RFP 23-72538

BUSINESS PROPOSAL

ATTACHMENT E

Instructions: Please provide answers in the shaded areas to all questions. Reference all attachments in the shaded area.

*Business Proposal*

* + 1. General (optional) - Please introduce or summarize any information the Respondent deems relevant or important to the State’s successful acquisition of the products and/or services requested in this RFP.

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| ENA Company Background  ***"We empower communities by bridging innovative technologies***  ***with exemplary customer care."***  For over 26 years, ENA has exclusively provided community anchor institutions (education, library, healthcare, and government) with transformative connectivity, communication, cloud, cybersecurity, and technology services. ENA has an impeccable history of delivering scalable, robust, secure, reliable, and cost-effective services to our customers.  ENA specializes in providing industry-leading technology solutions including:   * Highly scalable Internet, WAN, and SD-WAN broadband connectivity services, including managed and co-managed edge router options, 24/7 network monitoring, and cloud-based DDoS mitigation * Wi-Fi and local area network (LAN) services * Private LTE networks, including EBS and CBRS spectrum solutions * Unified communications solutions (UCaaS) and hosted voice over IP (VoIP) services * Cloud services including compute and offsite storage and backup solutions * Cybersecurity solutions including firewall, unified threat management (UTM), DDoS mitigation, endpoint protection, cybersecurity assessment services, and virtual private network (VPN) solutions * Video and web conferencing collaboration services   ENA understands the needs of the communities we serve. That’s why our solutions are designed to allow for maximum flexibility while minimizing the burden on our customers' administrative and technical resources.  Why Select ENA Broadband Services  ENA's complete, turnkey Infrastructure as a Service (IaaS) Internet access and wide area network (WAN) offering encompasses the provisioning, installation, and maintenance of all circuits as well as all network and security equipment and hardware. This approach allows customers to fully leverage our resources for broadband connectivity services, including all necessary components and infrastructure, to receive enhanced service.  Moreover, exceptional resilience against outages and disasters is a key component of ENA’s network design, implementation, operational management, and ongoing technology testing. Our national, MPLS-based backbone infrastructure is comprised of multiple fault-tolerant links between geographically diverse points of presence (POPs) within hardened data facilities. By establishing geographically separate access points, ENA delivers core network service continuity even in the event of a prolonged incident or disaster affecting any one of our POP locations—ensuring uninterrupted service for our customers.  **ENA is committed to designing, delivering, and maintaining innovative broadband solutions.** Powered by a team of experienced network architects, engineers, and support professionals, ENA’s broadband solutions are designed to deliver robust, reliable, and secure connectivity to meet your current and future needs.  ENA's Suite of Enhanced Technology Solutions  Key Considerations for ENA's Service Approach  As your service partner, our exceptional customer care, demonstrated performance, and extensive suite of innovative services set us apart from others in the industry. In your evaluation, we encourage you to consider the following unique benefits of ENA's solutions.   * **E-rate Experience and Expertise to Maximize Your Share of E-rate Funding** – ENA is a top-5 E‑rate service provider. As allowable, we assist with every step of the E-rate process, providing ongoing guidance, training, and support to maximize your share of E-rate dollars while ensuring compliance with E-rate regulations. * **Personalized, Dedicated Account Service Throughout the Life of the Contract** – Every ENA customer is assigned an account service manager (ASM), who remains with the customer throughout the life of the ENA contract. The ASM builds a trusted relationship with you and your team by working to maintain an understanding of your specific goals and needs. * **Exemplary Customer Care for 100% Customer Satisfaction** – ENA is solely accountable for the entire array of solutions we provide to you, and your 100% satisfaction and delight with our products, services, and service delivery is our goal. We have a laser focus on exemplary customer care and do not consider a project complete until the customer is 100% satisfied. * **Exceptional On-time Service Delivery for Confidence and Peace of Mind** – ENA has a demonstrated track record of meeting and exceeding installation schedules with our customers. Whether providing services to a few sites or several hundred, ENA has the personnel, processes, and procedures to deliver on our committed installation timeframes. * **Customer Technical Assistance Center Providing 24x7x365 Coverage and Support** – All calls to our Customer Technical Assistance Center (CTAC) are answered by a trained professional in the U.S. with the knowledge, experience, and capability to resolve your issue immediately—rather than simply taking a message or opening a new service ticket. With our proactive monitoring tools, ENA contacts our customers to alert them of a service-impacting issue – before the customer even knows there is an issue – over 99 percent of the time. * **Engineering Excellence for Comprehensive and Full-Service Support Capability** – The engineering and management expertise needed to support, maintain, and scale an organization’s technology infrastructure is significant. ENA’s service approach helps to remove this burden by giving you access to our team of experts, enabling you and your team to focus on other critical priorities. * **Safety and Security Features to Protect Your Infrastructure, Data, and Community** – ENA understands the importance of embedding safety and cybersecurity features in our products and services to protect your infrastructure, data, and users. From mitigating network intrusions to alerting students and staff about potentially harmful intruders, ENA is consistently working on protecting your environments. * **Technology Innovation and Efficiency Keeping You Ahead of the Technology Curve** – ENA is constantly developing and launching innovative products and services to meet the evolving current and future needs of our customers. We listen to our customers and shape our solutions to bring best-of-breed technology services that meet and exceed your requirements. * **Financial Advantages of a Managed Service Model Allowing You to Do More with Less** – With ENA, managed service means full service. Our comprehensive managed service model includes engineering design, service maintenance, and 24x7x365 service monitoring and support for all components over the life of the service. ENA's managed service model has an extensive history of providing cost-effective solutions that typically deliver enhanced service with improved total cost of ownership.   Customer Satisfaction and World-Class Net Promoter Score  ENA understands how critical the proposed solution is to your organization. Our 99% customer satisfaction rating and world class Net Promoter Score (NPS) of 83, which measures customer loyalty, reflect our commitment to providing our customers with the quality of service and attention they need to meet their objectives and goals. ENA’s NPS rating far exceeds our those of our competitors, and we consistently endeavor to meet and exceed your expectations.  Personnel Qualifications  ENA is guided by experienced technology professionals, ensuring we remain on the cutting edge as a technology service provider while providing the highest standard of service delivery. Our entire company is focused on the common goal of providing extraordinary customer service.  Dedicated, Local Account Management and Support  Indiana State Library (ISL) is well served locally in Indiana by Senior Manager of Customer Services, Brian Hubbard. Brian serves as the customer advocate and is the single point of operational and account contact for ISL. Brian will manage the overall customer relationship and is supported by a local team of highly qualified and experienced Account Services Managers (ASMs), engineers, and project managers who are assigned to ISL participating libraries for local account management and support. This local team is augmented by ENA’s comprehensive Customer Technical Assistance Center (CTAC) as well as our customer support personnel resources. Please see the **ENA Team** section below for additional information on ENA’s account support.  The ENA Team  ENA employs qualified and technically skilled individuals who have extensive experience delivering high-quality services in several disciplines. The implementation of the proposed services will require the involvement of several ENA teams, including technical and non-technical groups. ENA assigns dedicated project management personnel resources to ensure each project is executed according to our commitments and your satisfaction. In addition, dedicated account management and support personnel are assigned to guarantee ongoing end-to-end service delivery implementation and coordination. **Our engineers also leverage their extensive knowledge, skills, and experience to tailor and implement the proposed solution to fit your needs.**  Advanced Technical Certifications  The professionals at ENA put their experience and skills to work for you by providing the following services:   * **ENA Customer Technical Assistance Center (CTAC):** Our 24x7x365 single point of contact for all customer support issues. * **Field Engineering Team:** Deployed throughout our service geography, assuring that ENA managed equipment is maintained even in the event of a failure. * **Dedicated Account Service Manager (ASM):** Assigned to ensure customer satisfaction, identify and understand a customer's specific needs, as well as manage his or her customer contracts. ASMs meet with customers on a regular basis and participate in the technology-planning process, as appropriate, to ensure current and future requirements are met. * **Client Services Team:** Communicates regularly with customers and seeks customer feedback on areas for improvement. * **Finance Team:** Provides invoice and billing support and expertise. Also, supports schools and libraries through the complicated maze of E-rate filings as allowed. * **Service Delivery Team:** Supports a systematic roll out of ENA solutions from purchase to implementation. * **Technology and Innovation Team:** Manages ENA's overall technology architecture and current suite of products and services as well as envisions and designs innovative new products and services. * **Administrative Team:** Provides business strategy and leadership with a commitment to diversity and compliance with all local, state, and federal employment laws.   For information on ENA’s leadership, please visit [www.ena.com/company/leadership/](http://www.ena.com/company/leadership/).  ISO 9001 Certification  ENA is ISO 9001 certified. ISO 9001, the world’s most recognized quality management standard, provides a framework for the eight globally recognized principles of quality management: customer focus, leadership, involvement of people, process approach to management, continual improvement, factual approach to decision making, and mutually beneficial supplier relationships.  The ISO 9001 certification assures customers that ENA employs a Quality Management System (QMS). This QMS is used to continually monitor and manage excellence in execution across all areas of operations, culminating in delivering outstanding service to our customers every day. As part of this certification, ENA remains focused on continuous process improvement to “raise the bar” against which we measure our service quality.  Commitment to Diversity, Equity, and Inclusion  ENA leverages the talents of minority, women, and veteran-owned businesses to help deliver our transformative and innovative solutions to the customers we serve. As an equal opportunity employer, ENA is committed to promoting diversity in all aspects of our business, and we have a strong corporate commitment to establishing and maintaining supplier diversity in support of minority, women, and veteran business enterprise program goals. ENA is a proud member of one of the largest minority (MWBE) supplier networks in the nation, National Minority Supplier Development Council Inc. (NMSDC). This network connects us with thousands of MWBE organizations and provides resources and tools to further our commitment to engage a diverse network of suppliers. |

* + 1. Respondent’s Company Structure - Please include in this section the legal form of the Respondent’s business organization, the state in which formed (accompanied by a certificate of authority), the types of business ventures in which the organization is involved, and a chart of the organization. If the organization includes more than one (1) product division, the division responsible for the development and marketing of the requested products and/or services in the United States must be described in more detail than other components of the organization. Please enter your response below and indicate if any attachments are included.

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| Organizational Structure  ENA consists of ENA Services, LLC, a licensed telecommunications company that is qualified to provide E-rate eligible Internet Access and Telecommunications services, and its parent company Education Networks of America, Inc., which owns 100 percent of ENA Services, LLC.  ENA has been in business since 1996, successfully delivering services of the same type and scope as has been requested. Education Networks of America, Inc. is a C corporation incorporated December 17, 1999, in the State of Delaware. Prior to incorporation, ENA was an LLC formed in 1996.  ENA and its subsidiaries were purchased by Zayo Group Holdings, Inc. by Equity Purchase Agreement dated February 25, 2022. Zayo Group, LLC, a Delaware limited liability company, is a direct, wholly owned subsidiary of Zayo Group Holdings, Inc. (“Zayo Holdings”), a Delaware corporation. Zayo Holdings and its subsidiaries have a principal place of business located at 1821 30th St., Unit A, Boulder, CO 80301. Zayo Holdings is indirectly, wholly owned by Front Range JV, LP, a Delaware limited partnership.  ENA Services, LLC, is the respondent of record and should be the named vendor on potential contracts and E-rate filings.  ENA is authorized to conduct business in the State of Indiana. We have provided ENA’s **Incorporation License** in **2.3.2 Exhibit 1** .  ENA’s Solution Delivery Experience  ENA is the nation's leader in providing statewide and system-wide solutions to meet the unique requirements of library and education communities. ENA does not have a division focused on these communities – *our entire business has been focused on serving libraries and schools since our inception.* **As such**, **our understanding of your technology needs and challenges, coupled with our dedication and experience in providing the proposed services, clearly differentiates us from other service providers**.  Now serving and supporting hundreds of library and education systems (including thousands of locations) across the nation with robust broadband, Wi-Fi/LAN, communication, cloud, and security solutions, ENA is the most qualified and uniquely positioned to provide the services requested.  Organizational Chart  ENA has provided our **Organizational Charts** in **2.3.2 Exhibit 2** and **2.3.2 Exhibit 3.** |

**2.3.3** Company Financial Information - This section must include documents to demonstrate the Respondent’s financial stability. Examples of acceptable documents include: most recent Dunn & Bradstreet Business Report (preferred) or audited financial statements for the two (2) most recently completed fiscal years. If neither of these can be provided, explain why and include an income statement and balance sheet, for each of the two most recently completed fiscal years.

If the documents being provided by the Respondent are those of a parent or holding company, additional information should be provided for the entity/organization directly responding to this RFP. That additional information should explain the business relationship between the entities and demonstrate the financial stability of the entity/organization which is directly responding to this RFP.

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| Financial Strength and Stability  ENA has the financial strength and capacity to perform the required services. We have a 26-year, successful financial track record working with all our customers on long-term contracts, and we have served thousands of customers throughout the life of all contracts. Additionally, ENA has a surety bond facility with Berkley Surety Company providing an additional level of financial security. |

* + 1. Integrity of Company Structure and Financial Reporting - This section must include a statement indicating that the CEO and/or CFO, of the responding entity/organization, has taken personal responsibility for the thoroughness and correctness of any/all financial information supplied with this proposal. The particular areas of interest to the State in considering corporate responsibility include the following items: separation of audit functions from corporate boards and board members, if any, the manner in which the organization assures board integrity, and the separation of audit functions and consulting services. The State will consider the information offered in this section to determine the responsibility of the Respondent under IC 5-22-16-1(d).

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| ENA’s President, Michael McKerley, has reviewed any/all financial information supplied within our proposal response and takes personal responsibility for our financial information thoroughness and correctness. ENA engages the services of an independent public accounting firm to conduct our financial audits ensuring the separation of audit functions from our board and board members. ENA does not engage our accounting firm to provide consultant services. |

* + 1. Contract Terms/Clauses - Please provide the requested information in RFP Section 2.3.5.

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| ENA can comply with all Contract Terms and Clauses with one exception:  **24. Indemnification.**The Contractor agrees to indemnify, defend, and hold harmless the State, its agents, officials, and employees from all third party claims and suits including court costs, attorney’s fees, and other expenses caused by any act or omission of the Contractor and/or its subcontractors, if any, in the performance of this Contract. The State will not provide indemnification to the Contractor.    ENA is submitting the following alternative indemnification terms as outlined in ENA’s Indiana Schedule of Services: **5.5 Indemnification.** Client agrees to defend, indemnify and hold ENA, its officers, employees, agents, and affiliates, harmless from and against any claim or demand asserted by any third party due to or arising directly or indirectly out of Client's use of the Services or Client’s breach of this Agreement. Provided, however, that ENA acknowledges that Client is a public entity created and existing under the laws of the State of Indiana and Client’s obligation to indemnify and hold Client harmless are and shall be limited by Indiana’s statutes and constitutional provisions designed to protect the exposure and liability of Client as a political subdivision of the State of Indiana (e.g. actions and conditions as to which Client is immunized by the Indiana Tort Claims Act, dollar limits stated in such Act, exemption from punitive damages, the continued ability to defeat a claim by reason of contributory negligence or fault of claimant). Accordingly, Client’s liability to indemnify, defend and hold harmless shall not exceed what might have been its liability to a claimant if sued directly by the claimant in Indiana and all appropriate defenses had been raised by Client  Please see **2.3.5 Exhibit** for ENA’s **Indiana Schedule of Services**. |

* + 1. References - Please identify three (3) clients for whom the Respondent has provided products and/or services that are the same or similar to those products and/or services requested in this RFP including one (1) terminated client. At least one reference should be for a client with the same Account Executive as is proposed for the State of Indiana.

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| Customer 1 |  |
| Legal Name of Company or Governmental Entity |  |
| Company Mailing Address |  |
| Company City, State, Zip |  |
| Company Website Address |  |
| Contact Person |  |
| Company Telephone Number |  |
| Company Fax Number |  |
| Contact E-mail |  |
| Industry of Company |  |
| Customer 2 |  |
| Legal Name of Company or Governmental Entity |  |
| Company Mailing Address |  |
| Company City, State, Zip |  |
| Company Website Address |  |
| Contact Person |  |
| Company Telephone Number |  |
| Company Fax Number |  |
| Contact E-mail |  |
| Industry of Company |  |
| Customer 3 |  |
| Legal Name of Company or Governmental Entity |  |
| Company Mailing Address |  |
| Company City, State, Zip |  |
| Company Website Address |  |
| Contact Person |  |
| Company Telephone Number |  |
| Company Fax Number |  |
| Contact E-mail |  |
| Industry of Company |  |

* + - 1. Does your company have any pending litigation regarding contract disputes?

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| There is no pending litigation, regulatory action, or lawsuit filed against ENA that would affect our proposal or ability to serve, nor have any bearing on our business relationship with the Indiana State Library. |

* + - 1. Please list any contracts lost or terminated in the last three years and provide reasons for loss or termination, as well as contact information.

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| ENA has never had a contract terminated due to delivery or service-based factors. The vast majority of ENA’s customer relationships are based on RFP or competitive procurement processes. We have been awarded thousands of contracts over the last 26 years of our existence and we are proud to have over a 97% customer retention rate. In the rare case of a contract termination, it has been based on lack of appropriated customer funding or similar extenuating circumstances, and we have always come to agreement with our customer on the best way to move forward either together or separate. |

2.3.7 Registration to do Business - Selected out-of-state Respondents providing the products and/or services required by this RFP must be registered to do business within the State by the Indiana Secretary of State and the Indiana Department of Administration, Procurement Division. The address contact information for this office may be found in Section 1.18 of the RFP. This process must be concluded prior to contract negotiations with the State. It is the successful Respondent’s responsibility to complete the required registration with the Secretary of State. Please indicate the status of registration, if applicable. Please clearly state if you are registered and if not provide an explanation.

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| ENA is registered with the Secretary of State to do business within Indiana. Please see our **Indiana Business License** in **2.3.7 Exhibit**. |

* + 1. Authorizing Document - Respondent personnel signing the Transmittal Letter of the proposal must be legally authorized by the organization to commit the organization contractually. This section shall contain proof of such authority. A copy of corporate bylaws or a corporate resolution adopted by the board of directors indicating this authority will fulfill this requirement. Please enter your response below and indicate if any attachments are included.

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| As Chief Revenue Officer, Gayle Nelson is legally authorized by the organization to contractually commit the organization. ENA’s Evidence of Authority to Bind Affidavit is included in **2.3.8**. **Exhibit.** |

* + 1. Subcontractors - The Respondent is responsible for the performance of any obligations that may result from this RFP, and shall not be relieved by the non-performance of any subcontractor. Any Respondent’s proposal must identify all subcontractors and describe the contractual relationship between the Respondent and each subcontractor. Either a copy of the executed subcontract or a letter of agreement over the official signature of the firms involved must accompany each proposal.  
         
       Any subcontracts entered into by the Respondent must be in compliance with all State statutes, and will be subject to the provisions thereof. For each portion of the proposed products and services to be provided by a subcontractor, the technical proposal must include the identification of the functions to be provided by the subcontractor and the subcontractor’s related qualifications and experience. The combined qualifications and experience of the Respondent and any or all subcontractors will be considered in the State’s evaluation. The Respondent must furnish information to the State as to the amount of the subcontract, the qualifications of the subcontractor for guaranteeing performance, and any other data that may be required by the State. All subcontracts held by the Respondent must be made available upon request for inspection and examination by appropriate State officials, and such relationships must meet with the approval of the State.  
         
       The Respondent must list any subcontractor’s name, address, and the state in which formed that are proposed to be used in providing the required products and/or services. The subcontractor’s responsibilities under the proposal, anticipated dollar amount for subcontract, form of organization, and an indication from the subcontractor of a willingness to carry out these responsibilities are to be included for each subcontractor. This assurance in no way relieves the Respondent of any responsibilities in responding to this RFP or in completing the commitments documented in the proposal. The Respondent must indicate which, if any, subcontractors qualify as a Minority Business Enterprises or Women’s Business Enterprises under IC 4-13-16.5-1. See Section 1.21 and Attachment A for Minority and Women’s Business Enterprises information. Please enter your response below and indicate if any attachments are included.

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| ENA will engage the services of three subcontractors who will provide a value-added purpose by supplementing the delivery of our services. The subcontractors meet the M/WBE and/or IVOSB requirements as outlined in **Sections 1.20** and **1.21** of the RFS as well as the compliance requirements outlined in this section. Requested information for each M/WBE and IVOSB we are engaging is provided below, and ENA has also completed **Attachments A** and **A1** along with their requirements in a separate attachment.  ENA acknowledges full responsibility for the performance of any obligations that may result from this RFP, including all work performed by ENA’s subcontractors.  Subcontractors   1. **Matrix Integration (Bidder ID Number 0000002543)** – Matrix Integration is a WBE that was formed in the state of Indiana and is a Limited Liability Company. 2. **Revere Consulting (Bidder ID Number 0000027755)** – Revere Consulting is an MBE that was formed in the state of Illinois and is a Corporation. 3. **ESI Tech Advisors (Bidder ID Number 0000002512)** – ESI Tech Advisors is an IVOSB that was formed in the state of Indiana and is an S-Corporation. |

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| **MBE – Subcontractor Required Information** | |
| Subcontractor Name: Address:  City, State Zip: | Revere Consulting 4942 Bayview Dr.  Richton Park, Illinois 60471 |
| Contact Name: Phone:  Fax:  Email: | William Howell 708.753.7960 x337  708-753-7967  [whowell@revereconsulting.net](mailto:whowell@revereconsulting.net) |
| State Formed: | Illinois |
| Responsibilities Under Proposal: | Field Service; Circuit Installation, Ongoing Delivery, Troubleshooting and Maintenance; Staff Augmentation, Telecom Auditing and Management. |
| Anticipated Dollar Amount for the Subcontract: | 8% |
| Subcontractor Form of Organization: | IT Corporation |
| Qualifications of Subcontractor to Carry out Responsibilities: | 19 year long history in support of the IT/Telecommunications Industry |

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| **WBE – Subcontractor Required Information** | |
| Subcontractor Name: Address:  City, State Zip: | Matrix Integration 417 Main St.  Jasper, IN 47546 |
| Contact Name: Phone:  Fax:  Email: | Rob Wildman 812.481.5038  [rwildman@matrixintegration.com](mailto:rwildman@matrixintegration.com) |
| State Formed: | Indiana |
| Responsibilities Under Proposal: | Field Service; Circuit Installation, Ongoing Delivery, Troubleshooting and Maintenance; Staff Augmentation, Telecom Auditing and Management. |
| Anticipated Dollar Amount for the Subcontract: | 8% |
| Subcontractor Form of Organization: | Limited Liability Company |
| Qualifications of Subcontractor to Carry out Responsibilities: | Matrix Integration is a 43 year old integration, VAR, and services provider in the mid-west. We are experts in the responsibility of this proposal and perform these responsibilities with many  clients. |

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| **IVOSB – Subcontractor Required Information** | |
| Subcontractor Name: Address:  City, State Zip: | ESI Tech Advisors  8050 Castleway Drive  Indianapolis, IN 46250 |
| Contact Name: Phone:  Fax:  Email: | Andrew Hall 317.596.9891  317.596.9894  [ahall@esiindy.com](mailto:ahall@esiindy.com) |
| State Formed: | IN |
| Responsibilities Under Proposal: | Field Service; Router-firewall-switch installation and maintenance, Ongoing Delivery, Troubleshooting and Maintenance; Staff Augmentation. |
| Anticipated Dollar Amount for the Subcontract: | 3% |
| Subcontractor Form of Organization: | S Corp |
| Qualifications of Subcontractor to Carry out Responsibilities: | Cisco Certified IT consulting firm. Over 25-yrs in business. Onsite & Remote services. VOSB. |

* + 1. Evidence of Financial Responsibility –Removed at the request of the Agency.
    2. General Information - Each Respondent must enter your company’s general information including contact information.

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| Business Information |  |
| Legal Name of Company | ENA Services, LLC |
| Contact Name | Brian Hubbard |
| Contact Title | Senior Manager of Customer Services |
| Contact E-mail Address | [bhubbard@ena.com](mailto:bhubbard@ena.com) |
| Company Mailing Address | 618 Grassmere Park Drive, Suite 12 |
| Company City, State, Zip | Nashville, TN 37211 |
| Company Telephone Number | (615) 312-6000 |
| Company Fax Number | (615) 312-6099 |
| Company Website Address | [www.ena.com](http://www.ena.com) |
| Federal Tax Identification Number (FTIN) | 62-1805864 |
| Number of Employees (company) | 209 |
| Years of Experience | 26 |
| Number of U.S. Offices | 1 |
| Year Indiana Office Established (if applicable) | N/A |
| Parent Company (if applicable) | N/A |
| Revenues ($MM, previous year) | $145,720,000 – 2021 |
| Revenues ($MM, 2 years prior) | $136,000,000 - 2020 |
| % Of Revenue from Indiana customers | 12.5% |

* 1. Does your Company have a formal disaster recovery plan? Please provide a yes/no response. If no, please provide an explanation of any alternative solution your company has to offer. If yes, please note and include as an attachment.

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| Yes. Please see **2.3.11a Exhibit** for more information |

* 1. What is your company’s technology and process for securing any State information that is maintained within your company?

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| ENA Security and Customer Data Privacy Plan  ENA understands security and data privacy plans and processes are a prime network management concern for all public institutions. All of the network solutions proposed by ENA deliver a logical network that does not intermingle ISL’s traffic with any other customer. ISL's traffic and traffic from other customers are physically or logically separated on the network and therefore are unaware of each other’s existence. This is the highest level of data protection available. ENA staff will only have access to the router or switch we manage on-site for the purposes of performing network management responsibilities, and such access between ISL and ENA’s network is subject to a security boundary that provides high degrees of security and separation between ENA and ISL’s internal network. Our security boundary limits access to any ENA provided device supporting our managed solution within your library system. Our access is restricted to management protocols only used for monitoring, connected through restricted private (non-public) IP addressing used solely for management networks, and securely accessed from authorized and monitored remote terminal sessions. By implementing a security boundary between our organizational networks that limits access from our host network to your host network, we provide a layer of protection which limits your exposure to external threats. ENA staff are further restricted from physically accessing, storing, or accumulating any customer data as our deployed devices are incapable of capturing customer data and are restricted from forwarding customer information.  ENA does not store any personally-identifiable information (PII) or protected Family Educational Rights and Privacy Act (FERPA) content in any way. The only ISL network information and data that ENA retains is aggregated circuit utilization, site configuration, organizational contact, services history, and E-rate data. Access to all customer information and utilization information is limited to those who have been provisioned for access via an individually-assigned username and complex password. Our limit to and restriction of accumulating customer data allows us to effectively accomplish a primary goal of maintaining our customer data privacy plan – to not store or aggregate customer data that is not directly tied to providing a managed network service for ISL. Data or information received by ENA from a customer location does not contain personally identifiable student record information and therefore, is not exposed to ENA organizational infrastructure or data storage systems which may be subject to security breach or unauthorized access.  ENA requires limited information to deliver our managed network services. For example, only necessary information such as building addresses, customer contact information, and proper organizational entities for receipt of service invoices are needed to support our provided solution. Customer information necessary for delivery of our service is kept within internal organizational storage locations protected by firewall boundaries both from external and internal systems accessed only by authorized users and staff. ENA maintains internal security of our organizational information through the use of multiple security methods as described below.   * Organizational data stored in secure appliances hosted in ENA managed hardened colocation facilities with physical security check points, biometric scanning, and keyed entry * Regular security audits of ENA infrastructure with engineering notification of anomalies which may indicate potential security threats or violations of a security boundary * Ongoing logging and accounting of organizational infrastructure allowing change control management and rapid recognition of unauthorized modifications * Subscription to multiple threat and vulnerability reports for latest information of possible attack vectors and susceptible software codes * Multiple security layers within our infrastructure supporting varying degrees of secure services and applications hosting sensitive organizational information * Limited direct access to services and appliances from global Internet through the use of virtualization, load balancing, and perimeter firewalls   In addition to effectively and securely managing the limited information ENA does retain regarding our customers, ENA works with each of our customers to be aware of and contribute to their own planning process and implementation process for ongoing security initiatives. As an organization dedicated to providing high quality solutions to the library and education communities, we understand the importance of supporting your security and privacy goals. Through ENA’s continued internal process development, system security evaluations, integration of latest technologies, cross-departmental coordination of privacy and security methods listed above, and organizational flexibility to rapidly implement and adopt new procedures, ISL can be sure that ENA works toward a mutual goal of protecting your patrons’ and your organizational data and protecting the library from threat of exposure sourced from any ENA provided service.  Security Plan in the Event of a Breach  ENA maintains multiple layers of security systems protecting our organization from both physical and virtual attacks on systems and information. We physically protect our organizational infrastructure using hardened colocation facilities with building security parameters with keyed access, biometric scanning, and double and triple layer authentication measures between secured entries and physical security staff. We further separate components of our network with higher sensitivity into security domains with perimeter firewalls preventing internal attack as well as external threats. All systems are monitored, maintained, and audited  against known threats with notifications alerting engineering staff for any change which has not been authorized or planned. Any change is logged and kept in a repository offering swift access to change logs identifying potential nested threats or configuration modifications which could be used to gain access into our network. ENA external facing services are maintained within a security domain utilizing firewalls and load balancing clusters restricting direct access to any one component offering the global Internet only virtual direct access for specific protocols or services with limited threat exposure. In addition to these multiple layers of defense, ENA maintains all device software in compliance with best practice code trains void of known critical vulnerabilities. We further monitor and subscribe to multiple alerting services for latest attack vectors which may require an update to ENA components or services.  Should a breach be detected through regular monitoring and engineering audits of systems, we utilize the following methodology to evaluate the scope of a breach and notify customers of any potential threat to their organizations.   * Engineering audit and routine monitoring of ENA systems indicates a potential security breach   + ENA Engineering receives notification or identifies a threat   + ENA CTAC notified of security event and placed on alert   + ENA Engineering investigates service or component with potential threat   + ENA Engineering evaluates quarantine of effected service or component to limit exposure prior to resolution   + ENA Engineering applies resolution or quarantine of service or component * ENA CTAC receives notification of security event threat   + ENA CTAC placed on alert for pending customer communication or any corresponding impacting events which may stem from security breach event   + ENA CTAC Managers engaged with ENA Engineering resolution process   + ENA CTAC in coordination with ENA Engineering determines customer impact and communication messaging   + ENA CTAC provides communication to any impacted customers via customer specified communication methods to authorized staff   + ENA CTAC to provide ongoing updates and information as to details of event and impact   + ENA CTAC to provide resolution notification   + ENA CTAC to compile work with ENA Engineering and communicate root cause analysis (RCA) of security event * ENA Management engaged at initiation of security resolution event   + ENA Management coordinates with each team for timely resolution and assigns a Critical Situation Manager for centralized approach to coordinating   + ENA Critical Situation Manager coordinates with resolution owners for regular status updates and information   + ENA Management and Critical Situation Manager, in coordination with Account Service Managers, coordinates continued customer communication post ENA CTAC notification and communication   ENA leverages rigorous coordination with internal teams and communication to external customers of any impact or potential threat. We provide communication only to authorized staff within each customer organization as identified through our current customer support processes. |

* + 1. Experience Serving State Governments - Please provide a brief description of your company’s experience in serving state governments and/or quasi-governmental accounts.

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| ENA has over twenty-six (26) years of experience serving state governments and/or quasi-governmental accounts. One hundred percent of our experience has been focused on providing managed network services to public libraries, schools, and government agencies through a variety of state and statewide consortium contracts. We now deliver service to over 6,000 sites in 34 states and most of ENA’s customers have procured these services through ENA’s statewide contracts.  Some of the most notable customers we currently serve, or have served, are listed below:   * Idaho Department of Administration, Statewide Network Contract * Idaho Department of Education, Statewide Managed Wi-Fi Contract * Indiana Department of Education, Statewide Network Contract * Indiana State Libraries, Statewide Network Contract * Maine Department of Education, State Contract for Managed Wi-Fi Services * Metropolitan Nashville Public Schools (Tennessee Statewide Consortium Lead), Statewide Consortium Contract for Managed Network and Voice Services * Mississippi Library Commission, Statewide Managed Wi-Fi Contract * State of Mississippi, State Master Contract for Managed Network Services * North Carolina Department of Public Instruction, State Master Contract for Managed Wi-Fi Services * Vermont Agency of Education, Statewide Network Contract   Additional detail about some of these contracts is provided in 2.3.13 below |

* + 1. Experience Serving Similar Clients - Please describe your company’s experience in serving customers of a similar size to the State with similar scope. Please provide specific clients and detailed examples.

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| As the current service provider for the ISL statewide network, ***there is no better experience for us to offer ISL than your own first-hand experience***. Based on the high levels of customer satisfaction and positive feedback we receive from the Indiana libraries on a regular basis, we are confident that this first-hand experience offers ISL assurance related to ENA’s experience in delivering the services requested. ENA has a successful 17-year track record in Indiana of demonstrated experience providing statewide services identical to the scope of this RFP to libraries and schools across Indiana. In addition to Indiana, ENA’s experience in serving statewide networks includes a strong service history of providing superior, cost-effective statewide solutions in many other states for over two decades. We have provided some examples below:   * **Indiana Statewide K-12 Network** – In 2005, ENA was selected as the Managed Internet Service Provider for the K-12 school corporations across the State of Indiana. When the network was initially transitioned to ENA, the vast majority of connections consisted of single and multiple T1s and 45Mbps DS3 services. Through several contract rebids and renewals over the last seventeen years, ENA has identified high capacity, cost-effective fiber solutions for the majority of the schools we serve to keep pace with the rapidly increasing bandwidth requirements. * **Indiana Statewide Library Network** – In 2006, ENA was awarded the ISL statewide network contract to provide Managed Internet Services to public libraries across the State. As part of the initial network transition, ENA worked with the ISL to implement a statewide content filtering solution to enable many of the libraries to comply with CIPA regulations and thus take advantage of E-rate funding that was previously not available to them. Similar to our approach in all geographies where ENA has a statewide contract of this nature, we have a dedicated account team working with each of the libraries on an ongoing basis to understand and plan for their higher bandwidth needs and have worked aggressively with local fiber providers to identify and deploy cost-effective alternatives to support increasing bandwidth demands of their library patrons. * **Tennessee Statewide Network** – In 1996, the State of Tennessee contracted with ENA to create one of the first statewide education networks in the country connecting all schools and school districts in the state, making TN a model for the nation. Over our 20-year history with the school districts of Tennessee, we have successfully connected 100% of the schools we serve with scalable fiber solutions. In 2006, ENA’s contract with Tennessee’s school districts transitioned from a contract with the State to a Statewide Consortium contract led by Metropolitan Nashville Public schools and includes over 1,800 sites connected, serving 848,000 students. * **Vermont Agency of Education K-12 Broadband Connectivity** – In 2011, ENA was awarded a contract with the Vermont Agency of Education. The State was seeking to provide robust connectivity services, competitive pricing, and E-rate maximization for all schools in Vermont. While the State of Vermont no longer has a state-wide contract for these services, ENA continues to offer a full suite of services to Vermont schools including data, voice, video, content filtering and email. ENA was selected based on our exemplary track record serving the K-12 community, our history of helping schools maximize E-rate funding and our substantial experience deploying and managing district-wide and statewide education network solutions. * **Mississippi Library Commission** – In 2015, the Mississippi Library Commission conducted a competitive procurement for a statewide managed Wi-Fi Solution. ENA was awarded a contract with MLC and subsequently awarded a State Master Contract with the State of Mississippi Information Technology Services to extend these services to all public entities in the State of Mississippi. While the statewide legislative funding request fell victim to budget cuts, ENA worked with a number of local libraries and schools to leverage the state contract and implement managed Wi-Fi services utilizing local funds and Category 2 E-Rate funds. |

* + 1. Indiana Preferences - Pursuant to IC 5-22-15-7, Respondent may claim only one (1) preference. For the purposes of this RFP, this limitation to claiming one (1) preference applies to Respondent’s ability to claim eligibility for Buy Indiana points. Respondent must clearly indicate which preference(s) they intend to claim. Additionally, the Respondent’s Buy Indiana status must be finalized when the RFP response is submitted to the State.

Additionally, Respondents that wish to claim the Buy Indiana preference (for any criteria listed below) must have an email confirmation of their Buy Indiana status provided by [buyindianainvest@idoa.in.gov](mailto:buyindianainvest@idoa.in.gov) included in the proposal response. The email confirmation must have been provided from within one year prior to the proposal due date.

Buy Indiana

Refer to Section 2.7 for additional information.

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| ENA is claiming the Buy Indiana preference as a company that has Substantial Capital Investment in Indiana, ENA’s significant financial investments with Indiana-based companies to deliver essential telecommunication services for libraries and schools in Indiana has been reviewed by the Indiana Department of Administration for compliance with Buy Indiana. IDOA’s review confirmed that ENA qualifies under Buy Indiana as a company that has Substantial Capital Investment in Indiana. ENA has updated its registration on the IDOA website as requested.  Email evidence for proof of registration has been provided in **2.3.14 Exhibit**. |

* + 1. Payment - Removed at the request of the Agency