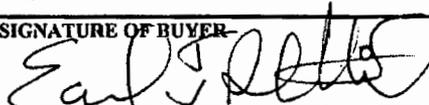
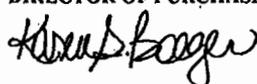




## NOTICE OF CONTRACT RENEWAL

State Of Missouri  
Office Of Administration  
Division Of Purchasing And Materials Management  
PO Box 809  
Jefferson City, MO 65102-0809  
<http://www.oe.mo.gov/purch>

<b>CONTRACT NUMBER</b> C113318001	<b>CONTRACT TITLE</b> Fujitsu 9600 PBX System Maintenance
<b>AMENDMENT NUMBER</b> 002	<b>CONTRACT PERIOD</b> December 1, 2015 through November 30, 2016
<b>REQUISITION NUMBER</b> NR 931 YYY15709242	<b>VENDOR NUMBER</b> 2702525740 1
<b>CONTRACTOR NAME AND ADDRESS</b> TRCA 2600 Virginia Circle Denton, TX 76209	<b>STATE AGENCY'S NAME AND ADDRESS</b> Missouri Department of Corrections Various Institutions throughout the State of Missouri
<b>ACCEPTED BY THE STATE OF MISSOURI AS FOLLOWS:</b>  Contract C113318001 is hereby amended pursuant to the attached signed Amendment #002 dated 12/03/15.	
<b>BUYER</b> Earl Pettit	<b>BUYER CONTACT INFORMATION</b> Email: Earl.Pettit@oa.mo.gov Phone: (573) 751-5430 Fax: (573) 526-9816
<b>SIGNATURE OF BUYER</b> 	<b>DATE</b> December 3, 2015
<b>DIRECTOR OF PURCHASING AND MATERIALS MANAGEMENT</b> 	



STATE OF MISSOURI  
OFFICE OF ADMINISTRATION  
DIVISION OF PURCHASING (PURCHASING)  
CONTRACT AMENDMENT

AMENDMENT NO.: 002  
CONTRACT NO.: C113318001  
TITLE: Fujitsu 9600 PBX System Maintenance  
ISSUE DATE: 12/03/15

REQ NO.: NR 931 YYY15709242  
BUYER: Earl Pettit  
PHONE NO.: (573) 751-5430  
E-MAIL: Earl.Pettit@oa.mo.gov

TO: TRCA  
2600 Virginia Circle  
Denton, TX 76209

RETURN AMENDMENT BY NO LATER THAN: 12/03/15 AT 5:00 PM CENTRAL TIME

RETURN AMENDMENT TO THE DIVISION OF PURCHASING BY E-MAIL, FAX, OR MAIL/COURIER:

SCAN AND E-MAIL TO:	larissa.bess@oa.mo.gov
FAX TO:	(573) 526-9816
MAIL TO:	Purchasing, P.O. Box 809, Jefferson City, Mo 65102-0809
COURIER/DELIVER TO:	Purchasing, 301 W. High Street, Room 630, Jefferson City, Mo 65101-1517

DELIVER SUPPLIES/SERVICES FOB (Free On Board) DESTINATION TO THE FOLLOWING ADDRESS:

Missouri Department of Corrections  
Various Institutions throughout the State of Missouri

SIGNATURE REQUIRED

DOING BUSINESS AS (DBA) NAME TRCA		LEGAL NAME OF ENTITY/INDIVIDUAL FILED WITH IRS FOR THIS TAX ID NO. Technology Resource Center of America, LLC	
MAILING ADDRESS 2600 Virginia Circle		IRS FORM 1099 MAILING ADDRESS 2600 Virginia Circle	
CITY, STATE, ZIP CODE Denton, TX 76209		CITY, STATE, ZIP CODE Denton, TX 76209	
CONTACT PERSON Donna Bourbeau		EMAIL ADDRESS Donna.bourbeau@trca.com	
PHONE NUMBER 940-891-6612		FAX NUMBER 940-891-6612	
TAXPAYER ID NUMBER (TIN) 27-0252574	TAXPAYER ID (TIN) TYPE (CHECK ONE) XX FEIN    SSN	VENDOR NUMBER (IF KNOWN) 2702525740 1	
VENDOR TAX FILING TYPE WITH IRS (CHECK ONE) <input type="checkbox"/> Corporation <input type="checkbox"/> Individual <input type="checkbox"/> State/Local Government <input checked="" type="checkbox"/> Partnership <input type="checkbox"/> Sole Proprietor <input type="checkbox"/> IRS Tax-Exempt			
AUTHORIZED SIGNATURE 		DATE December 3, 2015	
PRINTED NAME Donna Bourbeau		TITLE FED/SLED Account Manager	

**AMENDMENT #002 TO CONTRACT C113318001**

**CONTRACT TITLE:** Fujitsu 9600 PBX System Maintenance

**CONTRACT PERIOD:** December 1, 2015 through November 30, 2016

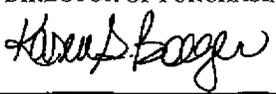
The State of Missouri hereby exercises its option to renew the above-referenced contract. By mutual agreement between the Division of Purchasing and TRCA, all pricing shall remain the same as during the previous contract period.

All other terms, conditions and provisions of the contract shall remain the same and apply hereto. The contractor shall sign and return this document on or before the date indicated.



## NOTICE OF CONTRACT RENEWAL

State Of Missouri  
Office Of Administration  
Division Of Purchasing And Materials Management  
PO Box 809  
Jefferson City, MO 65102-0809  
<http://www.oa.mo.gov/purch>

<b>CONTRACT NUMBER</b> C113318001	<b>CONTRACT TITLE</b> Fujitsu 9600 PBX System Maintenance
<b>AMENDMENT NUMBER</b> 001	<b>CONTRACT PERIOD</b> December 1, 2014 through November 30, 2015
<b>REQUISITION NUMBER</b> NR 931 YYY14709298	<b>VENDOR NUMBER</b> 2702525740 1
<b>CONTRACTOR NAME AND ADDRESS</b> TRCA 2600 Virginia Circle Denton, TX 76209	<b>STATE AGENCY'S NAME AND ADDRESS</b> Missouri Department of Corrections Various Institutions throughout the State of Missouri
<b>ACCEPTED BY THE STATE OF MISSOURI AS FOLLOWS:</b>  Contract C113318001 is hereby amended pursuant to the attached signed Amendment #001 dated 10/06/14.	
<b>BUYER</b> Earl Pettit	<b>BUYER CONTACT INFORMATION</b> Email: Earl.Pettit@oa.mo.gov Phone: (573) 751-5430 Fax: (573) 526-9816
<b>SIGNATURE OF BUYER</b> 	<b>DATE</b> October 6, 2014
<b>DIRECTOR OF PURCHASING AND MATERIALS MANAGEMENT</b> 	



STATE OF MISSOURI  
OFFICE OF ADMINISTRATION  
DIVISION OF PURCHASING AND MATERIALS MANAGEMENT (DPMM)  
CONTRACT AMENDMENT

AMENDMENT NO.: 001  
CONTRACT NO.: C113318001  
TITLE: Fujitsu 9600 PBX System Maintenance  
ISSUE DATE: 10/03/14

REQ NO.: NR 931 YYY14709298  
BUYER: Earl Pettit  
PHONE NO.: (573) 751-5430  
E-MAIL: Earl.Pettit@oa.mo.gov

TO: TRCA  
2600 Virginia Circle  
Denton, TX 76209

RETURN AMENDMENT BY NO LATER THAN: 10/10/14 AT 5:00 PM CENTRAL TIME

RETURN AMENDMENT TO THE DIVISION OF PURCHASING AND MATERIALS MANAGEMENT (DPMM)  
BY E-MAIL, FAX, OR MAIL/COURIER:

SCAN AND E-MAIL TO:	larissa.bess@oa.mo.gov
FAX TO:	(573) 526-9816
MAIL TO:	DPMM, P.O. Box 809, Jefferson City, Mo 65102-0809
COURIER/DELIVER TO:	DPMM, 301 West High Street, Room 630, Jefferson City, Mo 65101-1517

DELIVER SUPPLIES/SERVICES FOB (Free On Board) DESTINATION TO THE FOLLOWING ADDRESS:

Missouri Department of Corrections  
Various Institutions throughout the State of Missouri

SIGNATURE REQUIRED

DOING BUSINESS AS (DBA) NAME TRCA		LEGAL NAME OF ENTITY/INDIVIDUAL FILED WITH IRS FOR THIS TAX ID NO. Technology Resource Center of America, LLC	
MAILING ADDRESS 2600 Virginia Circle		IRS FORM 1099 MAILING ADDRESS 2600 Virginia Circle	
CITY, STATE, ZIP CODE Denton, TX 76209		CITY, STATE, ZIP CODE Denton, TX 76209	
CONTACT PERSON Donna Bourbeau		EMAIL ADDRESS Donna.bourbeau@trca.com	
PHONE NUMBER 940-891-6612		FAX NUMBER 940-891-6612	
TAXPAYER ID NUMBER (TIN) 27-0252574	TAXPAYER ID (TIN) TYPE (CHECK ONE) XXX__ FEIN __ SSN	VENDOR NUMBER (IF KNOWN) 2702525740 1	
VENDOR TAX FILING TYPE WITH IRS (CHECK ONE) <input type="checkbox"/> Corporation <input type="checkbox"/> Individual <input type="checkbox"/> State/Local Government <input checked="" type="checkbox"/> Partnership <input type="checkbox"/> Sole Proprietor <input type="checkbox"/> IRS Tax-Exempt			
AUTHORIZED SIGNATURE <i>Donna Bourbeau</i>		DATE October 6, 2014	
PRINTED NAME Donna Bourbeau		TITLE Government Account Manager	

**AMENDMENT #001 TO CONTRACT C113318001**

**CONTRACT TITLE:** Fujitsu 9600 PBX System Maintenance

**CONTRACT PERIOD:** December 1, 2014 through November 30, 2015

The State of Missouri desires to renew the above-referenced contract.

The contractor shall indicate on the attached pricing page(s) the firm fixed prices for the above contract period. It is requested that the contractor keep pricing at current contract pricing. The contractor shall understand and agree if the contractor responds with any pricing increase such increase may result in a justification request.

All other terms, conditions and provisions of the contract shall remain the same and apply hereto. The contractor shall sign and return this document, along with completed pricing, on or before the date indicated.

The contractor's failure to complete and return this document shall not stop the action specified herein. If the contractor fails to complete and return this document prior to the return date specified or the effective date of the contract period stated above, whichever is later, the state may renew the contract at the same price(s) as the previous contract period or at the price(s) allowed by the contract, whichever is lower.

## PRICING PAGE

LINE ITEM	DESCRIPTION	UNIT OF MEASURE	FIRM, FIXED UNIT PRICE
001	Maintenance support necessary to meet the contract requirements for the: Algoa Correctional Center 8501 Fenceline Road Jefferson City, Missouri	Month	\$ 417.50
002	Maintenance support necessary to meet the contract requirements for the: Boonville Correctional Center East Morgan Boonville, Missouri	Month	\$ 332.50
003	Maintenance support necessary to meet the contract requirements for the: Farmington Correctional Center 1012 West Columbia Farmington, Missouri	Month	\$ 613.75
004	Maintenance support necessary to meet the contract requirements for the: Fulton Reception and Diagnostic Center 1393 Highway O Fulton, Missouri	Month	\$483.75
005	Maintenance support necessary to meet the contract requirements for the: Moberly Correctional Center Business Route 63 South #7 Moberly, Missouri	Month	\$ 315.00
006	Maintenance support necessary to meet the contract requirements for the: Northeast Correctional Center 13698 Pike 46 Bowling Green, Missouri	Month	\$ 422.50
007	Maintenance support necessary to meet the contract requirements for the: South Central Correctional Center 255 West Highway 32 Licking, Missouri	Month	\$ 266.25
008	Maintenance support necessary to meet the contract requirements for the: Southeast Correctional Center 300 East Pedro Simmons Drive Charleston, Missouri	Month	\$ 211.25
009	Maintenance support necessary to meet the contract requirements for the: Western Missouri Correctional Center 609 East Pence Road Cameron, Missouri	Month	\$ 323.75

## PRICING PAGE (Continued)

LINE ITEM	DESCRIPTION	UNIT OF MEASURE	FIRM, FIXED UNIT PRICE
010	Maintenance support necessary to meet the contract requirements for the: Western Reception and Diagnostic Center 6401 Faraon Street St. Joseph, Missouri	Month	\$ 562.50
011	Maintenance support necessary to meet the contract requirements for the: Women's Eastern Reception and Diagnostic Center 1101 East Highway 54 Vandalia, Missouri	Month	\$ 497.50
012	Remote technician service, normal business hours, Monday through Friday, 8:00AM to 5:00 PM	Hour	\$ 50.00
013	Remote technician service, after normal business hours, Monday through Friday	Hour	\$ 75.00
014	Remote technician service, weekends and holidays	Hour	\$ 100.00
015	On-site technician service, normal business hours, Monday through Friday, 8:00AM to 5:00PM	Hour	\$ 115.00
016	On-site technician service, after normal business hours, Monday through Friday	Hour	\$ 172.50
017	On-site technician service, weekends and holidays	Hour	\$ 230.00
018	Discount off current list parts and materials	PCNT	0%

1. Indicate Contract Amendment Type

RENEWAL: 1 PERIOD OF 2 TOTAL

Renewal - % Increase  Cost Savings  
 Renewal - \$ Increase  Cost Savings  
 Renewal - W/O Increase  
 SFS Renewal - Prices In Original Contract  
 SFS Renewal - Prices Not in Original Contract

*mutually agreed upon*

EXTENSION PERIOD:  
 Extension - 30-Day  
 Termination  
 Extension - \$ Increase  Cost Savings  
 Extension - W/O Increase  
 Assignment  
 Cancellation/Termination  
 Other Amendment

Performance Security Deposit: \$ \_\_\_\_\_  
 Surety Bond: \$ \_\_\_\_\_  
 Annual Wage Order Number: \_\_\_\_\_  
 Annual Wage Order Date: \_\_\_\_\_  
 County(ies): \_\_\_\_\_  
 Other Instructions: \_\_\_\_\_

2.	Tasks	Route	Initial	Date
<b>Preliminary Tasks/Verifications</b>				
A.	Section 34.040.6, RSMo	Buyer/Section Support	lb	10.3.14
B.	DPMM Suspension List	Buyer/Section Support		
C.	Federal Suspension - SAM.GOV	Buyer/Section Support		
D.	Labor Stds - OA/FMDC Contractor Debarment Lists	Buyer/Section Support		
E.	Review of Participation Commitment Attainment - If app, Verify Receipt of 1 <sup>st</sup> Renewal - Blind/Shel Wkshp Affidvt	Buyer		
F.	SFS Review/Justification - Insert Advertising Date, if applicable	Buyer		
3.	<b>Prepare Contract Amendment</b>	Buyer/Section Support	lb	10.3.14
4.	<b>Review/Approve Contract Amendment (If Signature Required)</b>	Buyer	ep	10-3-14
	Initial Date	Supervisor	Section Manager	Asst Director
				Director
5.	<b>E-Mail/Fax Contract Amendment (If Signature Required)</b>	Buyer/Section Support	lb	10.3.14
	Contractor E-Mail Address/Fax Number	Donna. Bourbeau@trea.com		
	State Agency Contact E-Mail Address	Theresa Roedel / John Hall		
	Section 34.040.6, RSMo, Letter	Follow-Up Notes:		
6.	<b>Review Contract Amendment Response - Verifications</b>			
A.	Renewal/Extension Pricing	Buyer/Section Support		
B.	Section 34.040.6, RSMo	Buyer/Section Support		
C.	Performance Security Deposit/Surety Bond	Buyer/Section Support		
D.	Renewal/Extension with Cost Savings Language	Buyer		
E.	Statewide Notice	Buyer		
F.	SFS Authorized Limit \$	Buyer		
G.	<b>Contract Assignment Only Verifications - Complete unless completed in Step 2 above.</b>			
	1. E-Verify Exhibit/Affidavit/Documentation	Buyer/Section Support		
	2. Assignment and Consent Form	Buyer/Section Support		
	3. DPMM Suspension List	Buyer/Section Support		
	4. Federal Suspension - SAM.GOV	Buyer/Section Support		
	5. Labor Stds - OA/FMDC Contractor Debarment Lists	Buyer/Section Support		
7.	<b>Prepare Contract Amendment Award Document/Statewide Notice</b>	Buyer/Section Support	lb	10.16.14
8.	<b>Review/Approve Contract Amendment Award Document</b>	Buyer	ep	10/8/14
	Initial Date	Supervisor	Section Manager	Asst Director
		X	X	X
9.	<b>Process Contract Amendment</b>	Buyer/Section Support	lb	10.8.14
	AM 300 PMM	Buyer/Section Support	lb	10.8.14
	Distribute E-Verify & SDV Documents	Buyer/Section Support	lb	10.8.14
	E-Mail/Fax NOA to Contractor/Assignee & Agency Contact	Buyer/Section Support	lb	10.8.14
	Copy/Save As Statewide Notice to Internet Folder	Buyer/Section Support	x	
10.	<b>Log Participation Commitment Information</b>	Central Support-Participation		
11.	<b>Image Contract Amendment Packet</b>	Central Support-Imaging		10.21

*\*no increase taken\**



## State of Missouri

### OFFICE OF ADMINISTRATION

Division of Purchasing and Materials Management

Contract Amendment Documentation

The following documentation consists of additional contract amendment documentation. The additional contract amendment documentation is not a part of the official contract amendment, but provides supporting information for the official contract amendment.

Limited Liability Company Details as of 10/3/2014

Fees & Forms

FAQ

Corporations Home

Business Outreach Office

UCC Filings

Corporation Filings

SOS Home

Contact Us

\*Required Field

If you wish to file online, select the filing from the Filing drop-down list, then click the FILE ONLINE button.  
To file a registration report, click the FILE REGISTRATION REPORT button.  
To order copies or certificates, click the COPIES/CERTIFICATES button.

RETURN TO SEARCH RESULTS FILE ONLINE  
Select filing from the list. Filing Type Amended and Restated Articles of Organization

ORDER COPIES/  
CERTIFICATES

General Information	Filings	Address	Contact(s)
Name TECHNOLOGY RESOURCE CENTER OF AMERICA, LLC	Type Limited Liability Company	Address Charter No. FL1348598	Home State TX
Domesticity Foreign	Registered Agent Martin, Phillip Joseph 401 Huntington Court Greenwood, MO 66204	Status Active	Date Formed 10/9/2013
Duration Perpetual	Managed by		

The information contained herein is provided as a public service. The State makes no representation or guarantee as to the correctness, completeness or suitability of the information provided or of any linked information. All critical information should be verified directly with the Secretary of State, Corporation Division. The State, its employees, contractors, subcontractors or their employees do not make any warranty, expressed or implied, or assume any legal liability for the accuracy, completeness or usefulness of any information, apparatus, product or process disclosed or represent that its use would not infringe on privately-owned rights. The information and/or services provided may change at any time without notice.

**AFFIDAVIT OF WORK AUTHORIZATION ANNUAL RENEWAL DOCUMENT**

The contractor who meets the section 285.525, RSMo, definition of a business entity must complete and return the following Affidavit of Work Authorization Annual Renewal Document.

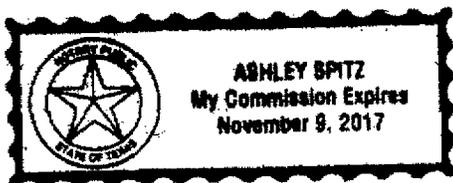
Comes now Donna Bourbeau as Government Account Manager first being duly sworn on my oath, affirm Technology Resource Center of America, LLC d/b/a TRCA is enrolled and will continue to participate in the E-Verify federal work authorization program with respect to employees hired after enrollment in the program who are proposed to work in connection with the services related to contract(s) with the State of Missouri for the duration of the contract(s), if awarded in accordance with subsection 2 of section 285.530, RSMo. I also affirm that Technology Resource Center of America, LLC d/b/a TRCA does not and will not knowingly employ a person who is an unauthorized alien in connection with the contracted services provided under the contract(s) for the duration of the contract(s), if awarded.

*In Affirmation thereof, the facts stated above are true and correct. (The undersigned understands that false statements made in this filing are subject to the penalties provided under section 575.040, RSMo.)*

<u>Donna Bourbeau</u> Authorized Representative's Signature	<u>Donna Bourbeau</u> Printed Name
<u>Government Account Manager</u> Title	<u>October 6, 2014</u> Date
<u>Donna.bourbeau@trca.com</u> E-Mail Address	<u>221385</u> E-Verify Company ID Number

Subscribed and sworn to before me this 6<sup>th</sup> of October, 2014. I am  
(DAY) (MONTH, YEAR)  
commissioned as a notary public within the County of Denton, State of  
(NAME OF COUNTY)  
Texas, and my commission expires on 11/9/17.  
(NAME OF STATE) (DATE)

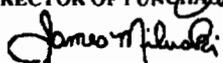
Ashley Spitz 10/6/14  
Signature of Notary Date





## NOTICE OF AWARD

State Of Missouri  
Office Of Administration  
Division Of Purchasing And Materials Management  
PO Box 809  
Jefferson City, MO 65102-0809  
<http://content.oa.mo.gov/purchasing-materials-management>

<b>SOLICITATION NUMBER</b> B1Z13318	<b>CONTRACT TITLE</b> Fujitsu 9600 PBX System Maintenance
<b>CONTRACT NUMBER</b> C113318001	<b>CONTRACT PERIOD</b> December 1, 2013 through November 30, 2014
<b>REQUISITION NUMBER</b> NR 931 YYY13709199	<b>VENDOR NUMBER</b> 27025257401
<b>CONTRACTOR NAME AND ADDRESS</b> TRCA 2600 Virginia Circle Denton, TX 76209	<b>STATE AGENCY'S NAME AND ADDRESS</b> Missouri Department of Corrections Various Institutions Throughout the State of Missouri
<b>ACCEPTED BY THE STATE OF MISSOURI AS FOLLOWS:</b>  The proposal submitted by TRCA in response to B1Z13318 is accepted in its entirety.	
<b>BUYER</b> Liz Palazzolo	<b>BUYER CONTACT INFORMATION</b> Email: <a href="mailto:liz.palazzolo@oa.mo.gov">liz.palazzolo@oa.mo.gov</a> Phone: (573) 751-- 4885 Fax: (573) 526-9816
<b>SIGNATURE OF BUYER</b> 	<b>DATE</b> 10/11/13
<b>DIRECTOR OF PURCHASING AND MATERIALS MANAGEMENT</b> 	



STATE OF MISSOURI  
OFFICE OF ADMINISTRATION  
DIVISION OF PURCHASING AND MATERIALS MANAGEMENT (DPMM)  
REQUEST FOR PROPOSAL (RFP)

RFP NO.: B1Z13318  
TITLE: Fujitsu 9600 PBX System Maintenance  
ISSUE DATE: 06/28/13

REQ NO.: NR 931 YYY13709199  
BUYER: Liz Palazzolo  
PHONE NO.: (573) 751-4885  
E-MAIL: liz.palazzolo@oa.mo.gov

RETURN PROPOSAL NO LATER THAN: 07/16/13 AT 2:00 PM CENTRAL TIME

MAILING INSTRUCTIONS: Print or type RFP Number and Return Due Date on the lower left hand corner of the envelope or package. Delivered sealed proposals must be in DPMM office (301 W High Street, Room 630) by the return date and time.

(U.S. Mail) <b>RETURN PROPOSAL TO:</b> DPMM PO BOX 809 JEFFERSON CITY MO 65102-0809	or	(Courier Service) DPMM 301 WEST HIGH STREET, RM 630 JEFFERSON CITY MO 65101-1517
--	----	---

CONTRACT PERIOD: DATE OF AWARD THROUGH ONE (1) YEAR

DELIVER SUPPLIES/SERVICES FOB (Free On Board) DESTINATION TO THE FOLLOWING ADDRESS:

MISSOURI DEPARTMENT OF CORRECTIONS  
VARIOUS INSTITUTIONS THROUGHOUT STATE

The offeror hereby declares understanding, agreement and certification of compliance to provide the items and/or services, at the prices quoted, in accordance with all requirements and specifications contained herein and the Terms and Conditions Request for Proposal (Revised 12/27/12). The offeror further agrees that the language of this RFP shall govern in the event of a conflict with his/her proposal. The offeror further agrees that upon receipt of an authorized purchase order from the Division of Purchasing and Materials Management or when a Notice of Award is signed and issued by an authorized official of the State of Missouri, a binding contract shall exist between the offeror and the State of Missouri.

SIGNATURE REQUIRED

DOING BUSINESS AS (DBA) NAME		LEGAL NAME OF ENTITY/INDIVIDUAL FILED WITH IRS FOR THIS TAX ID NO.	
TRCA		Technology Resource Center of America, LLC	
MAILING ADDRESS		IRS FORM 1099 MAILING ADDRESS	
2600 Virginia Circle		2600 Virginia Circle	
CITY, STATE, ZIP CODE		CITY, STATE, ZIP CODE	
Denton, TX 76209		Denton, TX 76209	
CONTACT PERSON		EMAIL ADDRESS	
Donna Bourbeau		Donna.bourbeau@trca.com	
PHONE NUMBER		FAX NUMBER	
940-891-6612		940-891-6612	
TAXPAYER ID NUMBER (TIN)	TAXPAYER ID (TIN) TYPE (CHECK ONE)	VENDOR NUMBER (IF KNOWN)	
27-0252574	<input checked="" type="checkbox"/> FEIN <input type="checkbox"/> SSN	27025257401	
VENDOR TAX FILING TYPE WITH IRS (CHECK ONE)			
<input type="checkbox"/> Corporation <input type="checkbox"/> Individual <input type="checkbox"/> State/Local Government <input checked="" type="checkbox"/> Partnership <input type="checkbox"/> Sole Proprietor <input type="checkbox"/> IRS Tax-Exempt			
AUTHORIZED SIGNATURE		DATE	
<i>Donna Bourbeau</i>		July 8, 2013	
PRINTED NAME		TITLE	
Donna Bourbeau		Government Account Manager	

# Missouri Secretary of State, Jason Kander

SOS Home :: Business Services :: Business Entity Search

- Search
- By Business Name
  - By Charter Number
  - By Registered Agent
  - For New Corporations Verify
  - Verify Certification Registration Report
  - File Online File Fictitious Name Registration
  - File Online Renew Online File LLC Registration
  - File Online Online Orders
  - Register for Online Orders
  - Order Good Standing
  - Order Certified Documents

Search Type: All words

Search Criteria: Technology Resource Center of America

Search Date: 10/11/2013

Search Time: 09:39

Click on the Business Entity Name or Charter Number to view more information.

Business Entity Name	Charter Number	Type	Status	Entity Creation Date
TECHNOLOGY RESOURCE CENTER OF AMERICA, LLC	FL1348598	Limited Liability Company	Active	10/9/2013

Records Returned 1 to 1

**Commissions**  
 Phone: (573) 751-2783  
 Toll Free: (866) 223-6535

**Corporations**  
 Phone: (573) 751-4153  
 Toll Free: (866) 223-6535

**UCC Office**  
 Phone: (573) 751-4628  
 Toll Free: (866) 223-6535

600 West Main Street  
Jefferson City, MO 65101

Main Office: (573) 751-4936 

**PRICING PAGE**

<b><u>LINE</u></b>	<b><u>MANDATORY SPECIFICATIONS</u></b>	<b><u>UNIT</u></b>	<b><u>UNIT PRICE</u></b>
<b><u>ITEM</u></b>			

The offeror shall conform to the specifications contained herein:

**The offeror must quote a firm, fixed price for all line items on the Pricing Page, plus a firm, fixed discount for line item 018.**

*Note: Equipment At Each Location Is Listed in Attachment #One.*

**MONTHLY MAINTENANCE PRICING:**

001	C/S Code: 93999 <b>MTC/REPAIR SERVICES FOR OFFICE, COMMUNICATION EQUIPMENT</b> The offeror shall provide a firm, fixed monthly price for providing maintenance support necessary to meet the requirements of the RFP for the following state agency location:  Algoa Correctional Center 8501 Fenceline Road Jefferson City, Missouri	MO	<u>\$417.50</u>
-----	---	----	-----------------

002	C/S Code: 93999 <b>MTC/REPAIR SERVICES FOR OFFICE, COMMUNICATION EQUIPMENT</b> The offeror shall provide a firm, fixed monthly price for providing maintenance support necessary to meet the requirements of the RFP for the following state agency location:  Boonville Correctional Center East Morgan Boonville, Missouri	MO	<u>\$332.50</u>
-----	--	----	-----------------

003	C/S Code: 93999 <b>MTC/REPAIR SERVICES FOR OFFICE, COMMUNICATION EQUIPMENT</b> The offeror shall provide a firm, fixed monthly price for providing maintenance support necessary to meet the requirements of the RFP for the following state agency location:  Farmington Correctional Center 1012 West Columbia Farmington, Missouri	MO	<u>\$613.75</u>
-----	---	----	-----------------

004	C/S Code: 93999 <b>MTC/REPAIR SERVICES FOR OFFICE, COMMUNICATION EQUIPMENT</b> The offeror shall provide a firm, fixed monthly price for providing maintenance support necessary to meet the requirements of the RFP for the following state agency location:  Fulton Reception and Diagnostic Center 1393 Highway O Fulton, Missouri	MO	<u>\$483.75</u>
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005	<p>C/S Code: 93999 MO</p> <p><i>MTC/REPAIR SERVICES FOR OFFICE, COMMUNICATION EQUIPMENT</i></p> <p>The offeror shall provide a firm, fixed monthly price for providing maintenance support necessary to meet the requirements of the RFP for the following state agency location:</p> <p>Moberly Correctional Center Business Route 63 South #7 Moberly, Missouri</p>	<u>\$315.00</u>
006	<p>C/S Code: 93999 MO</p> <p><i>MTC/REPAIR SERVICES FOR OFFICE, COMMUNICATION EQUIPMENT</i></p> <p>The offeror shall provide a firm, fixed monthly price for providing maintenance support necessary to meet the requirements of the RFP for the following state agency location:</p> <p>Northeast Correctional Center 13698 Pike 46 Bowling Green, Missouri</p>	<u>\$422.50</u>
007	<p>C/S Code: 93999 MO</p> <p><i>MTC/REPAIR SERVICES FOR OFFICE, COMMUNICATION EQUIPMENT</i></p> <p>The offeror shall provide a firm, fixed monthly price for providing maintenance support necessary to meet the requirements of the RFP for the following state agency location:</p> <p>South Central Correctional Center 255 West Highway 32 Licking, Missouri</p>	<u>\$266.25</u>
008	<p>C/S Code: 93999 MO</p> <p><i>MTC/REPAIR SERVICES FOR OFFICE, COMMUNICATION EQUIPMENT</i></p> <p>The offeror shall provide a firm, fixed monthly price for providing maintenance support necessary to meet the requirements of the RFP for the following state agency location:</p> <p>Southeast Correctional Center 300 East Pedro Simmons Drive Charleston, Missouri</p>	<u>\$211.25</u>
009	<p>C/S Code: 93999 MO</p> <p><i>MTC/REPAIR SERVICES FOR OFFICE, COMMUNICATION EQUIPMENT</i></p> <p>The offeror shall provide a firm, fixed monthly price for providing maintenance support necessary to meet the requirements of the RFP for the following state agency location:</p> <p>Western Missouri Correctional Center 609 East Pence Road Cameron, Missouri</p>	<u>\$323.75</u>
010	<p>C/S Code: 93999 MO</p> <p><i>MTC/REPAIR SERVICES FOR OFFICE, COMMUNICATION EQUIPMENT</i></p> <p>The offeror shall provide a firm, fixed monthly price for providing maintenance support necessary to meet the requirements of the RFP for the following state agency location:</p>	<u>\$562.50</u>

Western Reception and Diagnostic Center  
6401 Faraon Street  
St. Joseph, Missouri

011 C/S Code: 93999 MO \$497.50

*MTC/REPAIR SERVICES FOR OFFICE, COMMUNICATION EQUIPMENT*

The offeror shall provide a firm, fixed monthly price for providing maintenance support necessary to meet the requirements of the RFP for the following state agency location:

Women's Eastern Reception and Diagnostic Center  
1101 East Highway 54  
Vandalia, Missouri

**TIME AND MATERIALS PRICING:**

The offeror shall quote a firm, fixed hourly price for "time" and a firm, fixed discount for "materials" for "time and materials" work provided in accordance with section 3.8 and all other general terms and conditions herein.

Line items 012-014 shall be quoted as firm, fixed hourly pricing for remote technician work:

012 C/S Code: 93999  
*MTC/REPAIR SERVICES FOR OFFICE, COMMUNICATION EQUIPMENT*

\$50.00 per hour remote technician service, normal business hours, Monday through Friday, 8:00AM to 5:00 PM

013 C/S Code: 93999  
*MTC/REPAIR SERVICES FOR OFFICE, COMMUNICATION EQUIPMENT*

\$75.00 per hour remote technician service, after normal business hours, Monday through Friday

014 C/S Code: 93999  
*MTC/REPAIR SERVICES FOR OFFICE, COMMUNICATION EQUIPMENT*

\$100.00 per hour remote technician service, weekends and holidays

Line items 015-017 shall be quoted as firm, fixed hourly pricing for on-site technician work:

015 C/S Code: 93999  
*MTC/REPAIR SERVICES FOR OFFICE, COMMUNICATION EQUIPMENT*

\$115.00 per hour on-site technician service, normal business hours, Monday through Friday, 8:00AM to 5:00 PM

016 C/S Code: 93999  
*MTC/REPAIR SERVICES FOR OFFICE, COMMUNICATION EQUIPMENT*

\$172.50 per hour on-site technician service, after normal business hours, Monday through Friday

017 C/S Code: 93999  
*MTC/REPAIR SERVICES FOR OFFICE, COMMUNICATION EQUIPMENT*

\$230.00 per hour on-site technician service, weekends and holidays

018

C/S Code: 93999

*MTC/REPAIR SERVICES FOR OFFICE, COMMUNICATION EQUIPMENT*

Discount off current list parts and materials pricing: \_\_\_\_\_ 0%

**Warranty:**

The offeror should state the warranty period which shall cover parts and labor. The warranty shall commence upon delivery and acceptance of the equipment/supplies by the State of Missouri.

Warranty on Parts: 30 Days

Warranty on Labor: 10 Days

**Delivery of Parts and Materials:**

The desired delivery is thirty (30) calendar days after the receipt of a properly executed order. If bidder's delivery is different, the bidder should state delivery in days after receipt of order: \_\_\_\_\_ calendar days ARO.

**Employee Bidding/Conflict of Interest:**

Offerors who are employees of the State of Missouri, a member of the General Assembly or a statewide elected official must comply with Sections 105.450 to 105.458 RSMo regarding conflict of interest. If the offeror or any owner of the offeror's organization is currently an employee of the State of Missouri, a member of the General Assembly or a statewide elected official, please provide the following information.

Name and title of state employee, General Assembly member or statewide elected official: Not Applicable \_\_\_\_\_

Name of state agency where employed: Not Applicable \_\_\_\_\_

Percentage of ownership interest in offeror's organization held by state employee, General Assembly member or statewide elected official: NA %

**EXHIBIT A**

**GENERAL CORPORATE HISTORY:** Provide information about when the company was founded and its role in the marketplace for performing Fujitsu 9600 PBX system maintenance:

TRCA is a Veteran Owned Small Business that was founded in 1991. Ciber (now CRGT) partnered with TRCA to support several models of phone systems for the Social Security Administration across the country. The company Ciber chose to support the Fujitsu systems did not have the coverage manpower wise to support the effort. Ciber decided to use TRCA for the Fujitsu systems also because there were no manpower issues on our side.

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**OFFEROR'S REFERENCES**

Company Name: First American Business Solutions

Contact Name Mark Morningstar

Contact's Title: Owner

City: New Port Richey State: Florida

Telephone Number and Area Code: 727-807-7355

E-mail Address: markm@firstabs.com

Description of Services Furnished: remote monitoring, equipment, technicians

Availability of Reference: Available via email or telephone

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Company Name: Naval Air Station Joint Reserve Base Ft Worth TX

Contact Name: Ronald Marchand

Contact's Title: Base Communications Manager

City: Fort Worth State: Texas

Telephone Number and Area Code: 817-782-7400

E-mail Address: Ronald.marchand1@navy.mil

Description of Services Furnished: Cabling, PBX system, maintenance, equipment

Availability of Reference: Available via email or telephone

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**EXHIBIT B**

**KEY PERSONNEL EXPERTISE SUMMARY**

Please identify the following specific points:

- Describe the number of years of experience each assigned service representative who will serve the various state accounts has regarding service calls on the proposed equipment, the Fujitsu 9600.
- Are any service representatives that will be assigned to the state accounts factory or dealer trained, and describe their training and how recent training has been received?

*Identify Key Personnel and Provide Brief Summary of their work history and training:*

Personnel	Background and Expertise of Personnel
1. <u>Dale Dell</u> (Name)  <u>Remote Maintenance Technician Fujitsu 9600</u> (Title)	<u>Resume Attached</u>
2. <u>Gerald Larsen</u> (Name)  <u>PBX Technician III</u> (Title)	<u>Resume Attached</u>
3. <u>Jeff Wainwright</u> (Name)  <u>PBX Technician/Engineer</u> (Title)	<u>Resume Attached</u>
4. _____ (Name)  _____ (Title)	
5. _____ (Name)  _____ (Title)	

**EXHIBIT C**

**Proposed Method of Performance and Contractor Support**

- 1) The offeror should describe how they will perform maintenance on the state agency's Fujitsu 9600 PBX systems. Address provision of on-site and remote PBX system maintenance:

Included in technical proposal section

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- 2) The offeror should describe how they intend to function as a single point of contact for the state, regardless of any subcontract arrangements. This should include responsibilities and liabilities of the offeror for all problems relating to the equipment.

Included in technical proposal section

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- 3) Describe how the offeror will provide maintenance service on a seven (7) day per week, twenty-four (24) hour per day basis, 365 days a year.

Included in technical proposal section

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- 4) Where will the primary service organization be located and how many service representatives at the primary location are trained on the Fujitsu 9600 PBX System? Name the primary location service representatives available to serve the various state account.

Included in technical proposal section

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- 5) Describe the expense of the inventory of equipment available to service the various state accounts. Describe where the warehouse or equipment depot is located.

Included in technical proposal section

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If there is a secondary service location that will be serving the state, then provide similar detail about the secondary service location as provided in questions #4 and #5 above for the primary location:

TRCA has Fujitsu 9600 PBX technicians located in Missouri. Equipment will be stored at TRCA's warehouse in Denton, TX and can be overnighted to the technicians as needed.

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- 6) The offeror should describe how to contact their service personnel during regular work house and outside of regular work hours. Identify the offeror's regular work hours. Provide contact detail such as names, phone numbers and e-mail addresses or websites.

Included in the technical proposal section

7) Describe the maintenance escalation procedure complete with the offeror's personnel positions and personnel names, along with their telephone numbers in order of escalation.

Included in the technical proposal section

8) The offeror should identify their response time guarantees to be provided to the state and any associated penalties the state may apply if the guarantees are not met by the service organization.

Included in the technical proposal section

9) The offeror should describe any training that the offeror will provide to the state agency to help maintain or trouble-shoot the Fujitsu 9600 PBX at no cost to the state:

There will be a cost with/if any training is needed.

10) In addition, the offeror should describe the following:

Provide a description of the proposed services that will be performed and/or the proposed products that will be provided by Missourians and/or Missouri products:

Included in the technical proposal section. TRCA will use several affiliates located in Missouri to ensure ALL the Department of Corrections have coverage.

Provide a description of the economic impact returned to the State of Missouri through tax revenue obligations.

Several of the affiliates are located in Missouri. One in particular is a WBE. All on site technicians will be Missouri residents.

Provide a description of the company's economic presence within the State of Missouri (e.g., type of facilities: sales offices; sales outlets; divisions; manufacturing; warehouse; other), including Missouri employee statistics.

Several of the affiliates are located in Missouri. This includes office building and warehouse facilities. We will use approximately 5-7 technicians located throughout Missouri to support the Fujitsu PBX maintenance.

If any products and/or services offered under this RFP are being manufactured or performed at sites outside the United States, the offeror MUST disclose such fact and provide details with the proposal: Not applicable.

**EXHIBIT D**  
**PARTICIPATION COMMITMENT**

**Minority Business Enterprise/Women Business Enterprise (MBE/WBE) and/or Organization for the Blind/Sheltered Workshop and/or Service-Disabled Veteran Business Enterprise (SDVE) Participation Commitment** – If the offeror is committing to participation by or if the offeror is a qualified MBE/WBE and/or organization for the blind/sheltered workshop and/or a qualified SDVE, the offeror must provide the required information in the appropriate table(s) below for the organization proposed and must submit the completed exhibit with the offeror's proposal.

For Minority Business Enterprise (MBE) and/or Woman Business Enterprise (WBE) Participation, if proposing an entity certified as both MBE and WBE, the offeror must either (1) enter the participation percentage under MBE or WBE, or must (2) divide the participation between both MBE and WBE. If dividing the participation, do not state the total participation on both the MBE and WBE Participation Commitment tables below. Instead, divide the total participation as proportionately appropriate between the tables below.

<b>MBE Participation Commitment Table</b>		
<b>(The services performed or the products provided by the listed MBE must provide a commercially useful function related to the delivery of the contractually-required service/product in a manner that will constitute an added value to the contract and shall be performed/provided exclusive to the performance of the contract.)</b>		
<b>Name of Each Qualified Minority Business Enterprise (MBE) Proposed</b>	<b>Committed Percentage of Participation for Each MBE (% of the Actual Total Contract Value)</b>	<b>Description of Products/Services to be Provided by Listed MBE</b> <i>The offeror should also include the paragraph number(s) from the RFP which requires the service the MBE is proposed to perform.</i>
1.	%	Product/Service(s) proposed:
		RFP Paragraph References:
2.	%	Product/Service(s) proposed:
		RFP Paragraph References:
3.	%	Product/Service(s) proposed:
		RFP Paragraph References:
4.	%	Product/Service(s) proposed:
		RFP Paragraph References:
<b>Total MBE Percentage:</b>	<b>%</b>	

**WBE Participation Commitment Table**

(The services performed or the products provided by the listed WBE must provide a commercially useful function related to the delivery of the contractually-required service/product in a manner that will constitute an added value to the contract and shall be performed/provided exclusive to the performance of the contract.)

Name of Each Qualified Women Business Enterprise (WBE) proposed	Committed Percentage of Participation for Each WBE (% of the Actual Total Contract Value)	Description of Products/Services to be Provided by Listed WBE <i>The offeror should also include the paragraph number(s) from the RFP which requires the service the WBE is proposed to perform.</i>
1. Athena Communications	0-2%	Product/Service(s) proposed: Site Technicians, Inventory RFP Paragraph References: 4.10
2.	%	Product/Service(s) proposed: RFP Paragraph References:
3.	%	Product/Service(s) proposed: RFP Paragraph References:
4.	%	Product/Service(s) proposed: RFP Paragraph References:
<b>Total WBE Percentage:</b>	<b>0-2%</b>	

**Organization for the Blind/Sheltered Workshop Commitment Table**

By completing this table, the offeror commits to the use of the organization at the greater of \$5,000 or 2% of the actual total dollar value of contract.

(The services performed or the products provided by the listed Organization for the Blind/Sheltered Workshop must provide a commercially useful function related to the delivery of the contractually-required service/product in a manner that will constitute an added value to the contract and shall be performed/provided exclusive to the performance of the contract.)

Name of Organization for the Blind or Sheltered Workshop Proposed	Description of Products/Services to be Provided by Listed Organization for the Blind/Sheltered Workshop <i>The offeror should also include the paragraph number(s) from the RFP which requires the service the organization for the blind/sheltered workshop is proposed to perform.</i>
1.	Product/Service(s) proposed: RFP Paragraph References:
2.	Product/Service(s) proposed: RFP Paragraph References:

**SDVE Participation Commitment Table**

(The services performed or the products provided by the listed SDVE must provide a commercially useful function related to the delivery of the contractually-required service/product in a manner that will constitute an added value to the contract and shall be performed/provided exclusive to the performance of the contract.)

<b>Name of Each Qualified Service-Disabled Veteran Business Enterprise (SDVE) Proposed</b>	<b>Committed Percentage of Participation for Each SDVE</b> (% of the Actual Total Contract Value)	<b>Description of Products/Services to be Provided by Listed SDVE</b>  <i>The offeror should also include the paragraph number(s) from the RFP which requires the service the SDVE is proposed to perform.</i>
1.	%	Product/Service(s) proposed: RFP Paragraph References:
2.	%	Product/Service(s) proposed: RFP Paragraph References:
<b>Total SDVE Percentage:</b>	%	

**EXHIBIT E**

**DOCUMENTATION OF INTENT TO PARTICIPATE**

If the offeror is proposing to include the participation of a Minority Business Enterprise/Women Business Enterprise (MBE/WBE) and/or Organization for the Blind/Sheltered Workshop and/or qualified Service-Disabled Veteran Business Enterprise (SDVE) in the provision of the products/services required in the RFP, the offeror must either provide a recently dated letter of intent, signed and dated no earlier than the RFP issuance date, from each organization documenting the following information, or complete and provide this Exhibit with the offeror's proposal.

~ Copy This Form For Each Organization Proposed ~

Offeror Name:

Athena Communications Ltd.

**This Section To Be Completed by Participating Organization:**

By completing and signing this form, the undersigned hereby confirms the intent of the named participating organization to provide the products/services identified herein for the offeror identified above.

Indicate appropriate business classification(s):

MBE  WBE  Organization for the Blind  Sheltered Workshop  SDVE

Name of Organization:

Athena Communications Ltd.

(Name of MBE, WBE, Organization for the Blind, Sheltered Workshop, or SDVE)

Contact Name:

Scott Phillips

Email:

scott@athenacomm.com

Address (if SDVE, provide MO Address):

4905 Antioch Road

Phone #:

913-599-3114

City:

Overland Park

Fax #:

913-338-0838

State/Zip:

Kansas 66203

Certification #

500056

SDVE's Website Address:

Certification (or attach copy of certification) Expiration Date:

1/30/2016

Service-Disabled Veteran's (SDV) Name: (Please Print)

SDV's Signature:

**PRODUCTS/SERVICES PARTICIPATING ORGANIZATION AGREED TO PROVIDE**

Describe the products/services you (as the participating organization) have agreed to provide:

manage & maintain Fujitsu 9600 phone systems

Authorized Signature:

[Signature]  
Authorized Signature of Participating Organization (MBE, WBE, Organization for the Blind, Sheltered Workshop, or SDVE)

7-1-13

Date (Dated no earlier than the RFP issuance date)

**EXHIBIT E (continued)**

**DOCUMENTATION OF INTENT TO PARTICIPATE**

**SERVICE-DISABLED VETERAN BUSINESS ENTERPRISE (SDVE)**

If the participating organization is an SDVE, then the SDVE must provide the following Service-Disabled Veteran (SDV) documents unless previously submitted within the past five (5) years to a Missouri state agency or public university:

- a copy of the SDV's award letter from the Department of Veterans Affairs or a copy of the SDV's discharge paper (DD Form 214, Certificate of Release or Discharge from Active Duty), AND
- a copy of the SDV's documentation certifying disability by the appropriate federal agency responsible for the administration of veterans' affairs.

(NOTE: For ease of evaluation, please attach a copy of the SDV's award letter or a copy of the SDV's discharge paper, and a copy of the SDV's documentation certifying disability to this Exhibit. The SDV's award letter, the SDV's discharge paper, and the SDV's documentation certifying disability shall be considered confidential pursuant to subsection 14 of section 610.021, RSMo.)

If the SDVE previously submitted copies of the SDV's documents (the SDV's award letter or the SDV's discharge paper, and the SDV's documentation certifying disability) to a Missouri state agency or public university within the past five (5) years, the SDVE should provide the information requested below.

Name of Missouri State Agency or Public University\* to Which the SDV's Documents were Submitted:

\_\_\_\_\_

(\*Public University includes the following five schools under chapter 34, RSMo: Harris-Stowe State University – St. Louis; Missouri Southern State University – Joplin; Missouri Western State University – St. Joseph; Northwest Missouri State University – Maryville; Southeast Missouri State University – Cape Girardeau.)

Date SDV's Documents were Submitted: \_\_\_\_\_

Previous Bid/Contract Number for Which the SDV's Documents were Submitted: \_\_\_\_\_  
(if known)

(NOTE: A qualified SDVE will be added to the SDVE listing maintained on the DPMM website [[www.oe.mo.gov/purch/vendorinfo/sdve.html](http://www.oe.mo.gov/purch/vendorinfo/sdve.html)] for up to five (5) years from the date listed above. However, if it has been determined that the SDVE at any time no longer meets the requirements stated above, the DPMM will remove the SDVE from the listing.)

FOR STATE USE ONLY	
SDV Documents - Verification Completed By:	
_____	_____
Buyer	Date

**EXHIBIT F****Certification Regarding  
Debarment, Suspension, Ineligibility and Voluntary Exclusion  
Lower Tier Covered Transactions**

This certification is required by the regulations implementing Executive Order 12549, Debarment and Suspension, 29 CFR Part 98 Section 98.510, Participants' responsibilities. The regulations were published as Part VII of the May 26, 1988, Federal Register (pages 19160-19211).

(BEFORE COMPLETING CERTIFICATION, READ INSTRUCTIONS FOR CERTIFICATION)

- (1) The prospective recipient of Federal assistance funds certifies, by submission of this proposal, that neither it nor its principals are presently debarred, suspended, proposed for debarment, declared ineligible, or voluntarily excluded from participation in this transaction by any Federal department or agency.
- (2) Where the prospective recipient of Federal assistance funds is unable to certify to any of the statements in this certification, such prospective participant shall attach an explanation to this proposal.

Technology Resource Center of America, LLC

830850264

Company Name

DUNS #

Donna Bourbeau

Government Account Manager

Authorized Representative's Printed Name

Authorized Representative's Title



July 8, 2013

Authorized Representative's Signature

Date

**Instructions for Certification**

1. By signing and submitting this proposal, the prospective recipient of Federal assistance funds is providing the certification as set out below.
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 recipient of Federal assistance funds knowingly rendered an erroneous certification, in addition to other remedies available to the Federal Government, the Department of Labor (DOL) may pursue available remedies, including suspension and/or debarment.
3. The prospective recipient of Federal assistance funds shall provide immediate written notice to the person to which this proposal is submitted if at any time the prospective recipient of Federal assistance funds 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," "participant," "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 recipient of Federal assistance funds agrees by submitting this proposal 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 DOL.
6. The prospective recipient of Federal assistance funds further agrees by submitting this proposal that it will include the clause titled "Certification Regarding Debarment, Suspension, Ineligibility and Voluntary Exclusion - Lower Tier Covered Transactions," 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 List of Parties Excluded from Procurement or Nonprocurement Programs.
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 DOL may pursue available remedies, including suspension and/or debarment.

**EXHIBIT G**

**EXHIBIT G**  
**BUSINESS ENTITY CERTIFICATION, ENROLLMENT DOCUMENTATION,**  
**AND AFFIDAVIT OF WORK AUTHORIZATION**

**BUSINESS ENTITY CERTIFICATION:**

The offeror must certify their current business status by completing either Box A or Box B or Box C on this Exhibit.

- |               |   |
|---------------|---|
| <b>BOX A:</b> | To be completed by a non-business entity as defined below.  |
| <b>BOX B:</b> | To be completed by a business entity who has not yet completed and submitted documentation pertaining to the federal work authorization program as described at <a href="http://www.dhs.gov/files/programs/gc_1185221678150.shtm">http://www.dhs.gov/files/programs/gc_1185221678150.shtm</a> . |
| <b>BOX C:</b> | To be completed by a business entity who has current work authorization documentation on file with a Missouri state agency including Division of Purchasing and Materials Management.   |

**Business entity**, as defined in section 285.525, RSMo, pertaining to section 285.530, RSMo, is any person or group of persons performing or engaging in any activity, enterprise, profession, or occupation for gain, benefit, advantage, or livelihood. The term "business entity" shall include but not be limited to self-employed individuals, partnerships, corporations, contractors, and subcontractors. The term "business entity" shall include any business entity that possesses a business permit, license, or tax certificate issued by the state, any business entity that is exempt by law from obtaining such a business permit, and any business entity that is operating unlawfully without such a business permit. The term "business entity" shall not include a self-employed individual with no employees or entities utilizing the services of direct sellers as defined in subdivision (17) of subsection 12 of section 288.034, RSMo.

**Note:** Regarding governmental entities, business entity includes Missouri schools, Missouri universities (other than stated in Box C), out of state agencies, out of state schools, out of state universities, and political subdivisions. A business entity does not include Missouri state agencies and federal government entities.

**BOX A - CURRENTLY NOT A BUSINESS ENTITY**

I certify that \_\_\_\_\_ (Company/Individual Name) **DOES NOT CURRENTLY MEET** the definition of a business entity, as defined in section 285.525, RSMo pertaining to section 285.530, RSMo as stated above, because: (check the applicable business status that applies below)

- I am a self-employed individual with no employees; **OR**
- The company that I represent employs the services of direct sellers as defined in subdivision (17) of subsection 12 of section 288.034, RSMo.

I certify that I am not an alien unlawfully present in the United States and if \_\_\_\_\_ (Company/Individual Name) is awarded a contract for the services requested herein under \_\_\_\_\_ RFP B1Z13237 and if the business status changes during the life of the contract to become a business entity as defined in section 285.525, RSMo, pertaining to section 285.530, RSMo, then, prior to the performance of any services as a business entity, \_\_\_\_\_ (Company/Individual Name) agrees to complete Box B, comply with the requirements stated in Box B and provide the \_\_\_\_\_ Missouri Department of Corrections with all documentation required in Box B of this exhibit.

\_\_\_\_\_  
Authorized Representative's Name (Please Print)

\_\_\_\_\_  
Authorized Representative's Signature

\_\_\_\_\_  
Company Name (if applicable)

\_\_\_\_\_  
Date

**EXHIBIT G, continued**

**Complete the following if you DO NOT have the E-Verify documentation and a current Affidavit of Work Authorization already on file with the State of Missouri. If completing Box B, do not complete Box C.**

**BOX B - CURRENT BUSINESS ENTITY STATUS**

I certify that **Technology Resource Center of America, LLC d/b/a TRCA** (Business Entity Name) **MEETS** the definition of a business entity as defined in section 285.525, RSMo, pertaining to section 285.530.

\_\_\_\_\_  
 Authorized Business Entity Representative's  
 Name (Please Print)

\_\_\_\_\_  
 Authorized Business Entity  
 Representative's Signature

\_\_\_\_\_  
 Business Entity Name

\_\_\_\_\_  
 Date

\_\_\_\_\_  
 E-Mail Address

As a business entity, the offeror must perform/provide each of the following. The offeror should check each to verify completion/submission of all of the following:

- Enroll and participate in the E-Verify federal work authorization program (Website: [http://www.dhs.gov/files/programs/gc\\_1185221678150.shtm](http://www.dhs.gov/files/programs/gc_1185221678150.shtm); Phone: 888-464-4218; Email: [e-verify@dhs.gov](mailto:e-verify@dhs.gov)) with respect to the employees hired after enrollment in the program who are proposed to work in connection with the services required herein; AND
- Provide documentation affirming said company's/individual's enrollment and participation in the E-Verify federal work authorization program. Documentation shall include EITHER the E-Verify Employment Eligibility Verification page listing the offeror's name and company ID OR a page from the E-Verify Memorandum of Understanding (MOU) listing the offeror's name and the MOU signature page completed and signed, at minimum, by the offeror and the Department of Homeland Security - Verification Division. If the signature page of the MOU lists the offeror's name and company ID, then no additional pages of the MOU must be submitted; AND
- Submit a completed, notarized Affidavit of Work Authorization provided on the next page of this Exhibit.

**EXHIBIT G, continued**

**AFFIDAVIT OF WORK AUTHORIZATION:**

The offeror who meets the section 285.525, RSMo, definition of a business entity must complete and return the following Affidavit of Work Authorization.

Comes now \_\_\_\_\_ (Name of Business Entity Authorized Representative) as \_\_\_\_\_ (Position/Title) first being duly sworn on my oath, affirm \_\_\_\_\_ (Business Entity Name) is enrolled and will continue to participate in the E-Verify federal work authorization program with respect to employees hired after enrollment in the program who are proposed to work in connection with the services related to contract(s) with the State of Missouri for the duration of the contract(s), if awarded in accordance with subsection 2 of section 285.530, RSMo. I also affirm that \_\_\_\_\_ (Business Entity Name) does not and will not knowingly employ a person who is an unauthorized alien in connection with the contracted services provided under the contract(s) for the duration of the contract(s), if awarded.

*In Affirmation thereof, the facts stated above are true and correct. (The undersigned understands that false statements made in this filing are subject to the penalties provided under section 575.040, RSMo.)*

_____	_____
Authorized Representative's Signature	Printed Name
_____	_____
Title	Date
_____	_____
E-Mail Address	E-Verify Company ID Number

Subscribed and sworn to before me this \_\_\_\_\_ of \_\_\_\_\_ . I am  
(DAY) (MONTH, YEAR)  
commissioned as a notary public within the County of \_\_\_\_\_ State of  
(NAME OF COUNTY)  
\_\_\_\_\_, and my commission expires on \_\_\_\_\_ .  
(NAME OF STATE) (DATE)

_____	_____
Signature of Notary	Date



**EXHIBIT G, continued**

**Complete the following if you have the E-Verify documentation and a current Affidavit of Work Authorization already on file with the State of Missouri. If completing Box C, do not complete Box B9.**

**BOX C - AFFIDAVIT ON FILE - CURRENT BUSINESS ENTITY STATUS**

I certify that Technology Resource Center of America, LLC d/b/a TRCA (Business Entity Name) **MEETS** the definition of a business entity as defined in section 285.525, RSMo, pertaining to section 285.530, RSMo, and have enrolled and currently participates in the E-Verify federal work authorization program with respect to the employees hired after enrollment in the program who are proposed to work in connection with the services related to contract(s) with the State of Missouri. We have previously provided documentation to a Missouri state agency or public university that affirms enrollment and participation in the E-Verify federal work authorization program. The documentation that was previously provided included the following.

- ✓ The E-Verify Employment Eligibility Verification page OR a page from the E-Verify Memorandum of Understanding (MOU) listing the offeror's name and the MOU signature page completed and signed by the offeror and the Department of Homeland Security - Verification Division
- ✓ A current, notarized Affidavit of Work Authorization (must be completed, signed, and notarized within the past twelve months).

Name of Missouri State Agency or Public University\* to Which Previous E-Verify Documentation Submitted: Missouri Army National Guard

(\*Public University includes the following five schools under chapter 34, RSMo: Harris-Stowe State University - St. Louis; Missouri Southern State University - Joplin; Missouri Western State University - St. Joseph; Northwest Missouri State University - Maryville; Southeast Missouri State University - Cape Girardeau.)

Date of Previous E-Verify Documentation Submission: December 1, 2010

Previous Bid/Contract Number for Which Previous E-Verify Documentation Submitted: B1Z11054  
(if known)

Donna Bourbeau  
Authorized Business Entity Representative's Name (Please Print)

Donna Bourbeau  
Authorized Business Entity Representative's Signature

221385  
E-Verify MOU Company ID Number

Donna.bourbeau@trca.com  
E-Mail Address

Technology Resource Center of America, LLC  
Business Entity Name

July 8, 2013  
Date

**FOR STATE USE ONLY**

Documentation Verification Completed By:

[Signature]  
Buyer

9-26-13  
Date

# TRCA

TECHNOLOGY RESOURCE CENTER OF AMERICA, LLC

2600 Virginia Circle  
Denton, TX 76209

DPmm  
301 West High St  
Room 630  
Jefferson City, 65101-1517  
Attn: Liz Palazzolo

B17 13318  
July 16, 2013  
2:00 PM CST

From:  
SHIPPING DEPT  
TRCA  
2800 VIRGINIA CIR  
DENTON, TX 76208  
(402) 881-8817

Ship Date: 08.JUL.13  
Acct: 11 1.4 LB  
CR#: 0144725/CAFE8908

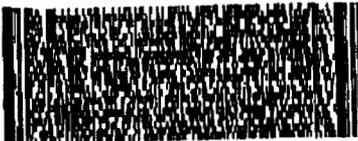
TO LIZ PALAZZOLO  
DPMH

301 WEST HIGH ST ROOM 630  
JEFFERSON CITY, MO 65101

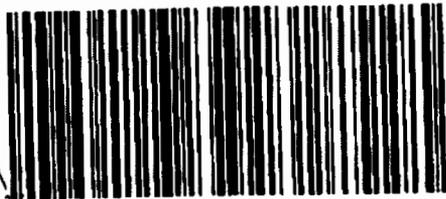
(US)



Dept: DONNA



1 of 1



(8612016) 080813 61012318

GND  
Prepaid

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DPMH  
301 ~~High~~ West High St  
Room 630  
Jefferson City, Mo 65101  
Attn: Liz Pal

B121331  
July 16, 2013  
2:00 Central Time

***Title of Proposal:*** State of Missouri  
Missouri Department of Corrections  
Switch Maintenance

***Proposal Category:*** Technical Proposal

***Volume Number:*** 1

***RFP Number:*** B1Z13318

***Offer Due Date*** 02:00 PM, 16 July 2013

***Name and Address of Offeror:***

Technology Resource Center of America  
2600 Virginia Circle  
Denton, TX 76209

DUNS: 830850264  
TAX ID: 27-0252574

***Original***

**State of Missouri  
Missouri Department of Corrections  
Fujitsu F9600 Switch Maintenance**

**Solicitation No. B1Z13318**

**VOLUME I — TECHNICAL PROPOSAL**

**Submitted To:** State of Missouri  
DPMM  
301 West High Street, Room 630  
PO Box 809  
Jefferson City, MO 65101-1517

**Submitted By:** Technology Resource Center of America  
2600 Virginia Circle  
Denton, TX 76209  
Main: 940-565-5000  
Fax: 940-565-5002  
Toll Free: 800-587-5650

**Contact:** Donna Bourbeau  
Government Account Manager  
TRCA  
2600 Virginia Circle  
Denton, TX 76209  
Tel: 940-891-6612  
Fax: 940-891-6612

**Date:** July 16, 2013

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## 1.0 CORPORATE EXPERIENCE

### 1.1 CORPORATE OVERVIEW

Founded in 1991, Technology Resource Center of America provides nationwide field services, engineering, and a wide array of telecommunication products and support. The company is one of the few in the world specifically designed for global spare provisioning and our central U.S. Headquarters features an integrated 60,000 sq ft government authorized telecommunications repair laboratory processing over 6,000 line cards, telephones and core repairs monthly. In addition, our close proximity to the DFW International Airport and the Alliance FedEx Hub combined with our large inventory levels allow for fast counter to counter parts delivery.

Monitoring, maintaining and servicing over 400,000 system ports nationally; organizations such as NASA Ames Research, Verizon Idearc, Hofstra University, U.S. Social Security Administrations, and the US Navy count on TRCA. Our success is attributed to our staff of highly regarded, senior industry experts and the vast knowledge they bring to our clients.

In support of the Switch Maintenance, TRCA affirms its readiness and capability for assuming this role to the Missouri Department of Corrections with complete confidence based on its experience, internal infrastructure, and manufacturer support. It is the express intent of the owners and management of TRCA to provide the Missouri Department of Corrections with the greatest level of service. We believe our offer to be a winning solution and the best value.

.....TRCA Proudly Serves



**1.1 CORPORATE OVERVIEW (CONT)**

TRCA Corporate contacts for this effort are as follows.

**Level 1**

Jessica Gordon  
TRCA-State of Missouri Technical Service Center  
(TSC) Manager  
DID (940) 891-6609  
Jessica.gordon@trca.com

**Level 2**

Donna Bourbeau  
Government Account Executive  
DID (940) 891-6612  
Donna.bourbeau@trca.com

**Level 3**

John Hunnicutt – VP Government Svcs.  
DID (940) 891-6627  
Cell (940) 368-2700  
John.hunnicutt@trca.com

**Level 4**

Angie Whitmore  
Director – National Support Center  
DID (940) 891-6607  
Angie.Whitmore@trca.com

**Level 5**

Steven Terry  
Chief Information Officer TRCA  
DID (940) 891-6625  
Cell (940) 465-0890  
Steve.terry@trca.com

**Level 6**

David Harding  
CEO TRCA  
DID (940) 891-6616  
Cell (940) 390-7932  
David.harding@trca.com

**Level 7**

Mike Harding  
President TRCA-TRA  
DID (940) 891-6602  
Cell (940) 465-0898  
Mike.harding@trca.com

**1.2 ACKNOWLEDGEMENTS**

This is to acknowledge that TRCA has received Solicitation Number B1Z13318.

**2.0 PAST PERFORMANCE**

**2.1 RELEVANT CONTRACT PERFORMANCE**

TRCA has extensive experience in the performance of contracts similar in scope and magnitude to the Missouri Department of Corrections - Switch Maintenance Support solicitation. The following is provided to demonstrate TRCA's experience as it applies to specific customer sets.

No.	Contract Name/Location	Contract Number	Performance Period
1.	NAVSTA Ingleside, NAS Corpus Christi, NAS Kingsville	N68836-08-C-0046	Oct 2009 - Present
2.	Idearc Media, Inc.	PO# DDIST-10093	Jan 2006 - Present
3.	National Aeronautics and Space Administration - Ames Research Center	PO# P010144354	Jun 2005 - Present

Program Requirement	Reference No.		
	1	2	3
Provide onsite diagnostics, maintenance, and repair of Government telecommunications systems	✓	✓	✓
Provide remote support and diagnostics of switching systems and connectivity issues. (TSC)	✓	✓	✓
Respond to complaints and service requests; identify and resolve issues relating to switching platform according to customer requirement. (TSC)	✓	✓	✓
Provide technical assistance in all facets to installed telecommunications platforms. (TSC)	✓	✓	✓
Review telecommunication platform for available upgrades and patches. (TSC)	✓	✓	✓
Conduct site inspections of telecommunications platforms and condition.	✓	✓	✓
Provide documentation and reports supporting various aspects of the customer requirement (TSC)	✓	✓	✓
Review and/or prepare records and documentation relevant to contract requirements. (TSC)	✓	✓	✓
Coordinate assigned task orders in a manner to minimize disruption in activities; coordinate activities with other technicians or personnel as applicable. (TSC)	✓	✓	✓
Respond to emergency or critical incidents in accordance with customer defined response times (TSC)	✓	✓	✓
Maintain inventory of applicable spare parts for switching platform.	✓	✓	✓

2.0 PAST PERFORMANCE (CONT)

Corporate Experience and Past Performance Information Form

1. Complete Name of Government agency, Commercial Firm, or other organization NAVCOMTELSTA Texas BCO's	
2. Complete Address 240 Tarawa, Bldg 112 NASCC Corpus Christi, TX 78419	
3. Contract number or other reference N68836-08-C-0046	4. Date of Contract 25 August 2008
5. Date work began 1 October 2008	6. Date work was completed Ongoing
7. Initial contract price, estimated cost and fee, or target cost and profit or fee \$166,513.10 annual	8. Final amount invoiced or amount invoiced to date Ongoing
9a. Technical point of contact (name, title, address, telephone no., and email address) Fred Celaya, Director Address (See Block 2) (361) 961-2552 fredd.celaya@navy.mil	9b. Contracting or purchasing point of contact (name, title, address, telephone no., and email address) Ms. Stacey Gaddis (904) 542-0039 Stacey.gaddis@navy.mil
10. Location of work (country, state or province, county, city) NASCC, Corpus Christi, TX / NASK, Kingsville, TX / NSI, Ingleside, TX	
11. Description of contract work. Describe nature and scope of this work. Provide a detailed explanation demonstrating the relevance of the contract to the requirements of the solicitation. (Attach an explanation of any performance problems or other conflicts with the customer. Describe any litigation, pending, on-going, or completed. Use a continuation sheet, if necessary.)  Install, repair, relocate, maintain, and service task for telecommunications systems. Install, maintain, service, and/or repair telecommunications connectivity devices. Install and service connectivity devices to support internet access and telephone communications. Locate navy owned outside cable plant as required. Diagnose and correct connectivity problems. Provide onsite diagnostics and installation repair service. Provide technical assistance in all facets of telecommunications installations and/or systems. Respond to complaints and service requests; identify and resolve issues relating to hardware and distribution connection. Review advertisements for telecommunications and data device upgrades. Conduct work site inspections for the purpose of determining scope of work, coordinating setup schedules, cost, and labor estimates. Provide documentation supporting various aspects of the work. Much more.  Project is ongoing.	
11a. Name(s) of subcontractor(s) used, if any, and a description of the extent of work performed by the subcontractor(s).	
11b. Address compliance with requirements of the clauses at FAR 52.219-8, "Utilization of Small Business Concerns," and 52.219-9, "Small Business Subcontracting Plan."  TRCA is a Veteran Owned Small Business and maintains compliance with the stated FARs.	
12. Current status of contract (choose one):  <input checked="" type="checkbox"/> Work continuing, on schedule <input type="checkbox"/> Work continuing, behind schedule <input type="checkbox"/> Work completed, no further action pending or underway <input type="checkbox"/> Work completed, routine administrative action pending or underway <input type="checkbox"/> Work completed, claims negotiations pending or underway <input type="checkbox"/> Work completed, litigation pending or underway <input type="checkbox"/> Terminated for convenience <input type="checkbox"/> Terminated for default <input type="checkbox"/> Other (explain)	

**PAST PERFORMANCE (CONT)**

**Corporate Experience and Past Performance Information Form**

1. Complete Name of Government agency, Commercial Firm, or other organization Idearc Media, Inc.	
2. Complete Address Idearc Media, Inc. 200 W. Airport Drive Dallas, TX 75261-9810	
3. Contract number or other reference Cust P.O: DDIST-10093	4. Date of Contract January 1, 2006
5. Date work began January 1, 2007	6. Date work was completed Ongoing project
7. Initial contract price, estimated cost and fee, or target cost and profit or fee \$534,266.00 annual	8. Final amount invoiced or amount invoiced to date Ongoing project
9a. Technical point of contact (name, title, address, telephone no., and email address) Russell Cloud, Telecom Manager (972)453-7286	9b. Contracting or purchasing point of contact (name, title, address, telephone no., and email address) Russell Cloud, Telecom Manager (972)453-7286
10. Location of work (country, state or province, county, city) Phoenix, AZ - Carlsbad, CA - Oxnard, CA - LA Printing/DOC - CA - Los Alamitos, CA - Ontario DIV, CA - San Jose, CA - Loma Linda, CA, Denver, CO - Fort Lauderdale, FL - St Petersburg, FL - St. Petersburg, FL - Jacksonville, FL - Orlando, FL - Normal, IL - Fort Wayne, IN - Lexington, KY - Braintree, MA - Sandwich, MA - Waltham, MA - Lanham, MD - Greenbelt, MD - Timonium, MD - Minneapolis, MN - Muskegon, MI - Eagan, MN - Portsmouth, NH - Bedford, NH - Marlton, NJ - Neptune, NJ - Piscataway, NJ - Elmwood Park, NJ - West Orange, NJ - Purchase, NY - East Meadow, NY - Albany, NY - NY, NY - Syracuse, NY - Greenbush, NY - Vestal, NY - Westerville, OH - Beaverton, OR - Eric, PA - Bethlehem, PA - Monroeville, PA - Chadds Ford, PA - Harrisburg, PA - Warwick, RI - Nashville, TN - Verizon Place, TX - Irving, TX - San Antonio, TX - Glen Allen, TX - Chantilly, VA - Chesapeake, VA - Everett, WA - Spokane, WA - Charleston, WV - Martinsburg, WV - Madison, WI	
11. Description of contract work. Describe nature and scope of this work. Provide a detailed explanation demonstrating the relevance of the contract to the requirements of the solicitation. (Attach an explanation of any performance problems or other conflicts with the customer. Describe any litigation, pending, on-going, or completed. Use a continuation sheet, if necessary.)  24x7x365 Break/Fix Maintenance support of 85 Nortel Meridian PBXs, equipped CO trunks, digital and analog ports, T1s, voicemail. 24x7x365 Remote monitoring and alarm resolution. Nortel-certified technician dispatch. Installs/Moves/Adds/Changes (IMAC work). Hardware upgrades, technical and engineering project management. Software upgrades and patches. Routine Technical Assistance Services (TAS) and Emergency Technical Assistance Services (ETAS). Advanced replacement of all defective telephony hardware.  TRCA is about half way complete in changing platforms for Idearc. TRCA is changing them to Interactive Intelligence.  Project is ongoing.	
11a. Name(s) of subcontractor(s) used, if any, and a description of the extent of work performed by the subcontractor(s).	
11b. Address compliance with requirements of the clauses at FAR 52.219-8, "Utilization of Small Business Concerns," and 52.219-9, "Small Business Subcontracting Plan."  TRCA is a Veteran Owned Small Business and maintains compliance with the stated FARs.	
12. Current status of contract (choose one):  <input checked="" type="checkbox"/> Work continuing, on schedule <input type="checkbox"/> Work continuing, behind schedule <input type="checkbox"/> Work completed, no further action pending or underway <input type="checkbox"/> Work completed, routine administrative action pending or underway <input type="checkbox"/> Work completed, claims negotiations pending or underway <input type="checkbox"/> Work completed, litigation pending or underway <input type="checkbox"/> Terminated for convenience <input type="checkbox"/> Terminated for default <input type="checkbox"/> Other (explain)	

**2.0 PAST PERFORMANCE (CONT)**

**Corporate Experience and Past Performance Information Form**

1. Complete Name of Government agency, Commercial Firm, or other organization National Aeronautics and Space Administration - Ames Research Center	
2. Complete Address SAIC Huntsville / NASA Ames Research Center Building N233A, Room 180B Moffett Field, CA 94035	
3. Contract number or other reference GS-09F-00472 / QSS PO# AC10173	4. Date of Contract 05/20/05
5. Date work began 05/01/05	6. Date work was completed Ongoing Support / Third Option Year
7. Initial contract price, estimated cost and fee, or target cost and profit or fee \$21,250.00 Month / \$255,000 per year	8. Final amount invoiced or amount invoiced to date \$23,375.00 Month / \$306,000.00 per year
9a. Technical point of contact (name, title, address, telephone no., and email address) Carla Kearin (650) 604-3439	9b. Contracting or purchasing point of contact (name, title, address, telephone no., and email address) Carla Kearin (650) 604-3439
10. Location of work (country, state or province, county, city) NASA Ames Research Center - Moffett Field, CA 94035	
11. Description of contract work. Describe nature and scope of this work. Provide a detailed explanation demonstrating the relevance of the contract to the requirements of the solicitation. (Attach an explanation of any performance problems or other conflicts with the customer. Describe any litigation, pending, on-going, or completed. Use a continuation sheet, if necessary.)  24x7x365 Maintenance support of one Nortel SI-100 PBX with approximately 9,000 equipped CO trunks, digital and analog ports, T1s, voicemail. 24x7x365 Remote monitoring and alarm resolution. One Nortel-certified on-site technician. Installs/Moves/Add/Changes (IMAC work). Technical and engineering project management. Software upgrades and patches. Routine Technical Assistance Services (TAS) and Emergency Technical Assistance Services (ETAS).  Project is ongoing.	
11a. Name(s) of subcontractor(s) used, if any, and a description of the extent of work performed by the subcontractor(s).	
11b. Address compliance with requirements of the clauses at FAR 52.219-8, "Utilization of Small Business Concerns," and 52.219-9, "Small Business Subcontracting Plan."  TRCA - is a Veteran Owned Small Business and maintains compliance with the stated FARs.	
12. Current status of contract (choose one):  <input checked="" type="checkbox"/> Work continuing, on schedule <input type="checkbox"/> Work continuing, behind schedule <input type="checkbox"/> Work completed, no further action pending or underway <input type="checkbox"/> Work completed, routine administrative action pending or underway <input type="checkbox"/> Work completed, claims negotiations pending or underway <input type="checkbox"/> Work completed, litigation pending or underway <input type="checkbox"/> Terminated for convenience <input type="checkbox"/> Terminated for default <input type="checkbox"/> Other (explain)	

### **3.0 TECHNICAL APPROACH**

#### **3.1 MISSION AND PLAN**

Technology Resource Center of America, LLC's mission is to provide exceptional telephony maintenance services to the Missouri Department of Corrections. Employing senior level subject matter experts and systematically performing at heightened levels, TRCA will be an outstanding and capable provider to the Missouri Department of Corrections.

The Technical Service Center (TSC) will maintain a high level of communication with the client. This will be accomplished with a dedicated TSC Missouri Department of Corrections Account Manager. The TSC Missouri Department of Corrections will process trouble tickets and efficiently track with state-of-the art project management software and ACD solutions. In addition, the Missouri Department of Corrections TSC Manager will directly coordinate with internal engineering, and be responsible for dispatching on-site technical assistance. All activity is constantly reviewed by TSC Directors and TRCA Account Managers to ensure SLA's are met or exceeded.

TRCA has given careful thought to a design and the implementation thereof to the Missouri Department of Corrections Switch Maintenance Requirement. We are certain that the plan as described herein will exceed expectations.

TRCA has been engaged for over 20 years in its core business of laboratory and field equipment repair, service and maintenance, upgrades, systems engineering and installation of Nortel, Avaya, Siemens and Fujitsu PBXs and Key Telephone Systems (KTS). TRCA performs these services throughout the contiguous United States, Alaska, and Hawaii. All clients are supported by our 24x7x365 National Operations Center in Denton, TX and by our technician base. TRCA has provided financial, professional, and operational references that prove vendor stability, superior levels of service experience, and product technical expertise. We have demonstrated service qualities under our existing service model that exceed requirements for the purpose of this award to the Missouri Department of Corrections.

#### **3.2 SPECIFIC REQUIREMENTS**

TRCA has thoroughly reviewed the RFP and agrees to perform in complete compliance with all Missouri Department of Corrections directives and requirements. The following sections will address in detail the requirements TRCA believes to be the essence of the RFP.

#### **3.3 MAINTENANCE AND REPAIR**

In support of the mission of the Missouri Department of Corrections locations,

1. 24x7x365 Technical Service Center supported by OEM certified staff.
2. Dispatch of qualified repair and maintenance technicians
3. Technician field coordination and local depth availability

4. Experienced dedicated National Account Manager (SPOC)
5. 24x7x365 Remote Support
6. Break/fix onsite OEM certified technicians
7. LEC and carrier coordination to resolve carrier issues
8. Laboratory repair, extended warranty coverage, and advanced replacement of all defective telephony equipment
9. Like new OEM certified equipment as required.
10. Asset management and storage of out-of-service equipment
11. Freight, shipping, package tracking of replacement parts
12. Site database management / system backups
13. OEM support for new technology/system configuration
14. Replacement parts Inventory Control and Management
15. Periodic Performance reviews as required
16. All associated billing under contract

### **3.4 TECHNICAL SERVICE CENTER**

TRCA will provide remote support, testing, and diagnostics from the TRCA Technical Service Center (TSC) 24 hours per day, seven (7) days per week, and 365 days per year. TSC's IRISnGen system is equipped with the capability of remotely clearing troubles, annulling alarms, and recording all associated activity and is staffed with senior level Engineers. If the TSC cannot clear a trouble and retire an existing alarm, the system will annotate a trouble ticket and forward it for attention of next level TSC personnel. On receipt of a trouble ticket, next level TSC personnel will take whatever actions are necessary to resolve the trouble(s).

### **3.5 ON-SITE CORRECTIVE MAINTENANCE AND REPORTING**

TRCA will provide on-site corrective maintenance and/or repair services and supply routine switching platform reports when requested by the site POC for the Missouri Department of Corrections owned Fujitsu switching Platforms, to include main power components (rectifiers), adjunct equipment (voice mail), system peripherals (software backup / recover devices), and attendant consoles. TRCA will provide these services at or above the specific levels of performance shown for the base Period of Performance.

### **3.6 CORRECTIVE MAINTENANCE**

TRCA will provide on-site corrective maintenance and repair services, which include fault identification, correction, and furnishing of spare parts for repairs of faulty equipment in the event TRCA receives notification from the site POC that equipment is inoperative. TRCA will designate a TSC point of contact and any alternate(s) to receive trouble calls and requests for maintenance service. The TSC will be available 24/7/365 and be responsible for notifying and dispatching maintenance personnel to the site requiring corrective maintenance service. TRCA has read and acknowledges the specific levels of performance shown in the RFP and will provide these services at or above the specific levels of

performance shown.

### **3.7 TROUBLE CALL REPORTING/RESPONSE**

TRCA has read and acknowledges the specific levels of performance shown in the RFP Trouble Call Reporting/Response and will provide these services at or above the specific levels of performance shown for the base Period of Performance. If TRCA determines a problem is with the Local Exchange Carrier (LEC) or other vendor equipment, TRCA will inform the Department of Prisons POC who will assume responsibility for corrective action. The above definitions of failures requiring Emergency Service are acknowledged and accepted by TRCA.

### **3.8 TROUBLE CALL, ROUTINE AND EMERGENCY RESPONSE TIME**

Routine and Emergency Response Times for Trouble Calls for trouble calls are acknowledged and accepted as the standard Service Level Agreement (SLA). TRCA has read and acknowledges the specific levels of performance shown in the RFP above and will provide all services at or above the specific levels of performance shown for the base Period of Performance.

### **3.9 SUPPORT LEVELS AND ESCALATION**

Support Levels and Escalation for trouble calls are acknowledged and accepted. TRCA has read and acknowledges the specific Support Levels shown in each sub-paragraph of the RFP above and will provide all services at or above the specific levels of performance shown for the base Period of Performance.

### **3.10 TOTAL LOSS OF SERVICE RESPONSE**

It is the current policy of TRCA that any "Total Loss of Service" exceeding eight (8) consecutive hours of attempted corrective maintenance without successful restoration of basic telephone service is, by definition, a "Disaster", regardless of the reason for same, requiring full mobilization of TRCA resources at the TSC, in the field, and with full involvement of the OEM, if required, until successful resolution of such outage.

Should a "total loss of service" exceed eight (8) consecutive hours of attempted corrective maintenance without successfully restoring basic telephone service TRCA will exercise all due diligence, using all commercially available means to provide Missouri Department of Corrections interim telecommunication service within 48 hours. Due to the complexity of such an event, TRCA will work closely with Missouri Department of Corrections to determine the best plan for recovery.

The type of event causing the outage, and the damage to the equipment, would determine the method of revival or restoration. As in past disasters, Local Exchange Carrier support and recovery assistance will be supplied through our

Technical Service Center, Field Technicians, NOC and Field Engineers, and Missouri Department of Corrections dedicated TRCA Single Point of Contact. (The above Disaster Recovery Plan is a guideline for recovery efforts and restoration of service. Adaptation to actual circumstances or "facts on the ground" may be required at all times in order to most expeditiously and efficiently affect the expected outcome. )

### **3.11 USER SERVICE GUIDE**

An "End User" service guide will be provided to afford the customer with complete and clear instruction as to the "HOW, WHEN, AND WHERE" to report problems and issues to TRCA.

### **3.12 PREVENTIVE MAINTENANCE**

TRCA has read and acknowledges the specific Preventive Maintenance Support Levels shown in the RFP and will provide routine preventive maintenance (PM) on all equipment covered under this contract as specified by the OEM or on a quarterly basis, whichever is greater, for the base Period of Performance.

### **3.13 SPARE PARTS**

TRCA will maintain an inventory of Spare Parts and tools in its warehouse, as necessary to properly and efficiently maintain the equipment for the life of the contract. Only new, standard parts or parts equal in performance to new parts shall be used in effecting repairs.

### **3.14 SERVICE LEVEL PROVISIONING**

With the objective to maximize Service Levels, TRCA will maintain Service and Hardware Level Assignments as follows

- Assigned Single Point of Contact TRCA Technical Service Center
- 24/7/365 Technical Dispatch, Preventative Maintenance
- 24/7/365 Parts, Inventory, Systems
- Geographically Provisioned Hot Spares at all sites
- Preventative Maintenance, QA, CDRL Assurance, Billing
- 24/7/365 Support, Troubleshoot, Repair

### **3.15 SERVICES**

TRCA currently serves a nationwide customer base, and acting in a "Prime" integrator role, has access to over 3000 affiliates. Much of our current customer set is situated around the Missouri Department of Corrections sites addressed in the solicitation. All Missouri Department of Corrections locations will be addressed with either existing resources or new as required.

Upon the receipt of a trouble report, TRCA will diagnose, isolate and repair any troubles associated with the hardware of the systems, including: re-translating the systems software to correct software based troubles, re-seating of circuit packs or making physical repairs to either a system board or a chassis to restore circuit or power continuity, the replacement of any defective system components including shelves, power supplies, circuit packs, system's cables, tape/disk drives with new, refurbished, or used models of the same per contract, repair of any system's wiring or cross-connects up to and including the main distribution frame or the system's main cross connect point, and quarterly preventative maintenance functions including cleaning or changing system air filters and updating system backup tapes. Unless otherwise noted, the service does not include the maintenance of the premises distribution system or any attendant consoles, telephones, terminals, modems, network interface cards, computers or other station equipment attached to the system supported unless otherwise specified in the solicitation.

### 3.16 PROCEDURE

The TRCA National Technical Service Center (TSC) is a 24/7 customer care operation. Centrally located in Denton, Texas the TRCA National Technical Service Center (TSC) can accept voice, fax, VPN, and e-mail reports from customers, operational systems, preventative and remedial maintenance operations, vendors, other contractors, LECs, and employees.

**Upon call placement, Missouri Department of Corrections will immediately be routed to a pre-designated TRCA Missouri Department of Corrections National Technical Service Center (TSC) Manager.** Based on call definition, the TRCA-Missouri Department of Corrections National Technical Service Center (TSC) Manager will create a service ticket and the customer will be issued an incident number to aid in the tracking and resolution of their support request. Initial procedures include remote system access and repair if possible. On-site service response times are simultaneously reviewed and the customer is notified by email and/or verbally of ETA, status, and close of ticket.

The TRCA Technical Service Center (TSC) has three defined Support Tiers. Below is a list of responsibilities included in each Tier.

#### Tier 1

**Logistics Team:** TRCA Technical Service Center (TSC); On-Site Technician

- Answering phone

## TECHNICAL PROPOSAL VOLUME I

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- Open ticket in TRCA Technical Service Center (TSC) Database
- Monitor Tier 2 upgrade status defined at 2-4 hours
- Initial troubleshooting
- Remote access and repair
- On-Site monitor & dispatch
- Follow-up on tickets
- Close tickets
- Customer notifications & survey
- Assign tickets to Tier 2 when necessary
- Parts expedition via TRCA Emergency Deployment Plan

### **Tier 2**

**Logistics Team:** Technical Service Center (TSC); On-Site Technicians; Missouri Department of Corrections Account Managers

- Update Missouri Department of Corrections POC
- Status notification to Tier 1
- Monitor Tier 3 upgrade status defined at 4-6 hours
- Troubleshoot to the point of resolution or assign ticket to Tier 3

### **Tier 3**

**Logistics Team:** Technical Service Center (TSC) Manager(s); On-Site Technicians; Missouri Department of Corrections Account Managers; Emergency Deployment Team; TRCA General Manager; TRCA Operations Manager; OEM Subject Matter Experts

- OEM Support (Manufacturer Subject Matter Experts)
- Catastrophic Failure Declaration
- TRCA Emergency Team Deployment
- Backup System Preparation

- Transport and/or Installation of Backup System
- Status notification to Tier 1
- Resolve ticket and stand down Technical Service Center (TSC) from Tier 3
- "Lessons learned" / After-action reports distributed

### 3.17 COVERAGE PERIOD

The maintenance coverage period is full day (24 hours per day, seven days per week. 365 days per year).

### 3.18 TRCA RESPONSE TIMES

Upon receipt of a trouble report from an authorized representative of the Missouri Department of Corrections Guard, TRCA shall remotely diagnose and repair or dispatch a technician and have on-site within four (4) hours of the time the trouble was reported as defined per the RFP. A minimum of 3 separate technical "on-the-ground" resources will be pre-assigned to each location to include TRCA technicians, authorized dealers, or TRCA authorized independent specialists.

### 3.19 DISASTER RECOVERY PLAN

TRCA will implement its Disaster Recovery Plan upon identifying that a catastrophic event or disaster has occurred involving a contractually covered Missouri Department of Corrections Telephone system. An event such as fire, explosion, flood or an Act of God, or any event which renders the entire system inoperable, will trigger the *Disaster Recovery Plan (DRP)*.

It is the TRCA will be committed to the Missouri Department of Corrections to restore, as quickly as possible, a level of BASIC telephone service in the event a disaster occurs. The extent of the damage to the Telephone System and surrounding environment as a result of the disaster will determine the interval of time required to provide this service on a temporary basis. Our stated commitment is within 48 hours. The requirements to fully restore the system and service to its original level will be determined after the basic service is restored.

### 3.20 DRP IMPLEMENTATION

Level 1 TRCA-Missouri Department of Corrections National Customer Support Center Manager assumes overall coordination of disaster recovery effort. Manager notifies customer of assessment plan and time frames.

## TECHNICAL PROPOSAL VOLUME I

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- A Technician/Technical Support Engineer (TSE) is/are dispatched to customer's location to assess the overall extent of the damage. The National Customer Support Center Manager coordinates the plan of action in conjunction with the above and the Missouri Department of Corrections.
  
- **Level 2** One hour after the initial call was placed.
  
- The TRCA-Missouri Department of Corrections National Technical Service Center (TSC) Manager determines the requirements for temporary service restoration utilizing equipment from TRCA inventory, TRCA pre-staged equipment or local manufacturer affiliates.
  
- The TRCA-Missouri Department of Corrections National Technical Service Center (TSC) Manager coordinates with the Missouri Department of Corrections POC the logistics of securing a location for TEMPORARY service equipment. TRCA directs, as needed any activity associated with customer's Telco facilities and the local Telephone Company.
  
- Between 1 and 2 hours after initial call was placed, The TRCA-Missouri Department of Corrections National Technical Service Center (TSC) Manager notifies the Project Manager and requests disaster recovery assistance. The TRCA-Missouri Department of Corrections National Technical Service Center (TSC) Manager continues to coordinate the effort to restore temporary service at the designated customer site. Supervisor or dedicated on-site technician maintains customer contact and advises on status of the restoration effort.

### **Level 3** Within 2 hours after initial call was placed.

- TRCA-Missouri Department of Corrections National Technical Service Center (TSC) Manager notifies the TRCA Disaster Response Team (DRT) of a disaster to a Missouri Department of Corrections switch and all company managers are notified that the Disaster Recovery Plan has been implemented.
  
- TRCA DRT evaluates request and determines if one of its engineers should be deployed to the site location or if regional technician deployment is preferable. DRT begins the process for the possible deployment of a temporary emergency system. Local and regional hot spares are staged and evaluated as required.

### **Level 4** Within 3 hours after initial call was placed.

## TECHNICAL PROPOSAL VOLUME I

- TRCA Operations Manager coordinates the emergency system implementation from pre-staged core and parts.
- TRCA Operations Manager continuously monitors and coordinates equipment installation with the DRT.
- Level 4 Disaster Recovery Plan remains in effect until the emergency system arrives at customer site and is installed restoring basic service to the customer. The overall objective within the scope of the coordinated Disaster Recovery Plan between TRCA - TRCA and the Missouri Department of Corrections is to deliver and have on-line a functioning system within twenty-four (24) hours.

TRCA will be diligent and aggressive; utilizing all available means to provide the customer with restored telecommunications service within 48 hours should a catastrophe cause a major system outage. Due to the complexity of such an event, TRCA would work closely with the Missouri Department of Corrections POC to determine the best plan for recovery. The type of event causing the outage, and the damage to the equipment, would determine the method of revival or restoration. The TRCA support and recovery assistance would be supplied through our TRCA-Missouri Department of Corrections National Technical Service Center (TSC) Manager, Field Technicians, and Manufacturer support (Tier 3/4)

### 3.21 MITIGATION

In addition, TRCA will mitigate risk in the performance of the contract to the extent that all parties will participate and minimize potential performance concerns. Having carefully reviewed the RFP, TRCA has identified the following risks, and prepared an associated risk mitigation plan, as shown below

#### TRCA Risk Identification and Mitigation Plan for the Missouri Department of Corrections Telecommunications Support Services Contract.

Risk	Mitigation Plan
End-user objections to response time.	Site or telephone interview with the Missouri Department of Corrections POC to ensure Commitment levels are being met or exceeded.
Procedural delays due to miscommunication.	TRCA will fully communicate with each Missouri Department of Corrections POC to insure a complete and error free understanding of the individual Missouri Department of Corrections location requirements and expectations.

## TECHNICAL PROPOSAL VOLUME I

<b>Risk</b>	<b>Mitigation Plan</b>
Delays due to incomplete or partial lack of installation material, hardware, software, or tools.	TRCA will continually monitor its ability to perform its commitments to the Government and will maintain necessary levels of repair parts and keep them readily available for deployment.
Inability to respond due to network failure.	TRCA will maintain its network access to the Government owned switches on a 24 hour basis. In the event of a connection failure, TRCA will diligently work with the appropriate carriers to ensure quick restoral.
Problems created by switch upgrades that require quick coordination with the upgrade contractor.	TRCA will make itself readily available to work with any Government contractor as well as the Missouri Department of Corrections POC to quickly resolve any problems.
The solicitation scope does not encompass additional offeror-specific capabilities and services.	For example, if TRCA is awarded a contract, the Government could modify the contract to enable TRCA to provide additional corporate resources and support (i.e. Station apparatus and telephone set repair.)

TRCA is confident that early identification of potential problems, the actions planned, and continual risk assessment activity will minimize any risk associated with contract performance.

# Dale E. Dell

## Objective

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Continuing with a proven record to provide priority level technical support at the highest standard for a company that will allow me to grow.

## Experience

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Nov 2011 – Present

Under Contract to TRCA

Denton, TX

### Remote Maintenance Technician

#### Fijutsu F9600

- Responsible for the remote maintenance of the Fujitsu F9600 systems and Centigram models 70 and 120 voicemail systems located within the offices of the Social Security Administration as attached to the F9600 PBX.
  - Work directly with customers to enhance the processes, products and services that our company offers.
  - Responsible for everything from troubleshooting, designing and installing cable plans to MACs.
- 

Nov 2008 – Nov 2011

CIBER, Inc.

Greenwood Village, CO

### Remote Maintenance Technician

- For the past 3 years I have telecommuted as an employee of CIBER Inc. and have been responsible for the remote maintenance of the Fujitsu F9600 systems and Centigram models 70 and 120 voicemail systems located within the offices of the Social Security Administration as attached to the F9600 PBX.
  - I have performed the duties of a programming technician with responsibilities for remote adds, moves and changes to the Fujitsu F9600 systems and Centigram models 70 and 120 voicemail systems located in the Social Security Administration offices.
  - I have worked with personnel within SSA as well as sub-contractors to correct issues and program systems as per the customer's request.
- 

May 1993 – Nov 2008

Government Telecommunications Inc.

Chantilly, VA

### Remote Maintenance Technician

- From 2005 until 2008 I worked from home as an employee of Government Telecommunications Inc. and was responsible for the remote maintenance of the Fujitsu F9600 systems, Centigram models 70 and 120 Voicemail, ESI-IVX original, 128 and E-Class systems located within the offices of the Social Security Administration.
- From 2000 until 2005 I was an in-house support and customer service technician responsible for the remote maintenance of the Fujitsu F9600 systems, Centigram models 70 and 120 voicemail, ESI-IVX original, 128 and E-Class systems located within the offices of the Social Security Administration.
- From 2000 to 2008 worked with SSA (Social Security Administration) and OIG (Office of the Inspector General), as well as sub-contractors to correct issues and program systems as per the customer's request.
- From 1993 to 2000 I was a field technician for Government Telecommunications Inc. responsible for the installation, maintenance, design, programming and end-user training of the Fujitsu F9600

systems, Centigram models 70 and 120 Voicemail, ESI-IVX original, 128 and E-Class systems and Lucent/AT&T Partner, Partner Plus, Partner II, and Partner Mail Key Systems.

- Between the years of 1993 to 2000 I worked with personnel within SSA, USPS (United States Postal Service), OIG and NRC (Nuclear Regulatory Commission), as well as sub-contractors to correct issues and program systems as per the customer's request. During that period I have also been responsible for the training of other technicians nationwide to accomplish the same tasks described above.

### **Education (Post High-School)**

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1989-1990	Fred Eberle Tri-County Vocational-Technical Center - Electrical Vocation	Buckhannon, WV
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### **Vocational Certification**

- Electrical theory and practical installation.

### **License's**

- State of West Virginia Journeyman Electricians License J00158 (now expired)
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1995	Fujitsu Business Communications	Phoenix, AZ
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1997	Centigram Technical Educations	Computer Based
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### **Certification**

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- F9600 Installation and Maintenance - #AZ316808119512
  - Model 70 & 120 Installation and Maintenance R6.0 - #60120-7501
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## **Gerald Larsen**

### **WORK EXPERIENCE**

#### **PBX Technician III**

Under contract to TRCA - Denton, TX - March 1997 to Present

##### **PBX Technician III**

- \* Worked with customers as well as the other vendors and carriers involved to coordinate the installation, design the applications & program the communication servers and voice processing equipment.
- \* Maintained responsibility for the systems' software integrity until after sign off of the installation.
- \* Worked closely with the technician(s) involved as well as the project manager.
- \* Expertise in design & programming primarily Nortel products (CS1000, Call Pilot, Meridian Mail) but also extensive experience with AVST CallXpress Unified Messaging and legacy Siemens systems.
- \* Provided end-user training and system administrator training when requested.

#### **sub-contractor**

Commsource Communications - Phoenix, AZ - January 1997 to March 1997

Phoenix, AZ January - March '97 Client Services (part-time)

- \* Worked as a sub-contractor to train, coordinate and program Fujitsu Starlog, Series III & F9600 installations as well as AVT CallXpress and PhoneXpress installs in the Wisconsin and Illinois area.

#### **District Sales Representative (part-time)**

Lakeshore Cleaning Products - Washinton, WI, US - September 1996 to March 1997

Port Washinton, WI September '96 - March '97 District Sales Representative (part-time)

- \* Worked as an independent agent in marketing industrial cleaning supplies and paper products to businesses.

#### **Project Manager**

Digicorp, Inc - Waukesha, WI - August 1995 to May 1996

Hired, supervised & trained the Customer Service Associates to coordinate the installations of Panasonic DBX, Telrad KeyBX and Tadiran Coral telephone systems as well as voice processing by Active Voice.

- \* Worked closely with the Operations Manager to schedule the cutover dates, assign the project teams and ensure customer satisfaction.
- \* Spearheaded a monthly CTI forum for in-house educational purposes.

## **Jeff Wainwright**

Hardware: Fujitsu, Avaya, Lexar, Dytel, Tie, Focus, Omni, Seimens, Centigram, AVT, Xiox, Mitel  
Software: Word, Excel, Outlook, Auto CAD, Procomm, EMMML, MML, Avaya, Pcmp

### **WORK EXPERIENCE**

#### **PBX Technician/Engineer**

Under Contract to TRCA – Denton, TX - November 2008 to Present

- Repaired, troubleshoot, maintained and reconfigured all Fujitsu and Avaya products for moves, adds, and changes, including PBXs, Voice Mail systems, ACD systems, Call Accounting systems and PC related peripherals, Interacted with TAC and Engineering to resolve complex problems.
- Liaison for customers and management for problem solving resolutions
- Provided training and training classes for customers on telecommunications products

#### **Field Engineer**

Fujitsu Business Communication Systems - Anaheim, CA - 1986 to 2001

- Repaired, troubleshoot, maintained and reconfigured all Fujitsu products for moves, adds, and changes, including PBXs, Voice Mail systems, ACD systems, Call Accounting systems and PC related peripherals.
- Dedicated site technician responsible for bringing in a total of \$340,000 a year in MAC revenue
- Liaison for customers and management for problem solving resolutions
- Assisted Documentation department in producing product engineering documents
- Provided training and training classes for customers on telecommunications products
- Primary technician for FBI, Los Angeles, with Top Secret Security Clearance
- Collaborated with Engineering department to modify and/or improve product equipment

#### **Telecommunications Technician**

United Technologies Communications - Los Angeles, CA - 1981 to 1986

- Repaired, troubleshoot, maintained and reconfigured all United Technologies products and products from other vendors for moves, adds, and changes, including PBXs, Call Accounting systems, 1A2 key systems and electronic key TIE systems.
- Managed special projects for key clients, assist IS dept. with PC setups
- Awarded recognition of excellence for special projects with company and customers
- Worked closely with engineers to recommend improvements for product equipment
- Designed use of RAD and CAD units for engineering for use on the Lexar PBXs

#### **Bench Technician**

The Telectric Company - Los Angeles, CA - 1975 to 1981

- Repair old 1A2 key telephone systems to complex central office / telephone co. equipment
- Specialized in custom made electronic equipment for specific customer applications
- Supervised 5 member technical team for special application set-up and Designed special test

### **EDUCATION**

#### **Special awards in Electrical/Mechanical Engineering/Associate quality Engineer in Electronics/Telecommunications**

North High School Graduate / Some College - Torrance, CA  
January 1990 to January 2000

#### **Certificate in General Telephony**

El Camino College - Los Angeles, CA  
1983

**Associate Quality Engineer Certified in Electronics/Telecommunications**

North High School and some college at El Comino - Torrance, CA

January 1975 to January 1980

**SKILLS**

Telephony/Networking

**AWARDS**

**CERTIFICATIONS**

**Certifications**

March 1984 to November 2009

CCNT,AVT voice mail,A+,F9600 PBX,Troubleshooting and Maintaining PCs,Microsoft Certified,Centigram voice mail,ACD/MIS call centers systems,Lexar PBX,Omni PBX, Dytel voice mail Focus I & II PBX

**ADDITIONAL INFORMATION**

Operating Systems: DOS, Win 3.11,95, 98, NT, 2000, XP, SCO Unix

Special Tools: Electronic equipment, Scopes, Signal generators, Spectrum Analyzers, Freq. Counters, T-Birds, HP Timms, Tie line testing equipment, PC, Networking

**KANSAS STATEWIDE CERTIFICATION PROGRAM**



**CERTIFIES**

*Athena Communications, Ltd.*

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*Disadvantaged Business Enterprise (DBE)/Minority Business Enterprise (MBE)/  
Woman Business Enterprise (WBE)*

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NAICS Code/Work Type(s): 238210-Telecommunication Equipment & Wiring Installation  
Contractors

1/29/2013

Effective Date

*Rhonda Harris*

Rhonda Harris, Director  
Office of Minority & Women Business  
Kansas Department of Commerce

*Doria Watson*

Doria Watson, Administrator  
Office of Civil Rights  
Kansas Department of Transportation

# STATE OF MISSOURI



Robin Carnahan  
Secretary of State

## CERTIFICATE OF AUTHORITY

WHEREAS,

*ATHENA COMMUNICATIONS. LTD.*  
*F01268009*

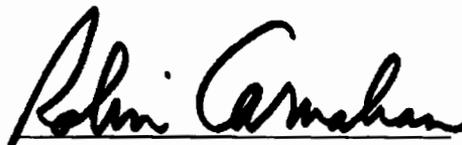
using in Missouri the name

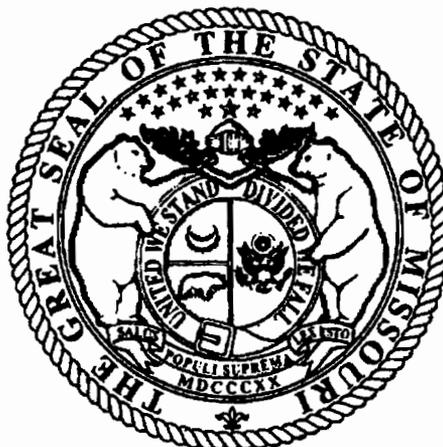
*ATHENA COMMUNICATIONS. LTD.*

has complied with the General and Business Corporation Law which governs Foreign Corporations; by filing in the office of the Secretary of State of Missouri authenticated evidence of its incorporation and good standing under the Laws of the State of Kansas.

NOW, THEREFORE, I, ROBIN CARNAHAN, Secretary of State of the State of Missouri, do hereby certify that said corporation is from this date duly authorized to transact business in this State, and is entitled to all rights and privileges granted to Foreign Corporations under the General and Business Corporation Law of Missouri.

IN TESTIMONY WHEREOF, I hereunto  
set my hand and cause to be affixed the  
GREAT SEAL of the State of Missouri.  
Done at the City of Jefferson, this  
6th day of November, 2012.

  
Secretary of State



# Missouri Regional Certification Committee



\* Metro

\* City of St. Louis

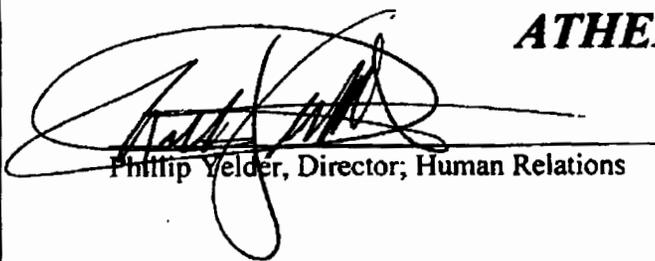
\* City of Kansas City

\* Kansas City Area Transportation Authority

- Missouri Department of Transportation
- East-West Gateway Council of Governments

***In accordance with the requirements for certification as a Disadvantaged Business Enterprise (DBE) as defined by the U.S. Department of Transportation's 49 CFR Part 26, the Missouri Regional Disadvantaged Business Enterprise Unified Certification Program presents this DBE Certificate to:***

***ATHENA COMMUNICATIONS, LTD.***



Phillip Yelder, Director; Human Relations

Date Issued: January 30, 2013

**Certification Codes:**

Electrical Contractors  
Computer Systems Design  
Computer Equipment Repair  
Communications Equipment Repair

NAICS 238210  
NAICS 541512  
NAICS 811212  
NAICS 811213

Annual Report Forms are available online at [www.kcma.org](http://www.kcma.org)

***You are responsible for submitting your annual paperwork 60 days prior to expiration.***

