. Code Chapter 15;
 - (3) In connection with this bid, neither I nor any representative of the Company has violated any federal antitrust law;
 - (4) Neither I nor any representative of the Company has directly or indirectly communicated any of the contents of this bid to a competitor of the Company or any other company, corporation, firm, partnership or individual engaged in the same line of business as the Company.

1. By agreeing to the Attribute question #56, the vendor and prospective lower tier participant is providing the certification set out herein in accordance with these instructions.
2. The certification in this clause is a material representation of fact upon which reliance was placed when this transaction was entered into. If it is later determined that the prospective lower tier participant knowingly rendered an erroneous certification in addition to other remedies available to the federal government, the department or agency with which this transaction originated may pursue available remedies, including suspension and / or debarment.
3. The prospective lower tier participant shall provide immediate written notice to the person to which this proposal is submitted if at any time the prospective lower tier participant learns that its certification was erroneous when submitted or has become erroneous by reason of changed circumstances.
4. The terms "covered transaction," "debarred," "suspended," "ineligible," "lower tier covered transaction," "participants," "person," "primary covered transaction," "principal," "proposal" and "voluntarily excluded," as used in this clause, have the meanings set out in the Definitions and Coverage sections of rules implementing Executive Order 12549. You may contact the person to which this proposal is submitted for assistance in obtaining a copy of those regulations.
5. The prospective lower tier participant agrees by submitting this form that, should the proposed covered transaction be entered into, it shall not knowingly enter into any lower tier covered transaction with a person who is debarred, suspended, declared ineligible or voluntarily excluded from participation in this covered transaction, unless authorized by the department or agency with which this transaction originated.
6. The prospective lower tier participant further agrees by submitting this form that it will include this clause titled "Certification Regarding Debarment, Suspension, Ineligibility and Voluntary Exclusion-Lower Tier Covered Transaction" without modification in all lower tier covered transactions and in all solicitations for lower tier covered transactions.
7. A participant in a covered transaction may rely upon a certification of a prospective participant in a lower tier covered transaction that it is not debarred, suspended, ineligible or voluntarily excluded from the covered transaction, unless it knows that the certification is erroneous. A participant may decide the method and frequency by which it determines the eligibility of its principals. Each participant may, but is not required to, check the Nonprocurement List.
8. Nothing contained in the foregoing shall be construed to require establishment of a system of records in order to render in good faith the certification required by this clause. The knowledge and information of a participant is not required to exceed that which is normally possessed by a prudent person in the ordinary course of business dealings.
9. Except for transactions authorized under paragraph 5 of these instructions, if a participant in a covered transaction knowingly enters into a lower tier covered transaction with a person who is suspended, debarred, ineligible or voluntarily excluded from participation in this transaction, in addition to other remedies available to the federal government, the department or agency with which this

transaction originated may pursue available remedies, including suspension and / or debarment.

56 Suspension or Debarment Certification

Debarment and Suspension (Executive Orders 12549 and 12689)—A contract award (see 2 CFR 180.220) must not be made to parties listed on the governmentwide exclusions in the System for Award Management (SAM), in accordance with the OMB guidelines at 2 CFR 180 that implement Executive Orders 12549 (3 CFR part 1986 Comp., p. 189) and 12689 (3 CFR part 1989 Comp., p. 235), "Debarment and Suspension." SAM Exclusions contains the names of parties debarred, suspended, or otherwise excluded by agencies, as well as parties declared ineligible under statutory or regulatory authority other than Executive Order 12549.

By submitting this offer and certifying this section, this bidder:
Certifies that no suspension or debarment is in place, which would preclude receiving a federally funded contract as described above.

57 Non-Discrimination Statement and Certification

In accordance with Federal civil rights law, all U.S. Departments, including the U.S. Department of Agriculture (USDA) civil rights regulations and policies, the USDA, its Agencies, offices, and employees, and institutions participating in or administering USDA programs are prohibited from discriminating based on race, color, national origin, religion, sex, gender identity (including gender expression), sexual orientation, disability, age, marital status, family/parental status, income derived from a public assistance program, political beliefs, or reprisal or retaliation for prior civil rights activity, in any program or activity conducted or funded by USDA (not all bases apply to all programs). Remedies and complaint filing deadlines vary by program or incident.
Persons with disabilities who require alternative means of communication for program information (e.g., Braille, large print, audiotope, American Sign Language, etc.) should contact the responsible Agency or USDA's TARGET Center at (202) 720-2600 (voice and TTY) or contact USDA through the Federal Relay Service at (800) 877-8339. Additionally, program information may be made available in languages other than English.
To file a program discrimination complaint, complete the USDA Program Discrimination Complaint Form, AD-3027, found online at How to File a Program Discrimination Complaint and at any USDA office or write a letter addressed to USDA and provide in the letter all of the information requested in the form. To request a copy of the complaint form, call (866) 632-9992. Submit your completed form or letter to USDA by: (1) mail: U.S. Department of Agriculture, Office of the Assistant Secretary for Civil Rights, 1400 Independence Avenue, SW, Washington, D.C. 20250-9410; (2) fax: (202) 690-7442; or (3) email: program.intake@usda.gov.
(Title VI of the Education Amendments of 1972; Section 504 of the Rehabilitation Act of 1973; the Age Discrimination Act of 1975; Title 7 CFR Parts 15, 15a, and 15b; the Americans with Disabilities Act; and FNS Instruction 113-1, Civil Rights Compliance and Enforcement – Nutrition Programs and Activities)
All U.S. Departments, including the USDA are equal opportunity provider, employer, and lender.

Not a negotiable term. Failure to agree will render your

proposal non-responsive and it will not be considered. I certify that in the performance of a contract with TIPS or its members, that our company will conform to the foregoing anti-discrimination statement and comply with the cited and all other applicable laws and regulations.

- | | | | |
|----|--|---|------------------------|
| 58 | 2 CFR PART 200 Contract Provisions Explanation | <p>Required Federal contract provisions of Federal Regulations for Contracts for contracts with ESC Region 8 and TIPS Members:</p> <p>The following provisions are required to be in place and agreed if the procurement is funded in any part with federal funds.</p> <p>The ESC Region 8 and TIPS Members are the subgrantee or Subrecipient by definition. Most of the provisions are located in 2 CFR PART 200 - Appendix II to Part 200—Contract Provisions for Non-Federal Entity Contracts Under Federal Awards at 2 CFR PART 200. Others are included within 2 CFR part 200 et al.</p> <p>In addition to other provisions required by the Federal agency or non-Federal entity, all contracts made by the non-Federal entity under the Federal award must contain provisions covering the following, as applicable.</p> | (No Response Required) |
| 59 | 2 CFR PART 200 Contracts | <p>Contracts for more than the simplified acquisition threshold currently set at \$150,000, which is the inflation adjusted amount determined by the Civilian Agency Acquisition Council and the Defense Acquisition Regulations Council (Councils) as authorized by 41 U.S.C. 1908, must address administrative, contractual, or legal remedies in instances where contractors violate or breach contract terms, and provide for such sanctions and penalties as appropriate. Notice: Pursuant to the above, when federal funds are expended by ESC Region 8 and TIPS Members, ESC Region 8 and TIPS Members reserves all rights and privileges under the applicable laws and regulations with respect to this procurement in the event of breach of contract by either party.</p> <p>Does vendor agree?</p> | Yes |
| 60 | 2 CFR PART 200 Termination | <p>Termination for cause and for convenience by the grantee or subgrantee including the manner by which it will be effected and the basis for settlement. (All contracts in excess of \$10,000)</p> <p>Pursuant to the above, when federal funds are expended by ESC Region 8 and TIPS Members, ESC Region 8 and TIPS Members reserves the right to terminate any agreement in excess of \$10,000 resulting from this procurement process for cause after giving the vendor an appropriate opportunity and up to 30 days, to cure the causal breach of terms and conditions. ESC Region 8 and TIPS Members reserves the right to terminate any agreement in excess of \$10,000 resulting from this procurement process for convenience with 30 days notice in writing to the awarded vendor. The vendor would be compensated for work performed and goods procured as of the termination date if for convenience of the ESC Region 8 and TIPS Members. Any award under this procurement process is not exclusive and the ESC Region 8 and TIPS reserves the right to purchase goods and services from other vendors when it is in the best interest of the ESC Region 8 and TIPS.</p> <p>Does vendor agree?</p> | Yes |

61	2 CFR PART 200 Clean Air Act	Yes
62	<p>2 CFR PART 200 Byrd Anti-Lobbying Amendment</p> <p>Clean Air Act (42 U.S.C. 7401-7671q.) and the Federal Water Pollution Control Act (33 U.S.C. 1251-1387), as amended—Contracts and subgrants of amounts in excess of \$150,000 must contain a provision that requires the non-Federal award to agree to comply with all applicable standards, orders or regulations issued pursuant to the Clean Air Act (42 U.S.C. 7401-7671q) and the Federal Water Pollution Control Act as amended (33 U.S.C. 1251-1387). Violations must be reported to the Federal awarding agency and the Regional Office of the Environmental Protection Agency (EPA). Pursuant to the Clean Air Act, et al above, when federal funds are expended by ESC Region 8 and TIPS Members, ESC Region 8 and TIPS Members requires that the proposer certify that during the term of an award by the ESC Region 8 and TIPS Members resulting from this procurement process the vendor agrees to comply with all of the above regulations, including all of the terms listed and referenced therein. Does vendor agree?</p> <p>Byrd Anti-Lobbying Amendment (31 U.S.C. 1352)—Contractors that apply or bid for an award exceeding \$100,000 must file the required certification. Each tier certifies to the tier above that it will not and has not used Federal appropriated funds to pay any person or organization for influencing or attempting to influence an officer or employee of any agency, a member of Congress, officer or employee of Congress, or an employee of a member of Congress in connection with obtaining any Federal contract, grant or any other award covered by 31 U.S.C. 1352. Each tier must also disclose any lobbying with non-Federal funds that takes place in connection with obtaining any Federal award. Such disclosures are forwarded from tier to tier up to the non-Federal award. Pursuant to the above, when federal funds are expended by ESC Region 8 and TIPS Members, ESC Region 8 and TIPS Members requires the proposer certify that during the term and during the life of any contract with ESC Region 8 and TIPS Members resulting from this procurement process the vendor certifies to the terms included or referenced herein. Does vendor agree?</p>	Yes
63	<p>2 CFR PART 200 Federal Rule</p> <p>Compliance with all applicable standards, orders, or requirements issued under section 306 of the Clean Air Act (42 U.S.C. 1857(h)), section 508 of the Clean Water Act (33 U.S.C. 1368), Executive Order 11738, and Environmental Protection Agency regulations (40 CFR part 15). (Contracts, subcontracts, and subgrants of amounts in excess of \$100,000) Pursuant to the above, when federal funds are expended by ESC Region 8 and TIPS Members, ESC Region 8 and TIPS Members requires the proposer certify that in performance of the contracts, subcontracts, and subgrants of amounts in excess of \$100,000, the vendor will be in compliance with all applicable standards, orders, or requirements issued under section 306 of the Clean Air Act (42 U.S.C. 1857(h)), section 508 of the Clean Water Act (33 U.S.C. 1368), Executive Order 11738, and Environmental Protection Agency regulations (40 CFR part 15). Does vendor certify that it is in compliance with the Clean Air Act?</p>	Yes

64	2 CFR PART 200 Procurement of Recovered Materials	<p>A non-Federal entity that is a state agency or agency of a political subdivision of a state and its contractors must comply with section 6002 of the Solid Waste Disposal Act, as amended by the Resource Conservation and Recovery Act. The requirements of Section 6002 include procuring only items designated in guidelines of the Environmental Protection Agency (EPA) at 40 CFR part 247 that contain the highest percentage of recovered materials practicable, consistent with maintaining a satisfactory level of competition, where the purchase price of the item exceeds \$10,000 or the value of the quantity acquired during the preceding fiscal year exceeded \$10,000; procuring solid waste management services in a manner that maximizes energy and resource recovery; and establishing an affirmative procurement program for procurement of recovered materials identified in the EPA guidelines.</p> <p>Does vendor certify that it is in compliance with the Solid Waste Disposal Act as described above?</p>	Yes
65	Indemnification	<p>The ESC Region 8 and TIPS is a Texas Political Subdivision and a local governmental entity; therefore, is prohibited from indemnifying third parties pursuant to the Texas Constitution (Article 3, Section 52) except as specifically provided by law or as ordered by a court of competent jurisdiction. A provision in a contract to indemnify or hold a party harmless is a promise to pay for any expenses the indemnified party incurs, if a specified event occurs, such as breaching the terms of the contract or negligently performing duties under the contract. Article III, Section 49 of the Texas Constitution states that "no debt shall be created by or on behalf of the State ... " The Attorney General has counseled that a contractually imposed obligation of indemnity creates a "debt" in the constitutional sense. Tex. Att'y Gen. Op. No. MW-475 (1982). Contract clauses which require the System or institutions to indemnify must be deleted or qualified with "to the extent permitted by the Constitution and Laws of the State of Texas." Liquidated damages, attorney's fees, waiver of vendor's liability, and waiver of statutes of limitations clauses should also be deleted or qualified with "to the extent permitted by the Constitution and laws of State of Texas."</p> <p>Not a negotiable term. Failure to agree will render your proposal non-responsive and it will not be considered. Do you agree to these terms?</p>	Yes

66 Remedies	<p>The parties shall be entitled to exercise any right or remedy available to it either at law or in equity, subject to the choice of law, venue and service of process clauses limitations agreed herein. Nothing in this agreement shall commit the TIPS to an arbitration resolution of any disagreement under any circumstances. Any Claim arising out of or related to the Contract, except for those specifically waived under the terms of the Contract, may, after denial of the Board of Directors, be subject to mediation at the request of either party. Any issues not resolved hereunder must be referred to non-binding mediation to be conducted by a mutually agreed upon mediator as a prerequisite to the filing of any lawsuit over such issue(s). The parties shall share the mediator's fee and any associated filing fee equally. Mediation shall be held in Camp or Titus County, Texas. Agreements reached in mediation shall be reduced to writing, and will be subject to the approval by the District's Board of Directors, signed by the Parties if approved by the Board of Directors, and, if signed, shall thereafter be enforceable as provided by the laws of the State of Texas.</p> <p>Do you agree to these terms?</p>	Yes, I Agree
67 Remedies Explanation of No Answer		
68 Choice of Law	<p>This agreement and any addenda or other additions and all contracts or awards resulting from this procurement process, however described, shall be governed by, construed and enforced in accordance with the laws of the State of Texas, regardless of any conflict of laws principles.</p> <p>Not a negotiable term. Failure to agree will render your proposal non-responsive and it will not be considered. Do you agree to these terms?</p>	Yes
69 Jurisdiction and Service of Process	<p>Any Proceeding arising out of or relating to this procurement process or any contract issued by TIPS resulting from or any contemplated transaction shall be brought in a court of competent jurisdiction in Camp County, Texas and each of the parties irrevocably submits to the exclusive jurisdiction of said court in any such proceeding, waives any objection it may now or hereafter have to venue or to convenience of forum, agrees that all claims in respect of the Proceeding shall be heard and determined only in any such court, and agrees not to bring any proceeding arising out of or relating to this procurement process or any contract resulting from or any contemplated transaction in any other court. The parties agree that either or both of them may file a copy of this paragraph with any court as written evidence of the knowing, voluntary and freely bargained for agreement between the parties irrevocably to waive any objections to venue or to convenience of forum. Process in any Proceeding referred to in the first sentence of this Section may be served on any party anywhere in the world. Venue clauses in contracts with TIPS members may be determined by the parties.</p>	Yes

Not a negotiable term. Failure to agree will render your proposal non-responsive and it will not be considered. Do you agree to these terms?

70 Alternative Dispute Resolution

Prior to filing of litigation, the parties may select non-binding mediation as a method of conflict resolution for issues arising out of or relating to this procurement process or any contract resulting from or any contemplated transaction. The parties agree that if nonbinding mediation is chosen as a resolution process, the parties must agree to the chosen mediator(s) and that all mediation venue shall be at a location in Camp or Titus, County, Texas agreed by the parties. The parties agree to share equally the cost of the mediation process and venue cost.
Do you agree to these terms?

Yes, I Agree

71 Alternative Dispute Resolution Explanation of No Answer

72 Infringement(s)

The successful vendor will be expected to indemnify and hold harmless the TIPS and its employees, officers, agents, representatives, contractors, assignees and designees from any and all third party claims and judgments involving infringement of patent, copyright, trade secrets, trade or service marks, and any other intellectual or intangible property rights attributed to or claims based on the Vendor's proposal or Vendor's performance of contracts awarded and approved.
Do you agree to these terms?

Yes, I Agree

73 Infringement(s) Explanation of No Answer

74 Acts or Omissions

The successful vendor will be expected to indemnify and hold harmless the TIPS, its officers, employees, agents, representatives, contractors, assignees and designees from and against any and all liability, actions, claims, demands or suits, and all related costs, attorney's fees and expenses arising out of, or resulting from any acts or omissions of the vendor or its agents, employees, subcontractors, or suppliers in the execution or performance of any agreements ultimately made by TIPS and the vendor.
Do you agree to these terms?

Yes, I Agree

75 Acts or Omissions Explanation of No Answer

76 Contract Governance

Any contract made or entered into by the TIPS is subject to and is to be governed by Section 271.151 et seq, Tex Loc Gov't Code. Otherwise, TIPS does not waive its governmental immunities from suit or liability except to the extent expressly waived by other applicable laws in clear and unambiguous language.

Yes

77 Payment Terms and Funding Out Clause

Payment Terms: Yes
TIPS or TIPS members shall not be liable for interest or late payment fees on past due balances at a rate higher than permitted by the laws or regulations of the jurisdiction of the TIPS Member.

Funding Out Clause:
Vendor agrees to abide by the laws and regulations, including Texas Local Government Code § 271.903, or any statutory or regulatory limitations of the jurisdiction of any TIPS Member which governs contracts entered into by the Vendor and TIPS or a TIPS Member that requires all contracts approved by TIPS or a TIPS Member are subject to the budgeting and appropriation of currently available funds by the entity or its governing body.
See statute(s) for specifics or consult your legal counsel.
Not a negotiable term. Failure to agree will render your proposal non-responsive and it will not be considered.
Do you agree to these terms?

78 Insurance and Fingerprint Requirements Information

Insurance (No Response Required)
If applicable and your staff will be on TIPS member premises for delivery, training or installation etc. and/or with an automobile, you must carry automobile insurance as required by law. You may be asked to provide proof of insurance.
Fingerprint
It is possible that a vendor may be subject to Chapter 22 of the Texas Education Code. The Texas Education Code, Chapter 22, Section 22.0834. Statutory language may be found at: <http://www.statutes.legis.state.tx.us/>
If the vendor has staff that meet both of these criterion:
(1) will have continuing duties related to the contracted services; and
(2) has or will have direct contact with students
Then you have "covered" employees for purposes of completing the attached form.
TIPS recommends all vendors consult their legal counsel for guidance in compliance with this law. If you have questions on how to comply, see below. If you have questions on compliance with this code section, contact the Texas Department of Public Safety Non-Criminal Justice Unit, Access and Dissemination Bureau, FAST-FACT at NCJU@txdps.state.tx.us and you should send an email identifying you as a contractor to a Texas Independent School District or ESC Region 8 and TIPS. Texas DPS phone number is (512) 424-2474.
See form in the next attribute to complete entitled: Texas Education Code Chapter 22 Contractor Certification for Contractor Employees

<p>79 Texas Education Code Chapter 22 Contractor Certification for Contractor Employees</p>	<p>Introduction: Texas Education Code Chapter 22 requires entities that contract with school districts to provide services to obtain criminal history record information regarding covered employees. Contractors must certify to the district that they have complied. Covered employees with disqualifying criminal histories are prohibited from serving at a school district.</p> <p>Definitions: Covered employees: Employees of a contractor or subcontractor who have or will have continuing duties related to the service to be performed at the District and have or will have direct contact with students. The District will be the final arbiter of what constitutes direct contact with students. Disqualifying criminal history: Any conviction or other criminal history information designated by the District, or one of the following offenses, if at the time of the offense, the victim was under 18 or enrolled in a public school:</p> <p>(a) a felony offense under Title 5, Texas Penal Code; (b) an offense for which a defendant is required to register as a sex offender under Chapter 62, Texas Code of Criminal Procedure; or (c) an equivalent offense under federal law or the laws of another state.</p> <p>I certify that:</p> <p>NONE (Section A) of the employees of Contractor and any subcontractors are covered employees, as defined above. If this box is checked, I further certify that Contractor has taken precautions or imposed conditions to ensure that the employees of Contractor and any subcontractor will not become covered employees. Contractor will maintain these precautions or conditions throughout the time the contracted services are provided.</p> <p>OR</p> <p>SOME (Section B) or all of the employees of Contractor and any subcontractor are covered employees. If this box is checked, I further certify that:</p> <p>(1) Contractor has obtained all required criminal history record information regarding its covered employees. None of the covered employees has a disqualifying criminal history.</p> <p>(2) If Contractor receives information that a covered employee subsequently has a reported criminal history, Contractor will immediately remove the covered employee from contract duties and notify the District in writing within 3 business days.</p> <p>(3) Upon request, Contractor will provide the District with the name and any other requested information of covered employees so that the District may obtain criminal history record information on the covered employees.</p> <p>(4) If the District objects to the assignment of a covered employee on the basis of the covered employee's criminal history record information, Contractor agrees to discontinue using that covered employee to provide services at the District.</p> <p>Noncompliance or misrepresentation regarding this certification may be grounds for contract termination.</p>	<p>None</p>
<p>80 Solicitation Deviation/Compliance</p>	<p>Does the vendor agree with the General Conditions Standard Terms and Conditions or Item Specifications listed in this proposal invitation?</p>	<p>Yes</p>

- | | | |
|----|--|---|
| 81 | Solicitation Exceptions/Deviations Explanation | <p>If the bidder intends to deviate from the General Conditions Standard Terms and Conditions or Item Specifications listed in this proposal invitation, all such deviations must be listed on this attribute, with complete and detailed conditions and information included or attached.</p> <p>TIPS will consider any deviations in its proposal award decisions, and TIPS reserves the right to accept or reject any bid based upon any deviations indicated below or in any attachments or inclusions.</p> <p>In the absence of any deviation entry on this attribute, the proposer assures TIPS of their full compliance with the Standard Terms and Conditions, Item Specifications, and all other information contained in this Solicitation.</p> |
| 82 | Agreement Deviation/Compliance | <p>Does the vendor agree with the language in the Vendor Agreement?</p> <p style="text-align: right;">Yes</p> |
| 83 | Agreement Exceptions/Deviations Explanation | <p>If the proposing Vendor desires to deviate from the Vendor Agreement language, all such deviations must be listed on this attribute, with complete and detailed conditions and information included. TIPS will consider any deviations in its proposal award decisions, and TIPS reserves the right to accept or reject any proposal based upon any deviations indicated below. In the absence of any deviation entry on this attribute, the proposer assures TIPS of their full compliance with the Vendor Agreement.</p> |

Line Items		
Response Total:		\$0.00

REFERENCES

Please provide three (3) references, preferably from school districts or other governmental entities who have used your services within the last three years. Additional references may be required. DO NOT INCLUDE TIPS EMPLOYEES AS A REFERENCE.

You may provide more than three (3) references.

Entity Name	Contact Person	Email	Phone
State of New Hampshire/Deloitte Consulting 7 Eagle Square, Suite 301, Concord, New Hampshire 03301	Scott Workman	sworkman@deloitte.com	(412) 402-5290
State of W. Virginia/Deloitte Consulting 1012 Kanawha Boulevard Ea st. Charleston, WV 25301	Katherine Boals	Kboles@dc.com	(304)348-0843
State of W. Virginia/Deloitte Consulting 1012 Kanawha Boulevard Ea st. Charleston, WV 25301	Teresa McNeil	temcneil@dc.com	(304) 348-0847
Deloitte Consulting/State of Texas. 1624 Headway Circle Austin, TX 78754	John Jiang	jojiang@dc.com	(214)649-6697

Note: CompNova is spin-off of InfoExperts. Our work with these agencies is done under InfoExperts. The references are from a system integrator Deloitte Consulting. CompNova does joint bidding with several systems integrators.

RFP 170705 Staffing Services

Certification Regarding Lobbying

Applicable to Grants, Subgrants, Cooperative Agreements, and Contracts Exceeding \$100,000 in Federal Funds.

Submission of this certification is a prerequisite for making or entering into this transaction and is imposed by section 1352, Title 31, U.S. Code. This certification is a material representation of fact upon which reliance was placed when this transaction was made or entered into. Any person who fails to file the required certification shall be subject to a civil penalty of not less than \$10,000 and not more than \$100,000 for each such failure.

The undersigned certifies, to the best of his or her knowledge and belief, that:

(1) No Federal appropriated funds have been paid or will be paid by or on behalf of the undersigned, to any person for influencing or attempting to influence an officer or employee of any agency, a Member of Congress, an officer or employee of congress, or an employee of a Member of Congress in connection with the awarding of a Federal contract, the making of a Federal grant, the making of a Federal loan, the entering into a cooperative agreement, and the extension, continuation, renewal, amendment, or modification of a Federal contract, grant, loan, or cooperative agreement.

(2) If any funds other than Federal appropriated funds have been paid or will be paid to any person for influencing or attempting to influence an officer or employee of any agency, a Member of Congress, an officer or employee of congress, or an employee of a Member of Congress in connection with this Federal grant or cooperative agreement, the undersigned shall complete and submit Standard Form-LLL, "disclosure Form to Report Lobbying," in accordance with its instructions.

(3) The undersigned shall require that the language of this certification be included in the award documents for all covered subawards exceeding \$100,000 in Federal funds at all appropriate tiers and that all subrecipients shall certify and disclose accordingly.

Name/Address of Organization

Name/Title of Submitting Official

Signature

Date

FELONY CONVICTION NOTICE

FOR RESPONSE TO TIPS SOLICITATION

Statutory citation covering notification of criminal history of contractor is found in the Texas Education Code #44.034. Following is an example of a felony conviction notice:

State of Texas Legislative Senate Bill No. 1, Section 44.034, Notification of Criminal History, Subsection (a), states “a person or business entity that enters into a contract with a school district must give advance notice to the district if the person or an owner or operator of the business entity has been convicted of a felony. The notice must include a general description of the conduct resulting in the conviction of a felony.” Subsection (b) states “a school district may terminate a contract with a person or business entity if the district determines that the person or business entity failed to give notice as required by Subsection (a) or misrepresented the conduct resulting in the conviction. The district must compensate the person or business entity for services performed before the termination of the contract.”

THIS NOTICE IS NOT REQUIRED OF A PUBLICLY-HELD CORPORATION

Complete only one of the three below: A or B or C.

I, the undersigned agent for the firm named below, certify that the information concerning notification of felony convictions has been reviewed by me and the following information furnished is true to the best of my knowledge.

Official: _____ Compnova LLC
Print Authorized Company Official's Name

A. My firm is a publicly held corporation; therefore, this reporting requirement is not applicable.

Signature of Authorized Company Official: _____

OR

B. My firm is not owned nor operated by anyone who has been convicted of a felony:

Signature of Authorized Company Official: _____

OR

C. My firm is owned or operated by the following individual(s) who has/have been convicted of a felony:

Name of Felon(s): _____

Details of Conviction(s): _____

You may attach another sheet

Signature of Authorized Company Official: _____

CERTIFICATION BY CORPORATE OFFERER

RFP 170705 Staffing Services

IF OFFERER IS A CORPORATION,

THE FOLLOWING CERTIFICATE SHOULD BE EXECUTED AND INCLUDED AS PART OF PROPOSAL FORM/PROPOSAL FORM.

OFFERER: _____
(Name of Corporation)

I, _____ certify that I am the Secretary of the Corporation
(Name of Corporate Secretary)

named as OFFERER herein above; that

(Name of person who completed proposal document)

who signed the foregoing proposal on behalf of the corporation offerer is the authorized person that is acting as

(Title/Position of person signing proposal/offer document within the corporation)

of the said Corporation; that said proposal/offer was duly signed for and in behalf of said corporation by authority of its governing body, and is within the scope of its corporate powers.

CORPORATE SEAL if available

SIGNATURE

DATE

Federal Requirements for Procurement and Contracting with small and minority businesses, women's business enterprises, and labor surplus area firms.

The Education Service Center Region 8 and TIPS anticipate possibly using federal funds for procurement under this potential award and is required to obtain the following compliance assurance.

- 1. Will you be subcontracting any of your work under this award if you are successful?** (Circle one)

YES or NO

- 2. If yes, do you agree to comply with the following federal requirements?** (Circle one)

YES or NO

2 CFR §200.321 Contracting with small and minority businesses, women's business enterprises, and labor surplus area firms.

(a) The non-Federal entity must take all necessary affirmative steps to assure that minority businesses, women's business enterprises, and labor surplus area firms are used when possible.

(b) Affirmative steps must include:

- (1) Placing qualified small and minority businesses and women's business enterprises on solicitation lists;
- (2) Assuring that small and minority businesses, and women's business enterprises are solicited whenever they are potential sources;
- (3) Dividing total requirements, when economically feasible, into smaller tasks or quantities to permit maximum participation by small and minority businesses, and women's business enterprises;
- (4) Establishing delivery schedules, where the requirement permits, which encourage participation by small and minority businesses, and women's business enterprises;
- (5) Using the services and assistance, as appropriate, of such organizations as the Small Business Administration and the Minority Business Development Agency of the Department of Commerce ; and
- (6) Requiring the prime contractor, if subcontracts are to be let, to take the affirmative steps listed in paragraphs (1) through (5) of this section.

Company Name_____

Print name of authorized representative_____

Signature of authorized representative_____

Date_____

FAILURE TO PROPERLY COMPLETE THIS FORM AND SUBMIT WITH YOUR RESPONSE MAY RESULT
IN A WAIVER OF YOUR RIGHTS UNDER THE LAW TO MAINTAIN CONFIDENTIALITY TREATMENT
OF SUBMITTED MATERIALS.

CONFIDENTIAL INFORMATION SUBMITTED IN RESPONSE TO COMPETITIVE PROCUREMENT
REQUESTS OF EDUCATION SERVICE CENTER REGION 8 AND TIPS IS GOVERNED BY TEXAS
GOVERNMENT CODE, CHAPTER 552

If you consider any portion of your proposal to be confidential information and not subject to public disclosure pursuant to Chapter 552 Tex Gov't Code or other law(s), **you must make a copy of all claimed confidential materials within your proposal and put this COMPLETED form as a cover sheet to said materials then scan, name "CONFIDENTIAL" and upload with your proposal submission.** (You must include the confidential information in the submitted proposal as well, the copy uploaded is to indicate which material in your proposal, if any, you deem confidential in the event the District receives a Public Information Request.) Education Service Center Region 8 and TIPS will follow procedures of controlling statute(s) regarding any claim of confidentiality and shall not be liable for any release of information required by law. Pricing of solicited product or service may be deemed as public information under Chapter 552 Tex Gov't Code. The Office of Texas Attorney General shall make the final determination whether the information held by Education Service Center Region 8 and TIPS is confidential and exempt from public disclosure.

I DO NOT desire to expressly waive any claim of confidentiality as to any and all information contained within our response to the competitive procurement process (e.g. RFP, CSP, Bid, RFQ, etc.) by completing the following and submitting this sheet with our response to Education Service Center Region 8 and TIPS. The attached contains material from our proposal that I classify and deem confidential under Texas Gov't Code Sec. 552 or other law(s) and I invoke my statutory rights to confidential treatment of the enclosed materials:

Name of company claiming confidential status of material

Printed Name, Title, and Signature of authorized company officer claiming confidential status of material

Address City State ZIP Phone

ATTACHED ARE COPIES OF _____ PAGES OF CONFIDENTIAL MATERIAL FROM OUR PROPOSAL
RFP 170705 Staffing Services

Express Waiver: I desire to expressly waive any claim of confidentiality as to any and all information contained within our response to the competitive procurement process (e.g. RFP, CSP, Bid, RFQ, etc.) by completing the following and submitting this sheet with our response to Education Service Center Region 8 and TIPS.

Name of company expressly waiving confidential status of material

Printed Name, Title, and Signature of authorized company officer expressly waiving confidential status of material

Address City State ZIP Phone

RFP 170705 Staffing Services

S U S A N

C O M B S

TEXAS COMPTROLLER *of* PUBLIC ACCOUNTS

P.O. Box 13186 • AUSTIN, TX 78711-3186



The Texas Comptroller of Public Accounts (CPA) administers the Statewide Historically Underutilized Business (HUB) Program for the State of Texas, which includes certifying minority and woman-owned businesses as HUBs and is designed to facilitate the participation of minority and woman-owned businesses in state agency procurement opportunities.

We are pleased to inform you that your application for certification/re-certification as a HUB has been approved. Your company's profile is listed in the State of Texas HUB Directory and may be viewed online at <http://www.window.state.tx.us/procurement/cmb1/hubonly.html>. Provided that your company continues to meet HUB eligibility requirements, the enclosed HUB certificate is valid for four years.

You must notify the HUB Program in writing of any changes affecting your company's compliance with the HUB eligibility requirements, including changes in ownership, day-to-day management, control and/or principal place of business. *Note: Any changes made to your company's information may require the HUB Program to re-evaluate your company's eligibility.*

Please reference the enclosed pamphlet for additional resources, such as the state's Centralized Master Bidders List (CMBL), that can increase your chance of doing business with the state.

Thank you for your participation in the HUB Program! If you have any questions, you may contact a HUB Program representative at (512) 463-5872 or toll-free in Texas at (888) 863-5881.

Texas Historically Underutilized Business (HUB) Certificate



Statewide Historically Underutilized Business Program

Certificate/VID Number:	1264307449000
File/Vendor Number:	060952
Approval Date:	26-AUG-2013
Scheduled Expiration Date:	26-AUG-2017

The Texas Comptroller of Public Accounts (CPA), hereby certifies that

COMPNOVA, INC.

has successfully met the established requirements of the State of Texas Historically Underutilized Business (HUB) Program to be recognized as a HUB. This certificate printed 30-AUG-2013, supersedes any registration and certificate previously issued by the HUB Program. If there are any changes regarding the information (i.e., business structure, ownership, day-to-day management, operational control, business location) provided in the submission of the business' application for registration/certification as a HUB, you must immediately (within 30 days of such changes) notify the HUB Program in writing. The CPA reserves the right to conduct a compliance review at any time to confirm HUB eligibility. HUB certification may be suspended or revoked upon findings of ineligibility.

Paul A. Gibson

Paul Gibson, Statewide HUB Program Manager
Texas Procurement and Support Services

Note: In order for State agencies and institutions of higher education (universities) to be credited for utilizing this business as a HUB, they must award payment under the Certificate/VID Number identified above. Agencies and universities are encouraged to validate HUB certification prior to issuing a notice of award by accessing the Internet (<http://www.window.state.tx.us/procurement/cmb1/cmb1hub.html>) or by contacting the HUB Program at 1-888-863-5881 or 512- 463-5872.

THIS CERTIFIES THAT

CompNova, LLC



* Nationally certified by the: **DALLAS/FORT WORTH MINORITY SUPPLIER DEVELOPMENT COUNCIL**

*NAICS Code(s): 541511; 541512; 541519; 518210; 541513

* Description of their product/services as defined by the North American Industry Classification System (NAICS)

09/23/2016

Issued Date

09/30/2017

Expiration Date

A handwritten signature in black ink, reading "Joset Wright-Lacy".

Joset B. Wright-Lacy

DL01745

Certificate Number

A handwritten signature in black ink, reading "Margo J. Posey".

Margo J. Posey, President

By using your password (NMSDC issued only), authorized users may log into NMSDC Central to view the entire profile: <http://nmsdc.org>

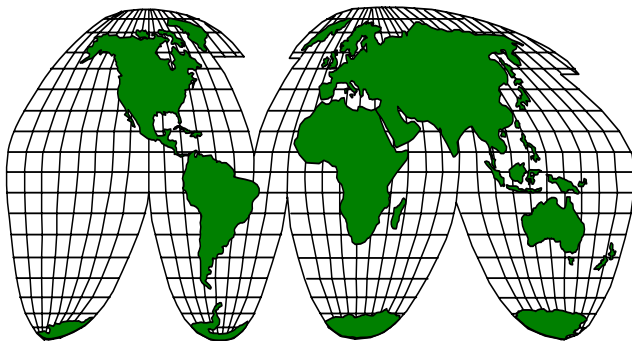
Certify, Develop, Connect, Advocate.

* MBEs certified by an Affiliate of the National Minority Supplier Development Council, Inc.®



300 Coit Road, Suite 340
Richardson, TX 75080

Tel: 972-671-1500 Fax: 972-671-1505
Email: admin@COMPNOVA.com



About COMPNOVA

COMPNOVA is an international computer services company, specializing in professional services. We provide highly skilled consultants that can be productive immediately and help meet your deliverables and dates. Our client list includes several Fortune 500 and smaller companies. Since its inception COMPNOVA has experienced high growth year after year – a testimonial to our quality of services and customer satisfaction. Our customer retention is **100%** - we have not lost a single customer because of unsatisfactory service!!!

With our offices in the US and offshore, we offer very cost-effective software solutions to meet your business needs. In addition, COMPNOVA designs, builds, implements, and maintains information systems.

COMPNOVA is also a certified Women and Minority owned company.

Our mission is to provide our customers with the highest quality information services in a timely and cost-effective manner.

Core Competencies

- Telco – Network Design, Management, Support
- ERP/CRM Consulting
- Data Warehouse/DSS/EIS Development
- Program/Project Management
- Client-Server/Traditional software development, maintenance and testing.
- Federal and State Governments
- Business Process Outsourcing (BPO)
- Ruralshore development and support
- Offshore development and support

Partnerships

COMPNOVA is an implementation partner for several software companies. Following is a list of some of them:



Off-Shore Development Center

CompNova has a matured off-shore development center in Bangalore, India. It boasts:

- A matured software development Life Cycle methodology.
- A staff of 300+ consultants. All the engineers have minimum of bachelors in engineering or computer science with 5 to 20 years of experience
- A large office space with extensive software and hardware infrastructure that is easily scalable.
- Dedicated links up to US for executing any remote logging implementation.

Client Benefits

- Availability of trained technical professionals immediately
- Cost-effective software development and maintenance on-site, off-site or off-shore

Resources

CompNova recognizes that in professional services, employees are a very important part

of the equation. COMPNOVA has people at every skill level required. We hire only trained and highly motivated personnel that like the unique challenges of a consulting career. Our employees are high-energy individuals that have the proactive 'Can Do' attitude. They are committed to the project success, doing whatever it takes, even if it means working extra hours. These people are very focused. They are on your site for one purpose only; to help meet your objectives and are not distracted by any outside influence.

Flexibility

CompNova will supply the type of support you need--from project team (project managers, systems analysts, design and developers) for total system development to a variety of specialists to supplement your staff. We can undertake projects ranging from a few weeks to multi-years.

Warranty

CompNoav is committed to customer satisfaction by delivering quality solutions. We provide a written warranty that the work we perform will be of professional quality.

Customers

Following is a list of our selected customers and the projects we have worked on:

Company	Industry	Project
Verizon	Telecom	Data Warehouse, Usage, TMN
AT&T	Telecom	Various
Sprint Nextel	Telecom	Various
Oracle	Telecom Software	ERP, BRM, Metasolv Implementation
Time, Inc	Media	Quality Control, Project Management
Deloitte	System Integrator	Various
Accenture	Systems Integrator	Various
Johnson & Johnson	Pharmaceuticals	Data Warehouse development
CSX	Shipping	Various
IBM	Systems Integrator	Various
HP	Systems Integrator	Various
Agilent	Software	Network Administration
HP	Systems Integrator	Banking, Insurance Premium Planning
Federal, States of Florida, Texas, West Virginia, California	Government	Various
JC Penny	Retail	Data Warehouse
Exxon Mobil	Petroleum	Data Warehouse
Xerox-ACS	Systems Integrator	Various
Winn-Dixie	Grocery Chain	Infrastructure/ Network Management
ConocoPhillips	Petroleum	Data Warehouse Development
Blue Cross Blue Shield	Health Insurance	HMO, ISP, Data Warehouse
XO Communication	Telecom	CRM, Java, Oracle

Service or Service component name	Summary Description
Advanced Tech Support/Analysis	<p>Deliver the highest level (Tier-3) of network technical support within technical support structure requiring 24x7 on call from escalating organizations including but not limited to Tier-2 Operations and NPE. Provides the technical troubleshooting and leadership skills required to recover from the most complex network problems in real time, directing the activities of technical resources from Tier-2, Labs, and the vendor(s) to restore service. Responsible for the investigation and management of all follow-up activities needed to determine root cause, attempt problem recreation in the Tier Support lab, identify workarounds when feasible, coordinate with Labs for delivery and certification of vendor fixes or design changes, and planning for the eventual implementation within the network.</p> <p>Develop scripts to pro-actively identify known defect signatures and define the least intrusive recovery processes. Develop scripts to extract forensic data from network elements and analyze to identify potential patterns of unexpected behavior needed to understand root cause. Ultimately responsible for the reliability of the end-to-end network and the quality of the delivered service – tracking and analyzing outage patterns leading to identification of chronic issues. Represent in customer meetings requiring subject matter experts in support of customer facing organizations including Service Management. Responsible for all equipment and software vendor management relationships, insuring that quality objectives are being met. Partner with GSS to review and provide feedback during the negotiation of maintenance contracts.</p> <p>Responsible for the final phase of planning and preparation for the insertion of new technology and changes into the network. Review and signoff of Lab's designs to insure that the operational profile of global networks has been appropriately considered. Participate with Labs during the design/equipment/software certification testing to provide an operational perspective and accelerate the learning curve in preparation for field Tier-3 support. Development and testing within the Tier Support lab, jointly managed with Labs, of the detailed methods and procedures for introduction of new technology and the handoff to Tier-2 Network Operations and Project Management organizations for field implementation. Develop troubleshooting guides and deliver knowledge transfer on new designs and technology to the Tier-2 Operations and GNFO organizations. Development of tools as needed to compensate for lack of formal OSS in support of the new technology.</p> <p>Provide technical support for OSS EMS including development to enhance their effectiveness within implementation. Gather and analyze relevant network element field data to validate the expected improvements and features of the field</p>

Application/Production Support	<p>Responsibilities are inclusive to Production Application Support (PAS) functions and/or Business Operations Assurance (BOA) functions. PAS responsibilities include: Performing Application Monitoring and Response, Application Problem Management/Resolution, Application Change Management and Implementation, Scheduling, Tuning and Configuration of Application and Infrastructure Components, Project Implementation work associated with new applications or changes to existing applications, and Service Assurance Management, Status and Metrics. BOA responsibilities include: Works as a liaison and escalation point for clients and other IT organizations as a subject matter expert across the business and application towers for the business processes they represent; Management, ownership and/or leadership of Critical Business Services (CBS); Proactively utilize tools to analyze E2E Business Transaction Flows across Application Eco- Systems with Business Partners; Business flow Monitoring and Response; Issue Life Cycle Management/Resolution; Root cause analysis and resolution; Partner with COE and Business on Business Case justification; Service Assurance Management, Status and Metrics. Both PAS and BOA are responsible for the uptime and availability of supported applications as well as managing the deployment of application upgrades in the pre-production and/or test or production environment.</p> <p>Application support may include other associated software or hardware components required for the application to work. On call 24X7 in the event of an outage and must be knowledgeable about the specific applications they support. Work closely with COE and Development organizations for any defects, upgrades, or enhancements. Monitor application availability, or end to end application performance and metrics, via a standard tool set and take proactive actions as issues arise. Interface closely with 3rd party vendors as needed. Manage application availability issues, CBS ownership, application productivity, end to end business flowthrough, work user issues associated with customer ordering, provisioning, and service assurance, and help to coordinate integrated problem resolution. Solves non-routine problems by independently applying judgment to established analysis and standard approaches for CBS business issues and transaction flow thru issues. Provides administration of the tools necessary to support the CBSs: supports, tests and configures performance tools. Also support CBS Alarm/Transaction Flow Analysis/Correlation. Oversight of vendor/supplier functions. Identifies areas for improvement and develops action plans to improve CBS and application performance. Oversight of SLAs (Service Level Agreements) and provides input on long range planning. Business Partner liaison and reporting. Participate in the established ITO Problem Management process.</p>
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Asset Management	<p>Responsible for managing the procurement and maintenance of hardware and software associated with specific Information Services business solutions, combining technical, financial and business knowledge associated with a particular vendor, agreement, technology or enterprise. This responsibility includes the entire asset lifecycle process from procurement through payment and ending with retirement. Accountable for providing input to or for developing/making strategic recommendations to Senior Leadership by evaluating comparable software and hardware options, vendor capability and affordability. Experienced in lease processes and procedures, from inception and ending with final reconciliation. Knowledgeable in software license deployment and entitlement best practices, processes and procedures. Manage vendor relationships including the tracking of vendor deliverables. Works with management at various levels in other organizations to quantify, qualify and insure that the client, business case and/or projects requirements are achieved. Responsible for managing a multimillion dollar budget including the developing, forecasting, tracking and analysis of budget (i.e., variance of budget vs. actuals). Ensure all aspects of the process meet and exceed audit requirements (i.e., Internal, External, SOX, etc.) The skill set for this position includes experience with procurement, leasing and payable procedures and applications, ability to read and interpret contractual agreements, software distribution practices, asset data integrity procedures, familiarity with the budget process, knowledge of Corporate financial policies, standard accounting terms and functions, experience in auditing processes and with basic financial planning. Additional abilities required are forecasting, analysis, tracking, and reporting expenditures and may require input and status to client business cases, the Capital and Expense Review Teams, and the Governance Counsel. The incumbent will work with managers both within Asset Management as well as in other organizations to define requirements to acquire systems and software. The Manager keeps Senior Management informed and provides recommendations regarding renewal, acquisition, delivery, budget vs. actuals, and license compliance status and any issues requiring executive oversight or decisions. The incumbent's decisions and recommendations can impact the allocation of millions of dollars, both present and future.</p>
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Business Management	<p>Responsible for implementing, improving, supporting and leading the processes, strategies, and tools for the assigned business or functional area. Provide input and expertise for key technical functions by utilizing knowledge of the business, industry and technology. Define, design and implement processes into the organization and facilitate change through consulting and collaboration. Must have a thorough knowledge of the organization (processes, procedures, tools, applications, systems, etc.) coupled with a strong business background in order to fully support the organization. Typically provides support in one or more of the following areas: Internal Processes including creation and management of policies/standards/processes, process improvement and transformation, tool deployment, and Agile methodology consulting such as an Agile Coach; Financial Oversight including financial modeling and analysis, business case preparation and review; Compliance/Assurance including audit and compliance review and management, process and quality reviews and audits, vendor management, vendor relations, disaster recovery and business continuity; Analysis/Reporting including metrics, scorecards, performance analysis and gap identification; Planning including infrastructure program coordination, roadmap management, strategic and tactical planning; Resource Management including Front Door, workflow and work entry management, project estimations; Communication including creation of leadership presentation material, event planning, and oversight of corporate wide projects such as training, CP12, United Way, P2R, etc.; and Quality Management including oversight of complete lifecycle of IT troubles and defects, problem resolution activities and all recovery activities. May work across multiple internal and/or external organizations.</p>
Client Services Project Management	<p>Responsible for all aspects of project/program management associated with the implementation of assigned external customer-facing projects/programs. Provides a single point of contact and is face to the customer during implementation. Responsible for relationship management with strategic customers during the project/program management life cycle and may provide consultative advice and support. Projects are typically high-value and may be long-term. Must have thorough understanding of products and services. May also manage the integration of vendor tasks and track and review vendor deliverables. Provides guidance and expertise in project management through the use of a structured project management methodology to define and carry out business objectives. Provides technical and analytical guidance to project team. Recommends and takes action to direct the analysis and solutions of problems. Responsible for client satisfaction.</p>

Client Tech Management	<p>Responsible for the day-to-day operations, incident management, technical support, administration, maintenance, implementation, and configuration for desktop, print, telephony/voice, wired/wireless/data/security network, point of sale, specialty computing devices and related hardware and software on company premises and in executive homes.</p> <p>Responsible for responding to and resolving technical problems, providing tier 2 and tier 3 support utilizing a variety of tools and techniques. Customer base includes Retail Stores, Executives, and Mobile/Handheld work environments. Includes 7x24 hour direct technical support for all technology and infrastructure delivered in a geographically dispersed (50 states) environment.</p> <p>Involves consulting with clients, infrastructure support groups including Security, Application Development, Network Operations, Telephony Operations, Messaging, desktop/network/telephony/voice vendors, and software vendors. Designs, configures, and tests updates and modifications to desktop/network/telephony/voice, applications and operating systems supporting business customer initiatives. Plans, organizes and functions as SME for equipment selection and on-site installations. Interfaces with technical engineering and maintenance to develop and support new processes and applications.</p> <p>In-depth knowledge and understanding of premier technologies, products, and services such as U-Verse, Microcells, Telepresence, Digital Signs, and wireless products – mastery of installation and support of these technologies. Supports sponsored events by providing technical solutions and the required IT infrastructure onsite in support of the event.</p>
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Data Analysis	<p>Responsible for analyzing data in response to new business requests, performing maintenance and changes on interfaces, and identifying and resolving data discrepancies across multiple business applications. Works directly with the client user community and business analysts to define and document data requirements for data integration and business intelligence applications. Determines and documents data mapping rules for movement of medium to high complexity data between applications. Adheres to and promotes the use of data administration standards. Supports data selection, extraction, and cleansing for corporate applications, including data warehouse and data marts. Creates and sustains processes, tools, and on-going support structures and processes. Extracts and analyzes data from specific applications, systems and/or databases to create reports and provide recommendations based on the analysis of the data. Investigates and resolves data issues across platforms and applications, including discrepancies of definition, format and function. Creates and populates meta-data into repositories. May create data models, including robust data definitions, which may be entity-relationship-attribute models, star, or dimensional models. May also create data flow diagrams and process models and integrates models across functional areas and platforms. Works closely with DBAs to transition logical models to physical implementation. May be responsible for employing data mining techniques to achieve data synchronization, redundancy elimination, source identification, data reconciliation, and problem root cause analysis. May also be responsible for quality control and auditing of databases, resolving data problems, and analyzing system changes for quality assurance.</p>
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Data Center Management	<p>Responsible for day to day onsite/virtual location data center and technical space services and operations. Plans, schedules and coordinates the installation, rearrangement, and de-installation of data center hardware and/or technical space facility infrastructure supporting enterprise wide computing operations. May include coordination with change management, business clients, application support and other operations personnel. May assume restoral leadership for problems spanning multiple datacenter elements, and where appropriate, develops recommendations for prevention of similar problems in the future. May interface with clients, vendors/contractors, application support, and technical subject matter experts. May determine architectural solutions for integrated hardware, software and critical facility infrastructure that meet performance, usability, scalability, reliability, and security needs. May be responsible for ensuring the appropriate resources, which may include hardware, software, or site infrastructure components, are available as needed for the companies computing environment. May design, develop, document and analyze overall architecture of systems, including hardware and software, and critical facility infrastructure systems and subsystems. May be responsible for supporting all datacenter infrastructure 24X7, and be responsive to all problem situations. Provide guidance and ensure adherence to ATT and ITO policies and procedures in the Data Center. Analyzes resources capacities and consumption, recommending solutions to reduce risk and stewardship of short term capacity needs. May participate in scheduled maintenance activities, and may participate or lead in developing and responding to Methods of Procedure, practices, incident reports, emergency and business continuity planning, emergency events, data collection and analysis, remote hands, general business communications, budget planning and maintenance, and general business related activities. May also be primarily responsible for training and technical development of other operations personnel. May also be responsible for Data Center physical security, disaster recovery procedures, and facility support activities in support of the ongoing operations of the facility. May be responsible for accrediting data centers for standards compliance.</p>
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Database Administration	<p>Responsible for application and/or system DBA (database administration) work including development and design of the databases that support our business applications and systems. Also responsible for database configuration, reliability, recoverability, performance, and the installation, maintenance, and upgrade of database software and related components. Responsible for providing operational database support for databases on many different DBMS (database management systems) software levels and versions, utilizing a wide variety of DBMS features, on many different operating system platforms for applications of differing complexities, disaster priority, mission critical designation, strategic initiatives, degree of standardization, practices, and usage of third party software. Such responsibilities typically include advanced featured databases for complex environments for high priority applications. The operational database support responsibilities include those related to availability, performance, currency, integrity, security, and confidentiality of the database instances, database backups and recoveries, database disaster recovery, data replication, database growth and disk space utilization, database problem analysis and resolution, configuration files, operating system account and system level schemas, tablespaces, database patches, database upgrades, database compatibilities, database bugs and workarounds, database vendor support process, database documentation, new database release features and enhancements, special features associated with the physical DBMS (such as clusters), applications consultation, SQL tuning and object management, automation, and project implementation activities, such as physical design and installation of database environments and database. May also be responsible for project design and estimating, DBMS product certification, DBMS product or feature subject matter expert/point of contact consultation, direction and guidance regarding database management system features, best practices development and implementation, and standards development and implementation.</p>
Developer/ Programmer	<p>Responsible for the performance of any/all functions involved in the development and/or maintenance of new or existing applications. Using programming language and technology, writes code, completes programming and documentation, and performs testing and debugging of applications. Analyzes, designs, programs, debugs and modifies software enhancements and/or new products used in local, networked, or Internet-related computer programs. May interact with users to define system requirements and/or necessary modifications.</p>
Facility Provisioning	<p>Provides strong expertise in circuit design and/or provisioning activities supporting timely circuit ordering and installation. Interacts with other carriers to order circuits and resolve circuit issues. Designs and develops circuits used in electronic devices. Responsible for layout and design, device evaluation and characterization, test box design, prototype construction and fabrication processes. Prepares test methods and specifications; analyzes equipment to establish operating data and conducts experimental tests; provides finished device approval; and prepares customer application information</p>

Inventive Science	Develops solutions to complex business and technical problems or issues of complex scope using expert level engineering and scientific principles that have significant impact on research projects. Applies engineering principles and practice in broad areas of complex technical project work that requires in-depth analysis using advanced techniques, knowledge, and expertise. Performs original research or innovative thinking to develop new technologies, algorithms, methodologies, software or architectures either individually or within project teams.
IT Network Design	Operates a company's internal data communications systems, including LANs and/or WANs. Plans, designs and implements networked systems, including configurations, supporting/troubleshooting network problems and coordinating with vendors for installation of such items as routers, bridges, concentrators and switches. Works on project implementation. Provides training and assists with proposal writing. Conducts project planning, cost analysis and vendor comparisons.
IT Telephony Infrastructure Design	Provides the project planning, infrastructure planning/design, cost estimates/analysis, procurement and implementation of the company's internal corporate communications system. Performs engineering studies to determine requirements, short and long-range engineering plans, designs, and traffic studies of the corporations internal telecommunication systems. Additional responsibilities include the day-to-day operations and support for paging, LAN/WAN, VRU, voice mail, cellular and phone/other telecom systems as necessary. This include the implementation, maintenance, administration, configuration, problem resolution and/or technical support for telephony/voice infrastructure related hardware and software. May involve consulting with clients, hardware/software vendors and various telephony/voice support groups. Responsible for monitoring and responding to technical hardware and software problems utilizing a variety of testing tools and techniques in support of the telephony ACD/PBX's, servers, gateways, IVRs, etc. Includes direct technical support for all products delivered in the telephony/voice environment.

Network Administration	<p>Individual contributor responsible for owning and managing all day to day monitoring, maintenance, administration, and performance management of specific elements and services. This person is fully responsible for the uptime and availability of platforms, elements and services. Responsible for the operational testing and implementation of new hardware and configurations. May assist in the coordination, partnership and management of technology vendors, outside consultants and internal dotted line resources as needed. Works as part of a 24X7 staff to delivers network technical support to address escalations. Provides the technical troubleshooting and leadership skills required to recover from the most complex network problems in real time to restore service. Identification of root cause, resolution, work arounds, testing & implementation of fixes or design changes to restore and improve customer service. As subject matter experts, works closely with business partners to identify and quantify business issues associated with specific projects, develop and implement business strategy, and assist in setting strategic technical direction in support of customer facing organizations. Review and approve proposed technical systems designs to insure business requirements are met. May assist in providing leadership for projects, including such activities as developing business cases, defining business and/or technical requirements and preparing detailed plans and schedules. May lead cross-functional teams on specific issues &/or projects. May review and interpret technical documentation and vendor specifications for inclusion / adaptation into network standards.</p>
Network Control	<p>Responsible for the less complex tasks required in the testing and analysis of all elements of the network facilities (e.g., power, communication machinery, software, lines, modems, and terminals). Assists and supports other employees in the NOC/TAC as initial fault isolation support for internal and external customers. Opens, updates, and closes trouble tickets as required to track progress of trouble resolution. Assists with network configuration/reconfiguration. Assists in the collection of customer requested data such as traffic reports as needed. Assists in the rapid assessment of both the nature and severity of customer problems and initiates calls to various support organizations as needed. Maintains documentation of daily operations. Typically reports to first or second level management.</p>

Network Design	<p>Responsible for developing network designs for wireless, wireline and broadband infrastructure. Applies the necessary tools and engineering principles to create and design the network infrastructure in accordance with approved guidelines. Responsibilities may also include working with Labs, product development, and engineering teams to actually author process documentation, methods, procedures, and guidelines for current network planning, capacity management, regulatory (e911, etc.), and network builds. Coordinates and interfaces with internal and external customers to ensure service commitments are met. Uses engineering tools, various software applications, and databases to assist in creating the engineering documents. Prepares / oversees cost/benefit estimates, presentations, negotiations, installation, problem resolution, and multi-vendor product integration. May provide initial implementation support of networks to assure proper execution and provides resolution for system failures or degradations. Provide project management and documentation as required.</p>
Network Equipment Design	<p>Responsible for the evaluation, procurement, design, technical specifications and support for Network equipment and storage capacity. Prepares equipment maintenance requirements and policies, identifies and tracks equipment deficiencies and designs / implements rearrangements and improvements. Plans, organizes and functions as equipment SME for equipment selection and on-site installations. Interfaces with process engineering and maintenance to develop and support new processes and applications. Sequences vendor schedules to insure proper interface and deployment. Plans and designs layout, equipment selection, HVAC and power requirements, etc. Determines equipment required for storage capacity needs. Manages capital and facility expense budgets. Liaison for hardware, facility vendors, laboratories for testing and product evaluation.</p>

Network Lease	<p>Responsible for processing of Network lease payments including vendor set up and tracking and reporting of issues and lease packages. Contact for landlords and real estate and construction market personnel reporting operational issues, legal and financial disputes (change of address, ownership, insurance, contract and amendment submission and issues associated with established processes and procedures). Special project analysis and reporting may include customer survey results, document categorization associated with Records and Information Management and Chief Security Office retention standards, data updates which require analysis from multiple system sources. Manages network cell site network lease records library. May perform data collection and reporting, data interpretation, coordination activities, research, record maintenance, system/equipment and performance monitoring relative to network facility leases. Tests departmental software, including detailed test plans and procedures. Develops, coordinates and delivers procedures and documentation required to introduce and support applications and business processes to staff and field organizations. Coordinates audit efforts for organization. Manages the network cell site network lease records library (physical and imaged). May manage the use of (primarily external) resources (e.g. contractors, vendors) for given tasks or projects. Approves all reviewed lease approvals for payment. Acts as accounting liaison to major tower company / carriers to ensure proper payment application for collocations and receivable collection for carrier collocations on towers.</p>
Network Planning	<p>Designs, analyzes, plans and modifies network components and architecture in support of the wireless and wireline infrastructure. May provide mid to long-term planning for a specific technology which includes analysis, solution recommendations, and implementation strategies to complex business issues. These activities are the basis for capital deployment and allocation decisions. Develops and evaluates network performance criteria and measurement methods. Prepares the analysis of the short-term or long-term capacity needs for wireless and wireline infrastructure. May conduct network architecture design, feasibility and cost studies. Studies and forecasts traffic drivers to determine short and/or long term capacity needs. May include all or some of the following functions: 1. Recommends strategic network architecture planning and network evolution policy decisions in support of corporate initiatives, customer demand, technology changes, economic and service reliability criteria; 2. Evaluates new and emerging technologies for addition and/or application to existing network systems; 3. Conducts economic and population growth studies to determine impact on network capacity and development plan projections; 4. Creates deliverables such as mgmt reports, business cases, infrastructure deployment guidelines, 3 Year Plans, Plans of Record, Project Approval Letters, and Serving Plans; 5. Works with key internal stakeholder & vendors to determine future business & customer needs.</p>

New Product / Technology Development	<p>Researches, designs, plans, develops and/or evaluates new, advanced network technologies by translating requirements or strategic business objectives into final product design. Work typically includes in-depth assessment of the networked application needs, providing network modeling, prototyping and simulation testing, consulting to further clarify needs to deliver application functionality. Performs network product engineering assignments, including design, development, documentation and testing of network hardware, firmware, or software products or systems. Assignments may include development of new products, enhancements, and modifications of existing products.</p>
Operations Support/Analysis	<p>Responsible for the requirements, testing, planning & implementation of new software, hardware & applications relative to new product delivery, systems architecture, process enhancements, infrastructure and security. Provide technical solutions and project management and any/all functions involved in the provisioning, assurance, number administration, inventory, address qualification, and local number portability applications, processes and practices. Participates in software development project activities which may include technical/business requirements and design, and technical writing including Methods & Procedures. May assist in the coordination, evaluation and partnership with technology vendors, outside consultants and internal dotted line resources as needed. Works as part of a 24X7 staff to delivers network technical support to address escalations.</p> <p>Provides the technical troubleshooting and leadership skills required to recover from the most complex network problems in real time to restore service. Identification of root cause, resolution, work arounds, testing & implementation of vendor / IT fixes or design changes. As subject matter experts, works closely with business partners to identify and quantify business issues associated with specific projects, develop and implement business strategy, and assist in setting strategic technical direction in support of customer facing organizations. Review and approve proposed technical systems designs to insure business requirements are met. May assist in providing leadership for projects, including such activities as collaborating with the client to develop business cases, defining business and/or technical requirements and preparing detailed plans and schedules. May lead cross-functional teams on specific issues &/or projects. May review and interpret technical documentation and vendor specifications for inclusion / adaptation into database templates. May perform work at customer location.</p>

Quality Assurance	Responsible for the performance of any/all functions involved in the quality assurance and test execution for new and existing applications and interfaces. Using testing techniques, design, develop, analyze test plans and strategies, write and execute test cases, and troubleshoot defects for applications. Determine integrated testing solutions that include cross dependencies between organizations and programs, develop data and environment strategies utilizing architectural skills and methodology to meet performance, usability, scalability, reliability and security needs. Responsibilities may include E2E testing which encompasses the entire customer experience including sales, ordering, provisioning, activation, billing, payment processing, and customer service. E2E testing also requires extensive knowledge of the Network for integrated IT / Network tests to ensure services function, are properly billed, and issues can be resolved/managed
RAN Engineering	Provides radio frequency (RF) and/or Radio Access Network (RAN) design. Designs, plans and oversees installation, maintenance, optimization, and/or performance of wireless radio access network communications systems, including radio propagation modeling and prediction, microwave path analysis, interference analysis, frequency coordination, cell site equipment layout, parameter definition and ancillary equipment. May included GIS (Geographic Information Systems) performance and analysis and drive testing. Analyzes RAN data to recommend optimal changes to RAN network to improve all the key indexes and performance indicators.
Release Management	Responsible for oversight of the release management process for a specific application or multiple applications. Performs the following functions: qualifies projects for participation in releases; facilitates planning the release; creates targeted release content; creates release plans; monitors the schedule and quality of the release; monitors the progress of participating projects in meeting milestone requirements; manages risks and issues related to scope, schedule and quality; assesses readiness for each subsequent phase of the release; creates and manages release level jeopardies; develops Release Deployment plan; evaluates release at various Decision Gates and for SOX compliance; monitors release deployment; supports Release Managers and technical teams by engaging on call or resources required to resolve issues; monitor and control changes to the release; and facilitates program/application schedules of dependent systems (server installations and server maintenance, etc.) related to the release; manage release contents to release timeline and milestones; and provides visibility of the dependencies for planning sessions. This role is key in communicating the releases across different organizational units and provides status reporting to internal and external groups.

Requirements Management	<p>Responsible for managing the requirements process by acting as a liaison between business stakeholders and the development/architecture teams to align business needs with a technical architecture and end-solution. Elicits, analyzes and validates project requirements that result in new applications or enhancements to existing applications, systems and/or business process design. Understands business issues and needs that translate into requirements to create the overall solution. Manage the end-to-end requirements process using tools to define the set of processes and approach for each project, as well as issue resolution. Conduct peer reviews and assist clients in assessing the impact and opportunity of new technologies to enable new capabilities. Support cost/benefit estimates and create ITO VPMO requests when additional capacity or hardware is needed. Prepare requirements packages, manage requirements traceability changes, artifacts, as well as develop reference and resource materials. Review final technical design/solutions and may coordinate User Acceptance Testing. Participate across the project lifecycle team to ensure requirements have been met to stakeholder specifications. Must have expertise in requirements management, SDLC, business process, applications and systems, negotiation skills, and RFP development and technical evaluation.</p>
Satellite Engineering	<p>Designs, develops, maintains, troubleshoots, and documents all existing and new satellite software programs that directs orbiting satellite and keeps them functioning properly. Key Roles and Responsibilities: Develops software and tools in support of design, infrastructure and technology platforms. Has a wide range of experience using professional concepts and company objectives to resolve complex issues in creative and effective ways. Develops applications for technical end users. Creates satellite command systems that remotely control satellite activities from ground stations, develops software that will support the operations, monitors satellite for problems, conducts testing, and collects data for status reports. Determines hardware compatibility and influences hardware design. Jobs establishing up and down links to Satellites should be aligned to RAN Engineer.</p>

Scrum Master	<p>Facilitates a product development team that uses the agile development methodology that allows a team to self-organize and make changes quickly. The scrum master manages the process for how information is exchanged. Educate scrum teams on Agile practices and act as a Servant Leader to motivate and ensure the scrum process is followed as intended. Facilitate and lead Agile ceremonies (Daily Standup, Demonstration, Story Point Estimation, Retrospective, Iteration Planning, Backlog Grooming) and foster continuous improvement. Collaborate with team members, but do not act as a manager, lead developer, Project Manager, or Product Owner. Promote communication and collaboration during daily scrums and build consensus for achievement during a specified period of time. Remove impediments to a team's productivity by shielding them from outside influences. Empower teams and facilitate creativity while guarding quality and monitoring iteration progress while striving for successful completion. Represent the team to management. Disseminate information to the team, including metrics and charts. Act as the single point of contact for the Product Owner and Project Manager. Work with other Scrum Masters to ensure organizational process improvement.</p>
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Service Continuity	<p>Responsible for oversight and management of Emergency Response Operations (EMO) in support of ATTs Emergency Management Framework including Crisis Management, Business Continuity and Disaster Recovery related policies, processes and methodologies. This includes the development, implementation and management of the crisis response structure and integration across the Company; representation and interface for GEMC (Global Emergency Management Center); oversight, activation and management of ITCC command and control processes, providing 7/24/365 availability for crisis analysis, support and facilitation of response activities for MOW (Most of World); provide Crisis Management tool development, support, management and real time reporting and analysis in support of emergency response. Also provides ongoing assessment and implementation of industry best practices and standards for Business Continuity (BC) and Disaster Recovery (DR); policy compliance; tool and repository development, enhancement, management and support; development, support, administration, quality control and management of BC/DR related tools; provides Tier 1 and 2 support for ITSC tools, applications, databases, and platforms; provides compliance oversight including metrics and collaboration with production application and operations support to ensure DR plans remain current for applications, tools and infrastructure components; provide governance and oversight of Service Continuity program including policy and practice development and management; conducts benchmarking against industry standards for continuous improvement objectives including maturity model, client satisfaction survey and cost benchmarking; provide process development and ongoing support and management for Application Impact Analysis, DR design requirements, and Compliance Deferrals/Exceptions for all IT supported applications; develop and manage DR hardware gap analysis, mitigation, closure processes, and approvals; plan and facilitate BC and DR exercises to achieve and maintain Corporate Policy compliance; document BC and DR related issues and findings, coordinate remediation and manage to closure; provide nonstop Service Continuity FMO analysis, planning, documentation and management; liaison with third party BC/DR suppliers; and provide client relations collaboration and negotiation to ensure a continuous state of operational readiness.</p>
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Software Delivery Project Management	<p>Responsible for end-to-end project or program management throughout the life cycle of a software/system development project/program (may be internal or external client facing). Directs and leads the efforts of a project/program team to deliver a completed project/program and/or service. Consults directly with internal or external clients on business goals, tools, strategy and best practices of software development. Has full accountability for managing concurrent projects/programs of any complexity including projects/programs that span multiple regions, functions and/or business units. Directs team's activities utilizing the organization's software development life cycle (SDLC). Interacts with other project/program managers and with the Account Management organization to ensure alignment of project goals and progress with client needs and client priorities. Utilizes knowledge of business, industry and technology to incorporate business process improvements into the organization and/or to develop business strategies and function/business/technical architectures. Must have thorough understanding of the software development life cycle (SDLC) processes and tools and must advocate for adherence to standards. Must have working knowledge of business practices in at least one specific business software domain. Level 2 and 3 employees must spend 70% or more of time performing the duties described above and must record time accordingly.</p>
Storage Administration	<p>Responsible for the installation, configuration and maintenance of storage subsystems including Storage Area Networks (SAN), Network Attached Storage (NAS), and/or Object-based storage solutions. Responsible for the availability, troubleshooting, diagnosis, and resolution of storage performance issues in a 24/7 production support model. Can also provide support to infrastructure that provides backup capability for OS, application and database files for the purpose of operational and/or disaster recovery. Key Roles and Responsibilities: Performs one or more of the following functions: Develops storage allocation, reclamation, define backup and archival procedures. Schedules installations and upgrades of storage subsystems and their components including enterprise storage arrays, fiber channel switches NAS appliances, backup hardware and software infrastructure, physical and virtual tape devices in accordance with established IT policies and procedures. Monitors and tunes storage subsystems to achieve optimum performance levels. Ensures data/media recoverability by implementing a schedule of system backups and retention operations. Supports media/backup image management through internal methods and procedures or through offsite storage and retrieval services. Assists in the development of solutions and processes to enable reliable and stable data storage management, security, backup, restoration, archiving and replication. Supports migration efforts and decommissioning of EOS/EOL devices.</p>

System Administrator	<p>Responsible for installing, configuring, and maintaining operating system workstations and servers, including web servers, in support of business processing requirements. May also be responsible for software installations and 24/7 production support. Key Roles and Responsibilities: Performs one or more of the following functions: Performs software installations and upgrades to operating systems and layered software packages. Schedules installations and upgrades and maintains them in accordance with established IT policies and procedures. Monitors and tunes the system to achieve optimum performance levels. Installs and monitors security auditing software and remediates defects based on ASPR policies. Ensures workstation/server data integrity by evaluating, implementing, and managing appropriate software and hardware solutions.</p> <p>Develops and promotes standard operating procedures. Provides technical project management oversight during installations and recovery projects. Conducts routine hardware and software audits of servers to ensure compliance with established standards, policies, and configuration guidelines. Develops and maintains a comprehensive operating system hardware and software configuration database/library of all supporting documentation. Configures and extends vendor software to deliver Enterprise Content Management (ECM) solutions for internal customers to meet departmental or enterprise business needs in addition to providing extended support as needed. Collaborates with vendors on ECM product capabilities and improvements needed to meet ATT requirements.</p>
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System Architecture	Responsible for the fundamental technology work of architecting/designing/building the core frameworks for our system platforms and end to end solutions, including building platform and performance components. Makes high-level design choices and dictates technical standards, tools, and platforms and must have an understanding of systems engineering principles derived from experience. Collaborate with critical stakeholders to understand business needs, priority, and the quality of services to be created or enhanced. Drive solution to be compliant with Target State Architecture. Drive enhancements to Target State Architecture to meet future business needs. Responsible for discovering and identifying any bottleneck gaps such as manual flows that can hinder the services or impact cycle time or cost and resolve them early during the solution, design, and construction phase. Drive research and standardization of platform components that can make up the building blocks from which will build applications and services. Ensure applications and services are leveraging building blocks whenever possible. Consider the clients non functional requirements such as security, scalability, resiliency, and performance in all solutions. May define and design functional, technical, performance, and reliability solutions in line with client inferred requirements. Solves complex performance issues. Creates massive distributed systems. Creates integrated solutions between legacy and target state solutions. Create vendor guidelines and best practices. Define company technical strategic directions for vendor selection, technology choices, engineering processes, and tools
System Engineering	Responsible for translating the core architecture for business requirements into the final technical solution (consisting of platform, network, software, etc.) through functional, performance, and reliability analysis using engineering models and techniques, primarily through software development throughout the vertical stack. This is a hands-on role that ultimately results in the delivery of an application or service. Designs, develops, documents and analyzes technology systems, maximizing reuse of target state platforms such as API, data fabric, or data routers platforms. Engineers integrated hardware and software solutions that meet performance, usability, scalability, reliability, and security needs. Coordinates design, specification, and integration of total systems and subsystems. Assesses (proof of concept) and recommends solutions (algorithms and products) to improve the current systems

Technical Service Mgmt	<p>Responsible for working across multiple technical organizations ensuring that business services are available to end users allowing them to perform their day to day operations without interruption of service. Key Roles and Responsibilities:</p> <p>Responsible for ongoing assessments in the area of availability (Mean Time to Restore (MTTR), Mean Time Between Failures (MTBF), caused by change outages, and procedurals. This role includes receiving and processing client reports and alarmed conditions of issues, related diagnosis and troubleshooting, independent and/or collaborative (with additional support tiers and vendors) restoration of service, communication of status across organizations and administrative roles related to tickets and work requests. Accountable for driving and performing resolution of routine and/or complex issues across environments used to provide services for clients that have a need for high-availability of their systems, products and services. Drives research and analysis of operational errors/problems to identify root cause and corrective actions and reports findings to appropriate individuals.</p> <p>Responsible for detection, recording and maintaining of critical information related to Configuration Items (CI) that will be stored in a Knowledge Database (KDB) and the Configuration Management Database (CMDB) involving life cycle management of all incidents that affect the operational service delivered to the business and its customers. Oversee detailed planning and analysis for coordinating changes across multiple organizations to mitigate the risk of service impact and potentially invoking a Change Advisory Board (CAB) and a Change Restriction Period (CRP). Responsible for trending and analysis used to identify patterns that could potentially impact the use of our clients systems. Works with technical liaisons to ensure that our clients are well informed of issues being worked and provide plans and timelines of when service impacting problems will be resolved.</p>
Technical Consulting	<p>Serves as advisor to the sales force, customers and potential customers regarding the resolution of technical, scientific or engineering issues that affect the sales, installation and utilization of organization products and/or services. May design specialized applications for a specific sales channel. Responsibility may include design and configuration support for customer network infrastructures. Require technical network knowledge as well as the ability to work with sales to resolve problems or respond to special customer requests. Proposes changes in products and/or services that result in cost reductions and increased sales. May prepare operating manuals, references or training materials for customers and the sales force.</p>
Technical Development & Design	<p>Develops solutions to complex business and technical problems or issues of complex scope using advanced engineering and scientific principles. Applies engineering principles and practice in broad areas of complex technical project work that requires in-depth analysis using advanced techniques, knowledge, and expertise. Provides technical expertise within project teams</p>

Technical Process & Quality	<p>May develop new processes, define processing or handling requirements, compile/evaluate test data. Makes recommendations and implements improvements. Reviews requirements for compatibility with processing methods. Develops/modifies processes, methods, and controls to meet quality standards. Conducts feasibility studies and recommends process improvements. May provide data mining, reporting, and support to technical network programs and initiatives for network data standards and integrity. Analyze, track, and publish methods and procedures. Analyze data to identify root cause of network problems. May provide process improvement training. Provide technical support on process and compliance. Responsible for analysis, design, development, and documentation of network quality/process improvements. Aligns improvement to network performance shortfalls. Provides consultation on reengineering techniques to improve network process performance and product quality. Develops network methods, techniques and evaluation criterion for results. Analyzes, tracks and publishes network performance and process/quality indicators and results by constructing reports that are geographically illustrative of network process trends and performance. Ensures network process capability, control and improvement by implementing procedures and interpreting network standards. Develops network metrics that provide data to measure for future network improvement opportunities. Collects data to identify root cause of network problems. Measures performance against network process requirements. Responsible for the development and implementation of network performance metrics, process control points and results management. Writes/edits technical network manuals.</p>
Technical Project Management	<p>Responsible for all aspects of the development and implementation of assigned technical projects and provides a single point of contact for those projects. Projects are typically high value long term projects. Project Manager leads cross functional teams to complete projects within allotted timeline and budget. Takes technical projects from original concept through final implementation. Defines project scope and objectives.</p> <p>Develops detailed work plans, schedules, project estimates, resource plans, and status reports. Conducts project meetings and is responsible for project tracking and analysis. Ensures adherence to quality standards and reviews project deliverables. Manages the integration of vendor tasks and tracks and reviews vendor deliverables. Provides technical and analytical guidance to project team. Recommends and takes action to direct the analysis and solutions of problems.</p>

Technical Vendor Management	<p>Responsible for Vendor Management and Sourcing technical products and services in technical organizations such as IT, Network, or CTO. Must have a strong technical background and knowledge of the organization (technology, processes, procedures, tools, applications, systems, etc.) and technical providers (such as technology companies, service providers, contractor suppliers, outsourcing and offshoring, etc.) coupled with a strong business background in vendor management, contract management, governance, compliance, service level management, security, financial management, project management, asset management, etc. Vendor and Contract Management includes gathering technical requirements, identifying and analyzing sourcing vendors and options, providing financial analysis and recommendations for vendor selection, supporting contract negotiations as a liaison with Supply Chain, Asset Lifecycle Management, and Legal, oversee contract governance and service level management, quality assurance, audit and compliance management with vendors, productivity management of vendor performance, etc. Provides support in the area of strategic roadmap review from an internal technology aspect coupled with Vendor Technology Roadmaps, reviewing best practice, understanding current and future trends in technology (hardware, software, licensing, sourcing, etc.), and formulating strategies to rationalize vendors and products in order to focus investment towards strategic solutions. Manage overall security compliance and procedures between the company and vendors for security standards, including physical, network and data security. Responsible for vendor financial management including preparation/evaluation of RFPs (Request for Proposal), business case management, research, analysis, contract level financial analysis, benchmarking, compliance, service level financial penalties, authorization and process monthly payments/accruals, and ongoing financial analysis of cost vs. benefit of contracts. Also responsible for vendor access management, connectivity, on-boarding, off-boarding, service escalations, business continuity, disaster recovery, offshore eligibility, transition management analysis and support, executive coordination and communications, data management and analysis, reporting and metrics, etc.</p>
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Technology Security	<p>Responsible for review & analysis of security requirements, working w/ senior team members to develop integrated plans to protect corp. assets & info. tech., & administers security systems to support daily security operations. Includes researching, recommending, documenting, & coordinating implementation of changes to policies, procedures, facilities, & systems to enhance security as well as developing & delivering corporate security awareness training for users & technical security training for sys. administrators.</p> <p>Facilitates compliance with co. security policies, practices & legal requirements. May provide support to non-mgmt employees, including coaching, on-the-job & formal training, reference materials, procedures & sys. documentation.</p> <p>Provides information to mgmt regarding the negative impact on the business caused by theft, destruction, alteration or denial of access to information. May interface w/ other stakeholders incl. vendors, application development & technical support staff, & clients. May provide inventory & asset mgmt resources to security operation, incl. administrative supplies, security specific resources such as SecurID cards or cryptographic key mgmt, & specialized security software.</p>
Technology Solutions Management	<p>Liaison between Business partners and technology partners (architects, technology operations, communication services, and application development groups) for strategic planning and developing solutions based on the understanding of current needs and future direction of the Business and technology. Assesses strategic plans, evaluates technology issues and creates strategic roadmap for applications and systems based on long term direction of the business and technology.</p> <p>Promote innovative thinking, solutions, and improvements throughout the Business partners and technology organizations to the benefit of ATT. Represents business client view of system health and end to end service quality and refers service improvement or other problem management chronic issues to appropriate team for resolution. Coordinates, tracks, monitors, and plans initiatives across functional entity lines. Responsible for monitoring and reporting against overall technology portfolio, analyzing metrics, schedules, resource allocation and assignment, budget, critical path analysis, methodology, coordination, evaluating funding, and translating needs into cost-effective and innovative solutions from ideation through delivery and into production.</p>

Wireless Translations	Responsible for network provisioning of all technologies for the Mobility Wireless Network including: Transport, RAN, Core, VoLTE, Signaling and IP elements. Engineer responsibilities include the creation and implementation of methods and procedures, design of translations scripts, live network provisioning, testing and verification. Performs off hours work. May be responsible for the layout, loading, interrogation and technical support of translations and provisioning for the entire ATT wireless network and platforms. Interfaces with regional markets, Tier 3, roaming network data management, engineering, and operations for both day-to-day and project related network translations issues. Implements the most complex translation and provisioning commands on the latest platforms. May be representative to other carriers to design and coordinate network configuration. Identifies least cost routing. Leads Rehome and other projects to install complex network translations. Conducts complex switch translation and provisioning activities for new process and product implementation. Provides technical support for hardware and/or software problems related to provisioning. Conducts knowledge transfer sessions to less experienced engineers. Focuses on ways to minimize the manual process of production through automation. Will work with Labs, Vendors, and Advanced Technical Support teams during new releases/First Operations Applications (FOA) to create and update Methods of Operation (MOPs) and tools for execution in a live network.
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Level 1: Basic Understanding	Technical professional with limited experience. Working knowledge of technical principles, learning technologies.
Level 2: Working Experience	Intermediate level technical professional. Subject matter technical knowledge within a discipline and sound understanding of technologies.
Level 3: Extensive Experience	Acknowledged technical authority and internal thought-leader on technologies
Level 4: Subject Matter Expert	Industry Guru. Recognized beyond for expanding the field of technical knowledge