

**AMS.NET**  
Technology Solution Provider

**PROPOSAL FOR:**

**Tahoe Truckee Unified School District 100975  
RFP 24-115  
Basic Maintenance Hours  
E-rate YR 2024 (YR27)**

**Original**

**PREPARED BY:** Jared Bayless, Senior Account Manager, AMS.NET

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# Section 1



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## **Executive Summary**

Thank you for the opportunity to provide Tahoe Truckee USD with this E-Rate 27 Basic Maintenance Hours RFP response. AMS.NET has carefully read all RFP documents and has included pertinent cost and company information with regard to responding to the District's E-Rate RFP. AMS.NET acknowledges the scope of services and has responded with this RFP as precisely as possible with regards to services and products indicated within the SOW and the corresponding list of equipment. As well, AMS.NET acknowledges a willingness to enter into agreement substantially in the same form as the Agreement attached in the Agreement/Required Documents section of this RFP response.

AMS.NET exceeds all of the specified RFP requirements and we have provided the supporting documentation required in the RFP response. Our initial response has been sent in person with the following documents:

- Executive Summary
- Price Quotes and Summary
- Agreement/Required Documents
- References
- Appendix

Our technology proposal includes Basic Maintenance Hours specified in the RFP. We look forward to the opportunity to work with the District here in the near future.

Sincerely,

Jared Bayless  
AMS.NET, Inc.



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## ABOUT US

### About Us

AMS.NET is an innovative technology solution provider delivering business outcomes to organizations for more than 30 years. The company was established more than two decades ago to provide technical support to local school districts in California. Today, AMS.NET provides education, local government and businesses a comprehensive technology solution including design, implementation and support services.

With a consultative approach, consideration is taken to understanding technology requirements, existing equipment, industry, growth plan and budget. Leveraging proven and emerging technologies through leading manufacturers, AMS.NET's certified engineers' architect a solution that supports your initiatives and allows for future growth.

Prior to implementation, we can provide complete structured wiring services and post deployment, a host of managed services and maintenance plans to ensure your network and equipment are running at optimum performance.

Many financing options are available. With experience in the public sector around procurement vehicles, E-rate expertise and leasing options, we can make recommendations specific to your industry and technology solution.

Our extensive reference list is a tribute to our ability to successfully design, manage and implement technology solutions that support your initiatives. With more than 30 years of successfully providing technology solutions, you can be assured that we have the capability, experience and stability to be your trusted partner. And we'll be here for future needs!



Celebrating More Than **30** Years

Celebrating More Than **30** Years

www.ams.net  
800-893-3660



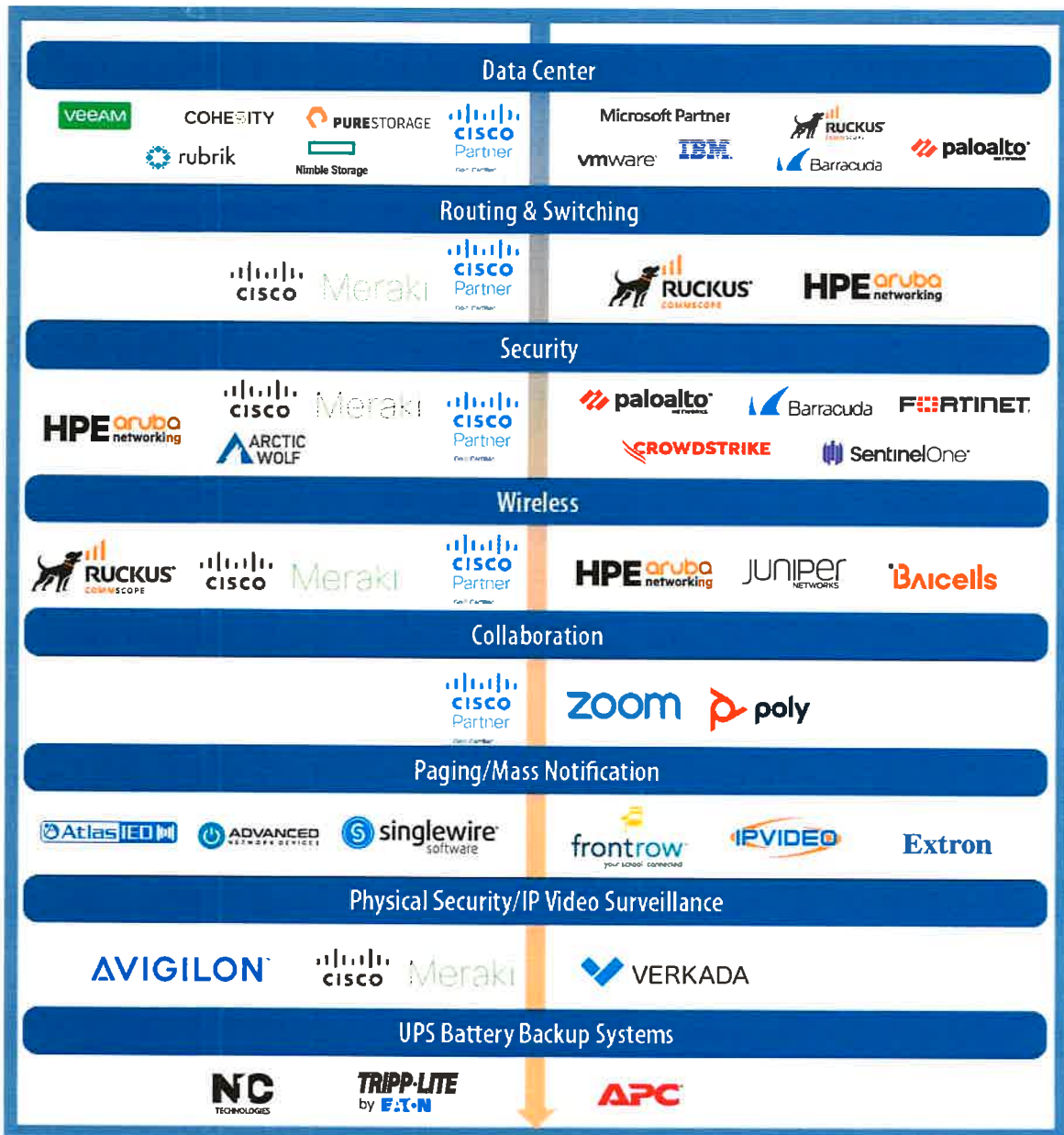


# AMS.NET

Technology Solution Provider

## AMS.NET versus the Competition

- Established proven partner in your vertical
- 120+ employees throughout the state of California
- Multi-vendor network support
- Complete architecture solutions
- Elite manufacturer partnerships– Cisco Gold Partner since 2007
- Skilled and Certified Engineers- CCIE's in networking, security, voice
- Advanced manufacturer technology specializations
- Structured cabling- C-7 Contractor and RCCD Certified
- Certified project management – PMP Certification
- Executive management accessibility regardless of the customer size



ARCHITECTURE SOLUTIONS



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## COMPANY FACTS

### General Info

Legal Name: AMS.NET Inc.  
Type: Delaware Corporation  
Tax ID: 94-3291626  
Principal Owner: Robert Tocci  
Years in Business: 35 Years  
Number of Employees: 160  
Website: www.ams.net  
Email: sales@ams.net  
Phone: 925-245-6100 Fax: 925-245-6150

*Locations:*  
Headquarters: 502 Commerce Way, Livermore, CA 94551-7812  
Sacramento Regional Office: 5008 Donovan Drive  
Carmichael, CA 95608 Phone 800-893-3660  
Central Valley Regional Office: 1155 East North Avenue, Suite 106  
Fresno, CA 93725, Phone 559-733-1641  
Southern California Regional Offices: 5437 E La Palma Ave.,  
Anaheim, CA 92806, Phone 800-893-3660

### License and Procurement

**DIR#:** 1000001046 *Expires 6/30/25*  
**FCC RN:** 0012300554  
**Contractor License C-7:** 763508 *Expires 4/30/24*  
**DUNS#:** 556116234  
**Microsoft MCSE's:** 1673446, 2056976  
**Procurement:** E-Rate: SPIN 143005880  
Merced County FOCUS Contract: #2021092  
SPURR Master Contract/ PEPPM Contract  
SLP Agreement- Zoom, Rubrik  
OMNIA Contract- Arctic Wolf, Fortinet  
**NASPO Contracts-** Cisco, HPE, Ruckus,  
Pure Storage, Palo Alto Networks, Juniper  
Networks, Arctic Wolf, CrowdStrike

**Cisco GSA Contract:** GS-35F-0349S, *Expires 4/4/26*

#### CMAS Contracts-

APC	HP	Corning
Arecont Vision	Nimble Storage	General Cable
Aruba/HPE	Palo Alto Networks	Hitachi
Avigilon	Rubrik	Leviton
Bosch	Ruckus Wireless	Ortronics
Cisco	TrippLite	Panduit
Cohesity	Veeam	Superior Essex
Eaton	Verkada	Labor
EMC	VMware	
Extron	Berk-Tek	
Fortinet	Chatsworth	

### Certifications and Specializations

Cisco Gold Certified Partner/  
Cisco Meraki Partner

#### *Cisco Specializations:*

- Advanced Data Center Architecture
- Advanced Collaboration Architecture
- Advanced Security Architecture
- Advanced Enterprise Network Architecture
- Collaboration SaaS Authorization
- Customer Satisfaction Excellence
- Customer Experience Specialized

#### *Partial Manufacturer List:*

Aruba HPE Platinum Partner, HPE Partner, Ruckus Elite Partner, Baicells, Palo Alto Networks, Fortinet, Barracuda, Arctic Wolf, Sentinel One, Pure Storage, Wasabi, Iland, IBM, Arista Networks Cohesity, Rubrik, Veeam Silver Pro Partner, VMware Partner, Singlewire, FrontRow, Class Connection, AtlasLED, Extron, Advanced Network Devices, Avigilon, Verkada, Qognify, Ava, Openpath, SALTO Systems, Zoom, Poly, Tripp Lite, N1 Critical Technologies, APC, Panduit, General Cable, Leviton, Berk-Tek, Ortronics, Hoffman, Chatsworth, Superior Essex



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## CONTRACTORS C-7 INFORMATION

### C-7 Contractors License



CONTRACTORS  
STATE LICENSE BOARD  
ACTIVE LICENSE



License Number **763508**

Entity CORP

Business Name AMS.NET INC

Classification(s) C-7



Expiration Date 04/30/2024

[www.cslb.ca.gov](http://www.cslb.ca.gov)

### C-7 Responsible Managing Officer

#### BOND OF QUALIFYING INDIVIDUAL

1. The Responsible Managing Officer (RMO) TOCCI ROBERT MICHAEL certified that he/she owns 10 percent or more of the voting stock/equity of the corporation. A bond of qualifying individual is not required.

Effective Date: 04/12/2000





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## CONTRACTORS C-7 INFORMATION

### C-7 Contractors Bond - *Continued*

#### Business Information

AMS.NET INC  
502 COMMERCE WAY  
LIVERMORE, CA 94550  
Business Phone Number:(925) 245-6100

**Entity** Corporation  
**Issue Date** 05/24/1999  
**Reissue Date** 04/12/2000  
**Expire Date** 04/30/2024

#### License Status

**This license is current and active.**

**All information below should be reviewed.**

#### Classifications

C-7 - LOW VOLTAGE SYSTEMS

#### Bonding Information

##### Contractor's Bond

This license filed a Contractor's Bond with HANOVER INSURANCE COMPANY.

**Bond Number:** 1031231

**Bond Amount:** \$15,000

**Effective Date:** 01/01/2016

Contractor's Bond History

##### Bond of Qualifying Individual

The qualifying individual ROBERT MICHAEL TOCCI certified that he/she owns 10 percent or more of the voting stock/membership interest of this company; therefore, the Bond of Qualifying Individual is not required.

**Effective Date:** 04/12/2000



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## FCC RED LIGHT DISPLAY SYSTEM STATUS

The Red Light Rule was adopted as part of the Federal Communication Commission's ongoing effort to implement the Debt Collection Improvement Act, which provides that the Commission checks to determine whether entities or individuals seeking licenses or other benefits from the FCC are delinquent in debt owed to the Commission. The Red Light Display System displays the current Green status of AMS.NET (FRN #0012300554).

### Red Light Display System View

[FCC](#) | [Fees](#) | Red Light Display System

[< FCC Site Map](#)

Logged in as FRN: AMS.NET, Inc. [0012300554] [\[Log Out\]](#)

[Back](#) | [Print](#) | [Help](#)

### Current Status of FRN 0012300554

**STATUS: Green**


**You have no delinquent bills which would restrict you from doing business with the FCC.**

**The Red Light Display System checks all FRNs associated with the same Taxpayer Identification Number (TIN). A green light means that there are no outstanding delinquent non-tax debts restricting business with the Commission by any FRN associated with requestor's TIN.**



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## EVIDENCE OF COVERAGE

ACORD		CERTIFICATE OF LIABILITY INSURANCE				DATE (MM/DD/YYYY)
<p>THIS CERTIFICATE IS ISSUED AS A MATTER OF INFORMATION ONLY AND CONFERS NO RIGHTS UPON THE CERTIFICATE HOLDER. THIS CERTIFICATE DOES NOT AFFIRMATIVELY OR NEGATIVELY AMEND, EXTEND OR ALTER THE COVERAGE AFFORDED BY THE POLICIES BELOW. THIS CERTIFICATE OF INSURANCE DOES NOT CONSTITUTE A CONTRACT BETWEEN THE ISSUING INSURER(S), AUTHORIZED REPRESENTATIVE OR PRODUCER, AND THE CERTIFICATE HOLDER.</p> <p><b>IMPORTANT: If the certificate holder is an ADDITIONAL INSURED, the policy(ies) must have ADDITIONAL INSURED provisions or be endorsed. If SUBROGATION is WAIVED, subject to the terms and conditions of the policy, certain policies may require an endorsement. A statement on this certificate does not confer rights to the certificate holder in lieu of such endorsement(s).</b></p>						9/8/2023
<b>PRODUCER</b> Marsh & McLennan Agency LLC Marsh & McLennan Ins Agency LLC 1255 Treat Blvd #950 Walnut Creek CA 94597			<b>CONTACT NAME:</b> Felicia McArroy <b>PHONE (A/C No. Ext.):</b> 925-482-9337 <b>FAX (A/C No.):</b> 925-482-9350 <b>E-MAIL ADDRESS:</b> Felicia.McArroy@MarshMMA.com			
<b>INSURED</b> AMS.NET, INC 502 Commerce Way Livermore CA 94551-7812			<b>INSURER(S) AFFORDING COVERAGE</b>			
			<b>INSURER A:</b> Atlantic Specialty Insurance Company 27154		<b>NAIC #</b> 27179	
			<b>INSURER B:</b> Republic Indemnity Company of America		<b>NAIC #</b> 22179	
			<b>INSURER C:</b>			
			<b>INSURER D:</b>			
			<b>INSURER E:</b>			
			<b>INSURER F:</b>			
<b>COVERAGES</b>		<b>CERTIFICATE NUMBER:</b> 1878001188		<b>REVISION NUMBER:</b>		
<p>THIS IS TO CERTIFY THAT THE POLICIES OF INSURANCE LISTED BELOW HAVE BEEN ISSUED TO THE INSURED NAMED ABOVE FOR THE POLICY PERIOD INDICATED. NOTWITHSTANDING ANY REQUIREMENT, TERM OR CONDITION OF ANY CONTRACT OR OTHER DOCUMENT WITH RESPECT TO WHICH THIS CERTIFICATE MAY BE ISSUED OR MAY PERTAIN, THE INSURANCE AFFORDED BY THE POLICIES DESCRIBED HEREIN IS SUBJECT TO ALL THE TERMS, EXCLUSIONS AND CONDITIONS OF SUCH POLICIES. LIMITS SHOWN MAY HAVE BEEN REDUCED BY PAID CLAIMS.</p>						
INSR LTR	TYPE OF INSURANCE	ADDITIONAL INSURED	POLICY NUMBER	POLICY EFF (MM/DD/YYYY)	POLICY EXP (MM/DD/YYYY)	LIMITS
A	<input checked="" type="checkbox"/> COMMERCIAL GENERAL LIABILITY <input type="checkbox"/> CLAIMS-MADE <input checked="" type="checkbox"/> OCCUR  GEN. AGGREGATE LIMIT APPLIES PER <input type="checkbox"/> POLICY <input checked="" type="checkbox"/> PROJECT <input type="checkbox"/> LOC <input type="checkbox"/> OTHER	N N	7110086830018	8/24/2023	8/24/2024	EACH OCCURRENCE \$ 1,000,000 DAMAGE TO RENTED PREMISES \$ 1,000,000 MED EXP Any one person \$ 10,000 PERSONAL & ADV INJURY \$ 1,000,000 GENERAL AGGREGATE \$ 2,000,000 PRODUCTS - COMP/OP AGG \$ 2,000,000
A	<input checked="" type="checkbox"/> AUTOMOBILE LIABILITY <input checked="" type="checkbox"/> ANY AUTO <input type="checkbox"/> OWNED AUTO ONLY <input checked="" type="checkbox"/> HIRED AUTO ONLY <input checked="" type="checkbox"/> COMMERCIAL <input type="checkbox"/> SCHEDULED AUTO <input checked="" type="checkbox"/> NON-OWNED AUTO ONLY <input type="checkbox"/> \$1,000 Ded	N N	7110086830018	8/24/2023	8/24/2024	COMBINED SINGLE LIMIT (All accidents) \$ 1,000,000 BODILY INJURY (Per person) \$ BODILY INJURY (Per accident) \$ PROPERTY DAMAGE (Per accident) \$
A	<input checked="" type="checkbox"/> UMBRELLA LIAB <input checked="" type="checkbox"/> EXCESS LIAB <input type="checkbox"/> RETENTION \$	N N	7110086830018	8/24/2023	8/24/2024	EACH OCCURRENCE \$ 5,000,000 AGGREGATE \$ 5,000,000
B	<input checked="" type="checkbox"/> WORKERS COMPENSATION AND EMPLOYER'S LIABILITY ANY PROPRIETOR/PARTNER/EXECUTIVE OFFICER/MEMBER EXCLUDED? (Mandatory in NH) If yes, describe under DESCRIPTION OF OPERATIONS below	Y/N Y N/A	15099220	2/1/2023	2/1/2024	<input checked="" type="checkbox"/> PER STATUTE <input type="checkbox"/> OTHER EL EACH ACCIDENT \$ 1,000,000 EL DISEASE - EA EMPLOYEE \$ 1,000,000 EL DISEASE - POLICY LIMIT \$ 1,000,000
A	Property of Owners		7110086830018	8/24/2023	8/24/2024	\$100,000 Lmt
DESCRIPTION OF OPERATIONS / LOCATIONS / VEHICLES (ACORD 441, Additional Remarks Schedule, may be attached if more space is required) RE: Evidence of Insurance.						
<b>CERTIFICATE HOLDER</b>			<b>CANCELLATION</b>			
Evidence of Coverage USA			SHOULD ANY OF THE ABOVE DESCRIBED POLICIES BE CANCELLED BEFORE THE EXPIRATION DATE THEREOF, NOTICE WILL BE DELIVERED IN ACCORDANCE WITH THE POLICY PROVISIONS.  AUTHORIZED REPRESENTATIVE 			
© 1988-2015 ACORD CORPORATION. All rights reserved. ACORD 25 (2016/03) The ACORD name and logo are registered marks of ACORD						



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## DEPARTMENT OF INDUSTRIAL RELATIONS

### AMS.NET's Department of Industrial Relations

SB 854, a budget trailer bill that was signed into law on June 20, 2014, and became effective immediately, made several significant changes to laws pertaining to the administration and enforcement of prevailing wage requirements by the Department of Industrial Relations (DIR). Among other things, SB 854 established a new public works contractor registration program to replace prior Compliance Monitoring Unit (CMU) and Labor Compliance Program (LCP) requirements for bond-funded and other specified public works projects. AMS.NET is a DIR registered contractor (DIR #1000001046). Company is compliant with all public code sections 2601, 2602, 2603 for skilled and trained workforce.

#### Department of Industrial Relations System View



#### Contractor Information

**Legal Entity Name**  
AMS.NET, INC.  
**Legal Entity Type**  
Corporation  
**Status**  
Active  
**Registration Number**  
1000001046  
**Registration effective date**  
07/01/22  
**Registration expiration date**  
06/30/25  
**Mailing Address**  
502 COMMERCE WAY LIVERMORE 94551 CA United States of America  
**Physical Address**  
502 COMMERCE WAY LIVERMORE 94551 CA United States of America  
**Email Address**  
dmonaghan@ams.net  
**Trade Name/DBA**  
**License Number (s)**  
CSLB:763508

#### Legal Entity Information

**Corporation Entity Number:** 097642448  
**Federal Employment Identification Number:** 943291626  
**President Name:** Robert Tocci  
**Vice President Name:** John Stott  
**Treasurer Name:** Diana Monaghan  
**Secretary Name:** Diana Monaghan  
**CEO Name:**

**Agency for Service:**  
**Agent of Service Name:** Diana Monaghan  
**Agent of Service Mailing Address:** 502 Commerce Way Livermore 94551 CA United States of America



**Service Provider Annual Certification (SPAC)**

A service provider must submit a Service Provider Annual Certification (SPAC) (Form 473) to USAC each funding year to certify that it will comply with program rules. Below is proof captured from the SLD website.

**Purpose of Form:** Form 473 is used by the service provider each funding year to certify that it will comply with FCC rules concerning invoicing and documentation. The certifications apply to the entire funding year and are required before USAC will pay invoices. A service provider may submit one Form 473 for all Service Provider Identification Numbers (SPINs) assigned to it.

**SLD SPAC Filing Proof**

SPIN	Service Provider Name	Doing Business As	Contact Name	Contact Address	Contact Phone	Form 499 Filer	SPAC Filed
143005880	AMS.NET, Inc.	AMS.NET, Inc.	Robert Tocci	502 Commerce Way, Livermore, CA 94551	925245-6100		1998 1999 2000 2001 2002 2003 2004 2005 2006 2007 2008 2009 2010 2011 2012 2013 2014 2015 2016 2017 2018 2019 2020 2021 2022 2023





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## AMS.NET E-RATE BILLING PROCESS

AMS.NET, Inc. (also to be referenced as the Service Provider) has developed processes to bill E-Rate projects that best suits their customer needs. We are set up to accommodate both SPI and BEAR billings.

SPI billings will occur on a regular basis and AMS.NET, Inc. will invoice the SLD their portion of committed amount and the customer their portion.

AMS.NET, Inc. agrees to bill and receive a portion of the payment for the provisions of goods and services described herein directly from the USAC via the Form 474 Service Provider (SPI). The customer will only be responsible for paying its non-discounted share of the costs and does not intend to use the BEAR process (Form 472). The maximum percentage the customer will be liable for is the pre-discount amount minus the funded amount as shown on the FCC Form 471 Block 5 and any identified ineligible costs. Upon the successful receipt or posting of a funding commitment decision letter from the SLD and submission and certification of Form 486, the customer shall pay only the discounted amount beginning with the billing cycle immediately following said approval. Alternatively, should the company decide that it is in the best interests of the company to file a Form 472, the customer will inform AMS.NET, Inc. of its intent.

All Service Provider invoicing to USAC must be completed within 120 days from the last day of service. Should the Service Provider fail to invoice USAC in a timely manner, the customer will only be responsible for paying its non-discounted share.

AMS.NET, Inc. will bill your company directly for a BEAR billing. Companies will pay the full amount of the invoice until all steps of the discount process below have taken place:

- A. You must have received your FCDL (Funding Commitment Decision Letter) from the SLD / E-Rate people.**
- B. You must file your Form 486.** [The form 486 lets the E-Rate people know that the services have begun and that they may begin paying the invoices. The SLD cannot process a payment related to a Funding Request Number (FRN) unless a properly completed Form 486 has been submitted by the Library and approved by the SLD for that FRN]
- C. The form 486 must be approved by the SLD before AMS.NET, Inc. can apply the discount and credit your bill.** When AMS.NET, Inc. is notified by the SLD that your form 486 has been approved, AMS.NET, Inc. will credit your bill with your approved funding. It takes two billing periods for the discount to appear on your bill. Depending on timing of your 486 approval, it could be the next month or two months later that you see your discount on your AMS.NET, Inc. bill.

AMS.NET, Inc. bills the total monthly charges and the E-Rate discount which does net to the discounted amount, but we do not bill just the discounted amount. It takes two billing periods for the discounts to appear so depending on timing, it could be the next month or two months later.

**A Note regarding BEAR Forms:** Companies who prefer to pay their invoices and file BEAR forms for reimbursement – can continue to do so; however, a company cannot both file a BEAR form and request a billing discount on the same FRN in the same funding year. That is, you will either file BEAR forms for reimbursement – or – request a billing discount; but not both.



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## WARRANTY & SERVICE REPLACEMENT

### Warranty & Service Replacement Policy

AMS.NET warranties all work for a period of 30 days after installation unless otherwise specified. AMS.NET handles all these issues in-house and will provide technical resources to solve any problems which may arise. AMS.NET will work to obtain replacement equipment if said equipment is found to be faulty or in need of repair.

All warranty issues after the initial 30 days will be handled through direct manufacturer's warranty unless otherwise specified.

In the case of Public Bids and Contracts, all required warranty specifications will be followed and executed by AMS.NET in accordance with contractual law.

AMS.NET keeps a rotating reserve in-house of loaner/spares equipment for both our Service Contract Customers and warranty issues. If a newly placed piece of equipment fails, we can, in most cases get the customer's connectivity back in order while waiting for the replacement part to arrive from the manufacturer.

It is the policy of AMS.NET to keep on hand enough equipment to cover our core installation models. In addition, we have existing inventory from jobs in progress that serve as spares as well. In doing this, we can keep our customer's up time while dealing with getting permanent replacement parts through the manufacturer.



### Project Outline of Tasks

#### Discovery & Preparation Phase

- Broaden Understanding of Core Business
- Identify Business Requirements
- System Evaluation and Readiness Assessment
- High-Level Technology Solution Design

#### Design & Planning Phase

- Assign Project Management Team
- Kick-Off Meeting
  - Review Scope of Work
  - Discuss Equipment Delivery, Asset Tagging and Change Management
  - Review Timeline
  - Identify Customer Expectations
  - Schedule Site Walks
  - Schedule Technical Meeting
- Detailed Site Walk Through
  - Obtain Site Maps
  - Review MDFs, IDF, and MPOEs
  - Verify Devices
- Technical Workshop
  - Review Site Walks and Generate Necessary Change Orders
  - GAP Analysis
  - Present AMS/Manufacturer Best Practices
  - Develop Installation Strategy For New Core Components
  - Develop Installation Strategy For Integration Into Existing Network
  - Discuss/Schedule Data Gathering Meetings
  - Discuss/Schedule Further Network Design Meetings
  - Coordinate/Schedule Equipment Delivery
  - Coordinate/Schedule Deployment
  - Coordinate/Schedule Training
  - Schedule Cutover Dates
  - Schedule Weekly Project Meetings
  - Setup Timeline
  - Complete VoIP Questionnaire
- Project Workshop/Data Gathering Meetings
  - Review All Current Connectivity
  - Coordinate Any Dial Tone Changes With Carrier
  - Design Call Flow Per Phone
  - Cut-Sheet Development Per Site
  - Note All Phone Users/Extensions On Maps



## PROJECT OUTLINE

### Design & Planning Phase *(Continued)*

- Network Design Meetings
  - Discuss All Network Configurations
  - Generate Configurations for New and Existing Equipment
  - Determine IP Addressing Scheme
  - LAN/WAN-Shared Applications (Exchange, Databases)
- Detailed Visio Drawings
- Migration/Integration Strategy
- Deployment Plan
- Day 2 Support Plan
- Training Plan
- Solution Review
- Solution Acceptance

### Implementation Phase

- Coordination of Cabling, Circuits and Equipment
- Coordinate Asset Tagging
- Pre-Configuration of Equipment Prior to Delivery
- On-Site Configuration and Installation of Backbone/Equipment
- System Integration
- Programming Per Cut-Sheet
- System Acceptance Testing
- Cutover
- On-Site Help Desk (First Business Day After Migration)
- On-Site Greeting Training and Hands-On Assistance (First Business Day After Migration)
- Help Desk For User and Configuration Issues (First Week After Migration)
- Final Site Acceptance Walks
- Completion Statement Sign-Off
- Documentation Delivery
  - Call Tree/Call Flow
  - Router Configuration
  - IP Addressing Scheme
  - Visio Diagram of the Network (Logical)
  - Site Directory
  - Training Manuals

### Training Phase

- System Administrator Training & End-User Training

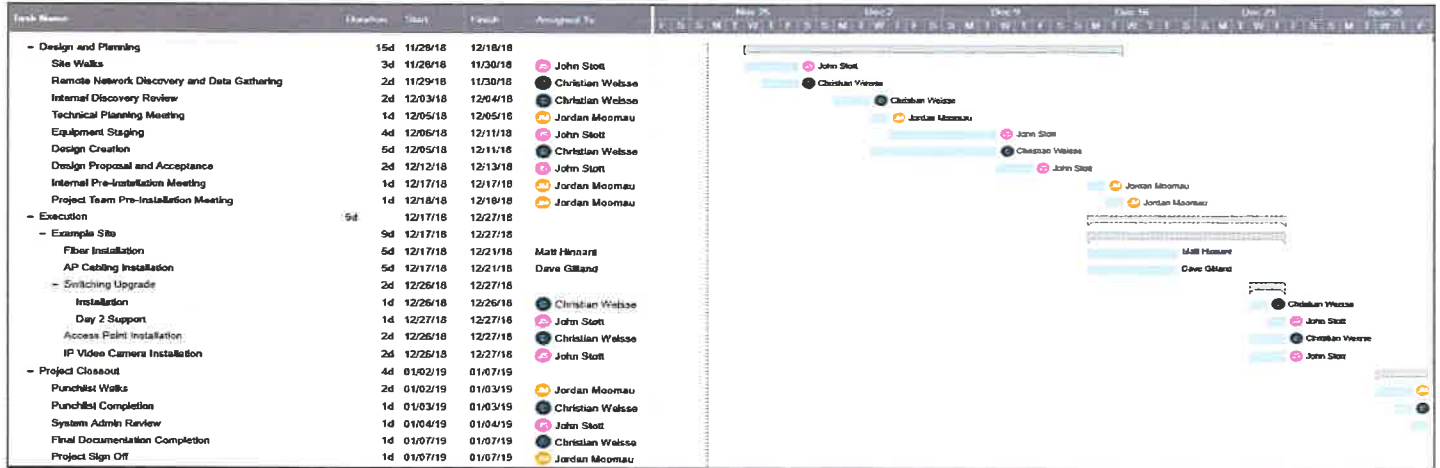
### Support Phase

- Maintenance Agreements & Professional Services



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## PROJECT PLAN EXAMPLE



Priority	Progress	Customer Assigned Task	Task Name	Task Description	Pending Process Description	Assigned To	Due Date	Date Completed
Project Management	In Process		Provide Updated Project Plan	Send Project Plan to Jim		Jordan Moomau	11/30/18	
Engineering	Completed		Redress Patch Cables at MDF at	Redress with velcro and submit p		John Stott	11/26/18	11/26/18
Cabling	Assigned		Test drops in classroom 3 at Harb	Test and troubleshoot as needed	Requires Assignment	Matt Hinant	11/30/18	

Task Name	Completed	Completed By	Date	Comments
<b>AMS Acceptance Testing</b>				
Engineering Example 1				
Engineering Example 2				
Engineering Example 3				
Engineering Example 4				
Engineering Example 5				
Engineering Example 6				
Engineering Example 7				
Engineering Example 8				
<b>Customer Acceptance Testing</b>				
Customer's Example 1				
Customer's Example 2				
Customer's Example 3				
Customer's Example 4				
Customer's Example 5				
Customer's Example 6				
Customer's Example 7				
Customer's Example 8				





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## TAC Contact Information

### TAC Contact Information

**By Phone:** (925) 245-6111  
(800) 893-3660 Option 2,2  
(925) 245-6100 Option 2,2

**E-Mail:** [tac@ams.net](mailto:tac@ams.net)

**Website:** <http://www.ams.net>

Click on Customer Portal

To View realted items, a login is required. Logging in will give visibility to:

- Review current service request including site, contact, status, ect.
- View upcoming appointments
- Open a new services request
- Contact support



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## Professional Services

### Supplement Your Internal Technical Resources

To protect your investment and ensure your network and equipment are running at optimum levels, AMS.NET offers a host of support and maintenance plans. Whether you need full 24x7 support or your in-house IT staff need assistance with a particular technology, AMS.NET has a plan to meet your requirements.

### Managed Services

If you need to supplement IT resources or are looking for the support of a hosted model, AMS.NET managed services agreements can provide that support and free up IT resources for more strategic projects. Voice, Wireless, WAN, and Video Surveillance Managed Services services are available.

Managed Services Agreements provide:

- ▶ Troubleshooting and repair
- ▶ System updates and upgrades
- ▶ Configuration changes and backup
- ▶ Monitoring
- ▶ Monthly reporting
- ▶ Reinstallation and configuration of failed equipment (covered under contract)
- ▶ Quarterly review and meetings
- ▶ Software and hardware lifecycle management

### Premium Flex Time Plans

Premium Flex Time Plans provide consulting and professional services to supplement your technical staff and support complex technology solutions. Highly experienced engineers are available for advanced technical support where needed. Whether you need assistance with configuration changes, latency issues, design services, installation, multiple manufacturer integrations, troubleshooting or other professional services, Premium Flex Time plans can be used for these services. Plan provides a top-level engineer or customer preferred engineer for scheduled service and the top-level engineer that is available for cases that require an immediate response. Flex Time plans response times are based on the support request and urgency. We will provide remote, on-site or telephone support in up to a 4 hour response time. 24x7 plans are also available.



### Professional Services Highlights

- ▶ Support and Maintenance of Your Technology Investments
- ▶ Emergency Support
- ▶ Planned Project Support
- ▶ Hosted-Type Technical Support
- ▶ Technology Specific Managed Services- Voice, Wireless, WAN, Video Surveillance
- ▶ Management and Monitoring
- ▶ Technical Support and Troubleshooting
- ▶ Consulting Services for Advanced Technical Support
- ▶ Host of Various Plans Available

Celebrating More Than **30** Years

Learn More!

Go to [www.ams.net/services](http://www.ams.net/services)  
800-893-3660



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## Consulting & Professional Services

AMS.NET provides consulting and professional services to supplement your technical staff and support complex technology solutions. Highly experienced engineers are available for advanced technical support where needed. Whether you need assistance with configuration changes, latency issues, design services, installation, multiple manufacturer integrations, troubleshooting or other professional services, our Premium Flex Time plans can be used for these services.

AMS.NET's highly-experienced team of engineers hold top tier certifications from Cisco/Meraki, HP, Aruba, Ruckus, Palo Alto Networks, Microsoft, VMware, Singlewire and others. Our host of services provide complex technical support for wireless, routing/switching, security, voice, paging, data center and other technology solutions.

Premium Flex Time plans are hourly blocks that do not expire. Response times are based on support request urgency. The Premium 24x7 option includes support after normal business hours. Premium plans provide a top-level engineer or customer preferred engineer for scheduled service and the top-level engineer that is available for cases that require an immediate response. Premium contracts are available starting at a block of 20 hours and 24x7 plans start at a block of 10 hours. Additional hours can be added to the premium plans in increments of 10 hours.

AMS.NET also offers a host of managed services for customizable, comprehensive coverage for all network or service related issues.

## PREMIUM FLEX TIME



- ▶ Advanced Professional Services
- ▶ Local Certified Experienced Engineers
- ▶ Consulting, Installation & Troubleshooting
- ▶ Top Level or Preferred Engineer Provided
- ▶ Remote, On-Site and Telephone Support
- ▶ 4 Hour Response Time to Scheduled - Response Time Varies Based on the Flex Time Plan and Urgency of Support Need
- ▶ Standard Rate for Any Response Time
- ▶ Detailed Reporting and Portal to View Hours Used Against Blocks Purchased
- ▶ Hours Do Not Expire

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800-893-3660

# PREMIUM FLEX TIME

## Eligible Flex Time Support

The Premium Flex Time support provides premium support for your routing/switching, wireless, security, voice/collaboration, paging, data center and other technologies. AMS.NET supports major manufacturers including Cisco/Meraki, HP, Aruba, Ruckus, Palo Alto Networks, Microsoft, VMware, Singlewire and others.

Agreement Features	Premium Flex Time Agreement
Routine Changes	✓
Moves/Adds/Changes	✓
Troubleshooting/Repair	✓
Project Management	✓
Equipment Replacement (with vendor support)	✓
Installation Services	✓
Complex Troubleshooting	✓
Redesign	✓
Upgrades/Updates	✓
Integration with Third Party Manufacturers	✓
Technical Design/Planning	✓
Top Level Engineer Provided	✓
Select Preferred Engineer	✓

## Guidelines and Limitations

Flex Time plans do not expire and are available until the time and funds are depleted. New or additional purchases of Flex Time plans will be subjected to the new discount rates, guidelines and limitations.

A four hour technical response time is guaranteed based on the urgency of the support request during normal business hours. Normal business hours are Monday through Friday 8:00am to 5:00pm. 24x7 plans include after hours support.

On-site technical support consists of travel time both ways and a minimum of one-hour on-site then deducted in 30 minute increments. Remote technical support is deducted in 30 minute increments. Travel time is charged at \$125/hr for both directions.

Business hours are Monday through Friday 8am to 5pm excluding company reserved holidays. Pre-scheduled after-business hour technical support is available Monday through Friday and Saturday from 5pm to 12am and requires a 24x7 Flex Time plan. Emergency after hours support requires a 24x7 Flex Time plan.

Hardware Replacement/RMA Support will be billed as one hour of technical support and actual shipping changes plus discount will be deducted from your Flex Time plan.

Lift rental and boom truck rental will be deducted per day with a half day minimum. Rental charges are not eligible for discount.

## Frequently Asked Questions

**Is there an expiration on the Flex Time Plan?**

- ▶ No, Flex Time Plans do not expire.

**Can I use my Flex Time plan for materials?**

- ▶ No, your Flex Time plan is for technical support only.

**How are the hours deducted from my Flex Time Plan?**

- ▶ The hours are deducted as the technical service is performed.

**Why do I need to pay for Flex Time plan before the service is performed?**

- ▶ Flex Time plans provide a guaranteed response time when the support requires an immediate response. To ensure you receive that guaranteed response time you need to have a Flex Time plan prior to requesting service.

**Is there a guaranteed response time?**

- ▶ Flex Time plans provide a guaranteed response time of 4 hours when the service requested is urgent. All other non-urgent requests will be scheduled.

**What installation warranty do I receive with the Flex Time plans?**

- ▶ Flex Time plans do not guarantee an installation warranty. AMS.NET provides a 30-day installation warranty when services are quoted as a turnkey solution and bid only.

**How do I contact AMS.NET for Technical Support?**

- ▶ Contact Customer Service at **800-893-3660 x611** or **925-245-6111** or via email at **tac@ams.net**.



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## MAINTENANCE COMPARISON

### Choose the Right Technical Service Plan

Supplement IT staff, protect your investment and ensure your network and equipment are running at optimum levels with AMS.NET's support and maintenance plans. AMS.NET offers a host of plans from our Managed Services for comprehensive coverage to Premium Flex Time plans that cover both urgent and scheduled support.



Service/Features	Cisco Warranty	Cisco SMARTnet	AMS.NET Premium Flex Time	AMS.NET Managed Services
Priority Support	NO	YES	YES	YES
Cisco Technical Support	NO	YES	NO	YES
AMS.NET Technical Support	NO	NO	YES	YES
Unlimited Technical Support	NO	YES	NO	YES
On-Site Coverage	NO	YES (Add-On)	YES	YES
System Monitoring	NO	NO	NO	YES
Guaranteed Response Time	NO	YES	YES	YES
Hardware Replacement	YES	YES	NO	YES
Hardware Replacement Configuration and Installation	NO	NO	NO	YES
Installation/Configuration Warranty	NO	NO	NO	YES
Loaner Hardware	NO	NO	NO	NO
New Equipment Coverage	NO	NO	NO	YES (Add-On)
Version Updates and Upgrades	NO	NO	YES*	YES
Moves, Adds, and Changes	NO	NO	YES*	YES
Weekly and Monthly Reporting	NO	NO	NO	YES
Billable Rate Per Hour	N/A	N/A	Disc. Rate	N/A
Shipping Costs	Not Included	Included	N/A	N/A
Next Business Day	YES (ELLW)	YES	NO	YES

\*Support or service will be deducted from labor block balance.

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## ESCALATION GUIDELINES

### Service Prioritization and Escalation Guidelines

To ensure that all maintenance problems are reported in a timely manner, AMS.NET, Inc. has established the following problem priority definitions.

#### **SERVICE PRIORITY DEFINITIONS:**

**Priority 1:** An existing network is down, or there is a critical impact to the End User's business operation. AMS.NET, Inc. will commit full-time resources to resolve the situation. Call back to client within 2 hours. Same day service is provided.

**Priority 2:** Operation of an existing network is experiencing unacceptable network performance. AMS.NET, Inc. will commit full-time resources during standard business hours to resolve the situation. Technician is on-site within 24-hours.

**Priority 3:** Operational performance of the network is impaired while most business operations remain functional. AMS.NET, Inc. commits to resources for solutions during standard business hours to restore service to satisfactory levels within 24 hours.

**Priority 4:** Problem indicates no impact to end users normal business operation. AMS.NET, Inc. will provide resources/solutions during standard business hours to provide assistance as needed within 48-72 hours.

#### **Service Requests:**

Service requests via email or voicemail are returned within our standard two-hour response time (Unless specified otherwise on customer's Maintenance Agreement). Customer Service Department will log a ticket in our database, determine priority and send to our internal TAC department for remote troubleshooting, scheduling and on-site visit if necessary. If trouble requires an on-site engineer our TAC manager will follow escalation guideline and/or customer maintenance agreement and schedule accordingly.

#### **Cisco TAC Call Procedure:**

- CCIE's will call Cisco TAC. When field engineers require assistance from Cisco. They will escalate the call to one of our CCIE's for assistance.
- If CCIE is unable to resolve network trouble they will initiate call to Cisco TAC.
- If CCIE is unable to assist due to busy field schedule, then a CCNP or CCNA will contact Cisco TAC.
- Field Engineer will call Customer Service Department prior to Cisco TAC call during installation or maintenance to log into our internal database for tracking purposes. All Cisco TAC calls will be entered into our internal database.



## ESCALATION GUIDELINES

### Escalation Prioritization Guideline

Elapse Time	Priority 1	Priority 2	Priority 3	Priority 4
<b>1 Hour</b>	Technical Support Manager			
	Director of Technical Services - CCIE (If CCIE determines the problem can't be solved, then he initiates a call to Cisco TAC and follows up until the problem is resolved.)	Technical Support Manager		
<b>24 Hours</b>	Vice President Operations.	Director of Technical Services CCIE (If CCIE determines the problem can't be solved, then he initiates a call to Cisco TAC and follows up until the problem is resolved.)		
<b>48 Hours</b>	President (CEO)	Vice President Operations.		
<b>72 Hours</b>			Technical Support Manager	
<b>96 Hours</b>		President (CEO)	Director of Technical Services CCIE (If CCIE determines the problem can't be solved, then he initiates a call to Cisco TAC and follows up until the problem is resolved.)	Technical Support Manager



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## E-RATE BASIC MAINTENANCE GUIDELINES

### Renewal Based Maintenance

#### **Cisco Base Support** *(E-Rate Eligible)*

E-Rate eligible maintenance is now called "Cisco Base" support. Cisco Base support provides:

- Access to Cisco TAC
- Online Tools
- Software Updates

The hardware replacement component is no longer eligible for E-Rate funding. Both SAS and ESW software support are still fully eligible for E-Rate funding since they are both software based with no hardware component.

#### **Per Incident Hardware Replacement** *(E-Rate Eligible)*

Customers can leverage the E-Rate eligible Per Incident Hardware Replacement option to obtain product replacement on failed equipment. The Per Incident Hardware Replacement option to replace failed hardware with E-Rate funds is as follows.

- The customer will place an inquiry into the AMS.NET TAC department to open a case for product replacement.
- AMS.NET TAC will open a case on behalf of the customer with Cisco (customer will be charged basic maintenance hours for this process).
- AMS.NET will place the order for advanced replacement of the product with Cisco.
- AMS.NET will invoice the SLD and the customer directly for their portions of the support.
- The customer is responsible for getting the replaced product shipped back to Cisco.

#### **Hardware Replacement Upgrade Option** *(Non E-Rate Eligible)*

AMS.NET can work with the customer to provide an ineligible component that would upgrade the Cisco Base support to include NBD hardware replacement. This ineligible component would not be funded by the SLD and would be the full responsibility of the District.

### Maintenance for New E-Rate Purchases

#### **Cisco Hardware Support**

Cisco hardware that is purchased through E-Rate will receive the new Cisco E-Rate Services Bundle. This bundle will provide the end user with next business day hardware replacement, access to Cisco TAC, and necessary software updates. In addition the end user will also receive next business day hardware replacement for the following 2 years.

#### **Cisco Software Support**

New Cisco software purchases will receive 1 year of standard Cisco software support. This support will provide the end user with 24 hour access to Cisco TAC as well as minor version updates.

Please note that UCS products are not eligible for the E-Rate Services Bundle.



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## **E-RATE BASIC MAINTENANCE GUIDELINES**

### **Basic Maintenance Proration**

The SLD will pay for the actual usage of the Basic Maintenance during the awarded period. For example, if you sought funding from 7/1/2021 to 6/30/2022 but did not provide your purchase order to AMS.NET until 9/1/2021, the SLD will pay for 10 months of usage and not the entire 12 months awarded.



## Fingerprinted Employees

All employees listed below have been DOJ cleared, as of January 5, 2024.

Adrian Martinez	Fernando Manzano	Matt Thompson
Adrian Pardo	Florin Vizauer	Meagan Mulry
Alec Batsford-Garavito	Francisco Monroy	Michael Vincent
Alex Gomez	Francisco Servin	Miguel Lopez
Alvin Napiza	Gregory Sklar	Mike Hansen
Anna Moreno	Guy McMillan	Mike Skelton
Anthony Bastian	Harold Alvarez	Mitch Brooks
Anthony Minjarez	Jacinto Cruz	Nick Heryford
Antonio Garcia	Jacob Ambrocio	Nick Russo
Antonio Nuno	Jacob Maag	Noe Trevino
Anya Chalkley	Jallisa Rodriguez	Overlin Zamora
Atlas Kendall	James Fowler	Patrick Stevens
Blake Wiech	Jeffry Galeano Mendoza	Paul Estrada
Carlos Pineda	Jesse Arroyo	Paul Payumo
Cathy Rivenes	Jessica Williams	Perry Nelson
Chad Neves	Jimmie Hearn	Raffi Bedrosian
Chanpreet Gill	Jocelyn Ambrose	Ray Valine
Chris Hill	Joe Costa	Richard Lopez
Chris Stuart	Joe Ignacio	Robert Gil
Christian Weisse	John Stott	Robert Ho
Christo Michaelides	John Vincent	Robert (Bobby) Simmonds
Christopher Dom	Jorge Vazquez	Salome Alvarado III
Clint Southwick	Jose Fernandez	Santiago Martinez-Jimenez
Cynthia Lara	Jose Perez	Serge Hacobian
Daniel Ancheta	Joseph Kapahu	Shobitha Krishnakumar
Daniel Arroyo	Julian Lehman	Soksu Kang
Daniel Barron	Justin Polen	Steve Cupps
Dave Arsene	Katie Kerwin	Steven Perez
David Martinez	Kevin Esquivel	Tim McKinny
David Stoutenburg	Kevin Stott	Troy Hunt
Dean Anaya-Guttierrez	Kole Babo	Tyler Marko
Derek Ramirez	Larry Lam	Victor Trao
Doug Tate	Lazaro Lopez	Vincent Ngo
Duy Nguyen	Martin Meza	Vincent Yobeanto
Dylan Embrich	Matt Bradshaw	Vong Men
Erik Martinez-Jimenez	Matt Graham	William Gonzalez
Felix Pardo	Matt Simeone	Zack DeRose
Diana Monaghan		
Vice President of Administration		





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## PROJECT REFERENCES

### Project Summaries

**Name of Organization: Los Gatos Union School District**

Address: 17010 Roberts Rd., Los Gatos, CA 95032

Contact Person: Matt Mullikin

Email/Phone: mmullikin@lgusd.org, (408) 335-2378

Network & Fiber Upgrade Project

Original contract amount: \$771,000.00

Contract start date: November 2020

Final completion date: June 2021

Los Gatos Union School District leveraged the 1st round of Cares Act funding during the 2020 pandemic and partnered with AMS.NET to complete an ongoing phased network upgrade that was going to wait until the next E-Rate funding cycle. The district had decided to bring all of the students and staff back in February of 2021 but the network environment was not ready to handle to influx of additional devices and bandwidth requirements needed to properly run the business of educating student in the new world we were living in. The most important part of this project was also the most time consuming as the entire fiber optic network needed to be upgraded at all 5 of their school sites to single mode.

AMS.NET worked intimately with the district to define a project plan to get this portion of the project completed with enough time to get key components of the network in place to support 10GB a crossed the network. Once this was completed, we were able to deploy the rest of the project in a normal manner. The project consisted of IDF cabinet upgrades to support the new networking and UPS equipment along with additional Category 6 structured cabling runs to support their new wireless access point locations. Each sites network was fully upgraded with Meraki using MS355's for the access switching and both MR56 / 74's for the wireless infrastructure. The district purchased a 5-year Meraki subscription for management of the environment and for peace of mind since there would be no recurring costs until year 6.

**Name of Organization: Pleasanton Unified School District**

Address: 4750 First Street, Pleasanton, CA 94566

Contact Person: Robert Torres

Email/Phone: rtorres@pleasantonusd.net, (925) 596-9660

Network Refresh

Original contract amount: \$8,600,000.00

Contract start date: April 2020

Final completion date: March 2022

E-Rate Site Billed Entity Number (BEN)- 144214

Project was partially funded with E-Rate and the remaining covered by bond funds.



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## PROJECT REFERENCES

### Project Summaries *(Continued)*

#### Pleasanton Unified School District *(Continued)*

##### Project Description:

- Project included district wide Cisco VOIP deployment with InformaCast paging integration. The District is currently using Cisco collaboration to connect their sites and staff. InformaCast is currently being used through IP speakers and IP phones for mass notification, emergency notification, bell schedules and 911 call tracking.
- Pleasanton Unified School District had not refreshed the switching network in over 10 years and were running a 1G backbone at all school sites. Through use of a local Bond and E-Rate year 22 funding, PUSD was able to completely update the wired network to establish a 40G LAN at each school utilizing a Brocade/Ruckus architecture. To enable the new architecture, a completely new fiber infrastructure needed to be installed to replace the existing multi-mode fiber plant. PUSD worked with AMS.NET to architect a 40G solution that had multi-rate ports in the ToR switches and PoE+ to all ports. This met the Districts 7-10 year architecture goals.
- Prior to E-Rate 23, PUSD asked AMS.NET to provide POC trials with a number of different wireless manufacturers. AMS.NET provided POC hardware and setup assistance for Ruckus and Meraki solutions. In the end, a Meraki solution was chosen by the District. AMS.NET performed extensive site walks at all of the District sites, and along with District staff determined what deployment strategy best served the District's needs. AMS.NET proposed 802.11 AX wireless access points in indoor and outdoor models, providing wireless service to all locations across every campus in the District. AMS.NET proposed to place one access point in every classroom and learning area of each site. Outdoor wireless access points were placed in locations that cover blacktops and play areas and were installed in vandal proof enclosures in order to protect the Districts investment in hardware.

#### **Name of Organization: San Rafael City Schools**

Address: 310 Nova Albion Way, San Rafael, CA 94903

Contact Person: Noel Matthias

Email/Phone: nmatthias@srcs.org, (415) 485-2321

Cisco Wired & Wireless Networking

Original contract amount: \$2,500,000.00

Contract start date: June 2018

Final completion date: Ongoing

San Rafael City Schools serve a diverse community of over 8,000 students and 700 staff users over 3 high schools, 2 middle schools, 7 elementary schools, 3 non-instructional sites. AMS.NET worked with SRCS through budget challenges to incrementally upgrade their wired and wireless network through multiple E-Rate cycles and bond funding. SRCS utilized the SPURR contract for E-Rate and the FOCUS contract for all other purchases as part of this project.



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## PROJECT REFERENCES

### Project Summaries *(Continued)*

#### San Rafael City Schools *(Continued)*

The scope of the project includes:

- Cisco C6800 core switches at both high school data centers for a fully-redundant network and data center core
- Cisco C9300 for LAN cores at each school site
- Cisco Meraki MS425 for LAN fiber aggregation
- Cisco Meraki MS390 and MS250 to provide full PoE and mGig access
- Cisco Meraki WiFi 6 indoor and outdoor APs to support 1:1 wireless

#### **Name of Organization: Tracy Unified School District**

Address: 1975 W Lowell Ave., Tracy, CA 95376

Contact Person: Tom Quiambao

Email/Phone: tquiambao@tusd.net, (209) 830-3282 ext. 1940

Networking Switching Upgrade Project

Original contract amount: \$800,000.00

Contract start date: June 2020

Final completion date: December 2020

E-Rate Site Billed Entity Number (BEN)- 144421

Tracy Unified School District was in the process of annually replacing portions of their end-of-life (EOL) switching hardware, and E-Rate 22 was the last batch of switches that needed to be replaced before the EOL date had been reached. TUSD and AMS.NET worked together to define a concise list of the remaining hardware and provided the switches and interconnect to complete the switch refresh. AMS.NET provided template configurations for each switch and assisted Tracy USD in the configuration and deployment of all hardware.

The last item that needed to be address for TUSD was the core and data center switching infrastructure. The existing core was coming to its EOL date and the District needed assistance planning for a core upgrade. One of the biggest issues faced was the cabling plant for the data center switching terminated at the core switch, and a 7 slot core switch was overloaded with connections making daily maintenance and administration very difficult.

AMS.NET proposed ToR switches in the data center with 100G uplinks to the new core switch, reducing the amount of physical connections into the new core switch by half. The core switch was replaced utilizing a smaller chassis and fewer blades to accomplish the same goal. This implementation also offered TUSD an opportunity to deploy Cisco DNA in their environment. AMS.NET worked with Cisco and TUSD to provide a base installation of Cisco DNA that will continue to grow into the future.



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## PROJECT REFERENCES

### Project Summaries *(Continued)*

#### Tracy Unified School District *(Continued)*

The scope of the project included:

- DNA Center – In keeping with the established technology roadmap, Tracy USD along with AMS.NET have begun to implement Cisco DNA Center to enable Assurance across the wired and wireless infrastructure. This is the first stage in establishing a zero-trust environment which is a primary focus and business driver within the District.
- PAN Cortex and DNS – Broadened the security fabric to include Palo Alto Networks Cortex and DNS security applications to provide best in class endpoint security and intelligence.
- Wireless - AMS.NET performed extensive site walks at District identified sites, and along with District staff determined what deployment strategy best served the District's needs. AMS.NET proposed 802.11 AX wireless access points in indoor and outdoor models, providing wireless service to all locations across every campus in the District. AMS.NET proposed to place one access point in every classroom and learning area of each site. Outdoor wireless access points were placed in locations that cover blacktops and play areas and were installed in vandal proof enclosures in order to protect the Districts investment in hardware.



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## EDUCATION REFERENCES

### Detailed References

#### **Alameda Unified School District**

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#### **Arvin Union School District**

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#### **Burlingame School District**

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**Network Infrastructure, Wireless, Cabling**





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## EDUCATION REFERENCES

### Detailed References (Continued)

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#### Desert Sands Unified School District

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#### Escalon Unified School District

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#### Fowler Unified School District

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#### Glendale Unified School District

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**Network Infrastructure, Wireless**

#### Greenfield Union School District

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**Network Infrastructure, Wireless**

#### Greenfield Union School District

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**Network Infrastructure, Wireless, IP Telephony,  
Data Center, Physical Security**



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## EDUCATION REFERENCES

### Detailed References (Continued)

#### Grossmont Union High School District

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#### Hughson Unified School District

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**Vape Sensors**

#### Island Union Elementary School District

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7799 21<sup>st</sup> Ave.  
Lemoore, CA 93245

**Network Infrastructure, Wireless, IP Telephony, Paging, Cabling**

#### Jefferson School District

Nick Watson  
(209) 836-3388  
[nwatson@jsdtracy.com](mailto:nwatson@jsdtracy.com)  
1219 Whispering Wind Dr.  
Tracy, CA 95377

**Network Infrastructure, Wireless, Cabling**

#### Konocti Unified School District

Jon Buege  
(707) 994-4796  
[jon.buege@konoctiusd.org](mailto:jon.buege@konoctiusd.org)  
P.O. Box 759  
Lower Lake, CA 95457

**Network Infrastructure**

#### Larkspur-Corte Madera School District

Erik vonBlankenburg  
(415) 927-6960  
[evonblankenburg@lcmschools.org](mailto:evonblankenburg@lcmschools.org)  
230 Doherty Drive  
Larkspur, CA 94939

**Network Infrastructure, Video Surveillance, Cabling**

#### Livermore Valley Joint Unified School District

Geoff Warner  
(925) 606-5228  
[gwarner@lvjUSD.k12.ca.us](mailto:gwarner@lvjUSD.k12.ca.us)  
1401 Almond Ave.  
Livermore, CA 94550

**Network Infrastructure, Wireless, Data Center, IP Telephony, Safety & Security Solutions, Cabling**



**AMS.NET**

Technology Solution Provider

## EDUCATION REFERENCES

### Detailed References (Continued)

#### **Livingston Union School District**

Victor Hernandez

(209) 394-5441

[vhernandez@livingstonusd.org](mailto:vhernandez@livingstonusd.org)

922 B Street

Livingston, CA 95334

**Network Infrastructure, Wireless, Data Center,  
IP Telephony**

#### **Los Banos Unified School District**

Garth Gomes

(209) 827-1678

[ggomes@losbanosusd.k12.ca.us](mailto:ggomes@losbanosusd.k12.ca.us)

1717 S. 11<sup>th</sup> Street

Los Banos, CA 93635

**IP Telephony**

#### **Los Nietos Elementary School District**

William Gideon

(562) 692-0271

[william\\_gideon@lnsd.net](mailto:william_gideon@lnsd.net)

8324 Westman Ave.

Whittier, CA 90606

**Cybersecurity, Microsoft Services**

#### **Madera Unified School District**

Kee Vang

(559) 664-8003

[keevang@maderausd.org](mailto:keevang@maderausd.org)

2401 W. Almond Ave.

Madera, CA 93637

**Network Infrastructure, Data Center**

#### **Manteca Unified School District**

Ungel Mamon

(209) 858-0922

[umamon@musd.net](mailto:umamon@musd.net)

2901 E Louise Ave., PO Box 32

Manteca, CA 95336

**Network Infrastructure, Wireless,  
Cabling, IP Telephony**

#### **Marysville Joint Unified School District**

Bryan Williams

(530) 749-6135

[bwilliams@mjusd.k12.ca.us](mailto:bwilliams@mjusd.k12.ca.us)

1919 B Street

Marysville, CA 95901

**Safety & Security Solutions, IP Telephony, Cabling**

#### **Menlo Park City School District**

Jarrold Coombes

(650) 321-7140

[jcoombes@mpcsd.org](mailto:jcoombes@mpcsd.org)

181 Encinal Ave.

Atherton, CA 94027

**Network Infrastructure, Wireless,  
Video Surveillance, Data Center**

#### **Merced City School District**

Greg Blount

(209) 385-6708

[GBlount@mcsd.k12.ca.us](mailto:GBlount@mcsd.k12.ca.us)

444 West 23<sup>rd</sup> Street

Merced, CA 95340

**Network Infrastructure, Wireless, Video  
Surveillance, Data Center, IP Telephony,  
Cybersecurity**

#### **Merced County Office of Education**

Vern Alvarado

(209) 381-6692

[valvarad@mcoe.org](mailto:valvarad@mcoe.org)

632 W. 13<sup>th</sup> Street

Merced, CA 95340

**Network Infrastructure, Wireless**



**AMS.NET**

Technology Solution Provider

## EDUCATION REFERENCES

### Detailed References (Continued)

#### **Mountain View Los Alto High School District**

Bob Fishtrom  
(650) 940-4650 x0070  
[bob.fishtrom@mvla.net](mailto:bob.fishtrom@mvla.net)  
1299 Bryant Ave.  
Mountain View, CA 94040

**Cabling**

#### **Napa Valley College**

Daniel Vega  
(707) 256-7552  
[dvega@napavalley.edu](mailto:dvega@napavalley.edu)  
2277 Napa Vallejo Hwy  
Napa, CA 94558

**Network Infrastructure, Wireless, Data Center,  
IP Telephony, Video Surveillance, Cabling**

#### **Napa Valley Unified School District**

Jordan Michels  
(707) 259-8487  
[jmichels@nvusd.org](mailto:jmichels@nvusd.org)  
2425 Jefferson Street  
Napa, CA 94558

**Network Infrastructure, Wireless, Cabling**

#### **Natomas Charter School**

Joe Cook  
(916) 928-5353  
[jcook@natomascharter.org](mailto:jcook@natomascharter.org)  
4600 Blackrock Dr.  
Sacramento, CA 95835

**Network Infrastructure, Wireless**

#### **Natomas Unified School District**

Matthew Wheat  
(916) 567-5418  
[mwheat@natomasunified.org](mailto:mwheat@natomasunified.org)  
1901 Arena Blvd.  
Sacramento, CA 95833

**Network Infrastructure, Wireless, Private LTE,  
Cabling**

#### **Oakley Union Elementary School District**

Renee Stewart  
(925) 625-5083  
[rstewart@ouesd.k12.ca.us](mailto:rstewart@ouesd.k12.ca.us)  
91 Mercedes Ln  
Oakley, CA 94561

**Network Infrastructure, Wireless, Data Center  
IP Telephony, Cabling**

#### **Orange Unified School District**

Tam Nguyen  
(714) 628-4550  
[tam.nguyen@orangeusd.org](mailto:tam.nguyen@orangeusd.org)  
1404 N Handy St  
Orange, CA 92867

**Network Infrastructure, Data Center**

#### **Orland Unified School District**

Dan Gregory  
(530) 865-1209  
[dgregory@orlandusd.net](mailto:dgregory@orlandusd.net)  
903 South Street  
Orland, CA 95963

**Network Infrastructure**

#### **Oro Grande School District**

Andrew Mercado  
(760) 243-5884  
[Andrew\\_mercado@orogrande.org](mailto:Andrew_mercado@orogrande.org)  
P.O. Box 386  
Oro Grande, CA 92368

**Network Infrastructure, Managed Services,  
Safety & Security Solutions, IP Telephony,  
Data Center, Cabling**

#### **Pacifica School District**

Christy Novack  
(650) 738-6605  
[cnovack@pacificasd.org](mailto:cnovack@pacificasd.org)  
375 Reina Del Mar Ave.  
Pacifica, CA 94044

**Network Infrastructure, Wireless, Data Center**



**AMS.NET**

Technology Solution Provider

## EDUCATION REFERENCES

### Detailed References *(Continued)*

#### **Placerville Union School District**

Larry Garcia  
(530) 662-6244

[lgarcia@pusdk8.us](mailto:lgarcia@pusdk8.us)

1032 Thompson Way  
Placerville, CA 95667

**Network Infrastructure, Wireless, Cabling**

#### **Pleasant Ridge Union School District**

Gregg Motarjeme  
(530) 268-2800  
22580 Kingston Lane  
Grass Valley, Ca 95949

**Network Infrastructure**

#### **Portola Valley School District**

Tim Sato  
(650) 851-1777  
4575 Alpine Rd.  
Portola Valley, CA 94028

**Network Infrastructure, Cabling**

#### **Rio Hondo College**

Steven Gonzalez  
(562) 463-6643  
[sgonzalez@riohondo.edu](mailto:sgonzalez@riohondo.edu)  
3600 Workman Mill Road  
Whittier, CA 90601

**IP Telephony**

#### **Roseland School District**

Dee Khaleck  
(707) 545-0102  
[dkhaleck@roselandsd.org](mailto:dkhaleck@roselandsd.org)  
1934 Biwana Dr.  
Santa Rosa, CA 95407

**Network Infrastructure**

#### **Saddleback Valley Unified School District**

Ozzy Cortez  
(949) 580-3309

[ozzy.cortez@svusd.org](mailto:ozzy.cortez@svusd.org)

25631 Peter A Hartman Way  
Mission Viejo, CA 92691

**Network Infrastructure, Wireless, Data Center**

#### **Salinas City Elementary School District**

Brian Hays  
(831) 784-2257

[bhays@salinascity.k12.ca.us](mailto:bhays@salinascity.k12.ca.us)

840 Main St  
Salinas, CA 93901

**Network Infrastructure, Wireless, Video Surveillance, Data Center, Cybersecurity**

#### **San Rafael City Schools**

Noel Matthias  
(415) 485-2321

[nmatthaias@srcs.org](mailto:nmatthaias@srcs.org)

310 Nova Albion Way  
San Rafael, CA 94903

**Network Infrastructure, Wireless, Data Center**

#### **San Leandro Unified School District**

Larry Simon  
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[lsimon@slusd.us](mailto:lsimon@slusd.us)

14735 Juniper St.  
San Leandro, CA 94579

**Cabling**

#### **San Luis Coastal Unified School District**

Jeremy Koellish  
(805) 549-1224

[jkoellish@slcusd.org](mailto:jkoellish@slcusd.org)

1500 Lizzie St. Building 1  
San Luis Obispo, CA 93401

**IP Telephony, Network Infrastructure**





**AMS.NET**

Technology Solution Provider

## EDUCATION REFERENCES

### Detailed References (Continued)

#### **Sanger Unified School District**

Steve Jorgens  
(559) 524-7002

[Steven\\_jorgens@sanger.k12.ca.us](mailto:Steven_jorgens@sanger.k12.ca.us)

1905 7<sup>th</sup> Street  
Sanger, CA 93657

**Network Infrastructure, Wireless**

#### **San Mateo County Office of Education**

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(925) 449-6406

[march@rgmkramer.com](mailto:march@rgmkramer.com)

1905 7<sup>th</sup> Street  
Sanger, CA 93657

**Cabling**

#### **Santa Rita Union School District**

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57 Russell Road  
Salinas, CA 93906

**Network Infrastructure, Wireless**

#### **Shasta College**

John Westlund  
(530) 242-7971

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11555 Old Oregon Trl  
Redding, CA 96003

**Network Infrastructure, IP Telephony,  
Data Center**

#### **Shasta Union High School District**

Elijah Van Slyke  
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[evanslyke@suhisd.net](mailto:evanslyke@suhisd.net)

2200 Eureka Way  
Redding, CA 96001

**Network Infrastructure, Wireless, Data Center,  
IP Telephony**

#### **Solano County Office of Education**

Steve Ramos  
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[sramos@dixonusd.org](mailto:sramos@dixonusd.org)

5100 Business Center Drive  
Fairfield, CA 94534

**Network Infrastructure**

#### **St. Aloysius School**

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Tulare, CA 93274

**Network Infrastructure, Collaboration**

#### **St. Francis High School**

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(650) 210-2431

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1885 Miramonte Ave.  
Mountain View, CA 94040

**Network Infrastructure, Wireless, IP Telephony,  
Data Center**

#### **Stevenson School**

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[awenzel@stevensonschool.com](mailto:awenzel@stevensonschool.com)

3152 Forest Lake Road  
Pebble Beach, CA 93953

**Network Infrastructure, Wireless, IP Telephony,  
Data Center, Video Surveillance**

#### **Sundale Union Elementary School District**

Terri Rufert  
(559) 688-7451

[terri.rufert@sundale.org](mailto:terri.rufert@sundale.org)

13990 Avenue 240  
Tulare, CA 93274

**Network Infrastructure**



**AMS.NET**

Technology Solution Provider

## EDUCATION REFERENCES

### Detailed References (Continued)

#### **Tahoe Truckee Unified School District**

Ed Hilton

(530) 582-2596

[ehilton@ttusd.org](mailto:ehilton@ttusd.org)

11839 Donner Pass Road

Truckee, CA 96161

**Network Infrastructure, Video Surveillance,  
Safety & Security Solutions**

#### **Team Charter**

Silshary Saguindel

(209) 808-8271

[ssaguindelteam-charter.org](http://ssaguindelteam-charter.org)

540 E. Main St.

Stockton, CA 95202

**Network Infrastructure, Wireless,  
Cybersecurity, Cabling**

#### **Tracy Unified School District**

Tom Quiambao

(209) 830-3282 ext. 1940

[tquiambao@tusd.net](mailto:tquiambao@tusd.net)

315 East 11<sup>th</sup> Street

Tracy, CA 95376

**Network Infrastructure, Wireless, IP Telephony  
Video Surveillance, Video Collaboration**

#### **Tri-Valley ROP**

Amy Robbins

(925) 606-3202

[arobbins@tvrop.org](mailto:arobbins@tvrop.org)

1040 Florence Road

Livermore, CA 94550

**Video Conferencing**

#### **Turlock Unified School District**

Martell Taylor

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[mtaylor@turlock.k12.ca.us](mailto:mtaylor@turlock.k12.ca.us)

1574 E Canal Dr.

PO Box 81903

Turlock, CA 95380

**Network Infrastructure, IP Telephony,  
Video Surveillance, Cabling**

#### **West Hills Community College District**

Jeff Seed

(559) 934-2230

[jeffseed@whccd.edu](mailto:jeffseed@whccd.edu)

9800 Cody Street

Coalinga, CA 93210

**Network Infrastructure, Wireless, Cabling,  
IP Telephony**

#### **Windsor Unified School District**

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9291 Old Redwood Hwy

Windsor, CA 95492

**Network Infrastructure, Wireless,  
IP Telephony, Cabling**



**AMS.NET**

Technology Solution Provider

## EDUCATION REFERENCES

### Additional References

**Alameda County Office of Education**

IP Telephony

**Aromas San Juan Unified School District**

Network Infrastructure

**Cabrillo College**

Network Infrastructure, Wireless, IP Telephony

**Chartwell School**

IP Telephony

**Chatom Union School District**

IP Telephony

**Delhi Unified School District**

IP Telephony

**Dinuba Unified School District**

IP Telephony

**Dixon Unified School District**

IP Telephony

**Dos Palos Oro Loma Joint**

**Unified School District**

IP Telephony

**Empire Union School District**

IP Telephony

**Gateway Unified School District**

Network Infrastructure

**Glenn County Office of Education**

IP Telephony

**Gold Trail Union School District**

IP Telephony

**Gustine Unified School District**

IP Telephony

**Hanford Elementary School District**

IP Telephony

**Jefferson Elementary School District**

Network Infrastructure, Wireless

**Kings County Office of Education**

IP Telephony

**Lammersville Elementary School District**

IP Telephony

**Lincoln Unified School District**

Network Infrastructure, Data Center, Wireless

**Lodi Unified School District**

UPS, Cabling

**Los Banos Unified School District**

IP Telephony

**Los Gatos – Saratoga High School District**

IP Telephony

**Los Gatos Union School District**

IP Telephony

**Mill Valley Elementary School District**

IP Telephony

**Mountain Elementary School District**

Network Infrastructure, Wireless

**Natomas Unified School District**

Network Infrastructure, Wireless, UPS, Cabling

**Pajaro Valley Unified School District**

Network Infrastructure, Wireless, Cabling

IP Telephony, Video Surveillance

**Palo Verde Union Elementary School District**

IP Telephony

**Paso Robles Joint Unified School District**

Network Infrastructure, Wireless, Security

**Ravenswood City Elementary School District**

IP Telephony



**AMS.NET**

Technology Solution Provider

## EDUCATION REFERENCES

### **Additional References** *(Continued)*

**Redwood City School District**

IP Telephony

**Sacramento City Unified School District**

Network Infrastructure, Wireless, Data Center,  
IP Telephony, Telepresence

**Santa Clara County Office of Education**

IP Telephony

**Santa Cruz County Office of Education**

IP Telephony

**Saratoga Union School District**

IP Telephony

**Waukena Joint Union Elementary School District**

Network Infrastructure, Wireless

**Yuba City Unified School District**

Network Infrastructure



**AMS.NET**  
Technology Solution Provider

# Section 2





## Letter of Agreement - RFP 24-115

Pursuant to the terms of Tahoe Truckee Unified School District's RFP # 24-115 for Basic Maintenance Hours, (Name of Company) AMS.NET, INC.'s response to RFP # RFP 24-115 dated (mm/dd/yyyy) 01/09/2024, (Name of Company) AMS.NET, INC. will provide the equipment and services per RFP #24-115 effective the date of issuance of Tahoe Truckee Unified School District's Purchase Order(s).

(Name of Company) AMS.NET, INC. and Tahoe Truckee Unified School District acknowledge that this agreement is for E-Rate eligible products and services, which are contingent on funding by the Schools and Libraries Division of USAC/FCC and the Tahoe Truckee Unified School District for E-Rate Year 2024 (Year 27), and Tahoe Truckee Unified School District's Board of Education approval.

The Tahoe Truckee Unified School District (District) reserves the right to terminate the referenced Request for Proposal (RFP) and all documents associated with the Request for Proposal, including but not limited to this Letter of Agreement, in its sole discretion at any time, with or without cause, upon written notice to the other party. In the event of termination, notice shall be deemed served on the date of mailing and shall be effective immediately. The Tahoe Truckee Unified School District shall not be responsible for any costs to Bidder prior to termination.

Tahoe Truckee Unified School District

Authorized Representative Signature

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

Name: Kerstin Kramer

Title: Superintendent Chief Learning Officer

Address: 11603 Donner Pass Road  
Tahoe, CA 96161

Email: kkramer@ttusd.org

Phone: (530) 582- 2550

AMS.NET, INC.  
(Name of Company)  
Diana Monaghan

Authorized Representative Signature

Date: 1/9/24

Name: Diana Monaghan

Title: Secretary

Address: 502 Commerce Way  
Livermore, CA 94551

Email: ordertracking@ams.net

Phone: (925) 245-6100



**AMS.NET**  
Technology Solution Provider

# Section 3

# Cost Proposal

RFP 24-115

Responder Company Name: AMS.NET, Inc.  
 Responder Name: Jared Bayless  
 Responder Title: Sr. Account Manager  
 Responder SPIN: 143005880  
 Responder Phone: (925) 245-6186

Tier 2 Basic Maintenance	30 hours per year	Tier 2 Support –District Staff Remote and/or On-Site Assistance from a Network Operations Center – on call basis as needed.
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**The District’s eligible CAT2 Equipment for Basic Maintenance Hours includes:**

PART #	QTY	Description	Manufact
C9130AXI-B-EDU	394	Access Point	Cisco
AIR-AP1562D-B-K9	35	Access Point	Cisco
AIR-ACC1530-PMK1	77	Access Point	Cisco
C9130AXI-B-EDU	11	Cisco Catalyst 9130AXI - wireless access point	Cisco
9130AXE-B	4	CISCO DIRECT C9130AXE-B access point	Cisco
9130AXI-B	27	Cisco Catalyst 9130AXI - wireless access point	Cisco

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PART #	QTY	Description	Manufact
C9200L-24PXG4X-EDU	9	Catalyst 9200L 24-p,8xmGig,16x1G, 4x10G uplinks, K12	Cisco
C9200L-48PXG4X-EDU	45	Catalyst 9200L 48-p,12xmGig,36x1G,4x10G uplinks, K12	Cisco
C9200L-STACK-KIT	45	Cisco Catalyst 9200L Stack Module	Cisco
C9200-STACK	90	Catalyst 9200 Stack Module	Cisco
C9200-STACK-BLANK	18	Catalyst 9200 Blank Stack Module	Cisco
C9400-LC-24XS	1	Cisco Catalyst 9400 Series 24-Port 10 Gigabit Ethernet(SFP+)	Cisco
C9400-LC-48P	25	Cisco Catalyst 9400 Series 48-Port POE+ 10/100/1000 (RJ-45)	Cisco
C9400-LC-48P-B	7	Cisco Catalyst 9400 Series 2xC9400-LC-48P for Bundle Select	Cisco
C9400-PWR-2100AC	30	Cisco Catalyst 9400 Series 2100W AC Power Supply	Cisco
C9400-PWR-BLANK	26	Cisco Catalyst 9400 Series Power Supply Blank Cover	Cisco
C9400-S-BLANK	5	Cisco Catalyst 9400 Series Slot Blank Cover	Cisco
C9400-SSD-240GB	7	Cisco Catalyst 9400 Series 240GB M2 SATA memory (Supervisor)	Cisco
C9400-SUP-1-B	7	Cisco Catalyst 9400 Series Supervisor-1 Bundle Select Option	Cisco
CAB-TA-NA	56	North America AC Type A Power Cable	Cisco
S9400UK9-1612	1	Cisco Catalyst 9400 XE 16.12 UNIVERSAL	Cisco
S9400UK9-173	6	Cisco Catalyst 9400 XE 17.3 UNIVERSAL	Cisco
STACK-T4-50CM	45	50CM Type 4 Stacking Cable	Cisco
WS-C3560CX-8PC-S	2	Cisco Catalyst 3560-CX 8 Port PoE IP Base	Cisco
SFP-10G-SR-S=	4	transceiver	Cisco

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**Responding to Request For Proposal RFP 24-115 due January 12, 2024 before 3:00 P.M.**



**AMS.NET, Inc.**  
502 Commerce Way, Livermore, CA 94551  
925-245-6100 • 925-245-6150 Fax  
[www.ams.net](http://www.ams.net)

## Project Cost Summary – Tahoe Truckee Unified School District

### Project Information

Tahoe Truckee Unified School District E-Rate 27  
- Main - Basic Maintenance Hours - 100975  
Project # 100975  
January 9, 2024

### Account Manager

Jared Bayless  
jbayless@ams.net  
(925) 245-6186

AMS Quote #	Description	Subtotal	Taxes	Total
Q-00076093	E-Rate 27 - Basic Maintenance Hours	\$7,500.00	\$0.00	\$7,500.00

### Project Summary

Project Total	\$7,500.00
Estimated Total Taxes	\$0.00
<b>Grand Total</b>	<b>\$7,500.00</b>

Vendor: AMS.NET  
Address: 502 Commerce Way, Livermore, CA 94551  
Phone: 925-245-6100  
SPIN: 143005880



**AMS.NET, Inc.**  
 502 Commerce Way, Livermore, CA 94551  
 925-245-6100 • 925-245-6150 Fax  
[www.ams.net](http://www.ams.net)

## Customer Quotations

### Customer

Tahoe Truckee Unified School District  
 11603 Donner Pass Rd Truckee, CA 96161-4953  
 ATTN:

<b>Project Name</b>	Tahoe Truckee Unified School District E-Rate 27 - Main - Basic Maintenance Hours - 100975
<b>Project #</b>	100975
<b>Account Mgr.</b>	Jared Bayless
<b>AM Phone</b>	(925) 245-6186
<b>AM Email</b>	jbayless@ams.net
<b>Inside Account Mgr.</b>	
<b>IAM Phone</b>	
<b>IAM Email</b>	

Line	Item Description	Manufacturer	Qty	Unit Price	Extended Price
<b>Quote # Q-00076093, E-Rate 27 - Basic Maintenance Hours</b>					
1	<b>AMS-MS-ERATEHOURS</b> E-Rate Labor Hour Support Hours to be billed monthly on an as needed basis	AMS.NET	30.00	\$250.00	\$7,500.00
Subtotal:					\$7,500.00
Estimated Tax:					\$ 0.00
Quote Total:					\$7,500.00

### Order Summary

<b>Project Total</b>	\$7,500.00
<b>Estimated Total Taxes</b>	\$0.00
<b>Grand Total</b>	\$7,500.00



**AMS.NET, Inc.**

502 Commerce Way, Livermore, CA 94551

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[www.ams.net](http://www.ams.net)

## Terms and Conditions

1. AMS.NET will require a Purchase Order referencing this Quote # or if a Purchase order is not provided, an authorized representative must sign this quote.

2. Payment terms are Net 30. An interest charge of 1.5% per month will be applied to all accounts past due, plus all costs of collection and reasonable attorneys fees. AMS.NET accepts all major credit cards. A convenience fee of 3.5% will be assessed. Customer agrees to accept multiple invoices for projects that cover multiple sales. In the event that a site's readiness is delayed by the customer, customer agrees to accept and pay invoices that reflect equipment and services already received.

3. Items sold by AMS.NET, Inc. and shipped to destinations in California are subject to sales tax. If an item is subject to sales tax in the state to which the order is shipped, tax is generally calculated on the total selling price of each individual item. In accordance with state tax laws, the total selling price of an order will generally include shipping and handling charges and item-level discounts. The amount of tax charged on your order will depend upon many factors including, but not limited to, the type of item(s) purchased, and the source and destination of the shipment. Factors can change between the time you place an order and the time an invoice is sent, which could affect the calculation of sales taxes. The amount appearing on your proposal as 'Estimated Sales Tax' may differ from the sales taxes ultimately charged. Shipping charges and sales tax will be added to this order when invoiced and the customer agrees to pay these charges.

4. All companies with tax exemption must present a valid Tax Exempt form. If Customer is tax exempt or if tax exempt form is not provided then customer agrees to pay all applicable taxes.

5. All shipments are FOB Origin or Pre-paid and shipped to Dock. Any Special shipping requirements must be clearly stated on all PO's (i.e. inside delivery). If inside Delivery or Lift-gate is required it must be specified and additional fees will incur. Shipping charges that appear on this quote are an estimate, AMS.NET will invoice and the customer will pay the actual shipping charge when identified.

6. Upon delivery of equipment, customer agrees to open all shipments and visually inspect equipment for physical damages. All damages must be reported to AMS.NET within 24 hours of delivery.

7. Returns will be accepted at AMS.NET discretion and are subject to manufacturer returns policies as well. Cisco and Meraki orders cannot be modified starting at 50 days prior to the current estimated ship date. Cisco and Meraki have a no return for credit RMA policy. Please make sure your order is accurate before AMS.NET places the order with the manufacturer. For returns to be approved all merchandise must be in an unopened box and the customer agrees to pay a restocking fee of 15% of the purchase price. Returns must be made within 15 Days of receipt. All shipments must have a valid RMA number from AMS.NET before returning. For RMA requests please contact our Customer Service Department at (800) 893-3660 Ext. 6111. Email RMA requests should be directed to [service@ams.net](mailto:service@ams.net).

A copy of AMS.NET's full RMA policy is available for review online at [www.ams.net/services/procurement-and-financing/](http://www.ams.net/services/procurement-and-financing/).

8. The laws of the State of California will apply to this sale.

9. The term "installation date" means the first business day on which installation of the system is complete. Minor omissions or variances in performance of the System that do not materially or adversely affect the operation of the system, shall not be deemed to have postponed the Installation Date. Seller shall use its best efforts to make timely delivery and installation. However, all stated delivery and installation dates are approximate and except as expressly provided in this agreement, Seller shall, under no circumstance, be deemed to be in default hereunder or be liable for consequential, incidental or special damages or commercial loss resulting from delays in delivery or installation.

10. Warranties. AMS warrants to Customer that it has good title to the equipment being sold to Customer under this Agreement, and the right to sell such equipment to Customer free of liens or encumbrances. AMS further warrants to Customer that the equipment being sold to Customer hereunder shall be free from defects in workmanship for a warranty period of thirty (30) days commencing on the later date the equipment is delivered to Customer or the date upon which AMS completes performance of the services to be performed under this agreement (this warranty being hereinafter referred to as an "Installation Warranty"). Except as expressly set forth in this paragraph, AMS does not make, and hereby disclaims, any and all representations or warranties, express or implied, with respect to the equipment or services being provided under this agreement, including but not limited to any implied warranties of merchantability, fitness for a particular purpose, satisfactory quality, against infringement, or arising from a course of dealing, usage or trade practice. AMS shall reasonably cooperate and assist Customer in enforcing any manufacturer warranties with respect to the equipment being sold to Customer under this Agreement. AMS hereby advises Customer, and Customer acknowledges that in the event Customer desires to procure from AMS any warranty protection beyond the warranty of title and the Installation Warranty provided under this Paragraph, Customer may do so by entering into a separate Service Agreement with AMS.

Manufacturer's warranty that is guaranteed is whatever is published by the manufacturer at the time of purchase.

11. Cisco Cloud services purchased from AMS.NET requires customer to accept Cisco's Universal Cloud agreement located on Cisco Systems' Website. This Universal Cloud Agreement describes the rights and responsibilities related to the Cloud Service(s) you purchase from Cisco or an Approved Source and is between you and Cisco. The Universal Cloud Agreement includes the applicable Offer Description(s) located at [www.cisco.com/go/cloudterms](http://www.cisco.com/go/cloudterms) (collectively "Agreement"). By clicking 'accept,' or using the Cloud Service, you agree to the terms of this Agreement. If you do not have authority to enter into this Agreement, or if you do not agree with its terms, do not click 'accept' and do not use the Cloud Service. If you determine





**AMS.NET, Inc.**

502 Commerce Way, Livermore, CA 94551

925-245-6100 • 925-245-6150 Fax

[www.ams.net](http://www.ams.net)

that you cannot comply with the terms of this Agreement after you have paid for the Cloud Service, you may terminate your access to the Cloud Service for a full refund provided you do so within thirty (30) days of your purchase.

12. The final price of all labor in this quote is contingent upon the customer providing AMS.NET full site access, with keys or a dedicated escort, for a period of at least nine consecutive hours per working day. Any existing pathway being pulled through is assumed to be easily discoverable, and meeting BICSI standards, such as the fill ratio, lack of non-cabling material in the conduit, and appropriate number of LBs. Additionally, any interior wall penetrations are assumed to be drywall or a like material unless otherwise noted in the labor scope for this project. Any deviation from these assumptions may result in additional costs to the customer based on the time added to the project.

AMS.NET Tax ID: 94-3291626

C7 License: 763508

Please fax signed Quotation or Purchase Order to your AMS.NET account manager or to 925.245.6150. Full terms and conditions can be viewed on our website at [www.ams.net/services/procurement-and-financing/](http://www.ams.net/services/procurement-and-financing/)

Authorized Signature: \_\_\_\_\_ Date: \_\_\_\_\_

Print Name: \_\_\_\_\_ Print Title: \_\_\_\_\_



**AMS.NET**  
Technology Solution Provider

# Section 4



**AMS.NET**  
Technology Solution Provider

**Not Applicable**



**AMS.NET**  
Technology Solution Provider

# Section 5

RFP Form

RFP 24-115

Tahoe Truckee Unified School District  
11603 Donner Pass Road  
Truckee, California 96161

To: Superintendent and Members of the Board of Education

The undersigned, doing business under the full and complete legal Responder name as set forth below, having examined the Notice to Responders, RFP Instructions, Scope of Work & Requirements, General Conditions, Agreement and all other documents forming a part of the RFP package for the above-referenced RFP, hereby proposes to perform the Agreement, including all of its component parts, and to furnish all materials called by them for the entire order for the prices set forth in the documents contained in said RFP package. The entire RFP Package is submitted, together with this RFP Form.

Name of Company: AMS.NET, Inc.

Legal Status (i.e., sole proprietorship, partnership, corporation): Corporation

Tax I.D. Number (Sole Proprietorship Only): 94-3291626

Address: 502 Commerce Way  
Livermore, CA 94551

Authorized Representative:

  
Signature

Diana Monaghan

Name (Print or Type)

Secretary

Title

1/9/24

Date

(925) 245-6000

Phone

(925) 245-6150

Fax

ordertracking@ams.net

E-mail address

# Fingerprint Certification

RFP 24-115

## Responder Certification

I, Diana Monaghan, am an authorized representative of/doing \_\_\_\_\_ business as \_\_\_\_\_ (Name of Responder/consultant) AMS.NET, INC., and hereby certify that, pursuant to Education Code Section 45125.1, this business entity has conducted the required criminal background check(s) of all its employees who may have contact with District pupils or unsupervised access to any District campus of the Tahoe Truckee Unified School District on behalf of this business entity, and that none of those persons have been reported by the Department of Justice as having been convicted of a serious or violent felony as specified in Penal Code Sections 667.5(c) and/or 1192.7(c).

Failure to comply with these terms or permitting unsupervised access by an employee whose name has not been cleared by DOJ as certified by the Contractor shall constitute grounds for termination of this Agreement.

I declare under penalty of perjury under the laws of the State of California that the foregoing is true and correct.

Executed this 9<sup>th</sup> day of January, 2024, in Alameda County, California.

AMS.NET, INC.

Name of Responder/Consultant (please print)

Diana Monaghan, Secretary

Name/Title of Authorized Representative (printed)

Diana Monaghan

(Signature)



# Statement of Non-Conflict of Interest

RFP 24-115

The Responder hereby warrants that he or she has no business or financial interests that are in conflict with his or her obligations to the District and further agrees to disclose any such interest which may be acquired during the life of an agreement with the District. The Responder also certifies that it and its members are not, officers, agents, or employees of the District, nor have they been since January 1, 2001.

Diana Monaghan

Signature

Diana Monaghan

Printed Name

Secretary

Title

AMS.NET, INC

Responder

1/9/24

Date

# Insurance Acknowledgement

RFP 24-115

## Notice to Bidders regarding Indemnity and Insurance Requirements

### Summary of Indemnification and Insurance Requirements:

1. These are the Indemnity and Insurance Requirements for Contractors providing services or supplies to Tahoe Truckee Unified School District (Buyer). By agreeing to perform the work or submitting a proposal, you verify that you comply with and agree to be bound by these requirements. If any additional Contract documents are executed, the actual Indemnity language and Insurance Requirements may include additional provisions as deemed appropriate by Buyer.
  2. You should check with your Insurance advisors to verify compliance and determine if additional coverage or limits may be needed to adequately insure your obligations under this agreement. These are the minimum required and do not in any way represent or imply that such coverage is sufficient to adequately cover the Contractor's liability under this agreement. The full coverage and limits afforded under Contractor's policies of Insurance shall be available to Buyer and these Insurance Requirements shall not in any way act to reduce coverage that is broader or includes higher limits than those required. The Insurance obligations under this agreement shall be: 1—all the Insurance coverage and limits carried by or available to the Contractor; or 2—the minimum Insurance requirements shown in this agreement, whichever is greater. Any insurance proceeds in excess of the specified minimum limits and coverage required, which are applicable to a given loss, shall be available to Buyer.
  3. Contractor shall provide Buyer with Certificates of Insurance including all required endorsements and a copy of the Declarations and Endorsement Page of the CGL policy listing all policy endorsements to Buyer before work begins. Buyer reserves the right to require full-certified copies of all Insurance coverage and endorsements.
- I. Indemnification & Insurance:
- Contractor shall be an independent contractor and not an agent or employee of the District under this Agreement. Contractor shall be responsible for any damage, loss, or other claim arising out of the performance of its services under this Agreement.

Prior to commencement of services and during the life of this Agreement, Contractor shall provide the District with a current certificate or policy evidencing its professional general liability insurance coverage in a sum not less than \$1,000,000 per occurrence, and such certificate or policy shall name the District as an additional insured.

To the fullest extent allowed by law, Contractor shall defend, indemnify, and hold harmless the District, its directors, officers, agents, employees, and guests against any claim or demand arising from any actual or alleged act, error, or omission by Contractor or its directors, officers, agents, employees, volunteers, or guests arising from Contractor's duties and obligations described in this Agreement or imposed by law.

To the fullest extent allowed by law, the District shall defend, indemnify, and hold harmless Contractor, its directors, officers, agents, employees, and guests against any claim or demand arising from any actual or alleged act, error, or omission by the District or its directors, officers, agents, employees, volunteers, or guests arising from the District's duties and obligations described in this Agreement or imposed by law. Contractor is not an employee of the District and the District shall not indemnify Contractor in any such claim.

Contractor shall be responsible for carrying its own workers' compensation insurance and health and welfare insurance. The District shall not withhold or set aside income tax, Federal Insurance Contributions Act (FICA) tax, unemployment insurance, disability insurance, or any other federal or state funds whatsoever. It shall be the sole responsibility of the Contractor to account for all of the above and Contractor agrees to hold the District harmless from all liability for these taxes.

I have read and understand the above requirements and agree to be bound by them for any work performed for the Buyer.

Diana Monaghan  
Signature

Diana Monaghan  
Printed Name

Secretary  
Title

AMS.NET, Inc.  
Responder

1/9/24  
Date



# **AMS.NET**

**Technology Solution Provider**

**800-893-3660 · [www.ams.net](http://www.ams.net)**

Corporate Headquarters - 502 Commerce Way, Livermore, CA 94551  
Central Valley Regional Office- 1155 East North Ave., Suite 106, Fresno CA 93725  
Sacramento Regional Office- 5008 Donovan Drive, Carmichael, CA 95608  
Southern California Regional Office- 5437 E La Palma Ave., Anaheim, CA 92807

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