



STEP_{CG}

Where Innovation
Meets Execution

Lexington-Fayette Urban County Government

RFP #5-2021
Information Technology and
Consulting Services

March 30, 2021



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Section 1

The subsequent pages include the following requested content for Section 2:

- Submittal Letter
- Executive Summary

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March 30, 2021

Lexington-Fayette Urban County Government
Attn: Todd Slatin, Division of Central Purchasing
200 E Main Street
Lexington, KY 40507

RE: STEP CG Response to RFP #5-2021 Information Technology and
Consulting Services

Mr. Slatin,

On behalf of STEP CG, LLC, it is our pleasure to present the enclosed response to LFUCG's RFP for Information Technology and Consulting Services. We are excited to offer the most advanced technology solutions, coupled with best-of-breed engineering expertise, and top-notch support services. As one of the fastest-growing IT Firms in the US, whose Leadership has several decades of combined experience within the Local Government ecosystem, we at STEP CG are well equipped to deliver the necessary solutions and services you have requested in your bid. We value the ongoing working relationships we have with LFUCG and our position to continue your overall success.

Our response highlights our expertise in network infrastructure and security, and the investments we've made in Cloud, "as-a-service", and management and support solutions. The enclosed response includes the technologies we currently specialize in, as outlined in Attachment A. Additions were made for technologies currently utilized today, and others we feel like LFUCG could benefit from in the future.

We appreciate the time invested in review of this response and look forward to a continued, successful partnership between LFUCG and STEP CG. Should any questions arise as a result of our submission, please feel free to contact me at either (502) 550-6852 or cvaughn@stepcg.com

Sincerely,

Clint Vaughn
Regional Sales Executive
STEP CG

Executive Summary

STEP CG is pleased to present the enclosed information to LFUCG in response to your Information Technology and Consulting Services RFP. For LFUCG, your IT environment and infrastructure is of critical importance. In this era of digital transformation, as Internet of Things (IoT) devices continue to proliferate, applications become more networked, and security ever more paramount, the need for a modern, hyper-reliable, easily managed network infrastructure has never been greater to local government. It is a strategic business asset and ongoing, critical generator of value, and our commitment is to enable you to make the most of it.

When you choose STEP CG, you get a trusted partner that understands your business strategy. We're a leading managed IT, security and cloud services provider with award-winning, nationwide solutions. We support a full portfolio of networking, voice, security and professional service solutions. Our network technology solutions are powered by strategic engineers and best of breed technologies across a wide range of industries.

STEP CG provides solutions that are optimized for business efficiency and agility. We work diligently to ensure your IT environment is secure, agile and resilient. Plus, our engineers have the highest certifications from the world-class technology vendors you know and respect.

We are proudly located in the Commonwealth at 50 E. RiverCenter Blvd., Tower 1, Suite 900, Covington, KY 41011. STEP CG is comprised of just over 90 Employees, including our Founder and President Rob Huff, CEO Ed Walton, VP of Engineering Todd Kelly, CTO Dan Cox, and Director of Engineering Keith Temple. (Bio's included in Section 4 of this document.)

With a dominating presence throughout the Midwest and Southeast, STEP CG's total customer footprint spans across all 50 States. Additionally, as a leading networking solution provider specializing in Wired, Wireless, LTE and Private LTE, STEP CG has found great success with multiple vendors and technologies, particularly in Government, and we share in our customers' success.

Section 2

The subsequent pages include the following requested content:

- Vendor Requirements
 - Technology Assessment – Attachment A
 - Support Services
 - Consulting
- Cost of Services
- Company Information
- Required RFP Documents

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Vendor Requirements

Attachment A

Microsoft Windows Server (2012, 2016) and the latest generally available release (currently Windows Server Version 2019)		
Microsoft Windows 8, 10 Desktop		
Microsoft 365, Architecture and Design		
Microsoft PowerShell		
Microsoft Active Directory		
Microsoft Exchange 2016, 2019		
AIX versions 5.x, 6.x, 7.x, 8.x, 9.x		
Linux – Various Distributions		
IBM i Operating System		
IBM i5/OS2 Operating System		
Internet Information Server (IIS)		
F5 BigIP	5 Years, 3 Employees	F5 partner
VMware VirtualCenter		
VMware ESXi		
Microsoft Access		
Microsoft SQL Server (2012 – 2019)		
IBM DB/2 Database		
SharePoint Services (on premise and cloud)		
Microsoft .NET Framework 3+		
ESRI ArcGIS Enterprise (10.8.1 +)		
ESRI ArcGIS Desktop – ArcMap (10.8.1 +)		
ESRI ArcGIS Desktop – ArcGis Pro (2.6 +)		
ESRI ArcGIS Online		
ESRI ArcGIS API for Javascript		
ESRI ArcGIS API for Python		
Visual Studio		
VBA		
Python		
JavaScript		
HTML5		
C#		
C++		
Ruby		
Ruby on Rails		
Visual Basic 6.0		

ASP.NET		
VB.NET		
jQuery		
Web Services		
PHP Development		
Apache HTTP Web Server		
RPG Freeform		
BCD Presto		
ADO		
Moodle		
AJAX		
Node.js		
Chef, Puppet, Troposphere		
Amazon Web Services (AWS) Architecture		
Amazon Web Services (AWS) DevOps		
Microsoft Azure Architecture		
Microsoft Azure DevOps		
Palo Alto Firewalls	6+ years, 5+ employees	Deployed LFUCG current and previous PAN FW's
Splunk		
Extreme Networks – wired and wireless	20+ years, 30+ employees	STEP CG is Extreme's #1 partner Globally in 2020
Switching & Routing (SPBm)	10+ years, 10+ employees	Most experience in SPBm of any co. in the US
Vulnerability Scanning (Nessus)		
Patch Management		
IBM BigFix/HCL		
PeopleSoft HCM 9.2, PUM 36 and higher		
PeopleSoft FSCM 9.2, PUM 37 and higher		
PeopleTools 8.57.11		
Additional Technologies		
Cradlepoint Routers	6+ years, 30+ employees	Leading Cradlepoint partner
Panorama Antennas	6 years, 10+ employees	Cellular antennas
Verkada Cloud Security	3 years, 10+ employees	Leading cloud IP surveillance co.
NetMotion Security	2 years, 3 employees	Remote access security
MobileIron	2 years, 3 employees	Mobile device security
AVAYA Voice Solutions	20+ years, 5 employees	STEP CG is a top Avaya partner
Vertiv Power Solution	6 years, 10 employees	UPS and network power
Nokia Private Cellular Networking	3 years, 10 employees	Private LTE and 5G network infrastructure
Private LTE/CBRS Solutions	3 years, 10 employees	Expected to grow faster than public 5G. Can be an
		integral part of LFUCG plans in the future. STEP CG
		is an industry leader in private LTE and CBRS.

Support Services

STEP CG has made significant investment in our support and managed services team over the past 3 years. That team, along with our engineering team, make up the large majority of the company – proving that industry expertise and customer satisfaction are supreme at STEP CG.

STEP CG Customer Care Center and Engineering is available Monday – Friday 8:00am – 5:00pm EST/EDT. 24x7x365 support is available under certain circumstances and offerings. After-hours, weekends, and holiday engineering engagements also available. We provide customers with multiple ways to escalate an issue or open a service ticket. Once a ticket is opened, documentation and time are tracked through our CRM and ticketing system.

Customer Care Center

Step-by-step guide to our support services portal and how to contact our customer care center.


CONTACT US

Phone
844.4.STEPCG
(844.478.3724)

Email
helpdesk@stepcg.com


Website
support.stepcg.com

Hours
Mon - Fri
8:00am - 5:00pm




1 ACCESS THE PORTAL

Visit <http://www.stepcg.com/-contact> "SUPPORT LOGIN" is also located in the footer of STEP CG's website.




2 SIGN UP

Click "Sign Up" and proceed with creating an account by providing your name and email. A confirmation page will appear.




3 CONFIRM ACCOUNT

A confirmation email has been sent to the appropriate email. Click on "ACCEPT THE INVITATION" to confirm your support services account. You will be directed to setup your password.



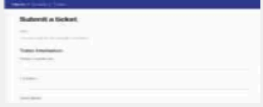
4 CREATE PROFILE

Complete the appropriate fields for your account profile and preferences.




5 SUBMIT A TICKET

Complete the form found under "Submit a Ticket". To best assist your request, be sure to add any relevant files as attachments. "Submit" and a confirmation email will be sent.



6 STATUS / UPDATES

Utilize "My Area" to access the status and updates of all current and past ticket requests.



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Consulting Services

As STEP CG does today, our engineering team can work with LFUCG to plan, select, design, and document solutions in network infrastructure (wired, wireless, and cellular), security, and voice. Our industry-leading engineering team will work LFUCG to define IT solutions that meet the requirements of large local governments from a security and performance perspective, all while keeping the best interest of LFUCG's budget and future goals in mind.

Because every customer and technology is different, we tailor the consulting process around the specific technology and need that LFUCG may have at that time.

Consulting services include, but are not limited to the below areas of expertise:

- Network infrastructure
 - OSPF Layers 1-7
 - Wired – SPBm/Fabric Technology, Cloud, Core and Data Center
 - Wireless – Cloud, Wifi 6, Wifi 6e, Outdoor, P2P, P2MP, Guest Access, BYOD, RF Analysis, AP Placement
 - Network Access Control – 802.1x
 - Cellular – Mobility, network failover
 - Private LTE – Design, RF Modeling, Proof of concept
- Security
 - Firewall – Security assessments, best practice assessments, design
 - Endpoint Protection
 - Mobile Device Security
 - Mobile employee security – VPN, cloud, AAS security
 - Physical security – IP Surveillance, Access Control

Cost of Services

STEP CG Services Rate - \$125 per hour

After hours rate - \$250 per hour

Attachment B

Service		Rate	Notes
Software Development	ASP.NET C# JavaScript Ruby Ruby on Rails C++ HTML5 VB.NET Python Visual Basic 6.0 ESRI ArcGIS ADO 2.X + Web Services Microsoft Access RPG Freeform BCD Presto jQuery		
Database Design	SQL Server SQL Server Express MySQL ESRI Enterprise Geodatabase Oracle		
Consulting	Disaster Recovery/Bus Continuity Technical Requirements Gathering IT Strategic Planning IT Governance IT Project Management Certified Project Management (PMP) Network Technologies Software Development PeopleSoft HCM (9.2) PeopleSoft FSCM (9.2) ESRI ArcGIS Enterprise Portal Requirements and Design	\$125/hour	STEP CG can provide consulting services across multiple technologies, platforms, and areas of LFUCG's IT organization. Our team can assist LFUCG with strategic planning, design, implementation, project management, and post-implementation management and support.

Server Application Implementation	Microsoft SharePoint Microsoft Project Server Microsoft SQL Server Microsoft Exchange Microsoft Windows VMware Virtual Center VMware ESX ESRI ArcGIS Enterprise Apache HTTP Web Server		
Training	Microsoft SharePoint Microsoft Project Server Microsoft SQL Server Visual Studio Team Suite Visual Studio 2008 VMware ESRI ArcGIS (Online, Portal & Pro)		
Network Support	F5 BigIP Microsoft Active Directory Microsoft Windows VMware	\$125/hour	STEP CG is a partner of F5 and VMware today. We can assist with support and rollout of those technologies.
Information Security	Policy Development and Review Planning and Analysis Penetration Testing Vulnerability Testing Risk Management Assessment Info Security Audit and Compliance Info Security Remediation Info Security End-User Training	\$125/hour	STEP CG partners with a number of information security hardware and software manufacturers today, and have built a security-focused internal team. We assist LFUCG, and dozens of other large gov and enterprise customers, in all aspects of information security.
Enterprise DevOps & "Cloud"	Cloud Architecture and Design Code Deployment and Maintenance Enterprise System Administration Version Control Infrastructure as Code (IaC) Platform as a Service (Paas) Software as a Service (SaaS) Infrastructure as a Service (IaaS)	\$125/hour	STEP CG has a full suite of cloud and "aaS" networking, voice, and security solutions. Our managed services team is the fastest-growing team in the company, and has seen the most investment within STEP CG. We offer solutions in Cloud, IaaS, SaaS, and PaaS. Technologies include wired/wireless networking, security, voice, IP surveillance, cellular networking, and Private LTE.

About STEP CG

STEP CG, LLC. ([STEP](#)) is a highly innovative, award winning, nationwide IT services engineering firm headquartered in Northern Kentucky/Greater Cincinnati. STEP CG solutions are powered by strategic experts and best of breed technologies solving our customers' most complex IT challenges.

Founded in 2014, one of the fastest growing technology firms in the Midwest, STEP CG's team and expert engineers provide enterprises with solutions for wireline, wireless, cellular, cloud, security, collaboration, core infrastructure, and managed services. We are about doing what's right and sharing in our customers' successes. We have a culture that empowers talent and passion allowing employees to be innovative and execute.

Where Innovation Meets Execution

- 2018 Americas Partner of the Year
- 2019 Black Diamond Partner and Network Services Partner of the Year
- Inc. 5000 Fastest Growing Private Companies in America in 2020
- CBC Innovation and Technology Awards Winner
- Cincinnati Business Courier's Fast 55
- 5,000+ customers nationwide

STEP CG Company Leadership

STEP CG is led by a team of IT Network professionals each possessing decades of expertise and industry leadership:

Robert Huff President, CRO

Rob Huff has nearly 20 years of success in the areas of voice, data, and technology applications for companies ranging from closely held small and mid-sized businesses, to enterprise level multi-national public corporations. Rob has excelled at the development and implementation of technology solutions for client companies, resulting in significant improvements to reliability, performance, and cost. Rob is considered among the leading specialists for network, voice, security, surveillance and other technology-based solutions in the U.S. for the Education, Government, and Medical sectors. Having sold more than \$250 billion of voice, network and security solutions in a variety of environments has provided Rob a unique set of skills to apply the best solutions to client needs. Rob is E-Rate certified and is considered the leading expert for Universal Service Program opportunities for the education sector in the Midwest US. As network and communications expert for companies such as Nortel and Avaya, Rob has designed and

delivered highly complex technology solutions to government clients such as the Commonwealth of Kentucky, including the information and security solution currently in place at more than 170 school districts in the Commonwealth. Rob is a veteran of the United States Army Reserve, where he served for 8 years. Rob earned his Bachelor of Art degree in Business Management from Thomas Moore College.

Ed Walton, CEO

Ed joined STEP CG in September 2019 as CEO. Ed is a 30-year industry veteran and replaced Rob Huff, founder of STEP CG, who is now President and Chief Revenue Officer. Ed brings proven industry experience, relationships and a stellar track record of building successful winning and fun cultures. His passion for customers, employees, and the business are infectious. Ed served as Vice President of Sales and Channel at Cradlepoint, and held several Sr. Executive roles at Avaya, including Global Strategic Accounts and Vertical Strategy Leader for Networking Solutions, U.S. Sales Leader-Networking, Government, Education and Medical (GEM) Sales Leader. Prior to joining Avaya, Ed held executive sales positions at Nortel, Bay Networks, Intelliseek, Quantum Bridge and Wellfleet Communications. Ed has an undergraduate degree in Journalism from the University of Wisconsin – Madison, and an M.B.A. from the University of Notre Dame. He resides in Montgomery, Ohio with his wife and three children.

Todd Kelly, Senior VP Solution Engineering

Todd joined the STEP CG team as Sr. VP Solution of Engineering in March 2020. Todd is responsible for the execution of STEP CG solutions and services for to our customers. Prior to joining STEP CG, he was the Chief Security Officer at Cradlepoint, and also served as Vice President of Solution Engineering. Prior to Cradlepoint he held global technology leadership positions at Starent Networks (purchased by Cisco), 3Com, USRobotics, and several startups in the field of intelligent wireless, cellular and wireline networking. Todd is a seasoned network architect and cyber security leader with over 20 years of experience with enterprise and mobile network operator IP networks. He is known for leading technology teams delivering innovative yet pragmatic solutions to global wireless operators and enterprises as they build secure, next-generation wireless networks. Todd earned a Master of Science in Information Technology from Northwestern University, Bachelor of Science in Electrical Engineering Technology from Southern Illinois University and holds a CISSP® Certification with several other technology and cyber risk management credentials.

Daniel Cox, CTO

Dan joined the STEP CG team as Chief Technology Officer in 2015. He is responsible for leading the technology vision for the company. He has extensive experience and in-depth knowledge in all areas of networking, security and communications. He has over 20 years of work experience in the networking field and has watched the network evolve from Token ring to the 100 gigabit that has emerged today. He has also seen data move from the mainframe in the datacenter to the cloud model many use today. Mr. Cox received his Bachelor of Science degree in Computers with a minor in Mathematics from the University of the Cumberlands in Williamsburg, Kentucky. He was a college athlete and voted Captain of the football team his senior year. He currently lives in Georgetown, KY with his wife and two children. Mr. Cox enjoys attending his children's extracurricular activities and training German Shepherds.

Keith Temple, VP of Engineering

Keith joined the STEP CG team as Director of Engineering. Keith has a strong passion for network communications and delivering expert service in addition to the technical solution. He has worked in the IT industry since 2002 in numerous roles, but always working with network communications. He has constantly put the customer first to simplify an industry and share knowledge with everyone. While maintaining the sharp skill set of a technical engineer, Keith has moved into a business executive role. The services delivered to the customers from pre-sales design to installation and troubleshooting have many requirements. Keith is responsible for reaching the goals to exceed quotas, manage escalations, manage a team of engineers, and manage financials. Technical solutions designed, installed and managed by Keith cover over 1,000 locations. These locations include switching, routing, security, NAC, wireless, etc. Keith resides in Louisville, KY with his wife and two children.

Ed Savage Director, Cybersecurity and Public Safety

Ed joined the STEP CG team as Director for Public Safety Programs in 2020. Prior to STEP CG, Ed spent time with a major wireless carrier as an advanced solutions architect, where he assisted government and other public sector customers with advanced networking, wireless LTE solutions and product implementations. Before his employment in the private sector, Ed served for over twenty-five years as a sworn law enforcement officer and public safety professional. In July of 2020, Ed also assumed responsibility of STEP CG's cybersecurity practice. Ed is a graduate of the public safety leadership institute as well as the police executive leadership academy. Ed holds both state and nationally recognized instructor certifications in various law enforcement disciplines and has spent time providing training and personnel development as both an academy instructor and training commander. In

In addition to spending time in the training division, Ed spent time in various ranks and divisions including patrol, investigations, training, and the administration divisions. Throughout his career, Ed had the opportunity to serve as a member of local, state, and federal task forces where he received advanced training in digital forensics and incident response, network intrusion investigations, deep/dark web intelligence, and open-source intelligence processes. He has been called upon to instruct and assist other agencies with investigations concerning cybercrimes, digital device forensics, and network intrusion and response operations. Ed retired from full-time law enforcement service at the rank of Captain in 2018, serving as the commanding officer of the cyber intelligence and data forensics unit. He continues to serve in law enforcement on a part time basis as a cyber-criminal intelligence analyst and digital forensic investigator.

*Because STEP CG has a large engineering and support staff based in KY, other STEP CG employees may perform services at LFUCG. Information and bios on those employees can be made available upon request.

References

The following references include state and local customers that utilize STEP CG services today:

Company Name	Contact Person	Contact Information
Commonwealth of Kentucky	Jim Barnhart Deputy CIO	jim.barnhart@ky.gov
City of Boynton Beach, FL	Charles Stevens ITS Network Manager	stevensc@bbfl.us
Lexington-Fayette Urban County Government	Mike Nugent Director of Computer Services	MikeN@lexingtonky.gov

Required RFP Documents

See Attached

