

Notice to Providers of Professional Services

CREATED FOR:

Department of Information
Technology, County of Hawaii
Attn: Robert Ewbank, Directory of IT

CREATED BY:

Ricky Zheng
EvoDC, LLC dba VPLS
98-810 Moanalua Road H-4
Aiea, HI 96701
(808) 369-1000

FEIN: 81-4975797
State Tax ID:
GE-075-934-7200-01

June 8, 2023

Letter of Interest

June 8, 2023

EvoDC LLC dba VPLS
98-810 Moanalua Road H-4
Honolulu, HI 96701
808-369-1000
www.vpls.com

To: Mr. Robert Ewbank
Department of Information Technology
County of Hawai'i
25 Aupuni Street
Hilo, Hawaii 96720

This letter is in response to the solicitation: Notice to Providers of Professional Services. It is to confirm VPLS' interest in providing professional services to the County of Hawaii.

We are particularly interested in the services request here:

Information Technology:

- DS.1) Computer Engineering (GIS Mapping/Programming Services)
- DS.2) Computer Engineering (Computer Sciences - Custom Software Development)
- DS.3) Computer Engineering (Computer Sciences – Web Development and Administration)
- DS.4) Computer Engineering (Network Analysis)
- DS.5) Computer Engineering (Cybersecurity Analysis)
- DS.6) Computer Engineering (Hardware Installation, Analysis & Maintenance)

VPLS is a committed partner and looks forward to helping County of Hawaii successfully meet their IT objectives. Previously we have worked with many public and private enterprises throughout the state of Hawaii, including the Hawaii State government, various local counties, University of Hawaii, Department of Education and Hawaiian Electric Industries.

VPLS looks forward to working with you on this project. Should you have any questions regarding this response, please feel free to contact me at 808-369-1051 or ricky@vpls.com.

Sincerely,

Ricky Zheng
VP/General Manager
Hawaii and Pacific Islands

Table of Contents

| | |
|--|-----------|
| Letter of Intent | 2 |
| SECTION I – COMPANY PROFILE..... | 3 |
| 1.1 CORPORATE INFORMATION | 4 |
| 1.2 KEY PERSONNEL..... | 4 |
| 1.2.1 – VICE PRESIDENT/GENERAL MANAGER | 4 |
| 1.2.2 – FINANCE MANAGER | 5 |
| 1.2.3 – SERVICES MANAGER..... | 5 |
| 1.2.4 – CONSULTING MANAGER | 5 |
| 1.2.4 – TECHNICAL MANAGER..... | 5 |
| 1.2.5 – TECHNICAL RESOURCE..... | 6 |
| 1.2.6 – TECHNICAL RESOURCE..... | 6 |
| 1.2.7 – TECHNICAL RESOURCE..... | 6 |
| 1.2.8 – PERSONNEL SUMMARY | 7 |
| SECTION II – OFFERINGS | 9 |
| 2.1 PRODUCTS | 9 |
| 2.2 SERVICES..... | 9 |
| 2.3 SOFTWARE..... | 10 |
| 2.4 CONSULTING SERVICES..... | 10 |
| 2.5 COST PROPOSAL | 11 |
| 2.5.1 Professional Services | 12 |
| 2.5.2 Fixed Price..... | 12 |
| 2.5.3 Managed Services..... | 12 |
| SECTION IV: PROJECTS, CLIENTS, & REFERENCES | 13 |
| APPENDIX: VPLS OVERVIEW | 14 |

SECTION I – COMPANY PROFILE

1.1 CORPORATE INFORMATION

NAICS Codes

541519 - Other Computer Related Services
423430 - Computer & Computer Peripheral Eqpt
541511 - Custom Computer Programming Services
541512 - Computer Systems Design Services
541513 - Computer Facilities Management Services
561110 – Office Administrative Services
561320 – Temporary Help Services
561621 - Security Systems Services
611420 - Computer Training
811212 - Computer and Office Machine Repair

EvoDC, LLC currently does business as **both VPLS and Evocative**. We are primarily engaged in the business of information technology products and services. EVODC, LLC which currently employs 200+ full time team members globally with 130+ based in the US and 10+ based in Hawaii.

- Enterprise compute and datacenter solutions
- Network implementation and support
- Hardware deployment and professional services
- Security and Information Assurance
- IT Operations, Maintenance, and Support Services
- Sales and procurement

1.2 KEY PERSONNEL

1.2.1 – VICE PRESIDENT/GENERAL MANAGER

NAME: Ricky Zheng

DEGREES AND CERTIFICATIONS:

Bachelor in Management Information Systems, University of Hawaii Manoa Master in Business Administration, University of Hawaii Manoa

Microsoft Certified Systems Engineer Cisco Certified Network Associate CompTIA A+ / Network+

EXPERTISE + YEARS EXPERIENCE:

Computer support and help desk management, 22 years

Networking and telecommunications engineering, 22 years

Software and systems integration, 17 years

Information assurance and compliance , 17 years

Consulting and training, 17 years

1.2.2 – FINANCE MANAGER

NAME: Savi Singh

DEGREES AND CERTIFICATIONS:

Bachelor in Technical Management & Accounting, Devry University

EXPERTISE + YEARS EXPERIENCE:

Accounting & Finance, 10+ years

Accounting & Finance in Telecommunication Industry , 6+ years

Management Accounting & Finance, 5+ years

Operations, Product Management, Sales 10+ years

Marketing, and Human Resource 10+ years

1.2.3 – CONSULTING MANAGER

NAME: Kaina Lingaton

DEGREES AND CERTIFICATIONS:

Bachelor in Management Information Systems, University of Hawaii Manoa

EXPERTISE + YEARS EXPERIENCE:

Computer support and help desk management, 22 years Networking and telecommunications engineering, 22 years Software and systems integration, 17 years

Information assurance and compliance , 17 years Consulting and training, 17 years

Project management, 13 years

1.2.4 – TECHNICAL MANAGER

NAME: John Headley

DEGREES AND CERTIFICATIONS:

Bachelor of Science, Electrical Engineering, University of South Florida Certified Information Systems Security Professional (CISSP)

Cisco Certified Network Professional (CCNP)

Fortinet Network Security Expert 4/5/6/7/8

EXPERTISE + YEARS EXPERIENCE:

IT strategic planning, implementation, and support – 5 years

Computer Software System Analysis and Procedures – 10 years

Fortinet Firewall Configuration, updates/upgrades, and Support – 10 years

Virtual Server (Hyper-V/VMware) Configuration, updates/upgrades, and Support – 10 years

Network Administration Configuration, Switch Maintenance, WIFI config, and Support – 10 years

Windows Server 2019 Active Directory Architecture – 8 years

1.2.5 TECHNICAL RESOURCE

NAME: Natwar Darak

DEGREES AND CERTIFICATIONS:

M.S. in Electrical & Computer Engineering at University of North Carolina at Charlotte

B.E. in Electronics at Vishwakarma Institute of Technology

Palo Alto Certified Network Security Engineer

Fortinet Network Security Expert 4

EXPERTISE + YEARS EXPERIENCE:

IT strategic planning, implementation, and support – 6 years

Fortinet Firewall Configuration, updates/upgrades, and Support – 4 years

Network Administration Configuration, Switch Maintenance, WIFI config, and Support – 7 years

1.2.6 TECHNICAL RESOURCE

NAME: Mario Lopez

DEGREES AND CERTIFICATIONS:

Bachelor of Arts, Music Education – University of LaVerne

EXPERTISE + YEARS EXPERIENCE:

Systems Administrator Microsoft Windows Server – 22 Years

Designing, building, and maintaining VMWare vSphere – 14 years

Microsoft Active Directory – 20 years

Cisco networking – 10 years

NetApp storage systems – 5 years

VMWare Horizon – 4 years

1.2.7 TECHNICAL RESOURCE

NAME: Victor Yu

DEGREES AND CERTIFICATIONS:

Bachelor of Electronic Engineering – Xi'an Petroleum Institute, China

Master degree studies in Electrical and Computer Engineering (75% completed) - University of Wollongong, AUSTRALIA

Database Development with VB5 Level 1- British Columbia Institute of Technology, Canada

Microsoft Certified System Engineer (MCSE)

Oracle Database 10g administrator Certified Associate

VMware Certified Professional

AlienVault USM Appliance for Security Engineers

AlienVault Certified Security Engineer

EXPERTISE + YEARS EXPERIENCE:

Solutions Architect – 7.5 Years

Technical Trainer – 1 years

VMWare – 8 years

AlienVault – 2 years

Cisco networking – 1 years

Microsoft – 8 years

Oracle – 2 years

Nimble – 7.5 years

1.2.8 – PERSONNEL SUMMARY

Certifications

| | |
|--|----|
| CompTIA A+ / Network+ / Security+ / Project+ | 60 |
| Microsoft Certified | 15 |
| Cisco Certified | 8 |
| VMware Certified | 5 |

DEGREES

| | |
|--------------------|----|
| Associates degrees | 8 |
| Bachelor degrees | 25 |
| Graduate degrees | 8 |

*



SECTION II – OFFERINGS

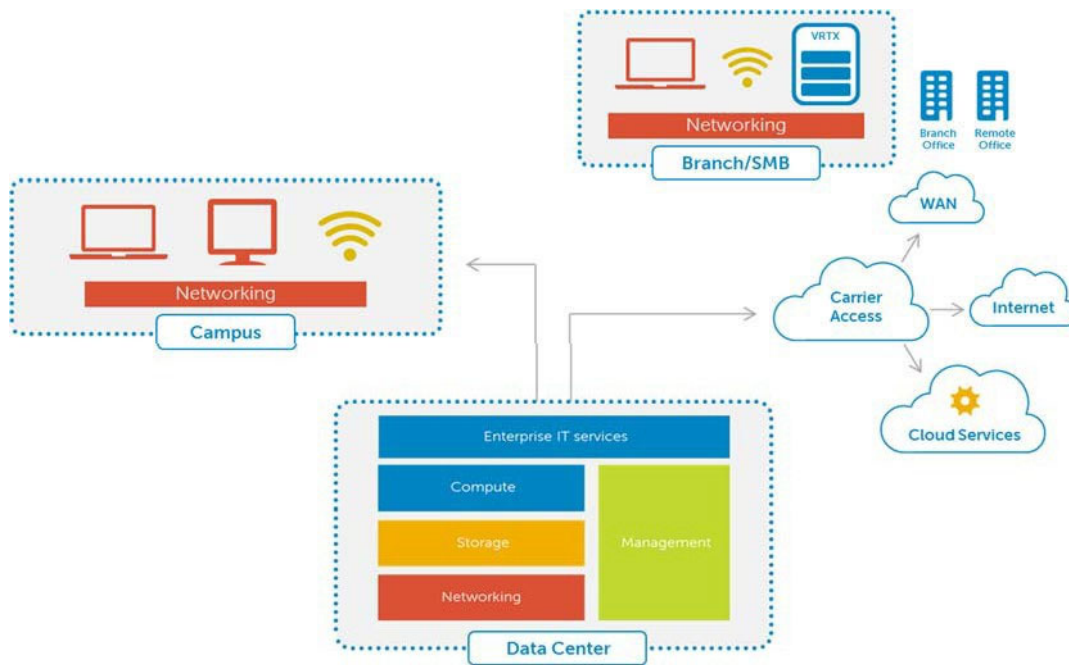
2.1 PRODUCTS

- **Client**- We offer a wide variety of client computing devices, including desktop PCs, notebooks, and tablets, designed with customer needs in mind. Our offerings balance performance, manageability, design, and security.
- **Servers** – We offer servers designed to offer customers affordable performance, reliability, and scalability. Our portfolio includes high performance rack, blade, tower, and hyper scale servers for enterprise customers and value tower servers for small organizations, networks, and remote offices.
- **Storage** - We offer a comprehensive portfolio of advanced storage solutions, including storage area networks, network-attached storage, direct-attached storage, and various backup systems. The flexibility and scalability offered by our storage systems help organizations optimize storage for diverse environments with varied requirements.
- **Third-party software and peripherals** - In connection with the sale of our product offerings, we sell a wide range of peripherals, including monitors, printers, projectors, other client and enterprise peripherals, as well as third-party software products.

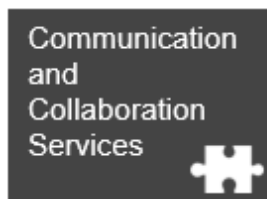


2.2 SERVICES

Our services include a broad range of configurable IT and business services, including infrastructure technology, consulting and applications, and product-related support services.



- **Support and Deployment Services** - These services are closely tied to the sale of our hardware offerings, as well as multivendor support services. These services include support and extended warranty services, enterprise installation, and configuration services.
- **Infrastructure, Cloud, and Security Services** - Infrastructure, cloud, and security services may be performed under multi-year outsourcing arrangements, subscription services, or short-term consulting contracts. These services include infrastructure and security managed services, cloud computing, infrastructure consulting, and security consulting and threat intelligence.
- **Applications and Business Process Services** - Applications services include such services as application development and maintenance, application migration and management services, package implementation, testing and quality assurance functions, business intelligence and data warehouse solutions, and application consulting services.



2.3 SOFTWARE

Software is a critical component of enterprise solutions and end-user computing. Our software offerings consist of system management, security software offerings, and information management.

Comprehensive portfolio built with the industry's most innovative IP

| | | | |
|---|--|--|---|
| Optimized enterprise | Business-class connected solutions | Flexible, next-gen services | Value-added software |
| <ul style="list-style-type: none"> • Servers • Storage • Networking • Applications/workloads • Data center solutions | <ul style="list-style-type: none"> • Tablets • Laptops • Desktops • Workstations • Printers | <ul style="list-style-type: none"> • Proactive support, BPO, Consulting, deployment • App/cloud/managed • Security • Financing | <ul style="list-style-type: none"> • Data center/cloud • Data protection • Information mgmt • Mobile workforce mgmt • Security |

Engineered to work better together—and work with what you already have

2.4 CONSULTING SERVICES

Customer Needs

Customer Strategies

- Share infrastructure across business units and geographies
- Consolidate IT infrastructure, facilities & operations
- Empower end users with flexibility and self service
- Automate to improve IT staff productivity
- Shift IT budget from maintenance to innovation

Enterprise Transformation

- Cloud and Virtualization Consulting
- Server OS Modernization
- Network Consulting
- Data Center Strategy
- Data Center/Infrastructure Transformation

Workforce Transformation

- Desktop Virtualization Consulting
- Communications & Collaboration Consulting
- Mobility & BYOD Strategy
- Application Management
- Optimized Deployment

ZR Systems Core Capabilities

Our consulting services include a broad range of topics for all areas of your organization including:

- Application Management
- Citrix DC Virtualization and VDI
- Desktop Imaging Consulting
- Desktop Virtualization Consulting
- End Point Device Management
- Server Virtualization (VMware/HyperV)
- Microsoft Active Directory
- Microsoft Exchange
- Microsoft SharePoint
- Microsoft System Center
- Nutanix Private Cloud
- Office 365
- Win10/Win11 Migration Readiness
- VMware Horizon VDI

2.5 COST PROPOSAL

Engagement models

| | |
|------------------------------|--|
| Professional services | Provide resource expertise via qualified and certified pool of consultants |
| Fixed price | Fixed-fee based engagement driven by clearly defined scope, milestones and success criteria delivered via our delivery model |
| Managed Services | Strategic augmentation and outsourcing of operational IT functions with complete oversight by ZR Systems |

2.5.1 Professional Services

Professional service proposals are based on hourly rates and actual expenses. Hourly rates depend on the positions and requirements. VPLS Solutions can provide specific rates based on skillset and experience requirements for each scope of work.

2.5.2 Fixed Price

Fixed-fee proposals provide a set budget and schedule for project with clearly defined scopes. Fees are to be determined by the specific scope of work and target schedules.

2.5.3 Managed Services

Managed Services proposal are normally fixed fee, recurring proposals where outsourced or complementary services are required. Hourly rates can also be an option and determined by the skillset required and the length of performance.

SECTION IV: PROJECTS, CLIENTS, & REFERENCES

Project: Production and DR Nutanix Server Deployment

Description: Deploy two Nutanix server clusters on VMware for production (6 nodes) and Disaster Recovery (4 nodes). Migrate all services from old equipment to new clusters. Enable and test disaster recovery. Perform validation and performance testing. Provide administrative training.

Client: Commonwealth Health Care Corporation

Date / Value: 2023 Quarter 1

Project: Nutanix Server Cluster Deployment for ArcGIS hosting

Description: Deploy 3 node Nutanix VMware cluster for production GIS applications. Migrate all services from old equipment to newly deployed cluster. Perform validation and performance testing.

Client: County of Hawaii Department of IT

Date / Value: 2022 Q4

Project: VMware VxRail HCI Server Cluster Deployment

Description: Deploy 4 node VMware VxRail cluster for production servers and applications. Migrate all services from old equipment to newly deployed cluster. Perform validation and performance testing.

Client: County of Kauai, Department of Water

Date / Value: 2022 Q3

Project: Nutanix Server Cluster Deployment

Description: Deploy 4 node Nutanix AHV cluster for secure backup application. Perform validation and performance testing.

Client: Hawaii Gas

Date / Value: 2021 Q2

Project: Production and DR Nutanix Server Deployment

Description: Deploy two 3-node Nutanix server clusters on VMware for production and Disaster Recovery. Migrate all services from old equipment to new clusters. Enable and test disaster recovery. Perform validation and performance testing. Provide administrative training.

Client: American Samoa Power Authority

Date / Value: 2020 Q3

Project: Nutanix Server Cluster Deployment

Description: Deploy 5 node Nutanix VMware cluster for production documentation applications. Migrate all services from old equipment to newly deployed cluster. Perform validation and performance testing.

Client: County of Hawaii

Date: 2020 Q2

Project: Tier III Server and Network Support

Description: Provide onsite and remote support services for escalated issues relating to server and network infrastructure supporting the main office and datacenter. Infrastructure includes Server and Storage Clusters, Backups, Network Switching, Virtualization Environment

Client: Hawaii Dental Service

Date: October 2020 to present

Project: Nutanix Server Cluster Deployment

Description: Deploy 3 node Nutanix VMware cluster for production applications. Migrate all services from old equipment to newly deployed cluster. Perform validation and performance testing.

Client: Office of the Prosecuting Attorney, County of Hawaii

Date: March 2020

Project: Server and Backup Upgrade

Description: Deploy 2-node server cluster on VMware for all production applications. Migrate all services from old system to new cluster. Deploy multi-site backup with disaster recovery. Perform validation and performance testing. Provide administrative training

Client: Tripler Army Medical Center, Forensic Toxicology Drug Testing Laboratory

Date: April 2020

Project: Help Desk Support Services

Description: Provide onsite help desk personnel and support services for daily operations.

Client: Hawaiian Electric Company

Date: December 2011 to Present



Join the more than 7,000 customers worldwide who trust VPLS for edge-to-cloud computing and services.

Cloud
Hosting
Colocation
Networking
Managed Services
Professional Services
Value-Added Resale

OUR PARTNERS

When you choose VPLS, you also access our ecosystem of industry-leading partners who help us offer solutions such as certified data centers to IT hardware and software.

Working with our partners and you, VPLS's team of experts help you procure and implement the best IT solutions to meet your business needs.



What We Do

Trusted Provider for Cloud-to-Edge Computing & Services

For nearly 20 years, VPLS has been your trusted global provider for cloud-to-edge computing and technology services. From hardware and software procurement to managed services, VPLS has the technical expertise for all your cloud, colocation, hosting, backup, data center, and disaster recovery needs. Businesses worldwide rely on VPLS and our global team of dedicated IT experts for 24x7x365 service and support.

Cloud Services

VPLS offers custom cloud solutions to address your organization's various needs. From public cloud to a hybrid cloud environment, discover how VPLS can help you connect to the cloud. Our most popular cloud offerings include:

- Backup and disaster recovery
- VPLS Cloud
- Virtual desktop
- Public cloud

Hosting

VPLS offers hosting solutions to meet today's business demands. Since 1998, VPLS's dedicated servers brand, Krypt, has been servicing customers and is core to our Infrastructure-as-a-Service (IaaS) platform.

- Bare metal servers
- Virtual servers

Colocation

Why manage your own server room environment and network? Leave that to VPLS with our secure and reliable colocation services. Whether you're looking for one rack or a custom cage, we have a solution that fits your need.

- Cabinets
- Cages & suites
- Cross-Connects
- Managed colocation

Network Services

From the data center to the cloud to the on-premise network, VPLS offers a full suite of networking services to provide the connectivity you need while ensuring that it is always secure, fast, and reliable.

- DDos protection
- Ethernet transport
- Internet

Managed Services

Our team has years of industry experience working on a wide array of projects: everything from small to large-scale projects, throughout the United States, Europe, and Asia. Let VPLS help you in developing, planning, implementing, and successfully managing your various IT initiatives.

- Helpdesk
- Managed network
- Managed security
- Managed servers
- Managed SOC

Value-Added Reseller

VPLS strategically partners with brands like Cisco, Dell, Extreme Networks, Fortinet, HPE, Palo Alto Networks, Ruckus, Supermicro, Veeam, and VMware to deliver the ideal hardware and software for your IT environment.

Professional Services

VPLS's Professional Services team leverages proven project management methodologies to deliver IT solutions that fit your needs. Our team holds 78 Cisco certifications, 95 VMware certifications, 5 Palo Alto Networks certification, as well as certifications from Aruba, Aerohive, Fortinet, and more. Types of projects we've worked on include:

- Network optimization
- Security optimization
- Wireless optimization
- Cabling



Join the more than 7,000 customers worldwide who trust VPLS for edge-to-cloud computing and services.

- Cloud
- Hosting
- Colocation
- Networking
- Managed Services
- Professional Services**
- Value-Added Resale

OUR PARTNERS

When you choose VPLS, you also access our ecosystem of industry-leading partners who help us offer solutions such as certified data centers to IT hardware and software.

Working with our partners and you, VPLS's team of experts help you procure and implement the best IT solutions to meet your business needs.



C
A
N
C
E
L
L
A
T
I
O
N

Professional Services

Streamline and Optimize Your IT Operations

VPLS's team of technology experts can help you with your most complex IT challenges. Our Professional Services practice leverages proven project management methodologies to deliver IT solutions that fit your needs and turn your technology infrastructure into a major competitive advantage. Our team holds 78 Cisco certifications, 29 Brocade certifications, 95 VMware certifications, 5 Palo Alto Networks certification, as well as certifications from Aruba, Aerohive, Fortinet and more.

The VPLS Professional Services team can deliver on a variety of IT needs. Request a free custom quote for your project to see how we can help.

Network Optimization

Get started on a network optimization project with VPLS, which includes switching and routing implementation, configuration, and troubleshooting.

Security Optimization

VPLS can assist with the design, configuration, and migration of security solutions from Palo Alto Networks, Fortinet, Juniper, and Cisco. Our services include:

- Firewall optimization
- SD-WAN consultation
- VPN services

Wireless Optimization

Need a cross-campus wireless upgrade? Or just better connectivity in your local office? VPLS can conduct site surveys to build custom wireless solutions for you, including:

- Implementation of wireless solutions from Aerohive, Aruba, Motorola, and Brocade
- Comprehensive internal network segmentation
- Centralized logging, alarming, and reporting

Cabling

We all know how easily your local server room can become a maze of tangled cables. VPLS's expert technicians can organize your server and network cables to look and perform their best.

Additional Services

- Data center design and implementation
- Server implementation of solutions from Supermicro, Cisco UCS, Dell, HPE, and more
- Implementation and configuration of Nimble Storage SAN solutions
- Application Delivery implementation, configuration, and support
- Cisco CallManager implementation, support, virtualization, and design
- Cloud and virtualization consulting, implementation, and support
- Design and configuration of backup and recovery solutions
- Configuration and deployment of VMware Virtual Desktop solutions
- Help desk and network monitoring services

