



WIN Technology's Response to:

City of Superior, Wisconsin

**Request for
Qualifications - 2024**

Network Operations Center (NOC)

Bid #24-42-IT

October 29, 2024

WIN Technology
Network Operations Center (NOC) RFQ; Bid #24-42-IT

October 29, 2024

City of Superior, Wisconsin
Contract Analyst
Network Operations Center (NOC) Bid #24-42-IT
1316 North 14th Street, 2nd Floor
Superior, WI 54880
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Submitted via mail

RE: Request for Qualifications, Network Operations Center (“NOC”) RFQ Bid #24-42-IT

To Whom It May Concern:

WIN Technology is thankful for the opportunity to respond to the City of Superior’s Network Operations Center Request for Qualifications (“RFQ”) to provide 24x7x365 fiber network monitoring and operations for the new city-owned open access fiber network.

For more than twenty years, WIN Technology has been delivering industry leading customer service and unparalleled network reliability across our 20,000-mile, and growing, fiber optic network. With this expansive network, WIN Technology provides a variety of services including dark fiber, carrier Ethernet services, Internet connectivity, data center colocation, and network monitoring and management. We are confident that with our years and experience and competitive pricing model, WIN Technology fits the requirements presented within this RFQ.

Enclosed you will find the requirements for the RFP, which include the Statement of Qualifications Requirements, references, and other required documents listed in the RFQ.

If you have any questions or would like additional information, please feel free to contact Jess Hycnar at 715-858-3175, or jess.hycnar@wintechnology.com Thank you for your consideration.

Sincerely,



Scott Hoffmann
Chief Executive Officer

Table of Contents

I.	Who is WIN Technology.....	4
II.	Statement of Qualifications.....	5-14
III.	Attachment A: Network Operations Support Services Service Descriptions.....	15-16
IV.	Attachment B: Security White Paper.....	17-18
V.	Attachment C: Maintenance and Repair Contact Escalation List.....	19
VI.	References.....	20
VII.	Sub-Consultants Listing.....	21
VIII.	Addenda Acknowledgement.....	22

I. Who is WIN Technology?

Based in Eau Claire, Wisconsin, WIN Technology is a carrier-neutral multi-state telecommunications and information technology managed services provider founded in 1997. Since 1997, WIN technology has served the Upper Midwest with cutting-edge technology solutions. Small and medium businesses, large enterprises, municipalities, and technology companies count on WIN to be their network, data center, and IT services partner.

WIN Technology is owned by thirty-one Wisconsin-based independent telephone companies, many of which have provided progressive telecommunication services in rural areas for over 100 years. WIN is governed by a five-member board of directors, all of whom live in Wisconsin and manage Wisconsin based telephone companies.

With a footprint of more than 20,000 miles, our fiber network is one of the region's largest. The fiber network and strategic partnerships WIN Technology has built are used to deliver direct Internet access via a highly reliable, low-latency, well-connected Internet core network. We proactively seek out peering and transit routes to the rest of the Internet to continually improve the end users' experience – whether it is uploading photos, watching streaming video, working remotely, or simply sending an email – all the while making sure the WIN Technology network is secure and stable.

As a Wisconsin-based company, our customers also recognize the benefit of local support. WIN Technology's Network Management Center ("WIN NMC") is staffed locally 24x7x365 at the WIN headquarters in Eau Claire. All NMC staff are trained on all services and systems that we offer and are focused on the goal of "one call resolution." The NMC average answer time for a call is ten seconds and over 80% of trouble tickets opened are resolved by the same technician who answered the phone. Additionally, WIN Technology has continuously met product delivery timelines successfully, with a standard interval of turning over the service within 90 to 120 days for on-net services.

In addition to connectivity, WIN Technology offers top tier IT consulting support that serves over 100,000 end users with the priority of providing the best customer experience possible. Starting from the mindset of managing IT operations as a business function, the WIN Technology IT staff provides their expertise for enterprise customers, along with help desk and proactive monitoring services to provide true strategic and operational customer value.

For WIN Technology, our customers' success is our measure and goal. WIN Technology has a successful history of providing telecommunications services to our clients and is eager to support and strengthen the State of Wisconsin's IT infrastructure with new and innovative ideas that deliver not only efficiency, but cost effectiveness as well.

II. Statement of Qualifications

1. State the name, address, and a company profile, including size, qualifications, technical capabilities, etc.

WIN, LLC (“WIN Technology”), formed in 1997, is an Eau Claire, Wisconsin-based regional telecommunications and managed services provider primarily focused on providing wholesale bandwidth services across its 20,000+ mile fiber optic network, and providing managed IT services to enterprise clients throughout the Midwest. WIN Technology is a privately owned Wisconsin-based limited liability company, 100% owned by a holding company, Communications Management Group, LLC (CMG). WIN Technology’s headquarter location is also CMG’s headquarters. CMG’s ownership is divided equally among thirty-one independent telephone company shareholders. WIN Technology has three separate business units, Network Solutions, Member Services, and WIN IT Services, that contribute to the company's success. Each business unit plays an import role in the services WIN Technology offers.

WIN Technology services include dark fiber leases, Carrier Ethernet services up to 400Gbps, Internet connectivity, data center colocation, network monitoring and management, end-to-end Information Technology (IT) support, and infrastructure as a service. Our top tier network services and IT consulting unit supports over 100,000 end users with the priority of providing the best customer experience possible. Starting from the mindset of managing IT operations as a business function, the WIN Technology staff provides their expertise in the Chief Information/Technology Officer role for enterprise customers along with help desk and proactive monitoring services to provide a true end- to-end experience. WIN Technology also provides direct Internet access via a highly reliable, low-latency, well-connected Internet core network, one of the largest in the Midwest. We proactively seek out peering and transit routes to the rest of the Internet to continually improve the end users’ experience, whether it is uploading photos, watching streaming video, or simply sending an email, while making sure the network is secure. WIN Technology's NMC is staffed locally 24x7x365 at the WIN headquarters in Eau Claire, Wisconsin. All NMC staff are trained on all services and systems that we support and are focused on the goal of “one call resolution” – our average answer time for calls is 10 seconds. We maintain a notification system database so maintenance scheduling on any network element can be quickly and accurately communicated to affected customers. We are also continuously seeking out new talent through collaborations with the local university and technical college systems.

2. Include a list of the key personnel and manager of the firm. Provide a summary of the assigned project team, field staff, and their capabilities and relevant experience. Also note their ability to meet the project workload within the timelines established.

The WIN NMC employs first (7:30AM - 4:00PM), second (3:30PM - 12:00AM) and third (11:30 PM - 8:00AM) shift employees to ensure that staff are available 24x7x365. In addition to this, WIN's NMC has an on-call rotation for all technicians that are employed for over one year of service at a full-time status. Shift Managers are also available on an on-call basis and for escalation purposes. Weekend shifts are staffed on a rotating basis with one full-time staff member and one intern, if applicable.

The WIN NMC is staffed to handle all existing customers and estimated prospect growth with the ability to leverage escalated teams (Transport Engineering, Network, and System Administration) to achieve quality assurance measures with all customers. Peak operation hours are staffed appropriately to ensure all customer networks are supported and monitored. The WIN NMC also employs dedicated resources for specific customer networks on a contracted basis to ensure that the WIN NMC can meet current and future demands. One measure of quality that WIN Technology uses is the call-to-answer time. This is the amount of time between when a customer calls into the WIN NMC to when they are assisted by NMC staff. The current WIN NMC call-to-answer time is an average of 10 seconds.

WIN Technology conducts background checks and drug testing for all new hires. Background checks are outsourced through a third-party, B Squared. All new hires must complete and pass a pre-employment 8 panel rapid drug test screen. WIN Technology also conducts criminal and educational background checks, as well as financial background checks for some positions, such as accounting positions.

As an organizational practice, WIN Technology actively invests in furthering the continuous education of our employees. Below you will find information on past and future certifications that our network management team have obtained, as well as copies of key staff educational and work experience synopses.

The WIN Technology Network Monitoring team averages 4.6 years of internal company experience. WIN Technology's employee base has an extensive knowledge of telecom networks and internet service provider environments. WIN Technology has experience leveraging standardized methods of circuit validation, including but not limited to, ITU-T Y.1564 and RFC 2544 testing. A number of our Network Operations Center technicians have obtained MEF certifications, CompTIA suite (including CompTIA Net+, CompTIA Sec+, CompTIA A+), and other various vendor-specific training curriculum.

Additional technical certifications WIN Technology employees have obtained within network include the Cisco Certified Network Associate ("CCNA"), the Cisco Certified Design Associate ("CCDA"), Microsoft certifications, Fortigate NSE4, and vendor

credentials and certifications.

WIN Technology values continued education and continuously provides avenues for its employees to obtain certifications, permits, and licenses throughout the life of their careers through incentives, such as tuition reimbursement. WIN Technology also provides ongoing Security Awareness training to all employees on a regular basis.

Cumulatively, the WIN NMC employs upwards of twenty-three experienced staff members, ranging from all different levels. Providing leadership for the WIN NMC, Charles Nichols serves as the WIN NMC Manager. In this role, Charles empowers individuals to accomplish their role through delegation of authority and assurance of product. The NMC Manger is the approver of process and is responsible for implementing processes into the teams. Charles has over 30 years of telecommunications experience.

Talia Major serves as the NMC Shift Manger and oversees the day-to-day operation of the NMC. Talia has an associate degree from the Chippewa Valley Technical College and is currently enrolled at the University of Wisconsin – Stout to complete her Bachelor of Science degree in Information and Communication Technologies. Talia has over five years of IT networking, security, and enterprise IT services experience. Talia has extensive experience with monitoring, diagnosing, troubleshooting, and repairing Wide-Area Networks via monitoring systems. In addition, Talia is experienced with the use of command line interface on Cisco, Brocade, and Juniper network devices, as well as basic Cisco route and switch configuration, IP connectivity, security, and remote access.

Additionally, the WIN NMC employs various other positions that support the capabilities of the WIN NMC. The Network Systems Technician executes the established processes and develops internal competencies. The WIN NMC staffs a Network Systems Administrator. The Network Systems Administrator's role is to drive process through active involvement in the modification of process and leading others on execution of processes. The Network Systems Administrator has a role in establishing external competencies, or competencies that live outside of the NMC. The WIN NMC also employs a Network Systems Professional. The Network Systems Professional's role is to drive internal and external competencies through active involvement with documentation creation and coaching others on systems and tasks. The Network Systems Expert is the WIN NMC's leader of product and developer of process. This role helps with the assurance of products to the customers and other teams. New Processes and competency development is filtered through this role before being implemented into the team. Lastly, the WIN NMC staffs NMC Services Specialists. The NMC Service Specialist's role is to facilitate communication and provide assurance of product and services provided to NMC Services customers. With dedication and focus to the client, this is the person that will foster collaborative thought to get driven results.

- 3. Provide examples of related experience performed by the firm during the previous five (5) years (projects with services similar to those outlined in Section 5, Scope of Services). The firm and key personnel must have no less than three (3) years actual business experience in the services to be provided.**

The WIN Technology NMC services a large range of customers, from government entities to major telephone companies. The majority of customers are based in Wisconsin, Minnesota, Iowa, and Illinois in the Telecom, Communications, Technology, Education, Government, Healthcare, Finance, Manufacturing, Insurance, Retail, Agriculture, Banking, Biotechnology, Food & Beverage, Waste Treatment Services, Software, Consulting, Utilities, Business Services, Energy, Construction, Not for Profit, Grocery Retail, and Hospitality industries.

The WIN NMC was integral in upgrading and building a network to provide Internet access to over 200 schools, libraries, and state agencies. This project included the configuration of new end devices, which allowed the WIN NMC to monitor for outages or incident at the end locations on a daily basis. The WIN NMC also provided initial triage of alarms, including monitoring end devices for any network impairments, and working with the end user to quickly resolve the outage or incident.

The WIN NMC currently provides network management services to a nation-wide telecommunication carrier, providing service such as ticket reporting to capture data required in an effort to assist the customer in making strategic business decisions. In capturing this data, the WIN NMC can identify chronic network issues, as well as provide a clear picture of operating costs for specific items. An example of this, the WIN NMC can track how often tickets are created for a specific piece of equipment that is deployed within the network and use this information for future equipment purchase decisions with the goal of reducing the cost of labor in the future. The WIN NMC also provides initial triage to alarm monitoring to include basic network diagnostic checks, such as light levels and interface statistics. Additional services provided include reading and analyzing network diagrams, process-oriented approaches to communication during outages to provide reliable and timely updates, and coordination and collaboration with partner providers and partner engineering teams.

4. Provide information as described in Section 5.

a. Service Desk

The WIN NMC has extensive experience in performing event and incident management services. The WIN NMC is responsible for monitoring Customer's network 24 hours per day, 7 days per week at node locations selected by Customer and report out-of-service alarms where Customer's elements are not functioning, resulting in Customer being in an out-of-service condition. Network Monitoring is available for Layer 2 and/or Layer 3, defined as:

1. Layer 2. Simple Network Management Protocol ("SNMP") trap logging with filters and alarms. Layer 2 is Layer 2 of the Open Systems Interconnection ("OSI") reference model. Layer 2 Network Monitoring Services include the following:
 - a. Customer ability to request changes in the nodes being monitored
 - b. Service-related outage notifications on a schedule selected by Customer, up to 24 x 7 x 365.

2. Layer 3. SNMP poll of an Internet Protocol (“IP”) address. Layer 3 is Layer 3 of the OSI reference model. Network Monitoring Services include the following:
 - a. Customer ability to request changes in the sensors being monitored
 - b. Customer real-time access to sensor status; Customer may authorize up to twenty (20) users for real-time access
 - c. Customer access to 365-day history of sensory graphs
 - d. Service-related outage notifications on a schedule selected by Customer, up to 24 x 7 x 365

The WIN NMC’s monitoring best practices include utilizing a shared screen that audibly alerts staff of an outage or issue, which allows technicians to respond quickly to all alerts resulting in a quick and effective resolution. WIN Technology also utilizes live fiber monitoring to help identify fiber impairments remotely and remote environmental monitoring at each site.

The WIN NMC call center services provide personal assistance for any network related issues. The WIN NMC is staffed 24 x 7 x 365 by highly trained technicians. Call center services range from monitoring and outage resolution to maintenance of the network, which includes sending maintenance notifications and performing the maintenance work itself. Our call center is staffed by the most qualified people, which means that they must have the right attitude in addition to the requisite skills. We’ve also defined sets of procedures that ensure consistent results for anyone utilizing the call center services. We understand that it is critical to maintain a high level of performance around the clock. And, in addition to the attitude, procedures, and training – we have a tried-and-tested turnover process between each shift; it helps to maintain our consistent level of performance, especially during outages.

All WIN NMC employees are training and have competencies to assist any customer request. Over 80% of support calls are resolved without escalation, and our average call- to-answer time is 10 seconds. In the event escalation is required, with WIN NMC leverages robust teams of network engineers and network administrators to assist in outage and issue resolution.

WIN NMC employees write specific procedures for service provided.

In the event of a network failure, the WIN NMC follows the below steps in attempt to restore services and re-institution of services:

- | | |
|----------|--|
| Step 1: | Alarm comes into Monitoring System |
| Step 2: | Check for specific Standard Operating Procedure (“SOP”) for customer |
| Step 3a: | If yes, follow specific SOP for customer |

- Step 3b: If no, get ahold of the outage contact listed in contact database and email all outage contacts in a ticket
- Step 4: Take directives from customer outage contact. If no outage contact is reached after 20 minutes, then escalate internal within WIN

The WIN NMC will notify customer via the following communication channels: email, phone, Ticketing Platform Chat feature, video conferencing, or in-person, when applicable.

As it relates to change management, WIN Technology will, upon written request, provide pre-maintenance and post-maintenance services. Pre-maintenance services include processing maintenance notifications, planning and scheduling maintenance events that avoid conflict or overlap and notify customers of accurate impact (service or non-service affecting). Post-maintenance services include processing maintenance completion notifications, tracking network changes, and updating network documentation. Post-outage, WIN NMC will provide a Root Cause Analysis (“RCA”) and Reason for Outage (“RFO”) impact analysis.

The WIN NMC can provide Web-accessible Interface for Connect Superior staff with visibility into current and historical incident management, service requests, and change management activities. The WIN NMC can provide network traffic trend data and reports in real-time, and upon request. Customers have the ability to view all devices that are being monitored by the WIN NMC in real-time via web access to our monitoring platform. All relevant sensors, including, but not limited to, traffic, light levels, and other system health indicators will be available to the City of Superior staff. In addition to this, individuals have the ability to view all tickets created by themselves and a designated customer admin has the ability to view all companies’ tickets, ongoing and resolved. Lastly, the WIN NMC can provide reports and reporting on a per-request basis or based on tracked variables within tickets. Reporting may also be leveraged in runbooks created for customers. Reports are created in collaboration with the customer to understand the required information and use cases of the report.

WIN understands that Service Level Agreements will be jointly developed by the WIN NMC and Connect Superior and WIN Technology agrees to negotiate these SLAs. Please see Attachment A for WIN Technology’s Network Operations Center Support Services Service Descriptions.

The WIN NMC has implemented a modern and comprehensive service management mechanism to support and proactively improve processes and procedures. WIN Technology employs a full-time Network Systems Training and Documentation Specialist that focuses on delivering accurate Documentation for procedures, as well as developing departmental competencies from other teams. Additionally, this role may assist customers in the development of specialized runbooks that may be utilized by the WIN NMC to provide refined services.

The WIN NMC has experience in working collaboratively with customers to review and improve end-user satisfaction and is prepared to collaborate with Connect Superior moving

forward. Currently, the WIN NMC can provide reports and reporting on a per-request basis or based on tracked variables within tickets. Reporting may also be leveraged in runbooks, created in collaboration with Connect Superior. Ad-hoc reporting can be requested or built into a runbook dependent on customer requirements. Some of these examples include daily ticket count, daily traffic reports or usage reports, outage reports, etc.

Lastly, WIN Technology has the capability of linking its systems to Connect Superior's source-of-truth. This would be an additional service provided by the WIN NMC and would come at an additional cost.

b. Break/Fix

WIN Technology's network monitoring process is the best way to prevent outages and other network problems – enabling us to resolve developing issues before they affect our users. To achieve this, the WIN NMC is staffed 24 x 7 x 365 and uses monitoring systems that create an audible alarm in the event of an outage. This alerts technicians to drop whatever they are doing and give the outage their full attention. It is considered our highest-urgency task, we reserve this special-priority treatment only for significant events. Additionally, we use industry standard Performance Assurance software to provide key clients with their specific performance key performance indicator (“KPI”) reports.

Additionally, the WIN NMC verifies all outages. Assuming a customer-based outage, the initial verification includes attempting to verify power and if issues are present or not or verify power if it is a controlled point of presence (“POP”). The WIN NMC uses network management system (“NMS”) alerting tools to help identify and isolate outages and impairments. We also attempt to reach the devices through Secure Shell (“SSH”) or another protocol outside of the Simple Network Management Protocol (“SNMP”) server to validate it is not just an SNMP service connectivity issue.

c. Backoffice Systems

The WIN NMC utilizes ConnectWise for our ticketing system, and Zabbix and PRTG for SNMP monitoring solutions. The WIN NMC has the ability to do configuration backups upon request.

d. Security of NOC and Connect Superior Operational Environment

Please see Attachment B for the WIN Technology security stance.

e. NOC and Break/Fix Support SLAs

The following key performance metrics are measured by the WIN NMC and collected monthly, unless otherwise annotated.

Ticketing Data:

- Total Tickets: the number of tickets received per company
- First Ticket Response Minutes: the amount of time it takes for WIN NMC staff to respond to a ticket
- Ticket Touches: the number of times WIN NMC touches a specific ticket prior to resolution
- Ticket Hours Worked: the amount of time that is spent on tickets

Phone Date:

- Total Phone Calls: the total number of phone calls received by the WIN NMC
- Time to Answer: the amount of time, in seconds, that it takes the WIN NMC to answer phone call
- Phone Time Hours: the total amount of time that the WIN NMC spends on the phone overall

Monitoring Data:

- Bandwidth Reports: bandwidth utilization by port
- Alarm Reports: the amount of time a threshold is crossed

Ticketing data is stored for three years. Monitoring data and configuration backups are stored for up to one year. The WIN NMC retains the ability to generate customized reports from all stored historic data.

f. Quarterly Reviews

The WIN NMC has experience with conducting quarterly reviews with customers. At any time, our NMC Operations Management team, as well as a Senior NMC Manager, are available for unscheduled communications. However, to verify communication and collaboration lines stay open, a Project Lead will have at a minimum one quarterly quality assurance review meeting. During these meeting the team will review budget, hours, tickets, and time utilization, as well as review any outstanding questions or issues.

g. Performance Management

The WIN NMC has an available escalation list that can be found in Attachment C. The WIN NMC also employs staff that specialize in working with customers to get collaborative results, as discussed in section 2 of this RFQ.

h. Onboarding Requirements

Below you will find an example of WIN Technology's NMC onboarding process.

Pre-Engagement: 2 Weeks

Pre-project approach is to secure and assign resources, ensure all project prerequisites are complete, and schedule project kick-off call with all stakeholders.

Activities:

- Assign Project Team Resources
- Complete Pre-requisite items and documentation
- Finalize anticipated project start and end dates
- Host Project Kick-off Meeting

Phase 1 - Discovery: 2 Weeks

Approach to discovery is to appropriately scope and define project onboarding work. The nature of onboarding is highly dependent on customer NOC requirements and the purpose of the Discovery Phase is to ensure project requirements and plan are scoped appropriately.

Activities:

- Orientation
- Network Discovery
 - o Define size of network to be monitored
 - o Level of triage requested
- Access to Relevant Customer Database
 - o Customer contacts
 - o Customer off network contract information
- Define Acceptance Criteria

Phase 2 – Monitoring: 2 Weeks

Phase two of the onboarding project is aimed at executing monitoring and alarm requirements as defined in Phase 1.

Activities:

- Perform Network Scans (as applicable)
- Setup Support Environment
- Configure Monitoring

Phase 3 – Runbook Development: 2 Weeks

Phase 3 approach is to create executable runbooks for the WIN NMC technicians.

Activities:

- Define Required Runbooks
- Develop Runbooks

Phase 4 – Acceptance Testing and Training: 2 Weeks

Phase 4 is the final phase of the onboarding project at its purpose is to ensure all parties accept that project and functionality delivered throughout the onboarding.

Activities:

- User Training on Support Procedures and Ticketing System, as applicable
- Acceptance Testing
- Project Close

- Transition to Ongoing NMC Environment

Project Controls

Project controls that are utilized by WIN NMC project management to safeguard project budget and timeline are best viewed through the scope and change management processes followed by the WIN project manager. Through a collaborative Phase 1 in the project, both teams will agree to scope, timeline, and budget. An assigned project manager is responsible for change management throughout the process. In the event of scope creep or changes needed to the project plan, the project manager will document changes and certify all parties are comfortable with the changes and any impacts to the project.

5. Provide a list of all sub-Consultants, proposed duties and functions, qualifications, contact information, etc.

The WIN NOC does not utilize outside parties for any Tier of support. All support is done in-house.

6. The respondent shall include a statement that he/she made their own examination, investigation and research regarding the method of doing the work, all conditions affecting the work to be done, the labor, equipment and materials, and the quantity of the work to be performed. The Proposer agrees that it has satisfied itself by Proposer's own investigation and research regarding all of such conditions, and that Proposer's conclusion to enter into the Service Agreement and based upon such investigation and research, and that Proposer shall make no claim against the City because of any of the estimates, statements or interpretations made by any officer or agent of the City which may prove to be erroneous in any respect.

WIN Technology has made our own examination, investigation and research regarding the method of doing work, all conditions affecting the work to be done, the labor, equipment and materials, and the quantity of work to be performed. WIN Technology shall make no claim against the City of Superior because of any of the estimates, statements or interpretations made by an office or agent of the City which may prove to be erroneous.

III. Attachment A: Network Operations Support Services Service Descriptions

NETWORK MANAGEMENT CENTER SUPPORT SERVICES (“NMC SERVICES”)

This NMC Services schedule describes the nature of the NMC Service (“Services”) that may be provided by WIN, LLC to Customer pursuant to a Service Request identifying the specific Service items to be provided. The terms, conditions, requirements, and specifications herein may be revised from time-to-time.

- 1. Network Operations Center (NOC) SERVICES**
 - A. Call Center Service.** WIN will act as Customer’s call center to open trouble and information tickets with Customer’s end users and/or Customer’s third-party network partners on a 24/7/365 basis. Call Center Service include the following Service items:
 - a. Standard Operating Procedures/Runbook.** WIN will coordinate with Customer to establish customized procedures by which WIN will carry out its NOC Services in coordination with Customer and/or its third-party partners, and to ensure that performance standards are clearly defined, achieved, and maintained. WIN will update and revise SOPs and/or Runbooks from time to time as needed or as directed by Customer.
 - b. Network Maintenance Notification.** WIN will track all planned network maintenance events as required through internal change requests or vendor-notified maintenance notifications. Upon receiving a planned event request, WIN will derive impacted services through customer-provided network documentation or other customer resources. Once impact is determined, WIN will communicate service-impacting and non-service-impacting maintenance notifications to affected parties. WIN will follow up with change requester to verify status of change and perform completion notifications to end users.
 - c. Incident Support.** WIN will triage incidents with or on behalf of Customer personnel, coordinate resolution efforts with Customer’s end users and/or Customer’s third-party network partners and prioritize according to severity levels defined by Customer. WIN will open trouble tickets and notify Customer of outages, either proactively upon discovery of an incident (if WIN is also providing Network Monitoring) or as reported by Customer or Customer’s end users via phone or email and will update and track tickets through resolution. WIN will provide regular updates on incidents to Customer and/or its end users and escalate as needed through up to four tiers of technical support and management staff. Following a network incident, upon request WIN will provide root cause analysis and/or reason for outage (RFO) summaries to Customer. WIN may make recommendations to Customer based on its analysis and may also update existing procedures or runbook at Customer’s direction based on post-outage review.

- d.** Data Collection and Organization for Analytics. WIN will provide scheduled or on- demand reporting and statistics related to network and ticketing performance. Such statistics may include number of alarms logged, average resolution time, number of incoming calls, average call wait time, number of abandoned calls, or others as mutually agreed to by WIN and Customer.
- B.** Network Monitoring Service. WIN will monitor Customer’s network at designated locations. Monitoring is available 24 hours per day, 7 days per week at node locations selected by Customer, for Layer 2 and/or Layer 3 of the Open Systems Interconnection (OSI) reference model.
- C.** Custom Projects. WIN will provide custom, one-time project-based services as described in a Service Request.

IV. Attachment B: Security White Paper

Introduction

WIN, LLC (on behalf of itself, WIN IT Services, LLC, Airstream Communications, LLC, and Perigon, Inc. together referred to herein as “WIN”) has implemented and operationalized comprehensive data and cyber security protocols and policies to safeguard WIN and WIN customer information (“Security Measures”).

WIN’s Security Measures govern all WIN employees, contractors, and consultants who have access to WIN’s information systems or network. The Security Measures were established and are maintained in conjunction with the following guiding principles, WIN shall:

- protect the confidentiality, integrity, and availability of its information assets and those of its clients;
- comply with applicable privacy and data protection laws;
- balance the need for business efficiency with the need to protect sensitive, proprietary, or other confidential information from undue risk;
- grant access to sensitive, proprietary, or other confidential information only to those with a need- to-know and at the least level of privilege necessary to perform their assigned functions;
- provide security training and expert resources to educate WIN personnel on their information security obligations.

While WIN may implement varying Security Measures depending on the situation and client needs, the Security Measures ensure that WIN meets its legal obligations and exceeds clients’ expectations.

This Security White Paper outlines certain Security Measures of WIN.

Personnel

All WIN personnel are required to pass a background check, attend security and privacy training, and are subject to confidentiality requirements. These processes and requirements cover, among other elements, privacy, information security, physical security, confidentiality, and acceptable use.

Upon termination of employment, all access is immediately removed.

Security & Awareness Training

During the employee onboarding process, all employees are given information security and privacy training and are required to acknowledge they have read and understand the information security policies and processes. In addition, employees receive continuous and on-going security training.

Some employees require elevated access to information systems to perform their job duties. These individuals receive specialized training specific to those roles and responsibilities.

Complying with Laws & Regulations

WIN's in-house legal team ensures that WIN adheres to all applicable laws, regulations, and contractual obligations. WIN requires all personnel to comply with the law and to conduct themselves in an ethical manner.

Information Security Policies, Standards, Controls

The secure environment established by WIN's Security Measures are the byproduct of various policies, standards, tools, and controls, which include, but are not limited to the following:

- Acceptable Use
- Physical and Environmental Security
- Incident Management
- Email and Internet Security
- Identity and Access Management
- Multifactor Authentication
- Least Privilege Access Management
- Data and Media Disposal
- Remote Access
- Data and Network Segmentation
- Asset and Inventory Management
- Centralized Patching
- Vulnerability Management
- Endpoint Detection and Response
- Hardware and Host-based Firewalls
- Password Management
- Wireless Network Encryption
- Workstation Full Disk Encryption
- Storage Encryption
- Encrypted Protected Backup
- Biometric Restricted Access Data Center
- Diverse Data Backup Locations

V. Attachment C: Maintenance and Repair Contract Escalation List

MAINTENANCE AND REPAIR CONTACT & ESCALATION LIST

WIN NETWORK MANAGEMENT CENTER (NMC)		
<p>All service calls must initially be directed to the WIN Network Management Center (NMC).</p> <p>WIN's NMC is available on a 24 X 7 basis.</p> <p>Please be prepared to identify the appropriate circuit ID where the trouble is located.</p>	<p>NMC PHONE: 1-866-206-2027</p> <p>NMC EMAIL: support@wintechnology.com</p>	
1ST LEVEL OPERATIONS ESCALATION - IF NO RESPONSE FROM NMC AFTER ONE HOUR		
Charles Nichols , NMC Manager	Cell:	715-404-9730
	Email:	charles.nichols@wintechnology.com
Glen Roeder , Network Engineering Manager	Cell:	715-590-3569
	Email:	glen.roeder@wintechnology.com
2ND LEVEL OPERATIONS ESCALATION – IF NO RESPONSE FROM 1ST LEVEL AFTER ONE HOUR		
Matt Amenson , Senior Operations Manager	Cell:	715-563-8101
	Email:	matt.amenson@wintechnology.com
Ricky Smith , Senior NMC Manager	Cell:	715-579-9137
	Email:	ricky.smith@wintechnology.com
Jason Hotujec , Director of Engineering	Cell:	715-579-1971
	Email:	jason.hotujec@wintechnology.com
3RD LEVEL OPERATIONS ESCALATION – IF NO RESPONSE FROM 2ND LEVEL AFTER ONE HOUR		
Matt Yach , Chief Operations Officer	Cell:	715-579-4830
	Email:	matt.yach@wintechnology.com
ADDITIONAL WIN CONTACTS		
Petro Tsarehradsky , VP Sales & Marketing	Cell:	715-225-3141
	Email:	Petro.Tsarehradsky@wintechnology.com
Accounts Payable	Office:	715-832-3279
	Email:	billing@wintechnology.com
Accounts Receivable	Office:	715-832-3279
	Email:	acctrec@wintechnology.com

VI. References

Company Name: Midwest Video Solutions, LLC
Address: 100 Majestic Drive, Suite 200, Westby, WI 54667
Contact Person: Emily Call
Email Address: Emily.call@midwestvideosolutions.com
Phone: (608)634-7411
Services Provided: Layer 3 network monitoring and outage notification services, network administration and engineering services, and network maintenance and repair services.

Company Name: Marquette-Adams Telephone Cooperative, Inc.
Address: 113 North Oxford Street, PO Box 45, Oxford, WI 53952
Contact Person: Shane McCann
Email Address: smccann@maadtelco.com
Phone: (608)586-4111
Services Provided: Network monitoring, outage notification services, server administration services, repair services, and network administration and engineering services as needed.

Company Name: INDATEL Services, LLC
Address: 10955 Lowell Avenue, Overland Park, Kansas 66210
Contact Person: Eric Davis
Email Address: eric.davis@indatelservices.com
Phone: (816)888-8307
Services Provided: Incident support, network operations and testing support, maintenance and reporting.

VII. Sub-Consultants Listing

The WIN NOC does not utilize outside parties for any Tier of support. All support is done in-house.

Network Operations Center (NOC)

The undersigned agrees to employ the following listed **subConsultants** for the following enumerated classes of work and not to alter or add to such list without written consent of the City of Superior, WI. Use separate sheet as necessary.

	<u>SUBCONSULTANT</u>	<u>CLASS OF WORK</u>
1)	_____	_____
2)	_____	_____
3)	_____	_____
4)	_____	_____
5)	_____	_____

Submitted by: COMPANY: WIN, LLC d/b/a WIN Technology
 ADDRESS: 4955 Bullis Farm Road, Eau Claire, WI 54701
 COMPANY REPRESENTATIVE: Jess Hycnar

VIII. Addenda Acknowledgement

Network Operations Center (NOC)

I/we hereby acknowledge receipt of the following addenda(s):

Addendum No. 1

Dated: October 23, 2024

I/we further certify that no agreement has been entered into to prevent competition for said work and that I/we carefully examined the site where the work is to take place, and the plans, specifications, form of contract and all other contract documents.

I/we further agree to enter into the contract, as provided in the contract documents, under all the terms, conditions and requirements of those documents.

* If no addenda were issued, the consultant/firm shall so indicate and sign this document.

WIN, LLC



Company

Representative Signature