

## 2.2 Executive Summary

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November 3, 2022

Arthur L. Sample IV, Procurement Specialist  
Indiana Department of Administration  
Procurement Division  
402 West Washington Street, Room W468  
Indianapolis, IN 46204

### **Re: Indiana State Library, Request for Services 23-72538 for Internet Access and WAN Connectivity Services**

Dear Mr. Sample:

As a certified telecommunications provider and leading provider of E-rate eligible services since the inception of the program, ENA Services, LLC has had the honor and privilege of serving the Indiana State Library and participating consortium libraries with our innovative broadband (Internet access and wide area network) solutions, and we thank you for considering our proposal to continue providing these high-quality connectivity solutions. We are confident the solutions we propose will meet your current and future growth requirements as well as deliver a combination of increased value and performance benefits that will outmatch any other response you evaluate.

We have provided responses to the Executive Summary requirements in the sections below.

#### **2.2.1 Agreement with Requirement in listed in Section 1**

**The Respondent must explicitly acknowledge understanding of the general information presented in Section 1 and agreement with any requirements/conditions listed in Section 1.**

ENA has read and understands all the general information and requested products/services in **Section One, General Information and Requested Products/Services** (1.1 through and including 1.26) and agrees with all the requirements/conditions found therein.

#### **2.2.2 Summary of Ability and Desire to Supply the Required Products or Services**

**The Executive Summary must briefly summarize the Respondent's ability to supply the requested products and/or services that meet the requirements defined in Section One of this solicitation.**

ENA has had the pleasure of delivering the requested products and services to the vast majority of Hoosier State libraries over the last 15 years, consistently achieving high levels of customer satisfaction throughout our entire service history, and clearly demonstrating our ability to supply all the requested products and services. We have the willingness and ability to provide all the services requested by this RFP subject to the terms and conditions set forth in the RFP including, but not limited to, the State's mandatory contract clauses set forth in the RFP.

#### **2.2.3 Signature of Authorized Representative**

**A person authorized to commit the Respondent to its representations and who can certify that the information offered in the proposal meets all general conditions including the information requested**

in Section 2.3.4, must sign the Executive Summary. In the Executive Summary, please indicate the principal contact for the proposal along with an address, telephone, and e-mail address, if that contact is different than the individual authorized for signature.

As a Chief Revenue Officer of ENA, I certify that I am authorized to represent ENA and bind ENA relative to all matters contained in this proposal response. Evidence of my authority to bind is provided in **2.3.8 Exhibit**. I also certify that the information offered in ENA's proposal meets all general conditions outlined in RFS 23-72538 including the personal certification of the integrity of ENA's company structure and financial reporting by ENA's President as outlined in **Section 2.3.5**.

The principal contact for ENA's proposal response is:

Brian Hubbard – Senior Manager of Customer Services  
ENA, 618 Grassmere Park Drive, Suite 12, Nashville, TN 37211  
Phone: (317) 612-2884 E-mail: bhubbard@ena.com

#### 2.2.4 Respondent Notification

Unless otherwise indicated in the Executive Summary, Respondents will be notified via e-mail.

It is the Respondent's obligation to notify the Procurement Division of any changes in any address that may have occurred since the origination of this solicitation. The Procurement Division will not be held responsible for incorrect vendor/contractor addresses.

ENA has read, understands, and will comply.

#### 2.2.5 Confidential Information

Respondents are advised that materials contained in proposals are subject to the Access to Public Records Act (APRA), IC 5-14-3 et seq. (see section 1.15).

Provide the following information:

- List all documents, or sections of documents, for which statutory exemption to the APRA is being claimed.
- Specify which statutory exception of APRA that applies for each document, or section of the document.
- Provide a description explaining the manner in which the statutory exception to the APRA applies for each document, or section of the document.
- Provide a separate redacted (for public release) version of the document.

In accordance with section 2.2.5 Confidential Information, and as noted on Attachment J Attestation Form, the following are considered confidential or protected trade secrets:

- ENA's **Tax-ID number** as provided in **section 2.3.2** shall be excluded from any public disclosure as confidential financial information and as a protected trade secret of ENA.
- ENA's **Dun and Bradstreet number** as provided in **2.3.3 Exhibit** shall be excluded from any public disclosure as confidential financial information and as a protected trade secret of ENA.
- ENA's **References** provided in **section 2.3.6.**, while not marked "confidential," should be considered protected trade secrets because disclosure of this information would negatively impact ENA's competitive position in the marketplace and the information is not widely

available. Further, not only does this information constitute protected trade secrets of ENA, it includes personal information and specific customers' names and other information, and the third parties have not agreed to its public disclosure.

ENA has provided a separate document for public release titled **RFS23-72538 Attachment E REDACTED**, which does not include ENA's Tax ID number, Dun & Bradstreet report, or references.

### 2.2.6 Other Information

**This item is optional. Any other information the Respondent may wish to briefly summarize will be acceptable.**

ENA's experience and service to libraries and education organizations distinguishes the value of our offerings and response from others you will review. We are not a typical telecommunications company — we are **your service partner**. Our focus is on creating a solid foundation and delivering network services designed to accelerate and optimize the efficient use of technology. We have successfully delivered the services requested to hundreds of customers across the country for 26 years, and we are committed to providing outstanding technology solutions in support of your goals.

ENA's comprehensive portfolio of service offerings are developed as a direct result of feedback we have received from the libraries and school corporations we serve. Our ability to translate this feedback into service enhancements and deliverables specifically tailored to meet our customers' requirements is one of many reasons Hoosier libraries select ENA.

From the beginning, ENA has demonstrated our commitment to the Hoosier library and education communities by active support and involvement with regional, state, and national associations as well as our relationships with respected library partners. Highlighted below are a couple of our most notable engagements:

- ENA has successfully lobbied the Indiana state legislature for increased funding for Internet access services for Indiana schools and libraries.
- ENA supports and participates in the Indiana Library Federation (ILF) Conference each year.

ENA supports numerous other organizations to ensure we stay abreast of issues and needs, from every perspective, of the end user communities we serve, and stay mindful of these as we develop and evolve our service and support offerings.

Throughout this response, we provide concrete examples of our excellent service history and evidence of successful long-term partnerships with libraries and K-12 school districts in Indiana and many states throughout the nation. As you evaluate responses, we encourage you to consider how the following aspects of ENA's service delivery can increase the organizational capacity of the Indiana State Library and assist in achieving the individual and collective technology and administrative goals of Indiana's public libraries.

- **A Future Ready Network Infrastructure:** ENA understands that technology changes at a rapid pace and the solutions you put in place to meet today's goals will undergo continual evaluation, updates, and adjustments to meet tomorrow's requirements. ENA's Infrastructure as a Service (IaaS), our signature managed service approach, ensures your infrastructure remains future

ready. As your requirements develop, ENA quickly adjusts equipment, tools, and service needs in the most cost-effective and efficient fashion. Our scalable, best-of-breed approach means our customers can continue to reduce or eliminate costs such as those associated with future capital equipment purchases, disposal of obsolete equipment, and service upgrades.

- **Cost-Effectiveness:** We understand the difficult financial pressures facing libraries today. We know it is incumbent upon us to provide cost-effective solutions that truly enable you to do more with less. ENA's solutions are completely turnkey, and there are **no hidden costs**. Our comprehensive IaaS approach is a proven model that saves money and time by reducing the burden on technology and administrative resources while maximizing critical E-rate funding.
- **Operational Efficiencies:** ENA's solution establishes a stable platform upon which technology services operate efficiently and effectively. Our personnel resources are available to assist your technology team in identifying and implementing network management and security enhancements that enable you take advantage of the full array of new technologies. We know that the goal is not simply more technology, but efficient, widespread use of the right technology.

At ENA, **actions speak louder than words**. We are proud of what we have accomplished working in collaboration with the libraries of Indiana to enable them to stay ahead of the bandwidth curve while providing the level of service and support every library requires and deserves. The ENA team is always looking for ways to remove barriers to high-capacity broadband and provide enhanced services and support for Indiana libraries and schools.

ENA has the capacity, performance history, and desire to supply all the solutions and support services requested within the required timeframes. **Selecting ENA to continue to deliver these valuable services means no costly or time-consuming network transition and no disruption of services.** The enclosed response demonstrates our superior capabilities along with our passion for customer excellence in everything we do. We are confident no other vendor can match our institutional knowledge and understanding of your environment, or our years of dedication and track record.

We appreciate your consideration of our response and look forward to the opportunity to continue to work with the ISL and participating consortium libraries to implement the solution and services we propose. Please do not hesitate to contact me if you have any questions or need clarification of any portion of ENA's response.

Sincerely,



Gayle Nelson  
Chief Revenue Officer