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ORACLE PRODUCTS AND SERVICES

Maricopa County
SERIAL 180233-RFP

Closing Date and Time: June 26, 2018 @ 2PM MST

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Letter of Transmittal (Exhibit 2)**MYTHICS™****Unrivaled Oracle Expertise**

25 June 2018

Maricopa County
Office of Procurement Services
320 West Lincoln Street
Phoenix, Arizona 85003-2494

Re: 180233-RFP, ORACLE PRODUCTS AND SERVICES

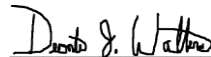
To Whom It May Concern:

Mythics, Inc. (Herein referred to as the "RESPONDENT"), hereby submits its response to your Request for Proposal dated May 18, 2018, and agrees to perform as proposed in the Respondent's proposal, if awarded the contract. The Respondent shall thereupon be contractually obligated to carry out its responsibilities respecting the services proposed.

Please advise this in writing on or before August 31, 2018 if you should desire to accept this proposal. Mythics is amenable to extending this timeframe if more time is needed to evaluate proposals.

Very truly yours,

Deonte J. Watters, CCMAP
NAME (please print)



SIGNATURE

Senior Contracts Manager
TITLE (please print)

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1 Executive Summary

Mythics has remained 100% dedicated to selling, implementing, and supporting Oracle technology since incorporating in 2000. We are the most qualified and experienced Oracle partner to consider when establishing a Master Agreement offering Oracle products and services to Participating Public Agencies. We only sell Oracle technology and remain committed to having a competitive advantage among Oracle Partner Network (OPN) members through differentiation. Our results have:

- ✓ Generated over \$893M selling Oracle technology, implementation services and support to customers eligible for cooperative purchasing in all 50 states over the previous 3 years; and
- ✓ Secured over 100 contract vehicles and license agreements in this market.

We meet and, in most cases, exceed all mandatory qualifications and are prepared to transition customers to the Master Agreement by making it our primary offering. By doing so, we will make it easier and more cost-effective for Participating Public Agencies to acquire and realize the full potential of Oracle technology because we:

- ✓ Possess the rights to represent, sell, and service Oracle's entire technology stack—we have earned more applicable resale rights and specializations than any other OPN member focused primarily on the public sector;
- ✓ Have full-time staff in place to support the missions and objectives of multiple Participating Public Agencies at the same time and throughout the life of the contract—we employ more certified presales, sales, support, and implementation resources than any other OPN member focused primarily on the public sector;
- ✓ Deliver independently validated, "world-class" service across the entire Oracle technology stack—from initial software and hardware acquisitions to consulting and ongoing support and managed services;
- ✓ Supply project management for each implementation—adhering to the Project Management Institute's (PMI) Project Management Body of Knowledge (PMBOK) best practices;
- ✓ Incorporate our entire delivery approach into our ISO-9001 Quality Management System (QMS), which coordinates and directs our activities and continuously improves our ability to meet customer needs; and
- ✓ Convincingly market Oracle technology, our capabilities to implement it, and how customers can acquire it.

We offer an experienced U.S. Communities Program Management Organization (UCS PMO) to oversee the contract. Our proposed presale, sales, and support leaders have been with Mythics for an average of 11 years, while our remaining implementation, legal, finance, contracts, and human resources leaders have been here for an average of 7 years. We have 49 presales, sales, support, and training resources directly supporting our UCS PMO with access to an additional 142 implementation resources based on customer needs. Combined, this staff has earned 1,185 Oracle presales, sales, support, implementation, or other industry-recognized certifications. Each member of this group has helped close 5,844 opportunities and/or successfully implemented 260 projects in all 50 states over the previous 3 years—all in support of our customers' desire to acquire and realize the benefits of Oracle technology.

2 Proposal

2.1 Mandatory Qualifications

2.1.1 Confirmation from Oracle's Government Resell Programs Group



7700 Technology Way
Denver, CO 80237

June 20, 2018

Subject: Approval to respond to Maricopa County Serial #180233-Request for Proposals for Oracle Products and Services

DELIVERED VIA EMAIL

To Whom It May Concern:

This letter is to confirm that, as of the date of this letter, Mythics, Inc. is a Platinum Level member of the Oracle PartnerNetwork (OPN) in good standing and has a valid Master Distribution Agreement and Public Sector Addendum. Mythics, Inc. is authorized to resell multiple lines of Oracle products and services.

Mythics, Inc. has been granted approval from Oracle to create a contract in response to the above referenced RFP.

If you have any questions, please feel free to contact me at 571-214-0072.

Sincerely,



Sara Merryman
Government Resell Programs Manager
Oracle Public Sector Channels
sara.merryman@oracle.com

2.1.2 Ability to Represent, Sell, and Service Oracle Products

We are known as one of Oracle's largest, most qualified, and experienced public-sector solution providers *having the rights to represent, sell, and service Oracle Products* because we:

- ✓ Are a certified Oracle Partner Network (OPN) Platinum member in good standing;
- ✓ Have received authorization from Oracle's Government Resell Programs group to create a contract in response to this RFP.
- ✓ Have in place the required Master Distribution Agreement and Public Sector Addendum, *as well as* Oracle's required Public Sector Support Renewal Schedule (for Oracle Support Services and Resources) and Education Distribution Agreement (for Oracle University);
- ✓ Have met Oracle's rigorous criteria, *and received written confirmation to resell*, 73 product categories across broad range of Oracle technology;
- ✓ Have met Oracle's demanding competence criteria for 51 Oracle Specializations—classifications whereby *Oracle independently validates our proficiency in Oracle technology and the results of the high-value services we provide to our customers*;
- ✓ Staff our presales, sales, and support teams with resources who have earned Oracle's *specialist* designations through qualifying Oracle assessments and dedicated to selling only Oracle technology to the public sector;
- ✓ Employ highly-skilled professional and technical resources—from *PMP-certified project managers to Oracle-certified implementation specialists*—to deliver a wide-range of Oracle-based solutions following *industry-recognized delivery (PMI) and quality standards (ISO-9001)*; and
- ✓ Consistently exceed our customers' expectations, as measured by an independent 3rd-party, by delivering "world-class" service—to the extent *our customers recommend and promote our capabilities over our competitors*.

Because we only sell Oracle technology, all our employees are committed to helping our customers achieve their missions and objectives through better understanding, acquisition, implementation, and support of Oracle technology. Our dedication to Oracle and approach to providing high-value service helps our customers realize significant reduction in acquisition costs. Not only do we know Oracle technology, we have aligned our internal structure with Oracle's business units to:

- ✓ *Navigate Oracle's complex approval and ordering process* better than any other partner;
- ✓ *Obtain approvals for better discounts* across a wider range of Oracle technology than our competition can offer; and
- ✓ Design comprehensive, efficient procurements to *further reduce costs and complexities* associated with managing our customers' Oracle portfolios.

Our approach also helps customers *realize the full potential of Oracle technology through effective use*. We not only make it easier and more cost-effective for our customers to acquire Oracle technology—we help them recognize a higher return on their Oracle investments because we:

- ✓ Employ Oracle-certified specialists who *collaborate with customers to better understand their IT initiatives and the possibilities of applying Oracle technology*—as well as related training, support, and services—to fulfill their needs;
- ✓ Help customers manage their changing Oracle portfolio and co-develop strategies to effectively use the software they own;
- ✓ Offer a range of services to *support and integrate any Oracle product* into our customer's IT environments—on or off-premises; and
- ✓ *Serve primarily the public sector*—where we are accustomed to ensuring compliance with respect contract scope, SLAs, and other specific requirements.

2.1.2.1 Significance of Oracle Resale Rights and Specializations

Public sector agencies rely on Oracle technology—and Oracle relies on its partner network to deliver value-added presales, sales, support, and implementation services. To foster a capable partner network, Oracle developed a recognition program to reward OPN members who continuously and significantly invest in their capabilities through the issuance of Oracle resale rights and specializations. By earning resale rights and specializations, OPN members gain a competitive advantage within OPN through differentiation.

OPN members obtain resale rights and specializations based on Oracle's assessment of their presales, sales, support, implementation resources and, if required, industry specialists through training and proctored exams. In addition, Oracle contacts customer references to verify and validate an OPN member's experience and capability to implement Oracle technology.

Oracle Resale Rights

To distribute Oracle technology to the public sector, OPN members must meet Oracle's rigorous criteria. Oracle grants OPN members at the Gold level and above the right to distribute programs with the Oracle Database and Middleware *Knowledge Zones*. Partners may distribute programs in other Knowledge Zones provided they apply for and receive written confirmation from Oracle that they have met all resell criteria for the applicable programs. Resell criteria includes OPN membership level (Silver, Gold, Platinum) and technology competency—whereby Oracle requires a partner to employ a minimum number of certified *presales, sales, and support* specialists who have passed Oracle-proctored exams related to the technology it wishes to resell.

Oracle Specializations

Oracle formally recognizes its partners' ability to successfully deliver solutions based upon Oracle technology. OPN members at the Gold level or above may earn *Specialization* in a specific technology—but only after Oracle's successful assessment, validation, and confirmation of the partner's capabilities, particularly with respect to its:

- **Competency.** Beyond meeting resale criteria, partners must employ a required number of certified presales, sales, support, as well as *implementation* and required *industry* specialists—each confirmed by passing Oracle-proctored exams; and
- **Business.** Partners must have a positive record of accomplishment delivering Oracle solutions—quantified by a minimum number of successful implementations, sales transactions, and customer references.

OPN members may select from a wide range of specializations from Oracle's growing technology portfolio. Oracle recognizes companies that have achieved specialization as having:

- ✓ Certified skills and competency achievements across all areas of their businesses.
- ✓ In-depth product and industry knowledge and proven value-add for customers.
- ✓ Validated customer references within the area of specialization.

OPN members at the Gold level may apply for Platinum status once they achieve 5 Specializations.

2.1.2.2 Mythics Resale Rights

Table 1: Oracle Resale Rights. *Mythics holds 73 resale rights across all Knowledge Zones—more than any other OPN member focused primarily on the public sector.*

Knowledge Zone	Mythics Resale Rights		
Database	1. Data Warehousing 2. Enterprise Manager	3. MySQL 4. Oracle 1-Click Technology	5. Oracle Database 6. Oracle Database Appliance
Middleware	7. Application Grid 8. Data Integration 9. Developer Tools 10. IT Architecture 11. Identity Management	12. Oracle Application Integration Architecture 13. Oracle BI Applications 14. Oracle BI Foundation 15. Oracle Endeca Information Discovery	16. Oracle SOA 17. Oracle Unified BPM 18. Oracle WebCenter Content 19. Oracle WebCenter Portal 20. Oracle WebCenter Sites
Applications	21. AutoVue Enterprise Visualization 22. Enterprise Communications 23. Instantis Enterprise Track 24. JD Edwards EnterpriseOne 25. Oracle CRM OnDemand 26. Oracle Clinical & Oracle Remote Data Capture Applications	27. Oracle Communications Broadband Network Solutions 28. Oracle Crystal Ball 29. Oracle Documaker 30. Oracle E-Business Suite 31. Oracle Hyperion 32. Oracle Master Data Management Solutions	33. Oracle Policy Automation 34. Oracle Primavera 35. Oracle Public Sector Revenue Management Applications 36. Oracle Real-Time Scheduler 37. Oracle Utilities 38. PeopleSoft 39. Primavera Unifier
Cloud Services	40. Instantis Enterprise Track Cloud Service 41. Oracle Cloud: PaaS and IaaS 42. Enterprise Performance Reporting Cloud Service 43. Oracle Field Service Cloud Service	44. Oracle Financials Cloud RR 45. Oracle HCM Cloud 46. Oracle Health Sciences ClearTrial Cloud Service 47. Oracle Health Sciences Empirica Cloud Service 48. Oracle HCM Midsize Cloud	49. Oracle Planning and Budgeting Cloud Service 50. Primavera Cloud Service 51. Oracle RightNow Cloud Service RR 52. Primavera Unifier Cloud Service
Engineered Systems	53. Exadata Database Machine 54. Exalytics In-Memory Machine	55. Exalogic Elastic Cloud 56. Oracle Big Data Appliance 57. Oracle Database Appliance	58. Oracle MiniCluster 59. Oracle Private Cloud Appliance
Hardware	60. Fujitsu M10 Servers 61. NAS Storage 62. Oracle Solaris 63. Oracle x86 Systems	64. SAN Storage 65. SPARC Enterprise Entry-Level and Midrange M-Series Servers	66. SPARC Enterprise High-End M-Series Servers 67. SPARC M-Series Servers 68. SPARC SuperCluster
Server and Storage Systems	69. Digital Media Solutions 70. Oracle Database Appliance	71. Oracle Linux	72. Oracle Virtual Networking
Industries	73. Oracle Student Learning Applications		

2.1.2.3 Mythics Specializations

Table 2: Oracle Specializations. *Mythics holds a record-breaking 51 specializations across all Knowledge Zones— more than any other OPN member focused primarily on the public sector.*

Knowledge Zone	Mythics Specializations		
Database	1. Oracle Database 11g 2. Oracle Database 11g Performance Tuning 3. Oracle Database 11g Security	4. Oracle Database 11g Data Warehousing 5. Oracle Database 12c 6. Enterprise Manager 11g	7. Enterprise Manager 12c 8. Oracle RAC 11g 9. Oracle Database Performance and Tuning
Middleware	10. Oracle App Development Framework 12c 11. Oracle BPM Suite 12c 12. Oracle SOA Suite 12c 13. Oracle Data Integrator 12c 14. Oracle Access Management Suite Plus 11g	15. Oracle App Development Framework 11g 16. Oracle Application Grid 11g 17. Oracle Business Intelligence Applications 7 18. Oracle Business Intelligence Foundation 10 19. Oracle BI Foundation Suite 11g	20. Oracle Cloud Application Foundation 21. Oracle SOA Suite 11g 22. Oracle Unified BPM 11g 23. WebCenter Content 11g 24. WebCenter Portal 11g 25. Oracle WebLogic Server 12c
Applications	26. Oracle CRM OnDemand 27. Oracle EBS R12.1 Financial Management	28. Oracle EBS R12.1 SCM	29. PeopleSoft 9.1 Financial Management
Cloud Services	30. Oracle Infrastructure as a Service	31. Oracle Management Cloud 32. Cloud Builder	33. Oracle Hyperion Planning 11
Engineered Systems	34. Exadata Database Machine Models X2-2 and X2-8	35. Exadata Database Machine 36. Exalogic Elastic Cloud X2-2	37. Oracle Database Appliance 38. Oracle Exalogic Elastic Cloud
Server and Storage Systems	39. Oracle Linux 5 40. Oracle Linux 6 41. Oracle Solaris 11	42. Oracle VM 3 43. StorageTek Tape Libraries	44. Sun ZFS Storage Appliance 45. Oracle ZFS Storage
Industries	46. Aerospace and Defense 47. Education and Research	48. Financial Services 49. Healthcare	50. Public Sector 51. Utilities

2.1.2.4 Mythics Strategic Markets Sales Organization

Doug Altamura, President of Mythics Strategic Markets organization, directs 49 presales, sales, and support professionals, identified in **Table 3** below, who sell to customers eligible for cooperative purchasing. We have structured our Strategic Markets organization to handle a high number of transactions and have a long history of *working with multiple customers at the same time*—processing an average of 37 transactions generating \$5.7M each week.

Table 3: Mythics Strategic Markets Organization. *Primarily responsible for generating sales under the contract, we staff our Strategic Markets organization with Oracle-recognized presales, sales, support, implementation, and industry specialists.*

Regional Team	Presales, Sales, Support and Technical Staff	
Eric Seifert, VP <i>Strategic Markets Sales (East)</i>	<ul style="list-style-type: none"> • Alex Payne, Mid-Atlantic Consulting Sales • Anita Clifford, North Consulting Sales • Chris Brown, Mid-Atlantic Account Manager • Nathan Ingram, North Account Manager 	<ul style="list-style-type: none"> • Justin Hughes, Northeast Account Manager • Paul Brandt, North Account Manager • Paul Holley, Director, Commercial Sales • Benjamin Landis, North Account Manager
Nick Psimas, VP <i>Strategic Markets Sales (South)</i>	<ul style="list-style-type: none"> • Brandon Pace, South Consulting Sales • Jessica Pinkett, Southeast Account Manager • Matthew Coenen, Southeast Account Manager 	<ul style="list-style-type: none"> • Mark Scura, South Account Manager • Randy Stageberg, TOLA Account Manager • Janey Krause, SaaS Account Manager
Tom Weiss, Director <i>Strategic Markets Sales (West)</i>	<ul style="list-style-type: none"> • Eddie Escobar, Central Account Manager • Eric Dunnet, West Account Manager, West • Jonathan Hashinger, West Consulting Sales 	<ul style="list-style-type: none"> • Justin Saylor, SaaS Account Manager • Ryan Williams, West Account Manager • Kimberly Mulgrew, SDR
John Iuliano, Director <i>Strategic Market Sales (Higher Ed/ Healthcare)</i>	<ul style="list-style-type: none"> • Brittany Bryan, Account Manager • Nick Iuliano, Sales Representative 	<ul style="list-style-type: none"> • Sally Goode, Account Manager • Shane Kozuch, Higher Ed Consulting Sales
Sean McKenzie, VP <i>Strategic Market Support Solutions</i>	<ul style="list-style-type: none"> • Daniel Wasson, Support Solutions East • Jenna Nassar, Support Rep • Mike DeMasi, Support Rep • Nick Hillier, Support Rep • Terra Tatem, Support Rep • Kimberli Sirico, Support Rep 	<ul style="list-style-type: none"> • Jared Barnes, West Support Solutions West • Alexander Mavrophilipos, Support Rep • Chad McPhatter, Support Rep • Kenneth Evans, Support Rep • Maddy Humphrey, Support Rep • Mari Morrison, Support Rep
Randy Hardee, VP <i>Strategic Market Technology Solutions</i>	<ul style="list-style-type: none"> • Kevin Ort, National Account Manager (On-Premise Cloud Infrastructure) • Ted Nanayakkara, PreSales Consultant 	<ul style="list-style-type: none"> • Laura Searce, Cloud Solution Sales • Mike Haas, PreSales Consultant
Greg Mika, Director <i>Sales Operations</i>	<ul style="list-style-type: none"> • Jason Hoover, Sales Operations Specialist 	<ul style="list-style-type: none"> • Stu McIntire, Sales Operations Specialist
Contract Capture	<ul style="list-style-type: none"> • Jessica Richmond, Contracts Specialist 	

PreSales, Sales, and Support Activities

Our Strategic Markets organization will be the team primarily responsible for generating sales under the contract, focusing on the following activities:

- **Presales.** Our Presales Specialists develop and deliver high-quality presentations and demonstrations to exhibit and articulate advanced Oracle technology features and benefits, product roadmaps, and map Oracle technology to customer use-cases. Each Presales Specialist is an expert in a core set of Oracle technology—trained and assessed in their ability to articulate its value proposition, features, and benefits to customers. Presales Specialists work closely with front-line Sales Specialists to educate them on changes in Oracle capabilities, as well as assist in the requirements gathering phase of the sales cycle.
- **Sales.** Our Account Managers position Oracle products and services to our customers. Account Managers sell Oracle technology by understanding and addressing the customer needs, managing competition, knowing what traps to avoid, and how to utilize people and their influence to position solutions that resonate with customer stakeholders.
- **Support and Training.** We require our Support Specialists to possess an understanding of Oracle's complete support technology with focus on My Oracle Support (MOS), policies, resources, and Oracle best practices. To help navigate Oracle's myriad of support choices and applicable policies, Support Specialists help customers understand their legacy, current, and future Oracle licensing footprint and identify metrics to properly maintain Oracle support. Support Specialists also help customers migrate existing legacy Oracle technology to new Oracle offerings as well as help customers design training curriculums from available Oracle University offerings. After the sale, Support Specialists work with our customers to inform them of Oracle de-support dates for software and hardware, update and/or upgrade availability, as well as new training offerings.

2.1.2.5 Mythics Consulting Organization

Our consulting organization has helped government agencies, defense customers and some of the most famous commercial brands in the world make their Oracle or multi-vendor IT environment more efficient, reliable, and secure. We offer a wide-range of professional, integration, and managed services that maximize the return on our customers' Oracle technology investments—specifically by helping our customers solve large and complex business and information technology (IT) challenges in 8 broad categories:

1. Cloud and Cloud Migration
2. Software and Applications
3. Data Security
4. Database
5. Hardware and Engineered Systems
6. Fusion Middleware
7. Business Intelligence
8. Managed Support Services

We employ 142 certified resources who embrace an industry-standard methodology and a globally-recognized quality management system to deliver Oracle solutions:

- **Certifications.** Our customers expect our technical resources to have Oracle certifications. We provide that and more. Our consultants hold other certifications relevant to their roles—Agile, PMI, ITIL, Six Sigma, CompTIA, among many others.
- **Delivery Methodology.** We assign a PMP-certified project manager to every service engagement to deliver projects following the best practices as codified by the PMI's PMBOK. Within this framework, we have a DevOps mentality and follow Agile principles.
- **Quality Management System.** Our entire delivery methodology—from opportunity identification to award and project kickoff to final closeout—adheres to our independently audited QMS registered to the ISO 9001:2015 standard.

Quality Management System

We have incorporated our entire delivery approach into our ISO-9001 QMS. By doing so, it not only helps coordinate and direct our activities to meet customer needs—it also improves our effectiveness and efficiency on a continuous basis. The scope of our ISO-9001 QMS includes the following value-added procedures:

- **Strategy and Planning.** We review the previous year's success and challenges and perform SWOT analysis against future initiatives to determine how we invest in the organization.
- **Qualifying Opportunities.** Describes how we define the scope of an engagement, qualify the opportunity, and capture new business.
- **Responding to Opportunities.** Describes how we respond to new business opportunities.
- **Project Initiation, Planning, and Design (PMBOK).** Defines how our PMP-certified project managers properly plan, prepare, and document for successful project execution, which may include the contracting and management of 3rd-party vendors and subcontractors.
- **Project Execution (PMBOK).** Defines how we satisfy project specifications and internal requirements to direct and manage project execution.
- **Project Monitoring and Control (PMBOK).** Describes how we observe and moderate project execution to identify potential problems in a timely manner and take corrective actions as necessary.
- **Project Close (PMBOK).** Defines how we verify a project is ready for closeout and complete all administrative and financial activities once delivery is complete.
- **Managing Customer Relationships.** Describes how we confirm a customer's satisfaction with our services to the extent they would recommend us for future work and/or as a reference.

In addition to the procedures above, we audit the results of our activity and perform quarterly executive management reviews so we continually improve our overall consulting sales and implementation methods.

DevOps

DevOps is an application lifecycle management approach where an agile and collaborative relationship exists between software developers and IT operations staff. DevOps produces rapid, frequent, and more reliable software releases without disrupting other services. In many organizations, quality assurance, security, and even compliance and regulatory oversight teams integrate tightly with development and operations teams throughout the application lifecycle. While there is no single DevOps topology that fits all occasions, factors such as product set, environment, managerial structure, strength and effectiveness of leadership, and business culture all impact how, and how well, an organization implements DevOps.

We integrate our delivery practices into our customers' DevOps methodologies to support their objectives, increase the frequency and accuracy of new releases, and drive down associated costs. Oftentimes, an organization's developers are ready to implement a more agile methodology well before the operations teams are ready to meet the development release cycles. In these cases, we provide the training and necessary resources to transform the delivery part of the equation and release the power of a true DevOps approach.

DevOps best practices break monolithic applications into *microservices*, where teams of several developers each focus on a different aspect of the overall solution. We establish governance for security and data integrity, as well the infrastructure on which the microservices reside. This embodies the unplanned quality assurance, management, and administration aspects of DevOps as organizations seek more of a continuous delivery paradigm.

Agile Development

We have adopted an Agile project management framework incorporating the principles of *Scrum* and *Kanban* to support the fast-paced and dynamic nature of our customers' IT initiatives where:

- **Scrum** adheres to the core values of Agile project management with an emphasis on continuous improvement, scope flexibility, team input, and delivering quality products; and
- **Kanban** is a lean, visual-based work management technique that identifies how much unfinished work is in progress, including bottlenecks and queues, to analyze and improve the quality and flow of work.

Our Agile approach to implementation contrasts with the traditional, undeviating waterfall methodology. Rather than complete discrete analysis, design, coding, and testing phases in a linear fashion, our Agile approach treats these phases as continuous activities. The benefits are significant:

- ✓ **Improved quality.** We begin testing on day one.
- ✓ **Increased visibility.** We release project features continuously.
- ✓ **Reduced risk.** We seek and provide feedback early and often.
- ✓ **Reduced costs.** We incorporate changes at any time.

The central element of our Agile process is the Scrum Team, a group usually comprised of fewer than 10 people. Our project manager (or ScrumMaster) ensures the team abides by Agile principles, adheres to our ISO-9001 QMS, and removes barriers to facilitate team productivity. All our projects share the same Agile principles to provide value:

- **Customer Collaboration.** Connecting with customers to identify and deliver what matters most
- **Adapting to Change.** Planning for, and responding to, changes based on priority and value
- **Lean Thinking.** Focus on the big picture, minimizing waste and amplifying learning

- **Transparency.** Integrating stakeholders into the process with open and proactive communication across organizational boundaries minimizes surprises
- **Continuous Improvement.** Evolving the product and process as part of iterative planning and delivery.
- **Results-oriented.** Early and frequent delivery of tangible benefits
- **Execution Excellence.** Investing time in quality and architecture to avoid rework and technical debt
- **Security and Reliability.** Building integrity into IT systems and safeguarding customer data and intellectual property.

Mythics Customer Loyalty

Nothing speaks better to our approach than our customers praise. We retain an independent 3rd-party (ERC) to conduct semi-annual quality surveys for our entire professional and managed services portfolio. ERC aggregates our customers' feedback and ratings into an overall quality metric (Net Promoter Score or NPS). The NPS is an index ranging from -100 to 100 measuring the willingness of customers to recommend a company's products or services to others. Companies use NPS as a proxy for gauging a customer's overall satisfaction with a company's product or service and the customer's loyalty to the company's brand.

An NPS over 75 means a company is providing “world-class” service—and we consistently score 90 or more.

ERC determines our NPS by asking our customers one single question: “*On a scale of 0 to 10, how likely are you to recommend this company's product or service to a friend or a colleague?*” Based on their rating, ERC classifies our customers into three categories: *promoters* (rating of 9-10), *passives* (7-8) and *detractors* (0-6). ERC calculates NPS by subtracting the percentage of customers who are *passives* or *detractors* from the percentage who are *promoters*. At one end of the spectrum, if all customers surveyed gave a score lower or equal to 6, this would lead to a score of -100. On the other end of the spectrum, if all customers answered with a 9 or 10, then the total NPS would be 100. In the middle of the spectrum, if all customers surveyed scored between 7 and 8, the total NPS would be 0. ERC provides other insights into how we deliver services, with our most recent survey (June 2017-November 2017) results below:

Table 4: Mythics Survey Results. *An NPS over 75 indicates a company provides “world-class” service—and we consistently score 90 or more.*

Topic	Average Score (Scale of 0-10)
Mythics point of contact had the knowledge and expertise to manage my project.	9.35
How would you rate the staff in communication skills?	9.05
How would you rate the staff in timeliness?	9.45
How would you rate the staff in technical expertise?	9.40
Considering your total experience with the staff so far, how satisfied are you overall?	9.25
My project is on time.	9.16
My project is on budget.	9.26
Mythics is solving the issue they were hired to complete.	9.79
Net Promoter Score	90

2.1.3 Ability to Service Local Government, States, School Districts, Higher Education Institutions, Other Governmental Organizations, and Non-Profits

We sell, implement, and support more Oracle technology to customers eligible for cooperative purchasing than any other OPN member focused primarily on the public-sector. **Table 5** and **Table 6** illustrate our *ability to service local governments, states, school districts, higher education institutions, and other governmental agencies and nonprofit organizations* by showing the number of transactions processed and total revenue generated in each market segment over the past 3 calendar years.

Table 5: Transactions by Market Segment. *Number annual transactions processed for Oracle technology included in the scope of our response for 2015, 2016, and 2017 in the United States.*

Market Segment	2015	2016	2017
Cities	327	369	445
Counties	263	299	285
K-12 (Public/Private)	75	86	79
Higher Education (Public/Private)	322	342	341
States	713	683	756
Other Public Sector and Non-Profits	156	159	144
Total	1856	1938	2050

Table 6: Revenue by Market Segment. *Total revenue generated for Oracle technology included in the scope of our response for 2015, 2016, and 2017 in the United States.*

Market Segment	2015	2016	2017
Cities	\$30,491,029.99	\$56,321,932.77	\$82,008,177.73
Counties	\$24,221,262.53	\$23,288,060.80	\$20,188,852.08
K-12 (Public/Private)	\$8,151,318.32	\$15,172,601.42	\$11,016,108.40
Higher Education (Public/Private)	\$29,796,697.06	\$32,384,427.99	\$32,131,449.16
States	\$139,639,975.44	\$148,658,235.69	\$188,417,160.73
Other Public Sector and Non-Profits	\$20,792,695.07	\$19,774,941.36	\$11,032,253.16
Total	\$253,092,978.41	\$295,600,200.03	\$344,794,001.26

2.1.4 Ability to Work with Multiple Entities at the Same Time

We employ the presales, sales, support, and implementation resources necessary to support the missions and objectives of *multiple entities at the same time and throughout the life of the contract*. Over the past three calendar years (2015-2017), we processed 5,844 purchase orders from customers eligible for cooperative purchasing in all 50 States valued at over \$893M.

Figure 1 below illustrates our nationwide presence—identifying the number of transactions processed and total revenue generated within each State from 2015-2017:

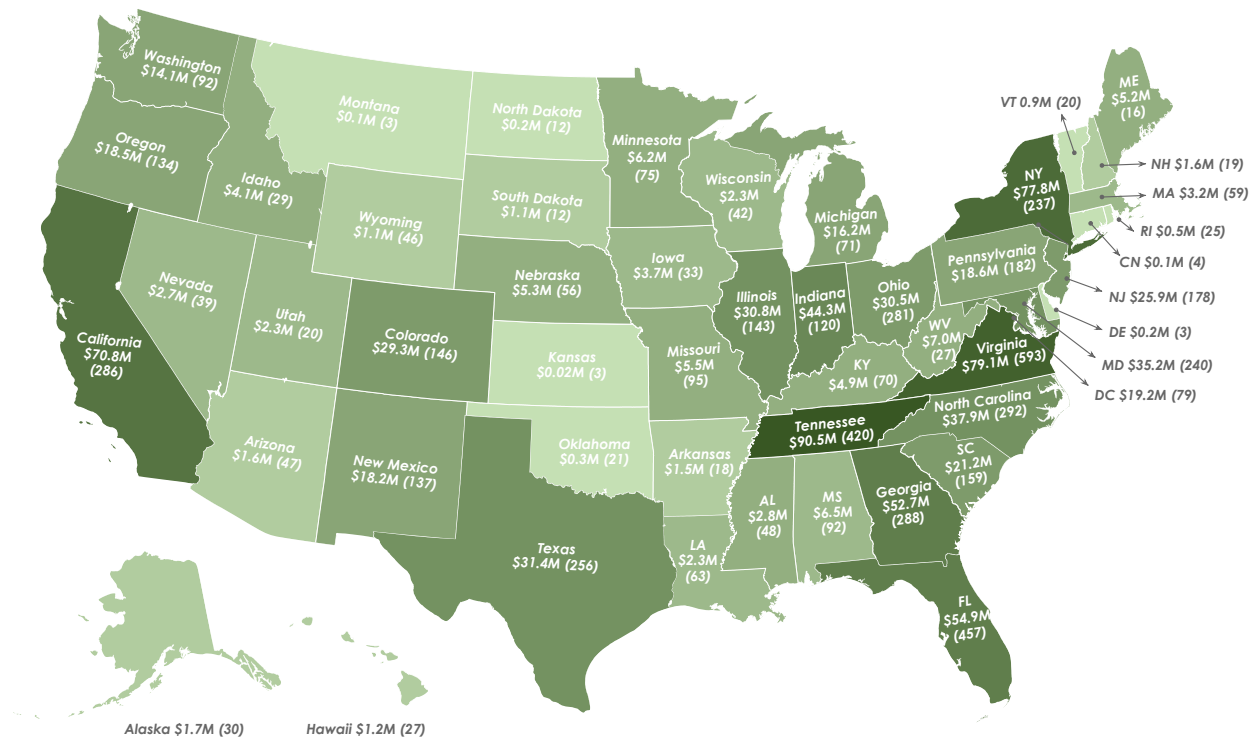


Figure 1: Nationwide Sales Presence. *Mythics processes more Oracle transactions and produces more revenue across all 50 States than any other OPN member focused primarily on the public sector.*

2.1.5 Ability to Maintain Expertise, Resources, and Capabilities Throughout the Life of the Contract

Since forming in 2000, we have remained 100% dedicated to Oracle—our entire business model focuses on selling Oracle technology and services to the public sector. Our existence depends on our ability to sustain and increase our Oracle competencies. There is no question that we will maintain expertise, resources, and capabilities throughout the life of the contract.

For 18 years, we have experienced double-digit growth because we continuously attract and employ skilled resources necessary for earning new resale rights and specializations, and maintaining the ones we have, to support and increase our national footprint. Each team we form exists only to provide value to Oracle and our customers. Every employee we hire speaks “Oracle”—whether staffed within our pre-sales, sales, support, implementation, legal, contractual, financial, and marketing teams.



Because long-standing, trusted partnership with Oracle, we have insight into Oracle’s technology roadmap—we were the first Oracle Exadata Specialized partner in the world and the first Oracle Database Appliance Specialized partner in the United States. And because we align our internal structure to Oracle’s business units, we not only know how to sell, implement, and support Oracle technology, we know how to navigate Oracle’s complex approval and ordering process better than any other Oracle partner.

Table 7 below validates our claim by showing the partnership level and number of resale rights and specializations of Oracle’s top public-sector partners—which differentiates our *ability to maintain Oracle expertise, skilled resources, and a broad range of capabilities* from our competition.

Table 7: Comparison of OPN Member Resale Rights and Specializations. *Partnership levels and the total number of Oracle resale rights and specializations serves as a proxy for an OPN member’s ability to maintain expertise, resources, and capabilities with respect to selling, implementing, and supporting Oracle technology.*

OPN Member	Partnership Level	Total Resale Rights	Total Specializations
Mythics	Platinum; Cloud Standard	73	51
BIAS	Platinum	62	35
Dynamic Systems	Platinum; Cloud Standard	56	34
DLT	Platinum; Cloud Standard	70	19
Affigent	Platinum	57	14
Vaske Computer dba Collier IT	Platinum; Cloud Standard	49	13
Insight Public Sector	Platinum; Cloud Standard	43	7
SHI	Platinum	52	6
PCMG	Gold	49	4
immixGroup (Arrow)	Gold; Cloud Standard	24	1
CDW-G	Gold; Cloud Standard	50	0

2.1.5.1 Provide Commercial Hardware, Software, Services, and Solutions

We offer our customers the complete Oracle technology stack of hardware, software, cloud services, training, and support. We staff our presales, sales, and support teams with the resources who have met the competency requirements for our resale rights. And since we have earned more resale rights than any of our

competitors, *we can sell a broader range of Oracle hardware, software, cloud, services, and solutions to Participating Public Agencies.* In the rare instance we do not hold the applicable resale right, we staff a team entirely dedicated to authoring and submitting approvals to Oracle for non-standard requests to eliminate sales bottlenecks.

Earning resale rights only tells half the story—as specializations are a much better indicator of an OPN member’s ability to sell, implement, and support Oracle technology as a solution that benefits customers. Whereas earning resale rights requires Oracle confirmation of *presales, sales, and support specialist* certifications, earning specializations requires having a minimum number of Oracle-validated *customer references, transactions*, as well as having technical staff obtain Oracle’s *implementation* and, if required, *industry specialist* designation. By earning more specializations than any of our competitors, we have a greater ability to help our customers realize the full potential and benefits of Oracle technology—as it exists today and progresses in the future—because we better:

- ✓ Assess customer IT environments and business initiatives
- ✓ Choose the right Oracle technology to meet customer needs
- ✓ Design comprehensive IT roadmaps to support customer missions and objectives
- ✓ Determine the best licensing and support strategies
- ✓ Architect multiple implementation options
- ✓ Deploy Oracle, organic, and/or third-party technical resources
- ✓ Manage simple installations and complex integrations
- ✓ Provide post-implementation managed services and support

Validating OPN Member Differentiation

Anyone can use the [OPN Portal](#) to confirm OPN member resale rights and specializations to determine if they are in good standing with all required distribution agreements.

2.1.5.2 Perform Consulting, Assessment, Design, Integration, Installation and Management of Services and Solutions

Our NPS and broad range of specializations confirm our ability to deliver “world-class” service across the entire Oracle technology stack—from *technology acquisition* (presales and sales) to *implementation* (technology assessments, architecture and design, integration, and installation) through *support* (training, technical support, managed services, and ongoing maintenance). Our internal delivery organization, Mythics Consulting, provides the following consultative services:

Technology Assessments

Our assessment services provide customer roadmaps and recommendations aligned with Oracle implementation, configuration, supportability, and compliance best practices. During a technology assessment we:

- ✓ Work with the customer’s staff to review the environment architecture and the plans and procedures required to implement and support their Oracle environment;
- ✓ Consolidate the information gathered during the review phase and assess the architectures, plans and procedures against Oracle best practices, lessons learned from similar implementations and manufacturer supportability schedules;
- ✓ Document our findings and offer recommendations into a roadmap on how to improve the technical architecture, business processes and patching plans and methodologies; and
- ✓ Present our findings and recommendations to the customer’s staff and give them the assessment documentation deliverables.

Architecture and Design

We provide strategic and tactical architecture and design services—whether a comprehensive system architecture or simply the best way to design and layout Oracle RAC. For each requirement identified during the technology assessment, we produce one or more design elements based upon customer interviews, workshops and/or prototype efforts. As part of any design task order we will:

- ✓ Review existing requirements to gain an understanding of scope and breadth of the task;
- ✓ Conduct interviews, workshops and JAD sessions to develop and validate the design;
- ✓ Document the design using Visio diagrams, structure charts and word documents; and
- ✓ Present design concepts to customer and development teams.

Integration

Oracle implementations are not siloed systems—our experience shows that Oracle technology often integrates with hardware, software, and cloud services from other technology providers. We develop solutions as part of a Services Oriented Architecture (SOA) approach or as initial point-to-point integrations based upon customer needs.

Installation

We offer installation across the entire Oracle technology stack by deploying our organic resources for the Oracle technology for which we are specialized or outsourcing resources from our stable of capable 3rd-party Service Delivery Partners. During an installation we:

- ✓ Validate hardware and software requirements and work with the customer to rectify any deficiencies (e.g. licensing compliance, configurations, patching, etc.).
- ✓ Follow Oracle best practices when installing and configuring Oracle technology.
- ✓ Use proprietary checklists to validate the completion of all installation steps then test basic functionality to confirm the system is operational.
- ✓ Provide documentation—screen captures and other relevant information—so the customer understands the elected implementation options. We author and format our documentation, so the customer may repeat the installation using the same parameters, if necessary.

Nationwide Consulting Presence

Over the previous three calendar years (2015-2017), we have successfully managed 260 projects to completion in 31 States. **Figure 2** below illustrates our nationwide consulting presence and *ability to perform consulting, assessment, design, integration, installation, and managed services engagement*—identifying the number of implementation projects we performed in each State from 2015-2017:

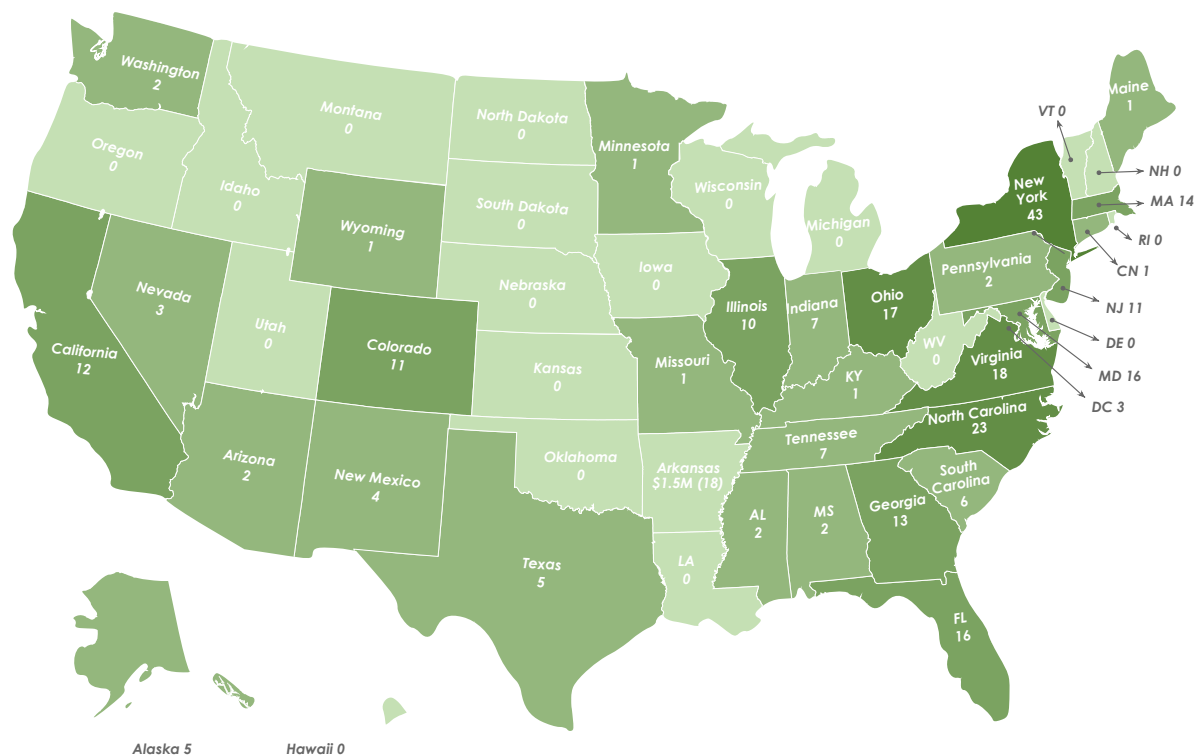


Figure 2: Nationwide Consulting Presence. *Mythics has delivered a wide range of implementation services across the entire Oracle technology stack throughout the United States.*

2.1.5.3 Perform Professional, Technical Support and Engineering Services and Solutions

Few, if any, technology manufacturers can match the depth and breadth of Oracle technology. Likewise, only a handful of Oracle partners can successfully deliver such a wide range of Oracle-enabling professional, technical support, engineering services—with their own resources—as Mythics. We segment our services by Oracle technology into 8 broad categories:

1. Cloud and Cloud Migration

While there are many approaches to moving to the cloud, *adopting* the cloud is more complicated than simply revising IT policies and procedures and moving workloads to a new location. We examine our customers' strategic IT goals and develop comprehensive roadmaps to solutions that eases adoption of Oracle-based private, hybrid, and commercial cloud technologies. We also support our customers' cloud adoption by delivering application migration services, private cloud infrastructure design and deployment services, managed services, as well as integrating hybrid clouds.

2. Software and Applications

The Oracle family of applications—Eloqua, JD Edwards, NetSuite, CRM On Demand, Hyperion, Primavera, Peoplesoft, Siebel, Taleo, and more—set the standard for how customers increase productivity, accelerate business performance, and reduce total cost of ownership. We set the standard for helping customers create, deploy, and manage reliable and secure Oracle applications in ways that drive innovation, reduce costs, and increase customer satisfaction.

3. Data Security

We help our customers protect their data using Oracle technology. We find and evaluate data security vulnerabilities, recommend remediations, and harden, protect, and secure our customers' platforms and data.

4. Database

We help our customers reduce the cost and risk of Oracle database upgrades and migrations, tune and optimize the performance of their environments, and deliver clear roadmaps to consolidate database services into secure private and public cloud environments.

5. Hardware and Engineered Systems

Oracle's Engineered Systems are pre-engineered and pre-assembled hardware and software bundles that increase productivity and performance while reducing the cost and complexity of IT infrastructure. Our services simplify the purchasing, deployment and support of Oracle hardware and Engineered Systems while enabling faster time to production and achieving unmatched enterprise performance levels.

6. Fusion Middleware

Properly implemented, Oracle's Fusion Middleware is an innovation platform that streamlines and optimizes business and IT operations, increases the accuracy and timeliness of business decisions, secures critical enterprise data, and drives better compliance. We offer architecture, migration, and implementation services that help customers seamlessly integrate existing applications and systems—regardless of vendor.

7. Business Intelligence

Oracle Business Intelligence (BI) Foundation and BI Applications are the leading technologies for extracting insight from customer data. We develop solutions enabling query and analysis, enterprise reporting, and dashboards and scorecards to significantly improve our customers' decision-making abilities and help them achieve enterprise-wide performance improvements.

8. Managed Support Services

For customers looking to refocus their IT resources on innovation versus system support and maintenance—or those that simply lack in-house expertise—we offer typical and customized IT as a Service (ITaaS) solutions to lower operational and maintenance costs, increase system availability, enable high transaction throughput, and support routine back office applications summarized in **Table 8** below. Our approach is flexible, providing services on-site and/or remotely depending on our customers' needs. All our managed services offer remote 24x7x365 fault system monitoring and incident resolution managed by a single point of contact and on a fixed monthly budget. To secure customer satisfaction, our service delivery managers review the stability and performance of the customer's environment each quarter and provide an analysis and review of incidents, discuss patterns and potential problems, and propose recommendations—though these reviews may occur more frequently if the customer's environment proves problematic.

Table 8: Mythics Managed Cloud Services Capabilities. *Our core solution areas lower operational and maintenance costs, increase system availability, enable high transaction throughput, and support routine back office applications.*

Capabilities	Description
Core Services	Remote monitoring and incident resolution: <ul style="list-style-type: none"> • 24x7x365 for critical systems • 8x5 for non-critical systems or non-production environments <ul style="list-style-type: none"> • Proactive Maintenance • Problem Resolution • Patch Management and Bug Patching
Performance Management	<ul style="list-style-type: none"> • Service Level Objectives (SLOs) • Service Level Agreements (SLAs)
Solution Areas	For on-premise and/or in the Oracle cloud: <ul style="list-style-type: none"> • Infrastructure • Operating Systems • Databases • Data Warehousing • Data Backup <ul style="list-style-type: none"> • Disaster Recovery • Middleware • Analytics • Applications (custom and COTS) • Security and Identity Management
Optional Services	<ul style="list-style-type: none"> • System enhancements • Performance Tuning • Road Mapping <ul style="list-style-type: none"> • Technology Refreshes • Other Custom Requirements

2.1.5.4 Provide Maintenance Support Services and Solutions

Because we have a Public Sector Support Renewal Schedule in place, we are authorized to offer customers access to all Oracle Support Services and Resources when purchasing new licenses or renewing an existing licensing agreement. Oracle Support Services and Resources provide access to product enhancements and updates, upgrades to new product releases, basic product support for installations and technical support incidents, and resources, tools, and knowledge essential for problem prevention and resolution as they become commercially available.

Our status as an OPN Platinum member requires us to offer Oracle-branded support wherever possible. Oracle support policies require all programs to be properly licensed and running unaltered on the configurations specified in the customer's Oracle ordering document defining the license(s) as well as the level and period of support.

Oracle Premier Support

Oracle Premier Support covers three scenarios:

1. **Oracle Premier Support for Software.** Oracle grants access to product updates and enhancements, as well as technical assistance and support resources to help maintain software, optimize performance, and effectively implement new software functionality.
2. **Oracle Premier Support for Systems.** Oracle offers the essential services and resources to maintain the availability of hardware and the business applications it supports.
3. **Oracle Premier Support for Engineered Systems.** Oracle not only designs hardware and software to work together; Oracle also maintains, updates, and supports them together. Oracle Premier Support for Engineered Systems provides fully integrated system support with a single point of accountability.

To warrant proper support, Oracle requires customers to pay annual support fees in advance of the support period, unless otherwise stated in an Oracle-approved ordering document. If technical support lapses, Oracle assesses a reinstatement fee. In addition to the reinstatement fee, customers must pay the technical support fee for the support period in full. If approved by Oracle, customers may reduce the number of licenses. Oracle technical support policies govern the terms and levels of support offered.

Applicable policies include, but not limited to:

- ✓ Oracle Software Technical Support;
- ✓ Oracle Software Hardware and System Support;
- ✓ Oracle Linux and Oracle VM Support;
- ✓ Oracle Cloud Hosting and Delivery;
- ✓ Oracle Hardware Warranty;
- ✓ Global Customer Support Security Practices;
- ✓ Oracle Financial Services Software Technical Support; and
- ✓ Oracle Exadata Technical Support.

Oracle Advanced Customer Services (ACS)

ACS offers tailored, proactive services and services for products to increase the availability, performance, and value of Oracle solutions throughout their entire lifecycle.

Advanced Customer Services

- **Systems Optimization.** ACS helps maximize availability and reliability of Oracle systems.
- **Transition Support.** ACS helps customers migrate to the latest Oracle technology.
- **Managed Applications and Help Desk.** ACS manages Oracle Applications to help lower costs, improve availability, and benefit from the Oracle Cloud Platform. Through an end user help desk, customers may use ACS technical and functional experts to incorporate innovative solutions into their business, resolve issues more quickly, and reduce repetitive tasks.
- **Managed Platform.** ACS offers 24/7 diagnostic and remediation support through advanced monitoring and resolution. ACS ITIL-trained experts administer IT environments using ISO certified processes. Governance services are also available for production workloads deployed in the Oracle Cloud for database, middleware, and service-oriented architecture cloud services.
- **Security Support.** ACS protects technology, cloud applications, and sensitive data while helping customers meet regulatory and compliance requirements. ACS also implements and manages risk assessments, compliance services, database security services, security threat monitoring and resolution, and identity, access, and vulnerability management to secure data both on premises and in Oracle Cloud.

Advanced Customer Services for Products

With direct links to Oracle Product Development and Oracle Premier Support covering the entire Oracle stack on premises or in the cloud, ACS offers product-specific solutions, such as:

- **Applications.** ACS offers on-site guidance, best practices, and expertise for Oracle Business Intelligence, Oracle E-Business Suite, Oracle Fusion Applications, Oracle Hyperion, Oracle JD Edwards, Oracle PeopleSoft, or Oracle Siebel.
- **Cloud.** ACS helps customers innovate and accelerate PaaS, IaaS, and SaaS solutions in Oracle Cloud.
- **Database.** ACS installs and optimizes Oracle Database environments through automated technology, interactive tools, and expertise to help plan, validate, and transition databases quickly and effectively.
- **Engineered Systems.** ACS installs, configures, monitors, and provides preventive services to maximize availability, reduce risk, and optimize performance.
- **Middleware.** ACS focuses on quicker resolution, incident prevention, and continuous optimization of Oracle Fusion Middleware.
- **Servers and Storage.** ACS installs and optimizes Oracle servers and storage hardware using automated technology, interactive tools, and expertise to help plan, validate, and transition server and storage systems quickly and effectively

Oracle University Products and Services

Because we have an Oracle Education Distribution Agreement in place, we are authorized to offer Oracle University products and services. Our presales, sales, and support teams help customers develop training plans to meet their specific goals and/or needs. We also advise customer resources on how to obtain Oracle certifications. Oracle University offers training for:

- | | | |
|-------------------------|----------------------------|------------------|
| ✓ Applications | ✓ Java and Middleware | ✓ SaaS - CX |
| ✓ Database | ✓ Operating Systems Oracle | ✓ Systems |
| ✓ Enterprise Management | Cloud | ✓ Virtualization |
| ✓ Industries | ✓ PaaS/IaaS | |

Oracle University Training Formats

- **Instructor-Led Training.** Classroom Training (ILT) is the most traditional learning format. Students engage face-to-face with instructors and students in a typical classroom setting. Oracle University education center environments promote effective in-class instruction as well as technically realistic laboratory exercises. From demonstrations to hands-on labs, the classroom setting offers a comprehensive, yet personalized, learning experience.
- **Live Virtual Class.** An online Live Virtual Class (LVC) delivers training comparable to traditional classroom courses--without the need for expensive travel. With the latest in collaborative technology, top-rated instructors, innovative curriculum, and hands-on labs, afford students an exciting combination of traditional content and interactive online learning. This flexible choice offers the freedom to learn anywhere and at any time.
- **Self-Study Course.** Through Self-Study Courses (SSCs), students to learn at their own pace via electronic downloads covering Oracle products, as well as related IT topics. Some Self-Study Courses content are the same as Oracle University instructor-led courses—while others offer specialized content. Self-Study Courses are an ideal way to train if students cannot attend class or prefer to learn on their own—while also a workable solution for any large group that needs to address disparate learning styles, dramatically reduce training costs, and maximize each user's learning experience. However, Self-Study Courses do not fulfill the hands-on requirement for certifications.
- **Training on Demand.** Training on Demand (TOD) courses are available over the internet twenty-four hours a day, seven days a week. These recorded sessions have full course content. Students access lectures, virtual white boards, and lab activities, with the ability to search video, pause or rewind. TODs are excellent resources for students who are on the go or do not have time for classroom training.
- **Private Events.** If a team of employees needing the same training can train together, a private event enables customers to keep travel to a minimum. Customized to each customer's requirements, a private event is a targeted, flexible, efficient, and cost-effective approach to team training held on location or at an Oracle education center. Private events maximize the learning experience and suit the specific needs of implementation teams, IT departments, or other technology groups.

Oracle Platinum Services

Oracle Platinum Services is a special entitlement available to Oracle Premier Support customers running certified configurations of Oracle engineered systems. Customers may access this enhanced support for eligible systems under their existing support agreement at no added cost. In addition to receiving the complete support essentials with Oracle Premier Support, qualifying Oracle Platinum Services customers also receive:

- ✓ 24/7 Oracle remote fault monitoring;
- ✓ Accelerated response and restore targets;
- ✓ 5-minute fault notification;
- ✓ 15-minute restoration or escalation to development;
- ✓ 30-minute joint debugging with development; and
- ✓ Remote patch deployments up to four times per year.

Highly trained, specialized Oracle support experts deliver these services on behalf of Oracle customers, helping to reduce the costs and complexity of ongoing maintenance and support.

2.1.5.5 Provide Project Management Support

To successfully manage public sector projects to completion, we have adopted an approach that incorporates PMI best practices into our ISO-9001 QMS. In fact, the scope of our ISO registration includes all five key PMI process groups: *Initiating, Planning, Executing, Monitoring and Controlling, and Closing*. Because of this, our project management approach is familiar to our customers, repeatable, and continuously improving. We assign a PMP-certified project manager to lead all task orders to properly adhere to each process group:

- **Initiating.** Our project managers schedule and conduct kick-off meetings to synchronize our delivery team and the customer's team at the start of the effort and validate priorities by:
 - ✓ Confirming initial assumptions;
 - ✓ Reviewing Statements of Work (SOW);
 - ✓ Assigning roles and responsibilities;
 - ✓ Setting expectations; and
 - ✓ Resolving logistical challenges.
- **Planning.** Following the Initiating activities, our project managers update preliminary Work Breakdown Structures (WBS) and project schedules with revised priorities and task information. Our project managers create and maintain project schedules to meet SOW requirements. The project plans also include standard items and activities such as:
 - ✓ Communications Plans;
 - ✓ Configuration/Change Management Plans;
 - ✓ Scope Management Plans; and
 - ✓ Risk Management Plans.
- **Executing.** Our project managers coordinate and integrate resources to execute each SOW. Project managers monitor and manage project costs, schedules, quality, and scope. Our approach also allows for flexibility. For example, for many projects we incorporate our customers' change control processes.
- **Monitoring and Controlling.** Our project managers check the statuses of all tasks and chronicle progress per the Communications Plan. Status reports include:
 - ✓ Accomplishments to date as compared to the project plans;
 - ✓ Changes in tasks, resources, or schedule with new target dates, if necessary;
 - ✓ Open issues or questions about the projects; and
 - ✓ Action Plans for addressing open issues or questions and potential impacts on the projects.
- **Closing.** Our project managers work with customers to officially and formally close milestones, up to, and including, the final set of deliverables.

2.1.5.6 Provide Project Specific and Overall Contract Performance Reporting

Unlike most of our competitors, all our contract vehicles and license agreements are 100% Oracle-focused. Over our 18-year history, we have perfected the art of collecting data and reporting information related to the acquisition of Oracle technology.

Managing Oracle Contract Vehicles

We manage 100+ contract vehicles and license agreements for customers eligible for cooperative purchasing. While each may have distinct reporting requirements, one fact remains—they are all 100% devoted to Oracle technology.

NetSuite ERP and CRM

We manage our customer lifecycle using NetSuite's Enterprise Resource Planning (ERP) and Customer Relationship Management (CRM) applications—from first point of contact and quote, through award and delivery, to billing and ongoing customer support. NetSuite ERP runs all our critical back-office operations and financial business processes including accounting, inventory and supply chain and order management. NetSuite CRM provides complete customer lifecycle management from marketing automation, opportunity management, order management and customer service. Because NetSuite is our lifeblood, we implement the necessary safeguards and incentives to ensure the data we collect is up to date, correct, and always available. Using NetSuite's ad-hoc reporting capabilities, we will generate the project-specific and overall performance reports required by the contract.

Price List Management System

We integrate our Price List Management (PLM), CRM, and ERP systems to ensure we only quote products and services that are on contract and at, or below, the contract price. Our quotes contain up-to-date information, including the list price, the discount percentage offered, and net price to the customer. We designed PLM to manage manufacturer price lists and produce contract modifications through a pricelist's lifecycle. PLM prepares properly formatted contract catalog updates and ingests customer approvals so that our contract offerings reflect the most current line item information. Its auditing and logging capabilities feed our NetSuite quoting system, so we only quote products and services on contract at, or below, the contract price.

Table 9: Features and benefits of our Price List Management System.

PLM Features	PLM Benefits
Import and Analysis of Vendor Price Lists	<ul style="list-style-type: none"> Imports and analyzes Oracle price lists to identify deltas with existing contract line items and associated pricing.
Contract Modifications	<ul style="list-style-type: none"> Generates contract modifications for submission and accepts contract modification approvals Applies contract rules, including agreed-upon discounts, to determine allowable modifications.
Logging and Auditing	<ul style="list-style-type: none"> Tracks status of contract modifications. Maintains complete historical auditing of each manufacturer price list, contract line item, and contract modification.
Quoting	<ul style="list-style-type: none"> Serves as repository to the Emergent quoting system. Ensures we only quote in-scope and "then-current" products and services. Ensures we apply contract discounts to "then-current" product and service pricing

Project Specific Reporting.

Though we tailor task order, project, and spend reporting to customer requirements, our standard reports detail:

- ✓ Accomplishments to date as compared to the project plan;
- ✓ Any updates or changes in tasks, schedule, resource assignments, or new target dates;
- ✓ Any changes in resources;
- ✓ A listing of all open issues and a summary of the action plan to address; and
- ✓ A summary of risk management reporting contained in the risk management plan.

In addition, we offer other deliverables described in **Table 10** below:

Table 10: Additional Project Reporting Deliverables.

Event	Agenda	Participants	Input	Output
Project Management Status Meeting	<ul style="list-style-type: none"> Progress against plan Accomplishments Next steps Issues summary Change control* status Action item review 	<ul style="list-style-type: none"> Steering Committee Program Manager Project Manager Team Lead (s) 	<ul style="list-style-type: none"> Project Plan Resource Plan Quality Plan Implementation Site Status Report 	<ul style="list-style-type: none"> Minutes/Action Items Status Report Summary
Functional Review Meeting(s)	<ul style="list-style-type: none"> Progress against plan Issues summary Change control* status Action item review Future activities 	<ul style="list-style-type: none"> Functional Lead Consultants OEM Supplier Lead(s) 	<ul style="list-style-type: none"> Functional Status Report 	<ul style="list-style-type: none"> Minutes/Action Items
Technical Review Meeting	<ul style="list-style-type: none"> Progress against plan Issues summary Change control* status Action item review Future activities 	<ul style="list-style-type: none"> Project Manager Technical Lead(s) 	<ul style="list-style-type: none"> Technical Status Report 	<ul style="list-style-type: none"> Minutes/Action Items
Checkpoint Review Meeting	<ul style="list-style-type: none"> Discuss lessons learned Adjust plans as necessary 	<ul style="list-style-type: none"> Project Manager Technical Lead(s) Key Users 	<ul style="list-style-type: none"> Project Progress Report 	<ul style="list-style-type: none"> Minutes/Action Items

Overall Contract Reporting

We track customer purchases at the line item level by capturing product/service name, metric, quantity, term, unit cost and extended cost. Such detail allows us to quickly and easily runs reports by region, state, and individual customer or Participating Public Agency. We also track procurement information including type of purchase made, i.e. purchase order, procurement card or other procurement options and provide for customized billing reports.

Sales/Usage Reports

Our standard reporting process compiles all sales under a contract for the previous month. On the 15th day after the previous month close, we submit an electronic accounting report in the prescribed format. We will submit a Sales/Usage Report format for approval that discloses the quantity and dollar value of each contract item by individual unit and meets contract requirements.

Mythics License Orchestrator

We collect information at the line item-level for all purchases. To meet the complex requirements and demands of our customers' Enterprise License Agreements, we have also developed a flexible web-based platform called Mythics License Orchestrator (MLO) to manage, track and report Oracle hardware and software license inventories, spare pools, support contracts and other customer-defined asset management requirements. Some of our largest customers use MLO—United States Department of Homeland Security, United States Air Force, and the Defense Information Systems Agency.

2.1.5.7 Provide On-Going Marketing of the Contract

We believe this contract is an attractive platform for Participating Public Agencies seeking Oracle technology. By competitively establishing a cooperative purchasing contract with such a comprehensive scope, Maricopa County and U.S. Communities will save Participating Public Agencies time and money through greater efficiency and economy in acquiring all Oracle technology and related services—compliant with procurement regulations and offered at nationally leveraged pricing. And by awarding to us, Maricopa County and U.S. Communities will have a nationally-recognized partner—with extensive cooperative purchasing experience, the most Oracle resale rights and specializations, and a broad portfolio of Oracle-enabling capabilities.

When marketing this contract to Participating Public Agencies, we will align the features and benefits of this contract to issues relevant to procurement staff and end users, as depicted in **Table 11**. We will work with Maricopa County and U.S. Communities to continuously refine the messaging for how the contract's features benefit Participating Public Agencies and update our marketing plans accordingly.

Table 11: Features and Benefits of the U.S. Communities Oracle Products and Services Contract.

Features of the Contract	Benefit to Procurement Staff	Benefit to End Users
Aggregating requirements from the combined economies of scale of multiple organizations	<ul style="list-style-type: none"> Nationally leveraged pricing Streamlined acquisition cycles 	<ul style="list-style-type: none"> Faster deployments
Competitively solicited contract employing lead agency model	<ul style="list-style-type: none"> Compliance with regulatory requirements 	<ul style="list-style-type: none"> Adherence to industry standards
Comprehensive scope of Oracle technology	<ul style="list-style-type: none"> Simplified acquisition Contract utility 	<ul style="list-style-type: none"> Availability of all Oracle technology and Oracle-enabling services
Frequently updated catalog	<ul style="list-style-type: none"> Then-current pricing 	<ul style="list-style-type: none"> Then-current offerings
Ability to enhance the scope over time	<ul style="list-style-type: none"> Streamlined acquisition cycles Contract utility 	<ul style="list-style-type: none"> Predictable service availability and reliability
Diversity programs	<ul style="list-style-type: none"> Small business participation 	<ul style="list-style-type: none"> Local vendor participation

Marketing Team Responsibilities

Our marketing team will communicate the value of the contract by implementing direct mail and call campaigns, creatively using social media, placing advertisements in national and regional publications, participating in trade shows, and hosting technology-focused webinars, among other activities. We will align and travel with the U.S. Communities personnel engaged in directly promoting the contract to Participating Public Agencies through various activities. We will develop clear, compelling, and consistent content appropriate for each medium—brochures, templates, briefs, and other co-branded collateral—that will always include U.S. Communities logo placements and highlight the features of the contract and its benefits.

Transitioning Participating Public Agencies to the Contract

Our marketing team will implement and refine strategy to market the Master Agreement to existing government customers and transition these customers to the Master Agreement. To make the most efficient use of these efforts, we will take a systematic approach to marketing the contract as our primary offering to Participating Public Agencies. Through an analysis of our current customer base and Participating Public Agencies, we will organize transition targets into four groups depicted in **Figure 3** and tailor marketing programs for each:

- **Group 1: Transition.** We will contact our customers who are also Participating Public Agencies to discuss how *we can easily transition them to the contract for their Oracle technology requirements.*
- **Group 2: Solution.** For existing Participating Public Agencies who are not existing Mythics or Oracle customers, we will inform them about the contract, its benefits, and the available Oracle technology. Because this group is already familiar with U.S. Communities, will focus on *finding customers with requirements within scope of the contract.*
- **Group 3: Procurement.** For existing Mythics and Oracle customers who are not yet Participating Public Agencies, we will inform them about the contract, its benefits, and the available Oracle technology. Because this group is already familiar with Mythics and/or Oracle, we will focus on *influencing POCs to initiate participation in the U.S. Communities program as a Participating Public Agency.*
- **Group 4: Provisional.** When engaging new Mythics or Oracle customers who are not yet Participating Public Agencies, we will combine the elements of our Solution and Procurement strategies—*identifying in-scope customer requirements and influencing POCs to initiate participation in the U.S. Communities program as a Participating Public Agency.*

	Group 2: Solution Existing U.S. Communities Participating Public Agencies who are NOT Mythics and/or Oracle Customers
Group 3: Procurement Existing Mythics and/or Oracle Customers who are NOT U.S. Communities Participating Public Agencies	

Figure 3: Target Customer Groups. *We will tailor marketing programs to customers based upon their familiarity with Mythics, Oracle technology and the U.S. Communities program.*

Our marketing programs consist of outbound call campaigns, direct marketing initiatives, use of social media, advertisements in regional or national publications, participation in trade shows, technology-focused webinars—among other activities—fueled by clear, compelling, and consistent content appropriate for each medium. In addition to any purpose-built messaging, our brochures, templates, briefs, and other collateral will always highlight the features of the contract and its benefits.

2.2 Products and Services Required

Oracle has authorized OPN members eligible to establish a Master Agreement to provide a standard set of Oracle technology identified in **Table 12**. We offer a complete catalog of Oracle products, services, support, and training, as well as our own implementation and managed services and/or 3rd-party Service Delivery Partners to Participating Public Agencies. Upon award, we will submit approvals to Oracle to add more pricelists for which we have applicable resale rights.

Table 12: Products and Services Required by Maricopa County and U.S. Communities.

Product and Services Required	Oracle/Mythics Price List
Software (Perpetual Licenses)	<ul style="list-style-type: none"> • Oracle Technology Global Price List • Siebel CRM Enterprise Price Lists (component) • PeopleSoft Applications Global Price Lists (component) • JD Edwards Global Price List (component) • Oracle Fusion Application Price List (component) • Oracle Business Intelligence Application Global Price List (component) • Oracle E-Business Suite Application Price Lists (component) • Oracle Application Integration Architecture Global Price List
Engineered Systems	<ul style="list-style-type: none"> • Engineered Systems Global Price List
Hardware, Servers, Storage, and Networking	<ul style="list-style-type: none"> • System Hardware and Software Global Price List
Cloud Services	<ul style="list-style-type: none"> • Oracle Fusion Cloud Service • Oracle Taleo Cloud Service Global Price List • RightNow Price List • Oracle Cloud Platform as a Service and Infrastructure as a Service - Public Cloud
Consulting and Professional Services	<ul style="list-style-type: none"> • Mythics Consulting Services (implementation and managed services) • Other 3rd-party Service Delivery Partners, as necessary and approved on contract
Technical Support Services and/or Maintenance Support Services	<ul style="list-style-type: none"> • Technical Support Services and/or Maintenance Support Services fees accompany net new licenses and/or hardware. Renewal of services thereafter are priced based on a percentage increase over prior years fees and provided in accordance with then current Oracle Technical Support Policies.
Oracle University Products and Training	<ul style="list-style-type: none"> • Oracle University
Financing Services	<ul style="list-style-type: none"> • Oracle Financing • ePlus

Financing Services

We offer Oracle Financing and ePlus as a municipal funding solution for all our customers with standard non-appropriation language included. We can structure a financial solution to reduce cost of ownership, optimize customers IT budget, improve cash flow, and enhance investment returns.

Both options offer attractive installment payment plans, so customers can match their cash flows to the project timeline and accelerate project payback. We can create innovative payment solutions by spreading a customer costs over a 12 to 60-month term through monthly, quarterly, semi-annual, annual, or other payment schedule. We can also provide a short-term bridge loan to get a project started while a customer pursues other payment alternatives. The benefit to using our financing solutions include:

- Reducing up-front costs and payments;
- Accessing future budgets to pay for technology needed today; and
- Aligning cash outflows with the projected benefits to optimize the project's payback.

Our payment solutions are an effective approach for customers to acquire all the software, cloud, hardware, and implementation costs upfront and spread the cost over an extended time. This allows our customers the flexibility to achieve a sound balance between financial and technical objectives. With a staged roll-out of an implementation project, we can provide our customers with a cost-effective way to manage milestone or time and material-based consulting projects.

Sample Municipal Payment Plan Agreement (Page 1)**ORACLE®****Municipal Payment Plan Agreement**

Customer:

Address: _____

Phone: _____

PPA No.: _____

Date: _____

Executed by Customer (authorized signature):

By: _____

Name: _____

Title: _____

Executed by Oracle Credit Corporation:

By: _____

Name: _____

Title: _____

This Payment Plan Agreement ("PPA") is entered into by Customer and Oracle Credit Corporation ("OCC") to provide for the payment of the System Price specified in a Payment Schedule on an installment basis. The System (as defined below) is being acquired from Oracle Corporation, an alliance member/agent of Oracle Corporation or any other party providing any portion of the System ("Supplier"). Each Payment Schedule shall specify the Software and other products and services, which items together with any upgrade, update, transfer, substitution, or replacement thereof shall comprise the "System". Each Payment Schedule shall incorporate the terms and conditions of the PPA to form a "Contract," and the System specified therein shall be subject to the terms and conditions of such Contract. The System shall be licensed or provided to Customer directly by Supplier pursuant to the terms of the Order and Agreement specified in the Contract. Except as otherwise provided under the Contract, Customer's rights and remedies under the Order and Agreement, including Supplier's warranty and refund provisions, shall not be affected.

1. APPROPRIATION OF FUNDS: As an agency or a political subdivision of the state in which Customer is located, Customer's payment obligations hereunder are subject to the appropriation of funds. Customer may terminate its obligation to pay the Payment Amounts due under a Contract if funds are not appropriated or otherwise made available in subsequent fiscal periods for all Payment Amounts due during that fiscal period. The obligation to pay the Payment Amounts due under the applicable Contract as well as Customer's right to use any part of the System shall terminate on the last day of the fiscal period for which appropriations were received, without penalty or expense to Customer of any kind. Customer shall be responsible for any obligations outstanding prior to termination for which funds have been appropriated. Customer shall provide OCC with written notice of such non-appropriation within thirty (30) days of Customer's receipt of notice of non-appropriation, together with reasonable details regarding the non-appropriation of funds, as requested by OCC or as mandated by applicable law.

To the extent permitted by law, Customer agrees that: (i) it has funds available to pay all Payment Amounts due during the current fiscal period; (ii) it intends to obtain funds for payment of Payment Amounts from its governing body in each subsequent fiscal period; and (iii) if funds are appropriated, Customer shall use such funds to pay the Payment Amounts due hereunder.

2. ESSENTIAL USE: Customer represents to OCC as of the Payment Schedule Effective Date, and presently intends throughout the term of each Contract, that: (i) the use of the System is essential to the proper, efficient and economic functioning of Customer or to the services that Customer provides; (ii) the System shall only be used by the Customer to perform its governmental functions; and (iii) Customer will use the System during the current fiscal period, and intends to use it for the term of this Contract. In reliance of Customer's representations regarding the essential use of the System and other representations and agreements herein, OCC has entered into this Contract.

3. PAYMENT SCHEDULE: Upon acceptance, except as provided in Section 1 above, Customer agrees to pay OCC the Payment Amounts in accordance with the Contract, with each payment due and payable on the applicable Due Date. If full payment of each Payment Amount and other amounts payable is not received by OCC within 10 days of each Due Date, Customer agrees to pay to OCC interest on the overdue amount at the rate equal to the lesser of: the maximum amount allowed by applicable prompt payment laws (a copy of which Customer will provide to OCC, if applicable), or one and one-half percent (1.5%) per month.

Unless stated otherwise, Payment Amounts exclude any applicable sales, use, property or any other tax allocable to the System, Agreement or Contract ("Taxes"). Any amounts or any Taxes payable under the Agreement which are not added to the Payment Amounts due under the Contract are due and payable by Customer, and Customer shall remain liable for any filing obligations. If Customer provides OCC an exemption certificate (in form acceptable to OCC), Customer shall not be liable for any Taxes exempted therein. Customer's obligation to remit Payment Amounts to OCC or its assignee in accordance with the Contract is absolute, unconditional, noncancellable, independent, and shall not be subject to any abatement, set-off, claim, counterclaim, adjustment, reduction, or defense for any reason, including but not limited to, any termination of or dispute arising under the Agreement or related agreements, performance of the System, or any claim against Supplier.

4. DEFAULT; REMEDIES: Except as provided under Section 1, any of the following shall constitute a Default under this Contract: (a) Customer fails to pay when due any sums due under any Contract; (b) Customer breaches any representation or fails to perform any obligation in any Contract; (c) Customer terminates the license related to the System, or Customer materially breaches the Agreement; (d) Customer defaults under a material agreement with Assignee; or (e) Customer becomes insolvent or makes an assignment for the benefit of creditors, or a trustee or receiver is appointed for Customer or for a substantial part of its assets, or bankruptcy, reorganization or insolvency proceedings shall be instituted by or against Customer.

In the event of a Default that is not cured within thirty (30) days of written notice, OCC may: (i) subject to limitations imposed by applicable law, require all outstanding Payment Amounts and other sums due and scheduled to become due (discounted at the lesser of the rate in this Contract or five percent (5%) per annum simple interest) to become immediately due and payable by Customer; (ii) terminate all of Customer's rights to use the System and related services; and (iii) pursue any other rights or remedies available at law or in equity. In the event OCC institutes any action for the enforcement of the Contract, and if authorized by statute and awarded by a court, there shall be due from Customer, in addition to the amounts due above, all costs and expenses of such action, including reasonable attorneys' fees. No failure or delay on the part of OCC to exercise any right or remedy hereunder shall operate as a waiver thereof, or as a waiver of any subsequent breach. All remedies are cumulative and not exclusive.

Sample Municipal Payment Plan Agreement (Page 2)

ORACLE®

Except when a Default occurs, neither OCC nor its Assignees (as defined herein) will interfere with Customer's quiet enjoyment or use of the System in accordance with the Agreement's terms and conditions. Customer acknowledges that upon a Default under this Contract, no party shall license, lease, transfer or use any Software in mitigation of any damages resulting from Customer's Default. Upon Default, Customer agrees to permit Assignee's review of Customer's use of the System.

5. ASSIGNMENT: Customer hereby consents to OCC's assignment of all or a portion of OCC's rights and interests in and to the Contract, including the right to exercise remedies, to third-parties ("Assignee"). OCC shall provide Customer notice thereof, which shall be sufficient if it discloses the name of the Assignee and the address where further payments hereunder shall be made, and no further action shall be required to complete the assignment. Customer and OCC agree that Assignee shall not, because of such assignment, assume any of OCC's or Supplier's obligations to Customer. Customer shall not assert against Assignee any claim, defense, counterclaim or setoff that Customer may have against OCC or Supplier. Customer agrees not to make any claim against Assignee for any loss or damage of the System or breach of any warranty, express or implied, as to any matter whatsoever, including but not limited to the System and service performance, functionality, features, merchantability or fitness for a particular purpose, or any indirect, incidental or consequential damages or loss of business. Customer shall pay Assignee all amounts due and payable under the Contract, but shall pursue any claims under any Agreement solely against Supplier.

6. CUSTOMER'S REPRESENTATIONS AND COVENANTS: Customer represents and warrants as follows: the Contract is a legal, valid and binding contract of Customer, and does not constitute a debt of Customer under applicable state laws; Customer has the authority to enter into and carry out its obligations under the Contract, and has duly authorized and executed the Contract in accordance with state

Municipal Payment Plan Agreement

law and applicable procurement requirements; the Contract has been signed by a duly authorized representative of Customer; the execution and performance of the Contract does not violate Customer's charter or by-laws, any law, judgment, regulation, or other agreement binding upon Customer; and no further consent or approval is needed.

Upon the termination of Customer's right to use the System, as a result of non-appropriation or otherwise, Customer will promptly execute and deliver to OCC or its Assignee a certificate of non-use and return the System in accordance with the terms of the Agreement. Any transfer or assignment of Customer's rights or obligations in the System, or under the Agreement or this Contract shall require OCC's and Assignee's prior written consent. Customer agrees to promptly execute any ancillary documents and take further actions as OCC or Assignee may reasonably request, including, but not limited to, assignment notifications, acceptance certificates, certificates of authorization, opinions of counsel, essential use certificates, registrations, and filings. Customer agrees to provide copies of Customer's balance sheet, income statement, and other financial reports as OCC or Assignee may reasonably request.

7. MISCELLANEOUS: The Contract constitutes the entire agreement between Customer and OCC regarding the subject matter herein and shall supersede any inconsistent terms set forth in the Order, Agreement or any related agreements, Customer purchase orders and all prior oral and written understandings. If any provision of this Contract is invalid, such invalidity shall not affect the enforceability of the remaining terms of the Contract. Customer's obligations under each Contract shall commence on the Payment Schedule Effective Date specified in the Payment Schedule. Each Contract, and any changes to a Contract or any related document, shall take effect when executed by OCC. The Contract shall be governed by the laws of the state where Customer is located, and is effective as of the Payment Schedule Effective Date.

Sample Payment Schedule

(Software) No. _____

<p>Customer: _____</p> <p>Address: _____ _____ _____</p> <p>Contact: _____</p> <p>Phone: _____</p> <p>Email Notice: _____</p> <p>Order: _____</p> <p>PPA No.: _____ Dated: _____</p>	<p>Executed by Customer (authorized signature):</p> <p>Signature: _____</p> <p>Name: _____</p> <p>Title: _____</p> <p>Executed by Oracle Credit Corporation:</p> <p>Signature: _____</p> <p>Name: _____</p> <p>Title: _____</p> <p>Contract Effective Date: _____</p>
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<p><u>System Price:</u></p> <p>Software: _____</p> <p>Support: _____</p> <p>Other: _____</p> <p>Total: _____</p>	<p><u>Payment Schedule:</u></p> <p>Payment Amount: Due Date:</p>
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<p>Taxes:</p>

<p>Transaction Specific Terms (any terms specified in this section will supersede inconsistent terms elsewhere in the Contract):</p>

<p>Optional: <input type="checkbox"/> ("Supplier" includes the supplier specified below, who is not Oracle or an Oracle affiliate)</p> <p>The Customer has ordered the System from Supplier. Customer has independently selected such Supplier and entered into the Order based upon its own judgment. Customer consents to OCC obtaining any necessary rights or consents from Supplier in order to enter into this Contract.</p> <p>Supplier: _____</p> <p>Address: _____</p> <p>Contact: _____ Phone: _____</p>

This schedule ("Schedule" or "Payment Schedule") is entered into by Customer and Oracle Credit Corporation ("OCC") for the acquisition of the System from the applicable Supplier. This Contract replaces Customer's payment obligation under the Order to Supplier to the extent of the System Price listed above and Customer agrees to pay the System Price (including Renewal Services fees) on an installment basis. This Schedule incorporates by reference the terms and conditions of the above-referenced PPA to create a separate Contract. Each component of the System specified herein is further described in the Order. Any reference to "Order" or "Agreement" in this Contract shall mean the above-referenced Order above together with any other agreement governing Customer's right in the System. The System Price is the amount set forth above for the items that are paid for through this Contract.

A. SYSTEM: Customer has evaluated and independently selected the System and reviewed the Order prior to placing its Order and entering into this Contract. For the purposes of this Contract, the software and services are accepted. Before any part of the System is converted, replaced or traded in by Customer or any other party, Customer shall contact Operations to make arrangements to fulfill all its financial obligations under the Contract.

If the System Price includes fees for renewal periods of services after the first period of services (as such period is defined in the Order), such services will be "Renewal Services" and will be ordered through this Contract. At the start of each Renewal Services period, Renewal Services for that period will become a part of the System and are accepted for purposes of Customer's payment obligations under the Contract. Renewal Services fees (and applicable Taxes) will be paid to Supplier (pursuant to the Supplier invoice) through this Contract, from the Payment Amounts (and applicable Taxes) received in the applicable Renewal Service period. Future increases in fees for Renewal Services (if any) are not included in the System Price or Payment Amounts and shall be due separately to the applicable Supplier from Customer. Each Payment Amount (net of applicable fees for Renewal Services, if any) is comprised of a proportional amount of each component of the System Price (net of total fees for Renewal Services, if any). The term Order also includes orders (in whatever form) for Renewal Services included in the System.

B. ADMINISTRATIVE: Customer agrees that OCC may insert the appropriate administrative information to complete the Contract, and OCC will provide a copy of the Contract upon request. For this Contract, the discount rate in the Remedies Section of the PPA shall be the lesser of the rate in the Contract or 2% (the "Index Rate"). OCC will countersign this Schedule upon Customer's delivery of a fully executed Order, PPA, and any other documentation required by OCC (in form and substance acceptable to OCC), and upon such countersignature, the Contract will be effective as of the Contract Effective Date. All notices or contact for Operations shall be sent to ofd-notice_ww@oracle.com.

2.3 Staff Experience

2.3.1 Staffing Plan

Led by Doug Altamura, our U.S. Communities Program Management Organization (USC PMO) will be the principal support group for the contract and serves as the central interface to Maricopa County, U.S. Communities, and Participating Public Agencies. Empowering the USC PMO is our USC Advisory Board, a group comprised of our senior executives who will have high visibility into the program to ensure we achieve our goals and maintain our commitments. As depicted in **Figure 4** below, supporting the USC PMO are the same internal functional organizations that have contributed to our success helping our customers acquire and integrate Oracle technology into their IT environments.



Figure 4: Myths USC PMO. Supported by our USC Advisory Board, our USC PMO contains all necessary functions to service Participating Public Agencies as they acquire and integrate Oracle technology into their IT environments.

USC PMO Goals and Objectives

Mr. Altamura will lead our USC PMO to drive success of the contract and increase market share motivated by the goals and objectives described in **Table 13**:

Table 13: Goals and Objectives. *Our USC PMO will establish the contract as the premier procurement choice for Oracle technology.*

USC PMO Goals	Objectives
Establish the Master Contract as the premier vehicle for all Oracle technology	<ul style="list-style-type: none"> • Drive Public Agency adoption of the contract by communicating its benefits over other procurement options as a more effective and efficient alternative to the costs associated with such bids and solicitations • Persuade Oracle to prefer the contract over comparable alternatives • Continuously refresh the contract through modifications to make current Oracle technology available to all eligible agencies at a discount from current pricing
Commitment to the U.S. Communities program	<ul style="list-style-type: none"> • Properly train and incentivize Mythics <u>and</u> Oracle resources to lead with the contract • Direct “open market” opportunities to the contract and present the contract to Participating Public Agencies as our preferred vehicle • Obtain approvals from Oracle to meet previously negotiated pricing to extend potentially deeper discounts through the contract
Preserve the integrity of the U.S. Communities program	<ul style="list-style-type: none"> • Communicate and operate within the terms and conditions of the contract • Offer only in-scope products and services found on the contract at, or below, the contract price • Participate in program reviews with Maricopa County and the U.S. Communities program to assess and improve performance • Accurately report and remit administrative fees on time

National Account Manager

As President of our Strategic Markets organization, Doug Altamura is responsible for overall program performance, customer satisfaction, and ensuring that Mythics commitments are maintained at all times. He directs all our administrative and operational functions and will serve as the primary point of contact through which communications flow between U.S. Communities and Mythics. Overseeing our quality assurance program, he will implement, maintain, and promote awareness of all quality initiatives specific to program requirements and continuously measure, evaluate, and improve performance. He will:

- ✓ Prepare and participate in scheduled performance review meetings with U.S. Communities to evaluate Supplier’s performance of the covenants set forth in this Agreement.
- ✓ Developing and execute the plan to meet the milestones outlined in the New Supplier Implementation Checklist.

2.3.1.1 Mythics USC Advisory Board

Our USC Advisory Board will provide our USC PMO the necessary continuity of support to perform the functions required for a contract of this magnitude. Our USC Advisory Board members are the same senior executives having company-wide authority over all presale, sales, support, training, marketing, implementation, legal, contracts, contract administration, finance and accounting, customer service, HR, order fulfillment, administration, and other operational functions.

The Mythics USC Advisory Board will meet quarterly to assess the overall program success through a systematic review and analysis of program performance (such as delivery, reporting, customer satisfaction, contract adherence, and information distribution) and quality metrics (efficiency and accuracy of performing program functions). On a day-to-day basis, our USC Advisory Board serves as the decisive arbiter of any unresolved program-related customer issues.

Mythics UCS Advisory Board Quarterly Meeting Agenda

Our USC Advisory Board will meet quarterly with our USC PMO key personnel (identified in the sections below) to review and assess our overall program success and staffing plan:

- **Program Success.** Our USC Advisory Board will ensure we are consistently meeting and/or exceeding our overall program performance goals:
 - ✓ Established annual/quarterly/monthly revenue targets
 - ✓ Maintaining a high-level of customer service and support
 - ✓ Marketing the contract nationally/regionally.
 - ✓ Adhering to the Supplier Commitments and applicable Master Agreement requirements.
 - ✓ Ensuring timely and accurate contract reporting and fee payments in accordance with the Master Agreement
- **Staffing Plans.** Our USC Advisory Board will review overall staff performance in managing the daily, weekly, monthly, and yearly requirements of the Mythics U.S. Communities Program. Our Advisory Board will also add resources as needed due to increased sales volume, marketing initiatives and consulting services.

Mythics USC Advisory Board Members

Doug Altamura, President, Strategic Markets. Since 2001, Mr. Altamura has been a sales leader at Mythics and currently leads the Mythics Strategic Markets organization. He oversees all non-federal presales, sales, and support including higher education and healthcare organizations, as well as commercial markets. Additionally, he manages non-federal sales consulting, business development, and cultivates Mythics strategic growth initiatives within the sector. During his tenure at Mythics, he has led the creation of a series of successful market offerings, including Cloud & Private Cloud, Converged Infrastructures Positioning, and Managed Services solutions for the company.

- ✓ Years at Mythics: 17
- ✓ Designated as Key Personnel
- ✓ Time devoted to USC PMO: 100%
- ✓ DAltamura@mythics.com

Shane Smutz, President, Shared Operations. Mr. Smutz serves as the President of Mythics Emergent Group, the parent company of Mythics. He has oversight for Mythics Emergent Group consulting services, managed services, sales, and shared operations. He has been with the company for fifteen years, and previously served as Executive Vice President of Mythics Consulting. Mr. Smutz has over twenty-one years of IT experience working in the Federal, DoD, State & Local, Higher Education, Healthcare, and Commercial industries. Prior to Mythics, he worked in sales at Oracle Corporation serving Public Sector clients.

- ✓ Years at Mythics: 15
- ✓ Time devoted to USC PMO: 10%

Paul Seifert, President, Federal. Since 2001, Mr. Seifert has been a sales leader at Mythics and currently leads the Mythics Federal Sales organization. He oversees all federal presales, sales, and support. Additionally, he manages federal business development and cultivates Mythics strategic growth initiatives within the sector. Under his leadership, Mythics has consistently overachieved, earning recognition and multiple awards for performance and customer service excellence.

- ✓ Years at Mythics: 17
- ✓ Time devoted to USC PMO: 100%

Rick Welborn, Executive Vice President, Finance and Accounting. Mr. Welborn has served as the Chief Financial Officer since September 2008. As the CFO, he is responsible for all fiscal management and accounting functions including general ledger, accounts receivable, accounts payable and financial reporting. The department consists of 30 employees including many that have accounting degrees. Prior to joining Mythics Inc., he was assistant vice president of finance and tax administrator for Noland Company for 23 years.

- ✓ Years at Mythics: 10
- ✓ Time devoted to USC PMO: 10%

Peter Sirh, Executive Vice President, Legal and Contracts. Mr. Sirh joined our Board of Directors in 2010 and became a full-time employee in 2012. Since that time, he has worked in various legal and customer relation capacities. Currently, he oversees our legal and contracts, and contract vehicles organizations. Prior to joining Mythics, he co-founded Innovative Defense Technologies, a company that develops modern automated solutions, enabling the rapid delivery of warfare capabilities to the US Department of Defense.

- ✓ Years at Mythics: 10
- ✓ Time devoted to USC PMO: 10%

2.3.1.2 Mythics UCS PMO Functional Organizations

Please see *Section 3.4 Key Personnel Resumes* below for education, background, and relevant experience of designated key personnel.

Presales and Sales Leadership

Eric Seifert, VP, Strategic Markets Sales (East). Mr. Seifert has filled many roles at Mythics since joining in 2006. Mr. Seifert is an experienced IT sales and contract management professional working with and supporting Oracle software, hardware, support, and implementation in various roles focused on the State and Local government market. Mr. Altamura promoted Mr. Seifert to his position after having incredible success growing our presence in the Northeast.

- ✓ Years at Mythics: 12
- ✓ Designated as Key Personnel
- ✓ Time devoted to USC PMO: 100%
- ✓ ESeifert@mythics.com
- **Assignments and Responsibilities.** Mr. Seifert is responsible for all Mythics sales and transitioning Participating Public Agencies to the contract in 14 states (Virginia, Maryland, Delaware, West Virginia, Ohio, Pennsylvania, New Jersey, New York, Connecticut, Rhode Island, Massachusetts, Vermont, New Hampshire, and Maine) plus the District of Columbia.

Nick Psimas, VP, Strategic Markets Sales (South). An employee since 2004, Mythics originally hired Mr. Psimas as a State and Local account manager. He rose prominently through the rank and became VP of Business Development to promote our Mythics Consulting organization. When Oracle acquired Sun Microsystems, Mr. Psimas was the obvious choice to lead our new hardware sales and operations organization. In 2016, Mr. Altamura brought Mr. Psimas back into the State and Local market to lead our Strategic Markets South team.

- ✓ Years at Mythics: 14
- ✓ Designated as Key Personnel
- ✓ Time devoted to USC PMO: 100%
- ✓ NPsimas@mythics.com
- **Assignments and Responsibilities.** Mr. Psimas is responsible for all Mythics sales and transitioning Participating Public Agencies to the contract in the 13 Mid-Atlantic and Northeast states (North Carolina, South Carolina, Georgia, Florida, Alabama, Mississippi, Tennessee, Kentucky, Indiana, Arkansas, Louisiana, Oklahoma, and Texas).

Tom Weiss, Director, Strategic Markets Sales (West). After prior careers working as a Senior Vice President with Morgan Stanley and UBS, Tom Weiss transitioned into Sales and Training roles working with our military. Mr. Weiss joined the Mythics team in 2009 and started as a sales representative covering the Central, Rockies and West territories. Mr. Weiss is an experienced and dedicated sales professional whose focus is on supporting Oracle software, hardware, cloud services and support primarily for the State and Local government market.

- ✓ Years at Mythics: 9
- ✓ Designated as Key Personnel
- ✓ Time devoted to USC PMO: 100%
- ✓ TWeiss@mythics.com
- **Assignments and Responsibilities.** Mr. Weiss is responsible for all Mythics sales and transitioning Participating Public Agencies to the contract in 23 Central and Western states (Illinois, Michigan, Wisconsin, Minnesota, Iowa, Missouri, North Dakota, South Dakota, Nebraska, Kansas, Montana, Wyoming, Colorado, New Mexico, Idaho, Utah, Nevada, Arizona, Washington, Oregon, California, Alaska, and Hawaii).

John Iuliano, Director, Strategic Market Sales (Higher Ed/ Healthcare). Mr. Iuliano is an IT Sales and Contract Management professional with over 7 years of experience responsible for sales and strategy across multiple markets, with an emphasis on Education, Research, and Healthcare. He oversees a team responsible for earning all revenue and obtaining gross profit margin objectives. Prior to joining Mythics in 2011, he co-founded In the Weeds, a social networking website for the services industry

- ✓ Years at Mythics: 7
- ✓ Designated as Key Personnel
- ✓ Time devoted to USC PMO: 100%
- ✓ JIuliano@mythics.com
- **Assignments and Responsibilities.** Mr. Iuliano is responsible for all Mythics sales and transitioning all Participating Public Agencies that are eligible Higher Education and Healthcare organizations.

Please also see *Section 2.1.2.4 Mythics Strategic Markets Sales Organization* above for more information about our PreSales and Sales teams.

Support and Training Leadership

Sean McKenzie, VP, Strategic Market Support Solutions. Mr. McKenzie has been a Mythics employee since 2002. After 10+ years of product sales and management, Mr. McKenzie moved into a new role to manage a dedicated Support Solutions team for non-federal customers. His vast knowledge of Oracle technology and the Oracle sales process immediately improved Mythics' support and education sales. Using coaching skills as a management approach, Mr. McKenzie has his team focused on quota attainment, account cultivation and cooperation with each Strategic Market sales team. His team is responsible for solving education and training needs and post-delivery maintenance and support.

- ✓ Years at Mythics: 16
- ✓ Designated as Key Personnel
- ✓ Time devoted to USC PMO: 100%
- ✓ SMcKenzie@mythics.com
- **Assignments and Responsibilities.** Mr. McKenzie is responsible for all Mythics support and Oracle University training sales nationally. For Participating Public Agencies only requiring support and/or Oracle University training, he is responsible for transitioning them to the contract.

Randy Hardee, VP, Strategic Market Technology Solutions. Mr. Hardee has 34 years of experience in various capacities, including two stints at Oracle as a Principle Sales Consultant and Senior Director. He has worked with Oracle technology since 1992 and has experience developing Oracle-centric technology and consulting solution offerings focused on the State and Local market. He continuously evaluates Oracle technology, specifically Oracle Database, Middleware, Cloud and Engineered Systems.

- ✓ Years at Mythics: 6
- ✓ Designated as Key Personnel
- ✓ Time devoted to USC PMO: 100%
- ✓ RHardee@mythics.com
- **Assignments and Responsibilities.** Mr. Hardee's team supports all Mythics presales and technical sales efforts. His team also supports our sales teams' efforts to transition Participating Public Agencies to the contract.

Chris Richards, VP, Marketing. Since 2007, Mr. Richards has led all Mythics marketing strategy, marketing operations and customer service operations. He and his team are responsible for lead generation, content development, inbound and outbound marketing activities, and sales support. Mr. Richards will serve as the primary interface to U.S. Communities with regards to marketing support and initiatives. Mr. Richards will train the Mythics USC PMO so that is properly engaged and committed to offering the Master Agreement as our primary offering to Participating Public Agencies.

- ✓ Years at Mythics: 11
- ✓ Designated as Key Personnel
- ✓ Time devoted to USC PMO: 33%
- ✓ CRichards@mythics.com
- **Assignments and Responsibilities.** Mr. Richards will train our sales force to offer the Master Agreement as our primary offering to Public Agencies. His team will adhere to all branding and logo compliance requirements. He will establish communication links to facilitate customer access and communication, including a dedicated U.S. Communities internet web-based homepage, a dedicated toll-free national hotline for inquiries regarding U.S. Communities, and dedicated email address for general inquiries. He will also provide certain graphics, media, and other content to U.S. Communities (collectively "Supplier Content") for use on U.S. Communities websites and for general marketing and publicity purposes.

Greg Mika, Director, Sales Operations. A former Oracle employee of 8 years, Mr. Mika has over 20 years of experience working with Oracle Products and Technologies. He manages our Oracle Partner Network (OPN) membership, specifically tracking all training for sales and consulting teams as well as performing the Resell Rights and Specialization application process for Mythics. He develops and administers our MLO portal used to provide insight into contract execution activities (Recording of Unlimited License Agreement utilization, Tracking Price Hold/Bulk Purchase Agreement transactions, Reporting Cost Savings/Avoidance, etc.) for large customers with such requirements.

- ✓ Years at Mythics: 10
- ✓ Time devoted to USC PMO: 33%
- **Assignments and Responsibilities.** Mr. Mika will oversee our deal management and data capture within our ERP/CRM system as well as develop and maintain a data warehouse and reporting system for analyzing the CRM/ERP data. He will format and ensuring accuracy of all contract-level and project level reports.

Implementation Leadership

Shawn Ruff, VP, Mythics Consulting. Mr. Ruff is a senior technology leader with over 20 years of experience, specializing in Cloud Modernization and Migration, Enterprise Infrastructure Architecture, Engineering and Management, Project Management, Service Oriented Architecture, Systems Design and Engineering, Database/Data Warehouse Architecture and Administration, Middleware Technologies, Enterprise Virtualization, UNIX/Linux System Administration and Storage Area Network Administration. Technology agnostic approach with primary focus on a well-rounded technical and professional skill set and firm grasp of key concepts to architect, engineer and implement the solution which fits customers business, technical and financial needs.

- ✓ Years at Mythics: 6
- ✓ Designated as Key Personnel
- ✓ Time devoted to USC PMO: 33%
- ✓ SRuff@mythics.com
- **Assignments and Responsibilities.** Mr. Ruff's team will work with our customers to define requirements and develop project Statements of Work for customers to order under the contract. He will assign qualified resources to perform implementation services.

Brian Meincke, VP, Quality and Operations. Mr. Meincke oversees our Program Management Organization and Quality group dedicated to customer support, quality control, tracking/reporting and overall delivery quality for our customers. Mr. Meincke's organization reports directly to our senior executive management to ensure the necessary resources are available to support our customers to the best of our ability. Mr. Meincke will enforce our commitment to quality improvement and ensure our services consistently meet customer's requirements.

- ✓ Years at Mythics: 8
- ✓ Time devoted to USC PMO: 33%
- **Assignments and Responsibilities.** Mr. Meincke's team manages implementation projects to customer satisfaction. He will ensure our project managers follow our ISO-9001 procedures to deliver quality work.

Zeb Mellet, VP, Managed Services. Mr. Mellett is responsible for managing Mythics' rapidly managed services practice. Mr. Mellett is an IT sales consultant with over 17 years of experience in solution sales, design, project planning, cost and schedule management, requirements analysis, government program management and budgeting process, project leadership and best practices, and group facilitation. Prior to joining Mythics, Mr. Mellet spent 5 years as a field sales representative at Oracle.

- ✓ Years at Mythics: 11
- ✓ Time devoted to USC PMO: 33%
- ✓ Designated as Key Personnel
- ✓ ZMellet@mythics.com
- **Assignments and Responsibilities.** Mr. Mellet's team designs and delivers managed services to customer satisfaction. He will ensure our managed service delivery team follows our ISO-9001 procedures to deliver quality work.

Brent Seaman, Cloud Center of Excellence. As a member of the Mythics Leadership Team since 2011, through tenures with EDS, Stellent, and as founder at Frontline Logic, Mr. Seaman's experiences in organizational leadership and development and business process performance contributed to mapping Mythics' cloud strategy, brand, and complete cloud transformation. He currently guides cloud business and technology initiatives across Mythics and clients' full cloud lifecycle.

- ✓ Years at Mythics: 7
- ✓ Time devoted to USC PMO: 33%
- **Assignments and Responsibilities.** Mr. Seaman's team provides leadership, best practices, research, support and/or training for Oracle Cloud customers.

Contracts and Legal Leadership

Lynn Brogis, Corporate Counsel. Ms. Brogis has over 20 years' experience as an attorney in the IT field. She has experience negotiating manufacturing terms and condition with respect to contract vehicles. She also ensures corporate policies and quality assurance procedures adhere to contract requirements and promote high ethical standards. Ms. Brogis also negotiates corporate policies and relevant contract clauses into reseller agreements and teaming relationships.

- ✓ Years at Mythics: 7
- ✓ Time devoted to USC PMO: 25%
- **Assignments and Responsibilities.** Ms. Brogis ensures corporate policies and quality assurance procedures adhere to contract requirements and promote high ethical standards. She will also assist with terms and conditions negotiations at the task order level.

T. Scott Davis, VP, Partner Contracts. Prior to joining Mythics, Mr. Davis served 4 years as an Oracle State and Local Field Manager. His team reviews our OPN status daily to ensure we are up to date on all current pricing, policies, and procedures. Oracle maintains strict control over its sales process and requires central approval for every purchase order, however large or small. Prior to any and every transaction, it is incumbent upon Oracle sales staff to submit a business case for approval that incorporates customer business context, desired products, and other pertinent factors that affect the terms of a sale, particularly if a given transaction is through an unauthorized reseller. Mr. Davis' team is unique in the industry because we have centralized and standardized how we author and submit business cases to Oracle for approval.

- ✓ Years at Mythics: 11
- ✓ Time devoted to USC PMO: 33%
- **Assignments and Responsibilities.** Mr. Davis' team will eliminate bottlenecks associated with obtaining Oracle approvals.

Deonte Watters, Director, Customer Contracts. Mr. Watters is the primary point of contact for contractual issues related to contract change management and will provide contract visibility, awareness, and interpretation to all relevant parties in the organization. Mr. Watters will oversee required Oracle agreements compliance. Mr. Watters is responsible maintaining contractual records and documentation, such receipt and control of all contract correspondence, customer contact information sheets, contractual changes, status reports and other documents for all projects.

- ✓ Years at Mythics: 8
- ✓ Time devoted to USC PMO: 25%
- ✓ Designated as Key Personnel
- ✓ DWatters@mythics.com
- **Assignments and Responsibilities.** Mr. Watters will ensure adherence to the Master Contract terms and conditions including those found in all Attachments and Exhibits.

Cheryl Burns, Director, Contract Vehicles. Ms. Burns has managed federal and state and local contract vehicles for over 25 years. Ms. Burns ensures Oracle offerings are available on our contracts by submitting regular catalog updates to for approval. She is responsible for overall compliance with contract terms and conditions and negotiating contract modifications.

- ✓ Years at Mythics: 5
- ✓ Time devoted to USC PMO: 10%
- **Assignments and Responsibilities.** Ms. Burns will ensure current Oracle offerings are available on contract by submitting regular catalog updates to U.S. Communities for approval. She also provides all required contract-level reports.

Finance and Human Resources Leadership

Pamela Caton, Controller, Resale Accounting. Ms. Caton is responsible for all fiscal management and accounting functions related to resale activities, including general ledger, accounts receivable, accounts payable and financial reporting.

- ✓ Years at Mythics: 8
- ✓ Time devoted to USC PMO: 25%
- **Assignments and Responsibilities.** Ms. Caton will reconcile and remit administrative fees on time to U.S. Communities

Mel Sawyer, Controller, Consulting Accounting. Mr. Sawyer is responsible for all fiscal management and accounting functions related to implementation activities, including general ledger, accounts receivable, accounts payable and financial reporting.

- ✓ Years at Mythics: 10
- ✓ Time devoted to USC PMO: 25%
- **Assignments and Responsibilities.** Mr. Sawyer will reconcile all fees associated with implementation activities.

Jen Zombron, Director, Talent Management. Ms. Zombron has over 20 years of experience in Human Resource management, training, and development, specifically in the technology sector. She has designed and implemented a performance management system that develops and delivers training to employees, so they have the skills to meet our company goal—including those related to our Oracle resale rights and specializations. Prior to joining Mythics in 2104, she served as a consultant to Contact Solutions and the Director of Human Resources for ACI Worldwide.

- ✓ Years at Mythics: 4
- ✓ Time devoted to USC PMO: 25%
- **Assignments and Responsibilities.** Ms. Zombron will ensure our resources have access to all training required to maintain and obtain industry and technical certifications. She will also collaborate with Mr. Richards to integrate our contract training into our curriculum.

Josh Fedalen, Director, Talent Acquisition. Mr. Fedalen is an accomplished Human Capital and Recruiting team leader with expertise in a wide range of recruitment and business functions. He has demonstrated strengths in full life cycle recruitment and staffing through the assimilation process, compensation research, win strategy involvement, project management and team supervision. He possesses a strong level of experience and understanding of the intricacies of staffing within the public sector and the business issues that drive profitability and success.

- ✓ Years at Mythics: 3
- ✓ Time devoted to USC PMO: 25%
- **Assignments and Responsibilities.** Mr. Fedalen will ensure all staff hired to support the program meet job requirements.

2.3.2 Staff Credentials

We take pride in employing highly skilled and certified professionals— from PMP-certified project managers to Oracle-certified presales, sales, support, and implementation specialists. **Table 14** identifies the 1185 individual certifications our resources have earned by type. We have on staff 191 resources owning one or more industry-recognized certifications—which represents *70% of our customer-facing resources*.

We encourage our resources to get certifications and regularly pay for classroom or self-paced education and training. For strategic efforts, such as obtaining Resale Rights, Specializations, we give those with requisite experience time to dedicate during regular hours to receive training, study and prepare for the proctored exams.

Table 14: Mythics Individual Certifications. *Our employees hold 1185 individual certifications—over 1000 dedicated to Oracle technology.*

Certification Type	# of Certifications
Oracle Presales	159
Oracle Sales	276
Oracle Support	374
Oracle Implementation	205
Oracle Industry Specialization	10
Other Implementation/Project Management	119
Other OEM	42
Total	1185

Please see *Section 3.3 Staff Certifications* below for a list of the 191 resources we employ with one or more Oracle or other industry-recognized certification.

2.3.3 Proposed Staff

In the preceding sections, we proposed 21 functional leaders to service the Master Agreement as members of our USC PMO. We have also identified a list of 191 certified staff members who, at any given time based on availability, are available to support our USC PMO. Including those mentioned above, **Table 15** below lists the *total number of staff available* to our USC PMO to service the contract.

Table 15: Mythics U.S. Communities Program Management Organization. Reporting to Doug Altamura are presales, sales, support, training, implementation, legal, contract administration, finance, and human resources leaders.

USC PMO Functional Organization	Team	Supervisor	Available Staff
Presales and Sales	Sales (East)	Eric Seifert, VP	9
	Sales (South)	Nick Psimas, VP	7
	Sales (West)	Tom Weiss, Director	7
	Sales (Higher Ed/Healthcare)	John Iuliano, Director	5
Support and Training	Support Solutions	Sean McKenzie, VP	13
	Technology Solutions	Randy Hardee, VP	5
	Marketing	Chris Richards, VP	11
	Sales Operations	Greg Mika, Director	3
Implementation	Mythics Consulting***	Shawn Ruff, VP	149
	Quality and Operations***	Brian Meincke, VP	31
	Managed Services	Zeb Mellet, VP	10
	Cloud Center of Excellence	Brent Seaman, VP	7
Legal and Contract Administration	Legal	Lynn Brogis, Corporate Counsel	4
	Partner Contracts	T. Scott Davis, VP	5
	Customer Contracts	Deonte Watters, Director	7
	Contract Vehicles	Cheryl Burns, Director	5
Finance and Human Resources	Resale Accounting	Pamela Caton, Controller	7
	Consulting Accounting	Mel Sawyer, Controller	3
	Talent Management	Jen Zombron, Director	4
	Talent Acquisition	Josh Fedalen, Director	5
Total Available Staff			306

Hiring Practices

The internet has replaced employee referrals as the most widely used and effective recruitment tool for many professionals. While this makes it easier for us to collect resumes, it does not make it easier for us to find the right people for the right job. We follow 3 best practices for hiring new talent:

1. We conduct job interviews by asking applicants to describe specific examples of their skills to better predict future performance.
2. We use automated resume screening and search to match potential hires to open positions.
3. We use assessments, simulations, and tests to measure job knowledge and abilities as well as gauge how well an applicants' motivations match up with our culture and the position.

We are also fully committed to the concept and practice of equal opportunity and affirmative action in all aspects of employment. We have developed an Affirmative Action Plan (AAP) in strict reliance upon the Guidelines on Affirmative Action issued by the Equal Employment Opportunity Commission (EEOC) (29 C.F.R. Part 1608).

2.3.4 Methodology for Training Participating Public Agency End Users

We provide training to our end users by offering Oracle University products and services and/or supplementing our implementation services with consultant-led training.

Oracle University Products and Services

Please see *Section 2.1.5.4 Provide Maintenance Support Services and Solutions* for more information about Oracle University offerings and approach to providing training curriculums for end users.

Consultant-led Training

We offer consultant-led training throughout the lifecycle of our projects. This training includes in-project implementation training, continuous testing and knowledge transfer, post-implementation training, train-the-trainer support, and end user training:

- **In-Project Implementation Training.** We conduct several workshops throughout the project to tailor training options to meet the needs of the customer team. We do not wait until the critical “go-live” date to begin training the end user community. In fact, our team instills a training plan into the overall project plan as a part of setting expectations. This key step increases end user participation and the probability of project acceptance. Because our projects focus on Oracle technology, we take advantage of, when and where appropriate, Oracle’s User Productivity Kit (UPK) tool—a simple and comprehensive content development, deployment, and maintenance platform specifically designed for project team members and line of business owners. We develop user manuals using the UPK tool and create, as needed, online help for new system functions. If the project results in new or changed business processes, we create or update documentation with appropriate Standard Operating Procedures (SOP). We also train users on how to obtain new or updated training material as part of the initial training support.
- **Continuous Testing and Knowledge Transfer.** This training approach is a very effective method to provide the customer with hands on system experience and requires iterative and collaborative system testing across the supplier and customer teams. We write detailed test plans and scripts with entrance and exit criteria, execute tests, record the testing results, and record any defects in a tracking tool. Our tests include discrete, standalone business rules and relevant, complete business scenarios. We apply the customer’s resolution priority for any defects found during the test cycles.
- **Post-Implementation Training.** Post implementation is yet another opportunity to train end users. We lead post implementation workshops on mutually agreed upon topics with key end users and super users to review the new or updated processes, as well as any technical or functional changes.
- **Train the Trainer.** We mentor customer staff through various training activities, ensuring their training resources have the needed “super user” skillset to successfully train its staff. This training empowers the customer team and delivers an internal capability to properly train end users and managers long after project close. We collaborate with internal trainers to design courses, training tools and aids, as well as evaluation criteria.
- **End User Training.** Training end users is the most critical training involving Oracle technology. We equip the participants of our Train the Trainer program with the critical environment knowledge along with the appropriate Oracle best practices. Before delivering the end user training, we conduct a needs analysis exercise to identify the different delivery methods and recommend a solution that meets the customer’s requirements. As noted in the Train the Trainer section, we support internal customer trainers in designing courses, training tools and aids as well as evaluation criteria necessary for effective end user trainings.

Table 16 below provides a list of key deliverables offered through our consultant-led training:

Table 16: Mythics Consultant-Led Training. Key Deliverables.

Requirements	Task	Deliverables
End User Training Needs Analysis	Role Analysis	<ul style="list-style-type: none"> • Training needs analysis matrix, identifying and defining the end users affected by the implementation of the new technology and associated processes.
	Curriculum Design	Finalized Course Designs including: <ul style="list-style-type: none"> • List of business processes and system tasks • Outline of role-based training courses • Plan for incorporating business process and policy information
	Education Project Plan	A Project Plan detailing: <ul style="list-style-type: none"> • Timeline for entire project • Ownership and responsibilities for training materials development and delivery • Work efforts and resource requirements from the AUSTAL
End User Content Development	Content Development for the topics identified	<ul style="list-style-type: none"> • End user training content in the form of simulations and paper-based content • Developing test material for topics identified
Train the Trainer Program	Content Publishing	<ul style="list-style-type: none"> • Role based training media courseware • Role based instructor and participant guides
	Train the trainer workshop	<ul style="list-style-type: none"> • Training the customer instructors on the customized version of the application as it would be trained to end users allowing the training team to model the approach • Opportunity for knowledge sharing in the areas of leading practice, concepts, new business processes and knowledge to the customer instructors • We provide all training material in soft and hard copy format to the customer and treat it as public agency property.

2.3.5 Experience Managing Major Government Projects

While some of our customers still procure under open market conditions, a majority of our sales go through one of the 100+ contract vehicles and license agreements we hold—each 100% devoted to Oracle technology and solicited by customers eligible for cooperative purchasing. Through these vehicles, our customers continuously solicit products and services forming long-standing relationships. For example, we have supplied Oracle hardware, software, and Engineered Systems the Department of Homeland Security Customers and Border Patrol (CBP) since 2007. Since that time, the CBP Customs Cloud Computing Environment (C3E) has become not only the world’s largest private cloud, but also Oracle’s largest Engineered Systems deployment in the federal government. Not only have we supplied the products, we have provided oversight of the architectural assembly and implementation since the first acquisition.

While not necessarily on the same scale, **Table 17** below provides a list of long-standing, satisfied customers who continuously procure Oracle technology, support, training and/or implementation services from Mythics.

Table 17: Mythics Experience Managing Major Government Projects. *We have developed long-standing relationships with our customers as they expand their Oracle portfolios and implement the Oracle technology stack.*

Customer	Solution Area	Project Description
Allegheny County	<ul style="list-style-type: none"> Oracle Database 	Oracle ZFS and ZS3 installation and configuration
Baltimore County	<ul style="list-style-type: none"> Oracle Database 	Oracle Database Appliance installation and configuration plus Oracle Data Guard
Boston Sewer and Water Commission	<ul style="list-style-type: none"> Data Security 	Oracle Enterprise Manager upgrade
City and County of San Francisco	<ul style="list-style-type: none"> Oracle Cloud Business Intelligence 	Business Intelligence implementation and PaaS integration
City of Albuquerque	<ul style="list-style-type: none"> Data Security Oracle Database 	Oracle Database 11g installation; Data Guard integration; Oracle Database Appliance installation and configuration
City of Fort Wayne	<ul style="list-style-type: none"> Oracle Cloud 	Oracle RightNow Cloud and related support.
City of Fort Worth	<ul style="list-style-type: none"> Cloud and Cloud Migration 	Oracle CRM migration to Oracle SaaS CRM OnDemand
City of Gastonia	<ul style="list-style-type: none"> Fusion Middleware 	Fusion Middleware Forms and Reports installation and configuration
City of Knoxville	<ul style="list-style-type: none"> Fusion Middleware 	Fusion Middleware Forms and Reports installation and configuration
City of Lakeland	<ul style="list-style-type: none"> Oracle Database 	Exadata installation and configuration
City of Raleigh	<ul style="list-style-type: none"> Oracle Software and Applications Oracle Cloud 	Peoplesoft, Oracle Taleo Cloud and Planning and Budget Cloud Service implementation
City of Roseville	<ul style="list-style-type: none"> Data Security Fusion Middleware Managed Services 	Oracle Database Appliance installation plus Oracle Enterprise Manager, Real Application Clusters, Virtual Machine, Diagnostics Pack, Tuning Pack, Active Data Guard, and Data Guard; Fusion Middleware Forms and Reports, WebLogic Suite installation and configurations; Managed services for private cloud database software and hardware.
City of Virginia Beach	<ul style="list-style-type: none"> Cloud and Cloud Migration 	Oracle Documents Cloud Service deployment and Oracle E-Business Suite integration

Customer	Solution Area	Project Description
City of Wilson	<ul style="list-style-type: none"> Fusion Middleware Managed Services 	WebLogic Suite installation and configuration; Performance tuning, monitoring, and incident resolution services for database software.
City Utilities of Springfield	<ul style="list-style-type: none"> Oracle Software and Applications 	PeopleSoft upgrade
Evergreen State College	<ul style="list-style-type: none"> Data Security Oracle Database 	Oracle Database Appliance installation and configuration plus Oracle Data Guard
Hampton City Schools	<ul style="list-style-type: none"> Oracle Software and Application Data Security 	Oracle Human Capital Management implementation; Oracle Identity Management
Harris Health System	<ul style="list-style-type: none"> Oracle Software and Application 	PeopleSoft implementation
Houston Community College System	<ul style="list-style-type: none"> Oracle Software and Application 	Eloqua implementation
Idaho National Laboratory	<ul style="list-style-type: none"> Managed Services 	Performance tuning, monitoring, and incident resolution services for public cloud human resource management software.
Indiana University of Pennsylvania	<ul style="list-style-type: none"> Oracle Software and Application 	Oracle Application Express installation and training
Jefferson County	<ul style="list-style-type: none"> Oracle Database 	Exadata installation and configuration
Leon County	<ul style="list-style-type: none"> Oracle Database Data Security 	Oracle Recovery Manager configuration and Oracle Database migration
Liberty University	<ul style="list-style-type: none"> Engineered Systems Oracle Database 	Oracle Exadata implementation and Oracle Database ULA
Los Angeles Community Development Commission	<ul style="list-style-type: none"> Oracle Software and Application 	PeopleSoft Financials and Supply Chain Management implementation
Long Island Power Authority	<ul style="list-style-type: none"> Oracle Software and Application Data Security 	Siebel migration; Oracle Gateways and data warehouse transition
MEAG Power	<ul style="list-style-type: none"> Data Security Oracle Database 	Oracle Database Appliance installation; Oracle Data Guard installation
Mecklenburg County	<ul style="list-style-type: none"> Oracle Software and Application Oracle Database 	PeopleSoft implementation; Oracle Database Appliance installation and configuration
Miami-Dade County	<ul style="list-style-type: none"> Oracle Database 	Exadata installation and configuration
Nashville Police Department	<ul style="list-style-type: none"> Data Security Oracle Database 	Oracle Database Appliance installation and configuration plus Oracle Enterprise Manager, Active Data Guard, Data Guard, Real Application Clusters; Fusion Middleware Golden Gate installation and configuration
New York City Housing Authority	<ul style="list-style-type: none"> Data Security 	Oracle Audit Vault, DB Firewall, Data Guard integration
New York City Department of Education	<ul style="list-style-type: none"> Cloud and Cloud Migration Oracle Database 	Oracle RightNow CX Cloud Services implementation; Exalytics installation and configuration
New York City District Attorney Bronx County	<ul style="list-style-type: none"> Managed Services 	Performance tuning, monitoring, and incident resolution services for database software.
New York City Fire Department	<ul style="list-style-type: none"> Oracle Database Business Intelligence 	Oracle Database 12c, Oracle Enterprise Manager, Oracle Advanced Security installation and configuration; Business Intelligence implementation

Customer	Solution Area	Project Description
New York Property Underwriters Insurance	<ul style="list-style-type: none"> Managed Services 	Performance tuning, monitoring, and incident resolution services for database software and financial management system.
Nova Southeastern University	<ul style="list-style-type: none"> Engineered Systems Oracle Database 	Oracle Database appliance implementation and application migration
Pennsylvania State University	<ul style="list-style-type: none"> Oracle Cloud 	Oracle Cloud IaaS and Bare Metal implementation
Southwest Florida Water Management District	<ul style="list-style-type: none"> Data Security 	Oracle Enterprise Manager, Real Application Clusters, Linux installation and configuration
State of Alaska: Department of Natural Resources	<ul style="list-style-type: none"> Data Security Fusion Middleware Managed Services 	Performance tuning, monitoring, and incident resolution services for private cloud PaaS, including middleware, content management, and database software; Oracle Enterprise Manager, Active Data Guard, Data Guard, Real Application Clusters; Fusion Middleware WebLogic installation and configuration
State of Alaska: Division of Retirement and Benefits	<ul style="list-style-type: none"> Managed Services 	Performance tuning, monitoring, and incident resolution services for private cloud PaaS, including middleware, and database software.
State of California: Housing and Community Development	<ul style="list-style-type: none"> Oracle Software and Application 	PeopleSoft implementation
State of Colorado: Department of Labor and Employment	<ul style="list-style-type: none"> Oracle Software and Application Oracle Database Managed Services 	Oracle Financial Services Analytical Application implementation; Oracle Database 12c installation and configuration; Performance tuning, monitoring, and incident resolution services for customer resource management and database software.
State of Florida: Department of Highway Safety & Motor Vehicles	<ul style="list-style-type: none"> Managed Services 	Performance tuning, monitoring, and incident resolution services for private cloud operating systems, database software and hardware.
State of Georgia: Governor's Office of Consumer Protection	<ul style="list-style-type: none"> Oracle Software and Application Data Security 	Oracle Application Express installation and training; Oracle Data Analyzer installation and configuration
State of Georgia: State Accounting Office	<ul style="list-style-type: none"> Oracle SOA Suite Oracle Cloud 	Oracle SOA Suite and Oracle CRM OnDemand implementation
State of Georgia: Technology Authority	<ul style="list-style-type: none"> Cloud and Cloud Migration 	Oracle CRM migration Oracle Service Cloud
State of Illinois: Administrative Office of the Illinois Courts	<ul style="list-style-type: none"> Engineered Systems Managed Services 	Performance tuning, monitoring, and incident resolution services for private cloud database software and hardware.
State of Illinois: PACE Suburban Bus Division	<ul style="list-style-type: none"> Oracle Database Business Intelligence 	Exalytics installation and configuration; Business Intelligence implementation
State of Louisiana: Department of Transportation and Development	<ul style="list-style-type: none"> Oracle Cloud 	Oracle Cloud Database and Primavera P6 Cloud Service
State of Maryland: Administrative Office of the Courts	<ul style="list-style-type: none"> Oracle Software and Application 	PeopleSoft implementation
State of Massachusetts: Massachusetts Bay Transportation Authority	<ul style="list-style-type: none"> Data Security Oracle Database Fusion Middleware 	Oracle Database Appliance installation and configuration plus Oracle Enterprise Manager, Data Guard; Fusion Middleware Golden Gate installation and configuration; Performance tuning,

Customer	Solution Area	Project Description
	<ul style="list-style-type: none"> Managed Services 	monitoring, and incident resolution services for private cloud database software and hardware.
State of New Jersey: Office of Information Technology	<ul style="list-style-type: none"> Data Security Oracle Database 	Exadata installation and configuration plus Oracle Enterprise Manager, Data Masking, Data Guard,
State of New Mexico: Department of Workforce Solutions	<ul style="list-style-type: none"> Oracle Database 	Exadata installation and configuration
State of New York: Division of Financial Services	<ul style="list-style-type: none"> Oracle Database 	Oracle Database Appliance installation and configuration
State of North Carolina: Department of State Treasurer	<ul style="list-style-type: none"> Data Security Managed Services 	Oracle Real Application Clusters installation and configuration; Performance tuning, monitoring, and incident resolution services for private cloud database software and hardware.
State of Ohio: Department of Administrative Services	<ul style="list-style-type: none"> Oracle Database 	Oracle Big Data Appliance installation and configuration
State of South Carolina: Department of Health and Environmental Control	<ul style="list-style-type: none"> Fusion Middleware 	Fusion Middleware Forms and Reports installation and configuration
State of South Carolina: Legislative Services Agency	<ul style="list-style-type: none"> Data Security Oracle Database Managed Services 	Oracle Enterprise Manager installation and configuration; Oracle Database Appliance installation and configuration; Performance tuning, monitoring, and incident resolution services for private cloud PaaS, including middleware, and database software.
State of Virginia: Department of Alcoholic Beverage Control	<ul style="list-style-type: none"> Business Intelligence 	Business Intelligence implementation
State of Virginia: Department of Social Services	<ul style="list-style-type: none"> Fusion Middleware Business Intelligence 	Fusion Middleware SOA Suite, WebLogic installation and configuration. Business Intelligence implementation
State of Wyoming: Department of Transportation	<ul style="list-style-type: none"> Cloud and Cloud Migration 	Oracle Taleo Recruiting Cloud implementation
University of Akron	<ul style="list-style-type: none"> Oracle Software and Application Oracle Database 	PeopleSoft implementation; Oracle Database Appliance installation and configuration
University of Virginia Health System	<ul style="list-style-type: none"> Cloud and Cloud Migration 	Oracle Taleo Recruiting Cloud implementation
Valley Metro	<ul style="list-style-type: none"> Oracle Software and Application 	Primavera implementation
Virginia Polytechnic Institute and State University	<ul style="list-style-type: none"> Oracle Software and Application 	Oracle Hospitality implementation
Virginia State Police	<ul style="list-style-type: none"> Cloud and Cloud Migration 	Oracle Enterprise Planning and Budgeting Cloud integration
West Chester University	<ul style="list-style-type: none"> Cloud and Cloud Migration 	Oracle SaaS CRM OnDemand implementation and PeopleSoft integration
West Virginia School of Osteopathic Medicine	<ul style="list-style-type: none"> Oracle Cloud 	Ellucian Banner application migration to Oracle PaaS/IaaS

2.4 Facilities

We acknowledge the County will provide our personnel with adequate workspace for consultants and such other related facilities to carry out our obligation.

2.5 Training

We will provide quotes to any Participating Public Agency requesting Oracle-related training.

Please see *Section 2.3.4 Methodology for Training Participating Public Agency End Users* for more information about we combine Oracle University offerings to our consultative approach to providing training for end users in the use and care of the Oracle technology.

2.6 Warranty

Exception to the PROPOSAL Solicitation, SERIAL 180233-RFP

Please find Warranty clarifications as redlines to the Draft Contract as a separately submitted file:

✓ “Mythics – 180233 - Redlines Exhibit 4 Draft Contract.doc”

2.7 Acceptance

Exception to the PROPOSAL Solicitation, SERIAL 180233-RFP

Please find Acceptance clarifications as redlines to the Draft Contract as a separately submitted file:

✓ “Mythics – 180233 - Redlines Exhibit 4 Draft Contract.doc”

2.8 Return Policy

Exception to the PROPOSAL Solicitation, SERIAL 180233-RFP

Please find Return Policy clarifications as redlines to the Draft Contract as a separately submitted file:

✓ “Mythics – 180233 - Redlines Exhibit 4 Draft Contract.doc”

3 Qualifications

3.1 Company Qualifications

Please see *Section 2.1 Mandatory Qualifications* above for a summary list of how we meet or exceed all mandatory qualifications.

3.2 Project Personnel

Please see *Section 2.3.1 Staffing Plan* above for descriptions of assignments and responsibilities for assigned project personnel, estimates of time devoted to the program, and other pertinent staffing information.

Please see *Section 3.4 Key Personnel Resumes* below for education, background, and relevant experience of designated key personnel.

3.3 Staff Certifications

1. **Aaron R. (PreSales, Sales, Implementation).** Certified Presales Specialist: Oracle Exadata Database Machine 2017; Certified Sales Specialist: Oracle Exadata Database Machine 2017; Certified Associate: Oracle Database 11g; Certified Professional: Oracle Database 11g; CompTIA Security+.
2. **Abhijit G. (Implementation).** Business Professional Programmer.
3. **Adam W. (Sales).** Certified Sales Specialist: Oracle Database 12c and Oracle Enterprise Manager 12c.
4. **Aireka A. (Sales).** Certified Sales Specialist: Oracle Database Cloud Services 2017, Oracle Database Appliance 2016, Oracle Enterprise Manager 12c, and Oracle Private Cloud Appliance 2017.
5. **Alana S. (Sales).** Certified Sales Specialist: Oracle Enterprise Manager 12c and Oracle ZFS Storage 2016.
6. **Alex B. (Sales).** Certified Sales Specialist: Cloud Application Foundation Sales, Oracle Database 12c, Oracle Exalytics In-Memory Machine 2014, and Oracle ZFS Storage 2016.
7. **Alex P. (PreSales, Sales).** Certified Presales Specialist: Oracle Enterprise Communications Infrastructure; Certified Sales Specialist: Oracle Enterprise Communications Infrastructure.
8. **Alvin M. (Project Manager).** Agile/Scrum, PMP, ITIL.
9. **Amir M. (Implementation).** AWS Solution Architect, AWS Systems Operations; ITIL.
10. **Aninda B. (Implementation).** Agile/Scrum.
11. **Anita C. (PreSales).** Certified Presales Specialist: Oracle Hyperion Financial Management 11.1.1 and Oracle Hyperion Planning; ITIL.
12. **Anton B. (Implementation).** Certified Implementation Specialist: Oracle Access Management Suite Plus 11g, Oracle App Dev Framework 12c, Oracle WebLogic Server 12c, and Oracle WebCenter Portal 11g.; Oracle Documents Cloud Service.
13. **Arno K. (Implementation).** Certified Implementation Specialist: Exalogic Elastic Cloud X2-2, Oracle Application Grid 11g, Oracle Database 11g, and Oracle Exadata 11g.
14. **Ashish T. (Implementation).** Certified Implementation Specialist: Oracle Database Cloud Services and Oracle Exadata 11g; Oracle Certified Associate: Oracle Database 12c, Oracle GRC: Oracle Fusion GRC Solutions; Certified MicroStrategy Decision Support Consultant; CompTIA Security+.
15. **Ashley W. (Implementation).** Oracle Certified Professional: Oracle Database 12c
16. **Ayodeji F. (Implementation).** Oracle Certified Associate: Oracle Database 11g; Oracle Certified Professional: Oracle Database 11g

17. **Ben B. (Project Manager).** Agile/Scrum, PMP, ITIL.
18. **Ben F. (Sales).** Certified Sales Specialist: Oracle Database 12c Sales Specialist, Oracle Database Appliance 2016, Oracle Management Cloud 2016, and Oracle Private Cloud Appliance 2017.
19. **Ben K. (Implementation).** Certified Implementation Specialist: Oracle Data Integrator 12c, Oracle BI Foundation Suite 11g, and Oracle WebLogic Server 12c; ITIL, CompTIA Security+.
20. **Ben L. (Sales).** Certified Sales Specialist: Oracle Database 12c.
21. **Ben R. (Project Manager).** Agile/Scrum, PMP.
22. **Benson F. (Implementation).** Oracle Certified Associate: Oracle Database 11g.
23. **Bill B. (PreSales, Sales).** Certified Presales Specialist: Oracle Database 12c, Oracle Database Cloud Services 2017, and Oracle Exadata Database Machine 2017; Certified Sales Specialist: Oracle Database 12c and Oracle Exalogic Elastic Cloud 2014.
24. **Bill H. (Implementation, Project Manager).** Certified Implementation Specialist: Oracle BI Foundation Suite 11g; Certified Presales Specialist: Oracle BI Foundation Suite 11; Agile/Scrum, PMP.
25. **Bill W. (Implementation).** Certified Implementation Specialist: Oracle BPM Suite 12, Oracle Unified BPM Suite 11g, and Oracle WebLogic Server 12c; Agile/Scrum Master
26. **Bob M. (Sales).** Certified Sales Specialist: Siebel CRM 8.1.1.
27. **Brandon M. (Project Manager).** Agile/Scrum, PMP.
28. **Brent S. (Implementation).** Certified Implementation Specialist: Oracle WebCenter Content 11g and Oracle WebCenter Portal 11g; Certified Presales Specialist: Infrastructure as a Service 2017; CMII.
29. **Brett F. (PreSales, Sales).** Certified Presales Specialist: Oracle ZFS Storage 2016; Certified Sales Specialist: Exalogic Elastic Cloud X2-2, Oracle Access Management Suite Plus 11g, Oracle Database Cloud Services 2017, Oracle Enterprise Manager 12c, Oracle Linux 6, Oracle Mobile Cloud Service 2017, Oracle Private Cloud Appliance 2017, and Oracle WebLogic Server 12c Sales.
30. **Brian M. (Project Manager).** PMP.
31. **Brian W. (Implementation).** Certified Implementation Specialist: Oracle Database 12c; Oracle Certified Associate: Oracle Database 11g; CompTIA Security+.
32. **Caitlin L. (Sales).** Certified Sales Specialist: Oracle Management Cloud 2016 and Oracle Private Cloud Appliance 2017.
33. **Calvin W. (Implementation).** Sun Certified Professional
34. **Carla S. (Implementation).** Certified Implementation Specialist: Oracle BI Foundation Suite 11g, Oracle Policy Automation 10 and Oracle WebLogic Server 12c, JD Edwards Financial Management
35. **Cathy V. (Implementation).** Microsoft Certified System Engineer, Microsoft Certified Professional + Internet
36. **Chad M. (PreSales, Sales).** Certified Presales Specialist: Oracle Analytics Platform 2017; Certified Sales Specialist: Oracle Analytics Platform 2017 and Oracle Database 12c
37. **Chandra B. (PreSales, Sales, Implementation, Manager).** Certified Presales Specialist: Oracle SOA Suite 12c; Certified Sales Specialist: Oracle SOA Suite 12c; Certified Implementation Specialist: Oracle SOA Suite 12c and Oracle WebLogic Server 12c; PMP, ITIL
38. **Chester H. (Implementation).** Certified Implementation Specialist: Oracle Solaris 11 Installation and Configuration; Security Administrator for Solaris 10 OS, System Administrator for SUN Cluster 3.2, Sun Storage Architect
39. **Chris Q. (Project Manager).** Agile/Scrum, PMP, ITIL
40. **Christine C. (Implementation).** Certified Implementation Specialist: Oracle BI Foundation Suite 11g, Oracle Data Integrator 12c and Oracle Global HR Cloud 2017

41. **Colleen C. (Cloud Service Specialist).** Cloud Service Specialist: Exalogic Elastic Cloud X2-2
42. **Cory W. (Industry Specialist).** Industry Specialist: Aerospace & Defense
43. **Damon B. (Implementation).** Certified Implementation Specialist: Oracle Global HR Cloud 2017, Oracle SOA Suite 11g, and Oracle WebLogic Server 11g; Oracle Certified Associate: Oracle Database 10g Oracle and Oracle PL/SQL Oracle
44. **Dan G. (Presales, Sales).** Certified Presales Specialist: PeopleSoft 9.1 Financial Management; Certified Sales Specialist: PeopleSoft 9.1 Financial Management
45. **Dan H. (Cloud Service Specialist, Implementation).** Cloud Service Specialist: Oracle Enterprise Performance Reporting 2016 and Oracle Planning and Budgeting; Certified Implementation Specialist: Oracle Essbase 11 and Oracle Hyperion Planning 11
46. **Dan H. (Project Manager).** PMP, CISSP
47. **Dan O. (Implementation).** Symantec Technical Specialist, Symantec DLP; Veritas NetBackup
48. **Dan Z. (Implementation).** Certified Implementation Specialist: Oracle Enterprise Manager 12c and Oracle Exadata Database Machine; Oracle Certified Professional: Oracle Database 11g and Oracle Database 12c; CompTIA Security+
49. **Daniel W. (PreSales, Sales).** Certified Presales Specialist: Oracle Policy Automation 10; Certified Sales Specialist: Siebel CRM 8.1.1
50. **Dave M. (PreSales, Sales, Implementation).** Certified Presales Specialist: Oracle Database Appliance 2016, Oracle GoldenGate 12c, and Oracle ZFS Storage 2016; Certified Sales Specialist: Oracle GoldenGate 12c and Oracle ZFS Storage 2016; Certified Implementation Specialist: Oracle BI Foundation Suite 11g, Oracle Enterprise Manager 12c, and Oracle VM 3.0 for x86
51. **Dave P. (Implementation).** Certified Implementation Specialist: Oracle Data Integrator 12c and Oracle BI Foundation Suite 11g; ITIL
52. **Derek W. (Implementation).** Certified Implementation Specialist: Oracle BI Foundation Suite 11g and Oracle Data Integrator 12c; CompTIA Security+
53. **Diana A. (Implementation).** ITIL
54. **Divine A. (PreSales, Implementation).** Certified Presales Specialist: Oracle Exadata Database Machine 2017; Certified Implementation Specialist: Oracle Exadata Database Machine; Oracle Certified Associate: Oracle Database 12c
55. **Dominique M. (Project Manager).** Agile/Scrum, PMP, ITIL
56. **Doug G. (Implementation).** Certified Implementation Specialist: Oracle Database Performance and Tuning 2015, Oracle Exadata Database Machine, and Oracle Database 12c; ITIL, CompTIA Security+
57. **Dwayne F. (Industry Specialist, PreSales, Sales, Industry Specialist: Aerospace & Defense).** Certified Presales Specialist: Exalogic Elastic Cloud X2-2; Certified Sales Specialist: Oracle Hyperion Financial Management
58. **Ed L. (Project Manager).** PMP
59. **Ed M. (Project Manager).** PMP
60. **Eddie E. (Sales).** Certified Sales Specialist: Oracle Policy Automation 10
61. **Emmanuel W. (Implementation).** Oracle Certified Associate: Oracle Database 12c
62. **Eric D. (Sales).** Certified Sales Specialist: Cloud Application Foundation Sales, Oracle Database 12c, Oracle Exalytics In-Memory Machine 2014, Oracle Linux 6, Oracle ZFS Storage 2016
63. **Eric S. (Industry, PreSales, Sales, Industry Specialist: Utilities).** Certified Presales Specialist: Oracle App Dev Framework 11g, Oracle SOA Suite 11g, Oracle StorageTek Tape Libraries, Oracle Unified BPM Suite 11g, Oracle Utilities Customer Care and Billing 2, Oracle VM 3, Oracle ZFS Storage 2016, and PeopleSoft 9.1 Financial Management; Certified Sales Specialist: Exalogic Elastic

- Cloud X2-2, Oracle App Dev Framework 11g, Oracle Big Data 2017, Oracle CRM OnDemand 16, Oracle E-Business Suite R12.1 Financial Management, Oracle Hyperion Planning, Oracle SOA Suite 11g, Oracle Solaris, Oracle StorageTek Tape Libraries, Oracle Unified BPM Suite 11g, Oracle Utilities Customer Care and Billing 2, Oracle VM 3, Oracle ZFS Storage 2016, and PeopleSoft 9.1 Financial Management
64. **Erik B. (PreSales, Sales, Implementation).** Certified Presales Specialist: Oracle Database 12c, Oracle Linux 6, Oracle Management Cloud 2016, Oracle StorageTek Tape Libraries, Oracle VM 3, and SPARC T4-Based Servers; Certified Sales Specialist: Oracle Database 12c, Oracle Linux 6, Oracle Management Cloud 2016, Oracle StorageTek Tape Libraries, Oracle VM 3, and SPARC T4-Based Servers; Certified Implementation Specialist: Oracle Management Cloud 2017 and Oracle VM 3.0 for x86
65. **Fariborz S. (Implementation).** Certified Implementation Specialist: Oracle Access Management Suite Plus 11g; Microsoft Certified System Engineer, Microsoft Certified Professional + Internet; Novell Certified Engineer and Administrator; ITIL, CISSP
66. **Femi B. (Implementation).** Oracle Certified Professional: Oracle Database 12c
67. **Frank R. (Implementation).** Sun Storage Architect; Agile/Scrum, CompTIA Security+
68. **Gary B. (PreSales, Sales, Implementation).** Certified Presales Specialist: Oracle Financials Cloud 2016; Certified Sales Specialist: Oracle Financials Cloud 2016; PeopleSoft General Ledger 9 Consultant Certified Expert
69. **Greg M. (Cloud Service Specialist, Industry Specialist, PreSales, Sales, Support).** Cloud Service Specialist: Oracle Enterprise Performance Reporting 2016, Oracle Planning and Budgeting; Industry Specialist: Utilities; Certified Presales Specialist: Oracle x86 Systems, Digital Media Solutions 2016, Documaker Enterprise Edition & Mobile, Oracle Access Mgmt Suite Plus 11g, Oracle Argus Enterprise Edition 7, Oracle Argus Standard Edition 7, Oracle Big Data 2017, Oracle BPM Suite 12c, Oracle Clinical Remote Data Capture Thesaurus Mgmt 5, Oracle Communications Subscriber Data Management, Oracle CRM OnDemand 16, Oracle Data Integrator 12c, Oracle Database Backup and Disaster Recovery 2016, Oracle Database Performance and Tuning, Oracle E-Business Suite R12.1 SCM, Oracle Enterprise Manager 12c, Oracle Essbase 11, Oracle Exalytics In-Memory Machine, Oracle Field Service Cloud Service 2016, Oracle Fusion Governance, Risk, and Compliance 11g: Advanced Controls, Oracle HCM Cloud 2017, Oracle Health Sciences ClearTrial Cloud Service, Oracle Health Sciences Empirica Signal 8, Oracle HCM Midsize Cloud 2016, Oracle Instantis Enterprise Track, Oracle Linux 6, Oracle Private Cloud Appliance 2017, Oracle RightNow CX Cloud Service, Oracle SOA Suite 11g, Oracle Social Relationship Management, Oracle Solaris 11, Oracle StorageTek Tape Libraries, Oracle Unified BPM Suite 11g, Oracle Utilities Customer Care and Billing 2, Oracle Solaris, Oracle SuperCluster 2016, Oracle Utilities Mobile Workforce Management 2, Oracle VM 3 Support, Oracle Virtual Networking, Oracle WebCenter 11g Portal, Oracle WebCenter Content 11g, Oracle WebLogic Server 12c, Oracle ZFS Storage 2016, PeopleSoft 9.1 Financial Management, Primavera P6 Enterprise Project Portfolio Management 8, Primavera Unifier, Siebel CRM 8.1.1, SPARC Servers 2016, and Sun Flash Storage.; Certified Sales Specialist: Product Essentials For Sales 2015 - Oracle Utilities Mobile Workforce Management 2, Oracle x86 Servers, Digital Media Solutions 2016, Documaker Enterprise Edition & Mobile, Master Data Management (MDM), Oracle Access Mgmt Suite Plus 11g, Oracle App Dev Framework 12c, Oracle Application Grid, Oracle Argus Enterprise Edition 7, Oracle Argus Standard Edition 7, Oracle Big Data 2017, Oracle BI Foundation Suite 11, Oracle BPM Suite 12c, Oracle Clinical Remote Data Capture Thesaurus Mgmt 5, Oracle Communications Subscriber Data Management, Oracle CRM OnDemand 16, Oracle Data Integrator 12c, Oracle Database Backup and Disaster Recovery 2016, Oracle Database Performance and Tuning, Oracle E-Business Suite R12.1 Financial Management, Oracle E-Business Suite R12.1 SCM, Oracle Enterprise Manager 12c, Oracle Essbase 11, Oracle Exalytics In-Memory Machine, Oracle Field Service Cloud Service 2016, Oracle Fusion Governance, Risk, and

Compliance 11g: Advanced Controls, Oracle HCM Cloud 2017, Oracle Health Sciences ClearTrial Cloud Service, Oracle Health Sciences Cloud Service Solutions, Oracle Health Sciences Empirica Signal 8, Oracle Instantis Enterprise Track, Oracle Hyperion Planning 11, Oracle Management Cloud, Oracle Policy Automation 10, Oracle Private Cloud Appliance 2017, Oracle RightNow CX Cloud Service, Oracle SOA Suite 11g, Oracle Social Relationship Management, Oracle Solaris 11, Oracle StorageTek Tape Libraries, Oracle Unified BPM Suite 11g, Oracle Utilities Customer Care and Billing 2, Oracle Solaris, Oracle SuperCluster 2016, Oracle Utilities Mobile Workforce Management 2, Oracle VM 3 Support, Oracle Virtual Networking, Oracle WebCenter Content 11g, Oracle WebCenter Portal 11g, Oracle WebLogic Server 12c, Oracle ZFS Storage 2016, PeopleSoft 9.1 Financial Management, Primavera P6 Enterprise Project Portfolio Management 8, Primavera Unifier, Siebel CRM 8.1.1, SPARC Servers 2016, and SPARC-Based Servers 2014.; Certified Support Specialist: Exalogic Elastic Cloud X2-2, Fujitsu SPARC Servers, Hyperion (Performance Management Applications), Instantis Enterprise Track Cloud Service, Instantis Enterprise Track, Network Session Delivery and Control Infrastructure Specialization, Oracle Access Mgmt Suite Plus 11g, Oracle Application Development Cloud Platform, Oracle App Dev Framework 11g, Oracle App Dev Framework 12c, Oracle Application Grid 11g, Oracle Application Integration Architecture 11g, Oracle Argus Cloud Service Solutions, Oracle Argus Enterprise Edition 7, Oracle Argus Enterprise Edition 8, Oracle Argus Safety Suite 6, Oracle Argus Safety Suite Applications, Oracle Argus Standard Edition 7, Oracle Big Data, Oracle BI Foundation Suite 11, Oracle BPM Suite 12c, Oracle Clinical & Oracle Remote Data Capture, Oracle Cloud Application Foundation, Oracle Cloud, Oracle Commerce 11, Oracle Commerce, Oracle Communications Billing and Revenue Mgmt 7 Essential, Oracle Communications BRM 7, Oracle Communications Hyperconnected Enterprise, Oracle Communications Order and Service Mgmt 7, Oracle Communications Order and Service Mgmt Server 7 Essential, Oracle Communications Service Delivery Platform 5, Oracle Communications Unified Communications Suite, Oracle Communications Virtualized Core Network Systems, Oracle CPQ Cloud, Oracle CPQ Cloud Service, Oracle CRM OnDemand, Oracle Customer Hub and Oracle Data Quality, Oracle Database 12c, Oracle Database Appliance Specialization, Oracle Database Performance and Tuning, Oracle Demand Management (Demantra) 7.3, Oracle Documaker 12, Oracle Eloqua Marketing Cloud Service, Oracle Eloqua Marketing Cloud Service Specialization, Oracle Endeca Information Discovery 3.1, Oracle Enterprise Manager 12c, Oracle Enterprise Taxation Management 2, Oracle Essbase 11, Oracle Exadata Database Machine, Oracle Exalogic Elastic Cloud, Oracle Exalytics In-Memory Machine, Oracle Field Service Cloud Service 2016, Oracle GoldenGate 12c, Oracle GRC: Oracle Fusion GRC Solutions, Oracle Health Information Exchange Applications, Oracle Health Sciences ClearTrial Cloud Service, Oracle Health Sciences Empirica Cloud Service Applications, Oracle Health Sciences Life Sciences Warehouse Applications, Oracle Healthcare Foundation, Oracle Hyperion Data Relationship Management 11.1.2, Oracle Hyperion Financial Management 11, Oracle Identity Governance Suite 11g, Oracle Infrastructure as a Service, Oracle Life Sciences Data Hub 2, Oracle Hyperion Planning 11, Oracle Insurance Policy Administration 9, Oracle Linux 6, Oracle Management Cloud, Oracle Mobile Cloud Service, Oracle Mobile Development, Oracle Monetization Cloud, Oracle Optimized Solution for Enterprise Cloud Infrastructure, Oracle Policy Automation 10, Oracle Policy Automation, Oracle Primavera Cloud Service, Oracle Primavera, Oracle Prime Projects Cloud Service, Oracle Private Cloud Appliance, Oracle Real Application Clusters 12c, Oracle Responsys Marketing Platform Cloud Service Program, Oracle Retail Merchandise Planning and Optimization 13.3, Oracle Retail Point-of-Service 13.4, Oracle Retail Pricing 13.2, Oracle Retail Store Inventory Management 13.2, Oracle Siebel Clinical Trial Management System, Oracle SOA Suite 11g, Oracle SOA Suite 12c, Oracle Spatial 11g, Oracle SCM Cloud Specialization, Oracle Unified BPM 11g, Oracle Social Relationship Management, Oracle Solaris 11, Oracle Utilities Customer Care and Billing 2, Oracle Utilities Meter Data Management 2, Oracle Utilities Smart Grid Gateway 2, Oracle Virtual Networking, Oracle WebCenter Content 11g, Oracle WebCenter Portal 11g, Oracle WebCenter Sites 11g, Oracle WebLogic Server 12c, Oracle ZFS Storage 2016, Oracle ZFS Storage, Primavera P6 EPPM 8,

Primavera Contract Management 14, Primavera Portfolio Management 9, Primavera Unifier Cloud Service, Primavera Unifier, Project Lifecycle Management, Siebel CRM 8, SPARC M-Series Servers Specialization, SPARC SuperCluster, SPARC T-Series Servers Specialization, SPARC T4-Based Servers, StorageTek Tape Libraries, Sun Flash Storage Specialization, and Zero Data Loss Recovery Appliance.

70. **Hana S. (PreSales, Implementation).** Certified PreSales Specialist: Oracle WebLogic Server 12c; Oracle Certified Associate: Oracle Database 11g; Health Information Technical Management and Exchange Certificate
71. **Heydi R. (Sales).** Certified Sales Specialist: Oracle Management Cloud 2016 and Oracle Private Cloud Appliance 2017
72. **Humphrey A. (Implementation).** Oracle Certified Associate: Oracle Database 10g and Oracle Database 11g; Oracle Certified Professional: Oracle Database 10g and Oracle Database 11g; Informatica PowerCenter Administrator 6.x and 8.x
73. **Jack W. (Sales, Implementation).** Certified Sales Specialist: Oracle Linux 6; Certified Professional; CompTIA Security+
74. **James G. (Implementation).** Certified Implementation Specialist: Exalogic Elastic Cloud X2-2; CompTIA Security+
75. **James S. (Implementation).** CompTIA Security+, CISSP, CNDA; EC Council Certified Ethical Hacker
76. **Jamie F. (Implementation).** Red Hat Certified System Administrator
77. **Jamie R. (Implementation).** Agile/Scrum, ITIL
78. **Jan B. (Implementation, Project Manager).** PMP, ITIL, Six Sigma
79. **Jason H. (Sales, Support).** Certified Sales Specialist: Cloud Application Foundation, Oracle Enterprise Manager 12c, Oracle Exalytics In-Memory Machine 2014, Oracle Hyperion Planning 11, Oracle Linux 6, Oracle VM 3, Oracle ZFS Storage 2016, PeopleSoft 9.1 Financial Management; Certified Support Specialist: Demantra, Digital Media, Solutions, Empirica, Enterprise Communications, Exadata Database Machine, Exalogic Elastic Cloud, Exalogic Elastic Cloud X2-2, Fujitsu SPARC Servers, Hyperion (Performance Management Applications), Instantis Enterprise Track Cloud Service, Instantis Enterprise Track, Network Session Delivery and Control Infrastructure Specialization, Oracle Access Management Suite Plus 11g, Oracle Application Development Cloud Platform, Oracle App Dev Framework 11g, Oracle App Dev Framework 12c, Oracle Application Grid 11g, Oracle Application Integration Architecture 11g, Oracle Argus Cloud Service Solutions, Oracle Argus Enterprise Edition 7, Oracle Argus Enterprise Edition 8, Oracle Argus Safety Suite 6, Oracle Argus Safety Suite Applications, Oracle Argus Standard Edition 7, Oracle Big Data, Oracle BI Foundation Suite 11g, Oracle BPM Suite 12c, Oracle Clinical & Oracle Remote Data Capture, Oracle Cloud Application Foundation, Oracle Commerce 11, Oracle Commerce, Oracle Communications Billing and Revenue Management 7 Essential, Oracle Communications BRM 7, Oracle Communications Hyperconnected Enterprise, Oracle Communications Order and Service Management 7, Oracle Communications Order and Service Management Server 7 Essential, Oracle Communications Service Delivery Platform 5, Oracle Communications Unified Communications Suite, Oracle Communications Virtualized Core Network Systems, Oracle CPQ Cloud, Oracle CPQ Cloud Service, Oracle CRM OnDemand, Oracle Customer Hub and Oracle Data Quality, Oracle Data Integrator 12c, Oracle Database 12c, Oracle Database Appliance Specialization, Oracle Database Performance and Tuning, Oracle Demand Management (Demantra) 7.3, Oracle Documaker 12, Oracle Eloqua Marketing Cloud Service, Oracle Eloqua Marketing Cloud Service Specialization, Oracle Endeca Information Discovery 3.1, Oracle Enterprise Manager 12c, Oracle Enterprise Taxation Management 2, Oracle Essbase 11, Oracle Exadata Database Machine, Oracle Exalogic Elastic Cloud, Oracle Exalytics In-Memory Machine, Oracle GoldenGate 12c, Oracle GRC: Oracle

Fusion GRC Solutions, Oracle Health Information Exchange Applications, Oracle Health Sciences ClearTrial Cloud Service, Oracle Health Sciences Empirica Cloud Service Applications, Oracle Health Sciences Life Sciences Warehouse Applications, Oracle Healthcare Foundation, Oracle Hyperion Data Relationship Management 11.1.2, Oracle Hyperion Financial Management 11, Oracle Hyperion Planning 11, Oracle Identity Governance Suite 11g, Oracle Infrastructure as a Service, Oracle Insurance Policy Administration 9, Oracle Life Sciences Data Hub 2, Oracle Linux 6, Oracle Management Cloud, Oracle Mobile Cloud Service, Oracle Mobile Development, Oracle Monetization Cloud, Oracle Optimized Solution for Enterprise Cloud Infrastructure, Oracle Policy Automation 10, Oracle Policy Automation, Oracle Primavera Cloud Service, Oracle Primavera, Oracle Prime Projects Cloud Service, Oracle Private Cloud Appliance, Oracle Real Application Clusters 12c, Oracle Responsys Marketing Platform Cloud Service Program, Oracle Retail Merchandise Planning and Optimization 13.3, Oracle Retail Point-of-Service 13.4, Oracle Retail Pricing 13.2, Oracle Retail Store Inventory Management 13.2, Oracle Siebel Clinical Trial Management System, Oracle SOA Suite 11g, Oracle SOA Suite 12c, Oracle Social Relationship Management, Oracle Solaris 11, Oracle Spatial 11g, Oracle SCM Cloud Specialization, Oracle Unified BPM 11g, Oracle Utilities Customer Care and Billing 2, Oracle Utilities Meter Data Management 2, Oracle Utilities Mobile Workforce Management 2, Oracle Utilities Smart Grid Gateway 2, Oracle Virtual Networking, Oracle VM 3, Oracle WebCenter Content 11g, Oracle WebCenter Portal 11g, Oracle WebCenter Sites 11g, Oracle WebLogic Server 12c, Oracle ZFS Storage 2016, Primavera Contract Management 14, Primavera P6 EPPM 8, Primavera Portfolio Management 9, Primavera Unifier Cloud Service, Primavera Unifier, Project Lifecycle Management, Siebel CRM 8, Siebel, SPARC M-Series Servers Specialization, SPARC SuperCluster, SPARC T-Series Servers Specialization, SPARC T4-Based Servers, StorageTek Tape Libraries, Sun Flash Storage Specialization, and Zero Data Loss Recovery Appliance

80. **Jayson N. (PreSales).** Certified Presales Specialist: Infrastructure as a Service 2017
81. **Jenna N. (Sales).** Certified Sales Specialist: Oracle Database 12c
82. **Jessica N. (PreSales, Sales).** Certified Presales Specialist: Sun SPARC Enterprise Entry-Level/Midrange/High-End M-Series Servers; Certified Sales Specialist: Sun SPARC Enterprise Entry-Level/Midrange/High-End M-Series Servers
83. **Jessica U. (Implementation).** Agile/Scrum Master, ITIL
84. **Jeswin G. (Implementation).** Certified Implementation Specialist: Oracle SOA Suite 11g; Oracle Certified Associate: Oracle Database 11g
85. **Jimmy T. (PreSales, Sales, Implementation).** Certified Presales Specialist: Oracle Database Appliance 2016; Certified Sales Specialist: Oracle Database Appliance 2016; CompTIA Security+
86. **Joe B. (Sales).** Certified Sales Specialist: Oracle Linux 6, Oracle Management Cloud 2016, and Oracle Private Cloud Appliance 2017
87. **Joe G. (Implementation).** Certified Implementation Specialist: Oracle Exadata Database Machine
88. **John B. (PreSales, Implementation).** Certified Presales Specialist: Oracle Database 12c. Oracle Exalogic Elastic Cloud 2014. Oracle Real Application Clusters 12c. and Oracle VM 3; Certified Implementation Specialist: Oracle Database Appliance; CompTIA Security+
89. **John G. (Implementation).** Certified Implementation: Specialist Oracle Exadata 11g; Oracle Certified Associate: Oracle Database 11g
90. **John I. (Industry Specialist, PreSales, Sales).** Industry Specialist: Education & Research 2016, Oracle Financial Services; Certified Presales Specialist: Digital Media Solutions 2016, Exalogic Elastic Cloud X2-2, Oracle Hyperion Planning; Certified Sales Specialist: Infrastructure as a Service 2017, Master Data Management (MDM), Oracle Database 12c, Oracle Database Appliance 2016, Oracle Database Backup and Disaster Recovery 2016, Oracle Eloqua Marketing Cloud Service 2017, Oracle Enterprise Communications Infrastructure, Oracle Healthcare Transaction Base 6, Oracle

- RightNow CX Cloud Service, Oracle Social Relationship Management, Oracle Unified BPM Suite 11g, Oracle ZFS Storage 2016, Sun Blade Servers
91. **John W. (Implementation).** Certified Implementation Specialist: Oracle Access Management Suite Plus 11g
 92. **Jon Z. (Implementation).** Certified Sun Solaris System and Sun Solaris Network Administrator; Hat Certified Technician
 93. **Jonathan H. (PreSales).** Certified Presales Specialist: Sun SPARC Enterprise Entry-Level/Midrange/High-End M-Series Servers
 94. **Jonathan H. (PreSales, Sales, Implementation).** Certified Implementation Specialist: Oracle App Dev Framework 11g, Oracle Linux 6, Oracle WebCenter Portal 11g, and Oracle WebLogic Server 12c; Certified Presales Specialist: Oracle Linux 6, Oracle WebCenter 11g Portal, Oracle WebCenter Content 11g, Oracle WebLogic Server 12c; Certified Sales Specialist: Oracle Linux 6, Oracle WebCenter Portal 11g, Oracle WebLogic Server 12c, Oracle Taleo Recruiting Cloud
 95. **Jonathan M. (Implementation).** Certified Implementation Specialist: Oracle BI Foundation Suite 11g; CompTIA Security+
 96. **Jonathan S. (PreSales).** Certified Presales Specialist: Exalogic Elastic Cloud X2-2
 97. **Joseph H. (Implementation).** ITIL
 98. **Justin L. (Project Manager).** Agile/Scrum; Six Sigma
 99. **Keith W. (Implementation).** CompTIA Security+
 100. **Kenneth E. (Sales).** Certified Sales Specialist: Oracle Database 12c
 101. **Kevin K. (Implementation).** CISSP
 102. **Kevin O. (Sales).** Certified Sales Specialist: Oracle ZFS Storage 2016
 103. **Kim K. (Sales, Project Manager).** Certified Sales Specialist: PeopleSoft PeopleTools 8.51; Agile/Scrum, PMP, ITIL
 104. **Kimberly M. (Sales).** Certified Sales Specialist: Oracle Database 12c
 105. **Kishan M. (Implementation).** Oracle Certified Professional: Oracle Database 12c
 106. **Krishna A. (Implementation).** Oracle Documents Cloud Service
 107. **Laura B. (PreSales, Sales, Project Manager).** Certified PreSales Specialist: Oracle Database Appliance 2016, Oracle Enterprise Manager 12c, Oracle Fusion Governance, Risk, and Compliance 11g: Advanced Controls; Certified Sales Specialist: Oracle Analytics Platform 2017, Oracle BI Foundation Suite 11, Oracle Enterprise Manager 12c, Oracle Exadata Database Machine 2017, Oracle Fusion Governance, Risk, and Compliance 11g: Advanced Controls, Oracle WebCenter Content 11g, PeopleSoft PeopleTools 8.51, Siebel CRM 8.1.1; Agile/Scrum, PMP, ITIL
 108. **Laura S. (Sales).** Certified Sales Specialist: Oracle Procurement Cloud 2016, Oracle PPM Cloud 2016, Oracle RightNow CX Cloud Service
 109. **Les G. (Implementation).** Certified Implementation Specialist: Oracle Access Management Suite Plus 11g and Oracle WebLogic Server 12c; Oracle Certified Associate: Oracle Database 11g; Oracle Certified Professional: Oracle Database 11g; Red Hat Certified System Administrator; CompTIA Security+
 110. **Levi W. (Sales).** Certified Sales Specialist: Oracle Database Cloud Services 2017
 111. **Luqman M. (Implementation).** Certified Implementation Specialist: Oracle Enterprise Manager 12c; Siebel 7 Certified Consultant and Trainer; ITIL, RedSeal Certified Network Expert and Security Expert
 112. **Madhav C. (PreSales, Sales, Implementation).** Certified PreSales Specialist: Oracle SOA Suite 12c; Certified Sales Specialist: Oracle SOA Suite 12c; Certified Implementation Specialist: Oracle SOA Suite 12c; IBM WebSphere Certified Professional; Agile/Scrum

113. **Madhuri G. (Implementation).** Certified Implementation Specialist: Oracle Data Integrator 12c, Oracle BI Foundation Suite 11g, Oracle WebLogic Server 12c, and Oracle Database 12c
114. **Mark B. (Implementation).** Certified Implementation Specialist: Supply Chain Planning and Oracle E-Business Suite 12 Supply Chain
115. **Mark S. (PreSales, Sales).** Certified PreSales Specialist: Oracle Hyperion Planning; Certified Sales Specialist: Oracle Policy Automation 10 and Oracle RightNow CX Cloud Service
116. **Marlin C. (Implementation).** Certified Implementation Specialist: Supply Chain Planning and Oracle E-Business Suite 12 Supply Chain; Six Sigma; APICS CPIM Certification; Certified Supply Chain Professional
117. **Martin B. (Implementation).** Certified Implementation Specialist: Oracle Linux 6; Certified Sun Solaris Systems Administrator; Certified Information Systems Auditor (DoD); ITIL, CompTIA Security+, CISSP
118. **Marty M. (Implementation).** CompTIA Security+
119. **Matilda K. (Implementation).** Oracle Certified Associate: Oracle Database 11g
120. **Matt P. (Sales).** Certified Sales Specialist: Oracle E-Business Suite R12.1 Financial Management
121. **Matthew C. (PreSales, Sales).** Certified PreSales Specialist: Oracle Database 12c; Certified Sales Specialist: Oracle Database 12c, Oracle Database Cloud Services 2017, Oracle Real Application Clusters 12c
122. **Michael B. (Implementation).** Certified Implementation Specialist: Oracle BI Foundation Suite 11g; CompTIA Security+
123. **Michael E. (Implementation).** Oracle Certified Associate: Oracle Database 11g and Oracle PL/SQL; Oracle Certified Professional: Oracle Database 11g and Oracle PL/SQL; Microsoft Certified Professional; CompTIA Security+
124. **Mike H. (Sales).** Certified Sales Specialist: Oracle Database 12c and Oracle Real Application Clusters 12c
125. **Mike H. (Project Manager).** Agile/Scrum Master, PMP, ITIL
126. **Mohammed E. (Implementation).** Oracle Certified Associate: Oracle Database 10g, Oracle Database 11g, and Oracle Database 12c
127. **Nancy C. (Implementation).** Oracle Certified Associate: Oracle Database 11g and Oracle PL/SQL; Oracle Certified Professional: Oracle Database 11g and Oracle PL/SQL; Microsoft Certified Professional
128. **Nancy R. (Implementation).** Helpdesk Management STI International
129. **Nancy S. (Project Manager).** PMP, ITIL
130. **Nathan I. (Sales).** Certified Sales Specialist: Cloud Application Foundation, Oracle Database 12c, Oracle Enterprise Manager 12c, Oracle Exalytics In-Memory Machine 2014, Oracle Linux 6, Oracle VM 3, Oracle ZFS Storage 2016, and PeopleSoft 9.1 Financial Management
131. **Nathan T. (PreSales, Sales, Implementation).** Certified PreSales Specialist: Cloud Application Foundation, Oracle SOA Suite 12c; Certified Sales Specialist: Cloud Application Foundation, Oracle SOA Suite 12c; Certified Implementation Specialist: Oracle App Dev Framework 11g, Oracle Cloud Application Foundation, Oracle SOA Suite 11g, and Oracle WebCenter Portal 11g; Certified Expert: Oracle Service Oriented Architecture Infrastructure Implementation
132. **Nicholas G. (Implementation).** Certified Implementation Specialist: Oracle Data Integrator 12c and Oracle BI Foundation Suite 11g; Certified Supply Chain Professional; Agile/Scrum, PM, ITIL
133. **Nick I. (Industry Specialist, Sales).** Industry Specialist: Education & Research 2016; Certified Sales Specialist: Infrastructure as a Service 2017 and Oracle Database Cloud Services 2017

134. **Nick P. (PreSales, Sales).** Certified PreSales Specialist: Sun SPARC Enterprise Entry-Level/Midrange/High-End M-Series Servers; Certified Sales Specialist: Oracle ZFS Storage 2016 and Sun SPARC Enterprise Entry-Level/Midrange/High-End M-Series Servers
135. **Nimesh P. (PreSales, Sales).** Certified PreSales Specialist: Oracle GoldenGate 12c; Certified Sales Specialist: Oracle GoldenGate 12c; Agile/Scrum
136. **Noel D. (PreSales, Sales).** Certified PreSales Specialist: PeopleSoft 9.1 Financial Management; Certified Sales Specialist: PeopleSoft 9.1 Financial Management
137. **Paige S. (PreSales, Sales).** Certified PreSales Specialist: Oracle Hyperion Planning and Sun SPARC Enterprise Entry-Level/Midrange/High-End M-Series Servers; Certified Sales Specialist: Oracle ZFS Storage 2016 and Sun SPARC Enterprise Entry-Level/Midrange/High-End M-Series Servers
138. **Pankaj M. (PreSales, Implementation).** Certified PreSales Specialist: Oracle App Dev Framework 12c, Oracle BPM Suite 12c, Oracle Identity Governance Suite 11gPS3, and Oracle SOA Suite 12c; Certified Implementation Specialist: Oracle App Dev Framework 12c, Oracle BPM Suite 12c, and Oracle SOA Suite 12c; Agile/Scrum, PMP, ITIL, CompTIA Security+
139. **Paschal A. (Implementation).** Oracle Certified Associate: Oracle Database 11g OCA
140. **Patrick C. (Implementation).** ITIL
141. **Paul B. (Sales).** Certified Sales Specialist: Oracle Database Cloud Services 2017
142. **Paul H. (Industry Specialist, PreSales).** Industry Specialist: Oracle Financial Services and Healthcare; Certified PreSales Specialist: Oracle E-Business Suite R12.1 Financial Management
143. **Pegah E. (Sales).** Certified Sales Specialist: Oracle Database 12c
144. **Peter L. (PreSales).** Oracle Database Appliance 2016 PreSales Specialist
145. **Phillip T. (Implementation).** Certified Implementation Specialist: Oracle WebCenter 11g Portal and Oracle SOA Suite 12c; SQL Server 7.0
146. **Pradip T. (Implementation).** Certified Implementation Specialist: Oracle BI Foundation Suite 10g; Novell Certified Netware Administrator
147. **Pragnesh P. (PreSales, Implementation).** Certified PreSales Specialist: Oracle Exadata Database Machine 2017; Certified Implementation Specialist: Oracle Exadata Database Machine and Cloud Service 2017; Oracle Certified Professional: Oracle Database 11g
148. **Praveen M. (Implementation).** Certified Implementation Specialist: Oracle Solaris 11 Installation and Configuration; CompTIA Security+
149. **Randy H. (PreSales, Sales, Implementation).** Certified PreSales Specialist: Infrastructure as a Service 2017, Oracle Database 12c, Oracle Exalytics In-Memory Machine 2014, Oracle Management Cloud 2016, Oracle Real Application Clusters 12c; Certified Sales Specialist: Oracle Database 12c, Oracle Exalogic Elastic Cloud 2014 and SPARC-Based Servers 2014; Certified Implementation Specialist: Oracle BI Foundation Suite 11g and StorageTek Tape Libraries
150. **Randy V. (Implementation).** Certified Implementation Specialist: Oracle Hyperion Planning 11; PeopleSoft General Ledger 9 Consultant Certified Expert
151. **Ravi S. (Project Manager).** Agile/Scrum, PMP, ITIL
152. **Rob J. (PreSales, Sales, Implementation).** Certified PreSales Specialist: Oracle Policy Automation 10; Certified Sales Specialist: Infrastructure as a Service 2017; Certified Implementation Specialist: Oracle Hyperion Planning 11
153. **Roger D. (Project Manager).** PMP
154. **Ross P. (Project Manager).** Agile/Scrum, PMP
155. **Ryan P. (PreSales, Sales).** Certified PreSales Specialist: Sun SPARC Enterprise Entry-Level/Midrange/High-End M-Series Servers; Certified Sales Specialist: Oracle ZFS Storage 2016,

SPARC-Based Servers 2014, Sun Flash Storage, and Sun SPARC Enterprise Entry-Level/Midrange/High-End M-Series Servers

156. **Ryan W. (Implementation).** Oracle Certified Associate: Oracle Database 11g
157. **Ryan W. (PreSales).** S Certified PreSales Specialist: un Flash Storage
158. **Sally G. (Sales).** Certified Sales Specialist: MySQL, Oracle Database 12c, Oracle Database Cloud Services 2017, and Oracle Database Appliance 2016
159. **Sam C. (PreSales, Sales, Implementation).** Certified PreSales Specialist: Oracle Exadata Database Machine 2017; Certified Sales Specialist: Oracle Exadata Database Machine 2017; Microsoft Certified Desktop Support Technician, Microsoft Certified Professional, Microsoft Certified Solutions Associate, Microsoft Certified Solutions Expert; Red Hat Certified Technician, Red Hat Certified Engineer; Security+
160. **Saul Y. (Implementation).** Certified Implementation Specialist: Oracle SOA Suite 12c and Oracle WebLogic Server 12c
161. **Scott P. (Sales).** Certified Sales Specialist: Cloud Application Foundation, Oracle Database 12c, and Oracle ZFS Storage 2016
162. **Scott S. (Implementation).** Certified Implementation Specialist: Oracle BI Foundation Suite 11g and Oracle WebLogic Server 12c; ISTQB Certified Tester
163. **Sean M. (Industry Specialist).** Industry Specialist: Healthcare
164. **Serhiy T. (Sales, Implementation).** Certified Sales Specialist: Oracle Field Service Cloud Service 2016; Certified Implementation Specialist: Exalogic Elastic Cloud X2-2, Oracle WebLogic Server 10c, and Oracle WebLogic Server 12c; AWS SysOps Admin and Solutions Architect
165. **Sharon B. (Implementation, Manager).** Certified Implementation Specialist: Oracle Enterprise Manager 12c; Oracle Certified Professional: Oracle Database 11g;
166. **Shawn R. (PreSales, Sales, Implementation, Architect, Project Manager).** Certified PreSales Specialist: Infrastructure as a Service 2017 and Oracle Exalogic Elastic Cloud 2014; Certified Sales Specialist: Oracle Exalogic Elastic Cloud 2014; Certified Implementation Specialist: Oracle BPM Suite 12c, Oracle Exalogic Elastic Cloud 2014, and Oracle SOA Suite 12c; Certified Associate Architect: Oracle Cloud Infrastructure Classic 2018; Certified Expert: Oracle Service Oriented Architecture Infrastructure Implementation; PMP
167. **Sijian Z. (Implementation).** Cisco CCNA
168. **Sophia M. (Sales).** Certified Sales Specialist: Oracle Database Cloud Services 2017, Oracle Database Appliance 2016, Oracle Management Cloud 2016, and Oracle Private Cloud Appliance 2017
169. **Stephanie C. (Sales).** Certified Sales Specialist: Oracle Management Cloud 2016 and Oracle Private Cloud Appliance 2017
170. **Steve B. (Project Manager).** PMP, ITIL
171. **Steve H. (Implementation).** Certified Implementation Specialist: Oracle WebCenter 11g Portal and Oracle WebCenter Sites 11g; Documents Cloud Service
172. **Steve R. (Implementation).** Certified Implementation Specialist: Oracle Access Management Suite Plus 11g; ITIL, CompTIA Security+
173. **Steve M. (Implementation).** Red Hat Certified Engineer, Red Hat Certified Specialist in Virtualization, Red Hat Certified Datacenter Specialist
174. **Stuart R. (Sales).** Oracle Database Appliance 2016 Sales Specialist
175. **Sudhakar R. (Implementation).** Certified Implementation Specialist: Oracle BI Foundation Suite 11g and Oracle Data Integrator 12c; CompTIA Security+

176. **Surendra A. (PreSales, Sales, Support, Implementation).** Certified PreSales Specialist: Oracle E-Business Suite R12.1 SCM, Oracle Fusion Cloud Procurement 2016; Certified Sales Specialist: Oracle E-Business Suite R12.1 SCM, Oracle Fusion Cloud Procurement 2016, Oracle Procurement Cloud 2016; Support Specialist: Demantra, Digital Media Solutions, Empirica, Enterprise Communications, Exadata Database Machine, Exalogic Elastic Cloud, Exalogic Elastic Cloud X2-2, Fujitsu SPARC Servers, Hyperion (Performance Management Applications), Instantis Enterprise Track Cloud Service, Instantis Enterprise Track, Network Session Delivery and Control Infrastructure Specialization, Oracle Access Management Suite Plus 11g, Oracle Application Development Cloud Platform, Oracle App Dev Framework 11g, Oracle App Dev Framework 12c, Oracle Application Grid 11g, Oracle Application Integration Architecture 11g, Oracle Argus Cloud Service Solutions, Oracle Argus Enterprise Edition 7, Oracle Argus Enterprise Edition 8, Oracle Argus Safety Suite 6, Oracle Argus Safety Suite Applications, Oracle Argus Standard Edition 7, Oracle Big Data, Oracle BI Foundation Suite 11g, Oracle BPM Suite 12c, Oracle Clinical & Oracle Remote Data Capture, Oracle Cloud Application Foundation, Oracle Commerce 11, Oracle Commerce, Oracle Communications Billing and Revenue Management 7 Essential, Oracle Communications BRM 7, Oracle Communications Hyperconnected Enterprise, Oracle Communications Order and Service Management 7, Oracle Communications Order and Service Management Server 7 Essential, Oracle Communications Service Delivery Platform 5, Oracle Communications Unified Communications Suite, Oracle Communications Virtualized Core Network Systems, Oracle CPQ Cloud, Oracle CPQ Cloud Service, Oracle CRM OnDemand, Oracle Customer Hub and Oracle Data Quality, Oracle Data Integrator 12c, Oracle Database 12c, Oracle Database Appliance Specialization, Oracle Database Performance and Tuning, Oracle Demand Management (Demantra) 7.3, Oracle Documaker 12, Oracle Eloqua Marketing Cloud Service, Oracle Eloqua Marketing Cloud Service Specialization, Oracle Endeca Information Discovery 3.1, Oracle Enterprise Manager 12c, Oracle Enterprise Taxation Management 2, Oracle Essbase 11, Oracle Exadata Database Machine, Oracle Exalogic Elastic Cloud, Oracle Exalytics In-Memory Machine, Oracle GoldenGate 12c, Oracle GRC: Oracle Fusion GRC Solutions, Oracle Health Information Exchange Applications, Oracle Health Sciences ClearTrial Cloud Service, Oracle Health Sciences Empirica Cloud Service Applications, Oracle Health Sciences Life Sciences Warehouse Applications, Oracle Healthcare Foundation, Oracle Hyperion Data Relationship Management 11.1.2, Oracle Hyperion Financial Management 11, Oracle Hyperion Planning 11, Oracle Identity Governance Suite 11g, Oracle Infrastructure as a Service, Oracle Insurance Policy Administration 9, Oracle Life Sciences Data Hub 2, Oracle Linux 6, Oracle Management Cloud, Oracle Mobile Cloud Service, Oracle Mobile Development, Oracle Monetization Cloud, Oracle Optimized Solution for Enterprise Cloud Infrastructure, Oracle Policy Automation 10, Oracle Policy Automation, Oracle Primavera Cloud Service, Oracle Primavera, Oracle Prime Projects Cloud Service, Oracle Private Cloud Appliance, Oracle Real Application Clusters 12c, Oracle Responsys Marketing Platform Cloud Service Program, Oracle Retail Merchandise Planning and Optimization 13.3, Oracle Retail Point-of-Service 13.4, Oracle Retail Pricing 13.2, Oracle Retail Store Inventory Management 13.2, Oracle Siebel Clinical Trial Management System, Oracle SOA Suite 11g, Oracle SOA Suite 12c, Oracle Social Relationship Management, Oracle Solaris 11, Oracle Spatial 11g, Oracle SCM Cloud Specialization, Oracle Unified BPM 11g, Oracle Utilities Customer Care and Billing 2, Oracle Utilities Meter Data Management 2, Oracle Utilities Mobile Workforce Management 2, Oracle Utilities Smart Grid Gateway 2, Oracle Virtual Networking, Oracle VM 3, Oracle WebCenter Content 11g, Oracle WebCenter Portal 11g, Oracle WebCenter Sites 11g, Oracle WebLogic Server 12c, Oracle ZFS Storage, Primavera Contract Management 14, Primavera P6 EPPM 8, Primavera Portfolio Management 9, Primavera Unifier Cloud Service, Primavera Unifier, Project Lifecycle Management, Siebel CRM 8, Siebel, SPARC M-Series Servers Specialization, SPARC SuperCluster, SPARC T-Series Servers Specialization, SPARC T4-Based Servers, StorageTek Tape Libraries, Sun Flash Storage Specialization, and Zero Data Loss Recovery Appliance; Certified Implementation Specialist: Oracle E-Business Suite 12 Financial Management: Oracle Payables and Oracle E-Business Suite 12 Supply Chain: Oracle Purchasing

177. **Susan C. (Implementation).** Certified Implementation Specialist: Oracle Exadata 11g; Oracle Certified Professional: Oracle Database 10g and Oracle Database 12c; Security+
178. **Swadesh K. (Sales).** Certified Sales Specialist: Oracle Database Cloud Services 2017
179. **Syed Z. (Implementation).** Oracle Certified Professional: Oracle Database 12c
180. **Ted N. (Industry Specialist, Cloud Service Specialist, PreSales, Sales).** Industry Specialist: Utilities; Cloud Service Specialist: Oracle Enterprise Performance Reporting 2016, Oracle Planning and Budgeting; PreSales Specialist: Documaker Enterprise Edition & Documaker Mobile, Infrastructure as a Service 2017, Oracle Access Management Suite Plus 11g, Oracle Application Grid, Oracle BPM Suite 12c, Oracle Clinical Remote Data Capture Thesaurus Management 5, Oracle Data Integrator 12c, Oracle Database Backup and Disaster Recovery 2016, Oracle Database Cloud Services 2017, Oracle Database Performance and Tuning, Oracle Enterprise Manager 12c, Oracle Essbase, Oracle Field Service Cloud Service 2016, Oracle Fusion Governance, Risk, and Compliance 11g: Advanced Controls, Oracle HCM Cloud 2017, Oracle Health Sciences ClearTrial Cloud Service 5, Oracle HCM Midsize Cloud 2016, Oracle Instantis Enterprise Track, Oracle RightNow CX Cloud Service, Oracle SOA Suite 11g, Oracle Solaris 11, Oracle Utilities Mobile Workforce Management 2, Oracle WebCenter 11g Portal, Oracle WebCenter Content 11g, Primavera Unifier, Siebel CRM 8.1.1, SPARC Servers 2016, SPARC-Based Servers 2014, and Sun Blade Servers; Certified Sales Specialist: Product Essentials for Sales 2015 - Oracle x86 Servers, Documaker Enterprise Edition & Documaker Mobile, Exalogic Elastic Cloud X2-2, Infrastructure as a Service 2017, Master Data Management (MDM), Oracle Application Grid, Oracle BI Foundation Suite 11, Oracle BPM Suite 12c, Oracle Clinical Remote Data Capture Thesaurus Management 5, Oracle Data Integrator 12c, Oracle Database Backup and Disaster Recovery 2016, Oracle Database Cloud Services 2017, Oracle Essbase, Oracle Exalytics In-Memory Machine 2014, Oracle Field Service Cloud Service 2016, Oracle Fusion Governance, Risk, and Compliance 11g: Advanced Controls, Oracle HCM Cloud 2017, Oracle Health Sciences ClearTrial Cloud Service 5, Oracle Health Sciences Cloud Service Solutions, Oracle Health Sciences Empirica Signal 8 Sales, Oracle Instantis Enterprise Track, Oracle Private Cloud Appliance 2017, Oracle SOA Suite 11g, Oracle Solaris 11, Oracle SuperCluster 2016, Oracle Utilities Mobile Workforce Management 2, Oracle Virtual Networking, Oracle WebCenter Portal 11g, Oracle WebCenter Content 11g, Primavera Unifier, SPARC Servers 2016, SPARC-Based Servers 2014, Sun Blade Servers, and Sun SPARC Enterprise Entry-Level/Midrange/High-End M-Series Servers.
181. **Terra T. (Sales, Support).** Certified Sales Specialist: Oracle BI Foundation Suite 11, Oracle Database 12c, Oracle Database Performance and Tuning, Oracle Linux 6, and Oracle Management Cloud 2016; Certified Support Specialist: Exalogic Elastic Cloud General Product and Oracle Exalytics In-Memory Machine General Product
182. **Thomas C. (Implementation).** Oracle Certified Associate: Oracle Database 9i
183. **Tom W. (Industry Specialist, Sales).** Healthcare Industry Specialist; Certified Sales Specialist: Oracle E-Business Suite R12.1 Financial Management
184. **Trotman S. (Implementation).** Certified Implementation Specialist: Exalogic Elastic Cloud X2-2, Oracle Exadata 11g, Oracle WebCenter Content 11g, and Oracle WebCenter Portal 11g; CompTIA Security+
185. **Troy S. (Implementation).** Certified Implementation Specialist: Exalogic Elastic Cloud X2-2 and Oracle WebCenter Portal 11g; Agile/Scrum
186. **Vaughn R. (Implementation).** Oracle Network Specialist Master; Oracle Certified Associate: Oracle Database 11g; SUN Solaris Network Administrator; Red Hat Certified System Administrator, Red Hat Certified Technician; Novell Certified Netware Administrator; ITIL
187. **Venkata A. (Implementation).** Certified Implementation Specialist: Oracle App Dev Framework 12c, Oracle SOA Suite 12c, Oracle BPM Suite 12c, Oracle Access Management Suite

Plus 11g, and Oracle Identity Governance Suite 12c; Sun Certified Web Component Developer for Java 2; CompTIA Security+

188. **Wassim K. (Implementation, Developer).** Certified Implementation Specialist: Oracle Enterprise Manager 12c and Oracle Real Application Clusters 12c; Oracle Certified Professional: Oracle Database 11g; Sun Certified Programmer for the Java Platform, SE 5.0
189. **Yaw A. (Implementation).** Red Hat Certified System Administrator
190. **Yugandhar G. (PreSales, Support).** Certified PreSales Specialist: Hyperion (Performance Management Applications), Oracle Business Analytics Cloud Platform Specialization; Certified Sales Specialist: Hyperion (Performance Management Applications), Oracle Business Analytics Cloud Platform Specialization; Certified Support Specialist: Exalogic Elastic Cloud, Oracle BI Foundation Suite 11g, Oracle Exalytics In-Memory Machine, Oracle Hyperion Planning 11
191. **Zackary S. (PreSales).** Oracle RightNow CX Cloud Service PreSales Specialist

3.4 Key Personnel Resumes

Doug Altamura, President

Education	Old Dominion University, BA Business Finance 1996
Background	A sales leader with 17 years of experience in non-federal presales, sales, and support including higher education and healthcare organizations, as well as commercial markets. A leader who has created a series of successful market offerings, including Cloud & Private Cloud, Converged Infrastructures Positioning, and Managed Services solutions for the company.
Recent Experience	<p>Mythics, Inc. (2001 – present)</p> <p>President, Strategic Markets (2017 – present)</p> <ul style="list-style-type: none"> • Responsible for all aspects of Mythics' presales, sales, support operations focused on customer eligible for cooperative purchasing. • Responsible for Oracle SaaS Center of Excellence. <p>Vice President, State and Local Government (2007 – 2018)</p> <ul style="list-style-type: none"> • Manages and leads team of nine regional managers. • Maintains responsibility for earning all revenue and gross profit margin objectives. • Develops project-based sales strategy, process, and offerings. • Leads project-based sales and delivery for Eastern US. • Institutes solutions sales training curriculum. • Realigns product-related services organization. • Participates in strategic planning process. <p>Director, State and Local Government (2006 – 2007)</p> <ul style="list-style-type: none"> • Set up first distributed software sales team in New York. • Recruited and trained 15 sales representatives in Strategic Selling for Software Solutions. • Hunted multi-year and multi-million dollar project based engagements. • Opened five new major accounts – Merrill Lynch, Rohm and Haas, Greenwich Group Intl., and DTCC. • Managed the quality of engagements by insuring adherence to project management standards. • Negotiated Master Service Agreements. <p>Regional Account Manager (2003 – 2006)</p> <ul style="list-style-type: none"> • Assisted in expanding present accounts and procuring new business. • Managed and monitored the implementation and development of strategic long-term relationships with the customer. • Organized materials for proposals with current and new business. • Researched customer data and prospected for new business in State and Local Governments. • Managed customer relationships and arranged technical demonstrations. • Prepared quotations. • Attended regular Oracle product training

Eric Seifert, Vice President

Education	James Madison University, BS Economics 2004
Background	An IT sales and contract management professional working with and supporting Oracle software, hardware, support, and implementation in various roles focused on the State and Local government market.
Recent Experience	<p>Mythics, Inc. (2006 – present)</p> <p>Vice President, Strategic Markets (North) (2017 – present)</p> <ul style="list-style-type: none"> • Responsible for developing the go to market strategy for Oracle products and services within the North Region • Develops and executed a multi-state marketing plan at the State Agency level and the City, County and K-12 markets <p>Director of Sales, S&L Government (North) (2014 – 2017)</p> <ul style="list-style-type: none"> • Responsible for Software, Cloud and Hardware revenue goals within the North Region for Mythics • Responsible for building and developing relationships with customers and Oracle sales and executives <p>State & Local Contract Administrator (2011 – 2104)</p> <ul style="list-style-type: none"> • Responsible for managing, updating, and capturing new contracts for Mythics with a primary focus on the public sector. • Responsible for ensuring Mythics contracts remained Contract Compliant and Oracle Compliant. • Working with Contract Administrators on contract extensions, updates, and modifications • Supporting internal contract review meetings and training for new employees <p>Intellectual Property Program Manager (2009 – 2011)</p> <ul style="list-style-type: none"> • Responsible for developing the Mythics Intellectual Property Brand of Products • Developed National Sales and Marketing Initiatives to promote Mythics Intellectual Property • Worked closely with Mythics product development team to develop a product roadmap, future product releases and enhancements. <p>Mythics State & Local Account Manager (2006 – 2009)</p> <ul style="list-style-type: none"> • Responsible for generating new leads, opportunities for the entire Oracle Product Stack • Responsible for developing and maintaining new relationships with State and Local Oracle customers throughout the United States

Nick Psimas, Vice President

Education	Elon University, BS Marketing 1996
Background	10 years of quota attainment at all levels. He has built and turned around several sales organizations in computer hardware, software, and professional services. Excels in project management and leadership, strategic sales planning, business development, customer satisfaction, recruiting, retention, strategic pricing negotiations, requirement analysis, sales growth, and territory expansion.
Recent Experience	<p>Mythics, Inc. (2004– present)</p> <p>Vice President, Strategic Markets (South) (2015 – present)</p> <ul style="list-style-type: none"> • Responsible for achieving the revenue sales goals for Hardware for US • Responsible for achieving revenue sales goals for Software, Cloud and Consulting Services within the region. • Develop and execute Sales strategy within each region • Build and develop relationships with customers and Oracle sales and executives <p>Vice President, Hardware Sales & Operations (2011 – 2015)</p> <ul style="list-style-type: none"> • Responsible for achieving Hardware revenue sales goals within Federal, SLG & Commercial. • Manage and lead the Hardware Sales and Operations team. • Collaborates with internal Mythics teams during strategic bid pursuits and created a customer friendly Order tracking process • Active in the development of our Technology Innovation Center • Build and develop relationships with customers and Oracle sales and executives <p>Vice President, Business Development (2007-2011)</p> <ul style="list-style-type: none"> • Focused on building relationships with Key Strategic Partners • Created awareness of Mythics capabilities within the Systems Integrator Community • Helped to build a pipeline of Opportunities 24-36 months • Recruited highly talented Capture manager to pursue large Govt. RFP's • Developed a Bid Tracking tool to manage complex capture efforts <p>Sales Manager, Department of Defense (2006-2007)</p> <ul style="list-style-type: none"> • Managed a Sales team focused on selling into the Department of Defense • Achieved all Sales Goals set for this organization • Established key contract wins inside both the Army & Navy • Lead many marketing events that grew our pipeline of opportunities and closed business. • Developed strong customer and vendor relationships <p>State and Local Account Manager (2004-2006)</p> <ul style="list-style-type: none"> • Won numerous State contract vehicles in sales territory. • Prospected for new business in State and Local Governments. • Managed customer relationships and prepared quotations and met Sales Goals

Tom Weiss, Director

Education	University of North Carolina at Wilmington, BA Political Science 1995
Background	An experienced and dedicated sales professional focused on supporting Oracle software, hardware, cloud services and support sales to the State and Local government market
Recent Experience	<p>Mythics, Inc. (2006 – present)</p> <p>Director, Strategic Markets (West) 2016– present)</p> <ul style="list-style-type: none">• Responsible for developing the go to market strategy for Oracle products and services within the West Region• Develops and executed a multi-state marketing plan at the State Agency level and the City, County and K-12 markets <p>Mythics State & Local Regional Manager (West) (2012 – 2016)</p> <ul style="list-style-type: none">• Responsible for generating new leads, opportunities for the entire Oracle Product Stack• Responsible for developing and maintaining new relationships with State and Local Oracle customers throughout the United States• <p>Account Manager (2009 – 2012)</p> <ul style="list-style-type: none">• Maintain and improve relationships with current and future customers• Uncover business leads and opportunities• Daily communication with stakeholders in the IT community• Advanced knowledge of Oracle solutions

John Iuliano, Director

Education	<p>Old Dominion University, MBA 2013</p> <p>University of Nevada Reno, MS Management Information System 2011</p> <p>James Madison University, BA Business Management & Management Science 2010</p>
Background	<p>An IT sales and contract management professional with over 7 years of experience across multiple markets, with an emphasis on Education, Research, and Healthcare. Prior to joining Mythics in 2011, he co-founded In the Weeds, a social networking website for the services industry.</p>
Recent Experience	<p>Mythics, Inc. (2011– present)</p> <p>Director, Strategic Markets Higher Education/Healthcare (2015 – present)</p> <ul style="list-style-type: none"> • Maintain responsibility for earning all revenue and gross profit margin objectives for Higher Education & Healthcare sales verticals across the entire United States • Manage and leads team of three regional managers and pre-sales/enterprise architecture resources • Develops project base sales strategy, processes, and offerings • FY'17; Outstanding Sales Team of the Quarter- HE/HC- Q3 FY'17 <p>Regional Account Manager, Higher Education (2012 – 2015)</p> <ul style="list-style-type: none"> • Maintain responsibility for earning all revenue and gross profit margin objectives for Higher Education team across the entire United States • Leverage multiple overlays in a complicated sales process to grow business in Database Management, Business Intelligence, Enterprise Applications, Information Security, and Hardware Solutions • FY'13- 195% of Plan; Commercial/Higher Ed Sales Team of the Year FY'13, Commercial/Higher Ed Sales Rep of the Quarter Q3/Q4 FY'13 • FY'14; Commercial/Higher Ed Sales Rep of the Quarter Q1 FY'14 <p>Business Development Representative, Higher Education (2011-2012)</p> <ul style="list-style-type: none"> • Maintain and improve relationships with current and future customers • Uncover business leads and opportunities • Daily communication with stakeholders in the IT community • Advanced knowledge of Oracle solutions • Mythics FY'12 Rookie of the Year.
Publications	<p><i>An Analysis of Security & Privacy Concerns with the Nationwide State Health Information Exchange, International Journal of Information Security & Privacy</i>, Wu He, Ph.D. and John Iuliano, MBA</p>

Sean McKenzie, Vice President, Strategic Markets Support Solutions

Education	James Madison University, BA Communication Studies 1996
Background	Combines 16 years of Oracle technology knowledge and the Oracle sales process to drive Mythics' support and education sales. Using coaching skills as a management approach, has his team focused on quota attainment, account cultivation and cooperation with each Strategic Market sales team.
Recent Experience	<p>Mythics, Inc. (2002 – present)</p> <p>Vice President, Strategic Markets Support Solutions (2013 – present)</p> <ul style="list-style-type: none"> Managed a team responsible for all Non-Federal Oracle Support and Oracle University sales and developed Sales Reps to cultivate net new opportunities from existing customers. Created content and implement training for new Support Solutions Reps Managed sales pipeline for multiple different verticals including State and Local Government, Higher Educations, Healthcare and Commercial for the entire country <p>State and Local Government Regional Sales Manager (2010 – 2013)</p> <ul style="list-style-type: none"> Managed and developed sales strategies to attain quota for sales team Created marketing strategies and managed marketing events for the region Negotiated large Unlimited License Agreements with top customers Assisted the VP of State and Local Government on special projects and Sales Reps development Developed and managed complicated transactions and managed contract attainment for the region <p>State and Local Government Regional Account Manager and Team Lead (2007 – 2009)</p> <ul style="list-style-type: none"> Assisted in expanding present accounts and procuring new business Managed and monitored the implementation and development of strategic long-term relationships with the customer Organized materials for proposals with current and new business and assisted in developing content to assist new team members Mentored new Sales Reps <p>State and Local Government Account Manager (2002 - 2006)</p> <ul style="list-style-type: none"> Researched customer data Prospected for new business in State and Local Governments Managed customer relationships and prepared quotations Arranged technical demonstrations Attended regular Oracle product training

Randy Hardee, Vice President

Education	Trinity University, BS Computer Science 1984
Background	An IT solutions architect with over 30 years of experience in various capacities, including two stints at Oracle as a Principle Sales Consultant and Senior Director. Has worked with Oracle technology since 1992 and has developed Oracle-centric technology and consulting solution offerings focused on the State and Local market.
Recent Experience	<p>Mythics, Inc. (2012 – present)</p> <p>Vice President, Technology Solutions</p> <ul style="list-style-type: none"> • Responsible for development and delivery of Oracle-centric technology and consulting solution offerings focused on the State & Local Government, Higher Ed, Healthcare, and Commercial marketspaces. • Technical account management supporting customer evaluations of Oracle products and solutions, focused primarily on the Core Technology, Cloud, and Engineered Systems portfolios. • Supports Mythics product and services presales activities including RFXs, POCs, product demonstrations, SOW development, contract, and order management. <p>Enkitec LLP., Dallas, Tx (2008 – 2012)</p> <p>Director, Technology Solutions and Professional Services</p> <ul style="list-style-type: none"> • Management responsibilities for Enkitec's consulting practices focused on Oracle's Engineered Systems (Exadata, Exalytics, and ODA), as well as the Advanced Database Services solutions (RAC, Remote DBA, HA/DR solutions). • Strategic program and business development including launch of Enkitec's Oracle Reseller program, growing from zero to 40M in three years. <p>Oracle Corporation, Dallas, Tx (1992-1998, 2002-2008)</p> <p>Principal Sales Consultant, Technology Account Manager, Senior Director</p> <ul style="list-style-type: none"> • Various high-level technical and management roles over two tenures at Oracle. <p>Procurian, Dallas, Tx (2000-2002)</p> <ul style="list-style-type: none"> • Senior Director Professional Services • Technical and management roles as part of Procurian's startup team, leading the Product Development and Consulting Services organizations. <p>SAP America, Dallas, Tx (1998-2000)</p> <ul style="list-style-type: none"> • Technical Account Management and Project Management roles for Strategic Accounts including Delta Airlines, Caterpillar, and ATMOS Energy.

Chris Richards, VP Marketing/Customer Service

Education	James Madison University, BS 1995
Background	Experienced IT marketing and sales executive with 19 years of experience leading marketing strategy development and operations including: strategic branding and value messaging, field and channel marketing support, corporate communications and PR, advertising, web and mobile development, search engine optimization and paid search, inbound marketing and social media, demand generation campaign and program development, live technology event and trade show support.
Recent Experience	<p>Vice President, Marketing/Customer Service, Mythics, Inc., (2007 – present)</p> <ul style="list-style-type: none">• Leads marketing strategy, operations, and customer service operations globally for Mythics.• Manages a team of highly dedicated marketing coordinators and customer service specialists supporting the Mythics systems integration and product resale organizations serving the Federal, Defense, State and Local Government, Commercial and Healthcare markets.• Responsible for Oracle field, channels, and executive marketing relationships across the Oracle Corporate and Field Marketing organizations.• Responsible for internal and external reporting on marketing effectiveness and ROI.• Responsible for monthly Oracle vendor reporting and Oracle quarterly business reviews with the Mythics executive team and the Oracle Executive, Sales and Channels organizations. <p>Manager, Business Development, Cisco Systems (2004 –2007)</p> <ul style="list-style-type: none">• Lead Marketing and Sales Strategy for US CDMA carriers. <p>Director, Nextel Communications, DynamicSoft, Inc, (2000 – 2004)</p> <ul style="list-style-type: none">• Lead Marketing and Sales Strategy for DynamicSoft sales and deployment of Session Initiation Protocol (SIP) based “Push to Talk” platform.• Successfully supported the acquisition of DynamicSoft to Cisco Systems.

Shawn Ruff, Vice President, Mythics Consulting

Education	<p>Faulkner University, MS Management</p> <p>Faulkner University, BS Business Administration</p> <p>Community College of the Air Force, AAS Computer Science, AAS Aerospace Technology</p>
Background	<p>A senior technology leader with over 20 years of experience, specializing in Cloud Modernization and Migration, Enterprise Infrastructure Architecture, Engineering and Management, Project Management, Service Oriented Architecture, Systems Design and Engineering, Database/Data Warehouse Architecture and Administration, Middleware Technologies, Enterprise Virtualization, UNIX/Linux System Administration and Storage Area Network Administration.</p>
Recent Experience	<p>Mythics, Inc. (2012 – present)</p> <p>Vice President, Mythics Consulting (2018)</p> <ul style="list-style-type: none"> Responsible for all aspects of Mythics Consulting operations and technical resources. <p>Vice President, Fusion Middleware Consulting Practice (2012-2018)</p> <ul style="list-style-type: none"> Provided technical leadership, mentoring and direction to the Oracle Fusion Middleware Technical Delivery team, with focus on Oracle PaaS (JCS, ICS, SOACS, CEC, IDCS DBCS) SOA, BPM, WebCenter, WebLogic, ADF, and Identity & Access Management technology suite of products Provided technical advisory and consulting services for program transitions, application, and infrastructure modernization efforts, and established a center of excellence for Federal Programs Developed Middleware and Identity & Access Management solutions to aide in solving customers' technical and business challenges Mentored and developed the technical consultants in the Mythics Consulting Middleware team Provided pre-sales and scoping support to Consulting sales organization in the formulation of proposals, statements of work and agreements with customers and teaming partners Provided support, direction, and oversight to technical consultants in the field and implemented solutions for customers <p>CMCI (2009 – 2012)</p> <p>Director of Engineering and Technical Architect</p> <ul style="list-style-type: none"> Provide technical and project leadership in support of CMCI clients, including U.S. Customs and Border Protection, Department of Homeland Security and Drug Enforcement Administration - includes developing project plans, design documents, presentations, status reports, whitepapers, and meeting with customers to achieve requirements and expectations. Identify and pursue new business opportunities through FedBizOps, INPUT/DELTEK/GovWin, SBA, GSA, and partner network. Performed duties as the capture lead and lead solutions architect on multiple proposal submissions, focusing on management, technical, and pricing approaches and strategies. <p>Conix Solutions (2008 – 2009)</p> <p>Co-Founder/CTO/Principal Technology Architect</p> <ul style="list-style-type: none"> Provided leadership and technology direction as well as identification of new business and technology practices, customer relationship management and program/project oversight.

Zebulon Mellett, State and Local Consulting Director

Education	Washington and Lee University, BA Broadcast Journalism 1999
Background	IT sales consultant with over 17 years of experience in solution sales, design, project planning, cost and schedule management, requirements analysis, government program management and budgeting process, project leadership and best practices, and group facilitation.
Recent Experience	<p>Mythics, Inc. (2005 – present)</p> <p>Vice President Managed Services, (2017 - present)</p> <ul style="list-style-type: none"> Responsible for all aspects of Mythics' rapidly growing managed services sales and operations. <p>State and Local Consulting Director, (2013 – 2017)</p> <ul style="list-style-type: none"> Responsible for managing Mythics' rapidly growing State and Local consulting sales and operations. Mythics has a nationwide focus on delivering Oracle solutions to State and Local government agencies of all size. Our solutions span the Oracle product stack and focus on modernization, consolidation and other key State and Local business drivers. <p>Regional Account Manager, (2008 – 2013)</p> <ul style="list-style-type: none"> Responsible for Mythics Consulting's Applications business unit selling COTS services solutions to Federal, State and Local and Commercial organizations. With the company shifting focusing towards Public Sector business and due to previous outstanding performance, tasked with growing the Professional Services business and strategic programs in the company's premier Federal and State and Local accounts. Due to previous outstanding performance, tasked with leading and growing the United States Commercial line of business. Managed a team of 3 account executives, while also focusing on a commercial territory in the Washington D.C. metropolitan area. <p>Account Executive, (2005 – 2008)</p> <ul style="list-style-type: none"> Due to previous outstanding performance in growing new lines of business, tasked with growing the Commercial vertical, while continuing focus on Federal-Civilian government sales. Closed over \$7.5M in revenue during the fiscal year. Responsible for continued growth of the professional services business in the Federal-Civilian government, Healthcare and Higher Education verticals. Exceeded revenue quota for the second consecutive year at Mythics. <p>Oracle Corporation, (2001 – 2005)</p> <p>Federal Field Channel/Partner Manager/Account Manger</p> <ul style="list-style-type: none"> Worked with VARs, Independent Software Vendors (ISVs) and Systems Integrators to build communication strategies and relationships to grow Oracle's sales footprint within the Federal marketplace. Supported sales and marketing efforts in all areas. By the end of FY'05, 72% of Oracle's Federal business went through the channel (partners). Additionally, the Federal team experienced more than 20% year over year growth. Received an increase in territory for outstanding performance in FY'03 Exceeded number as a sales representative on the United States Department of Energy account team. Responsible for generating and closing deals ranging from \$0-\$250K in revenue, while supporting the field organization on deals larger than \$250K.

Deonte Watters, Contract Administrator

Education	<p>American Military University, BA Political Science 2010</p> <p>Villanova University, Master Certificate, Commercial Contract Management 2013</p> <p>Villanova University, Master Certificate, Government Contract Management 2013</p>
Background	<p>Experienced Contracts Management professional with over ten years of experience in managing high dollar contracts and major public acquisition programs in the public and private sectors. Mr. Watters is responsible for supporting all Mythics contracting efforts, including developing, negotiating, and administering contracts. He is an active member in the National Contract Management Association, Hampton Roads Chapter.</p>
Recent Experience	<p>Mythics, Inc. (2010 – present)</p> <p>Director, Customer Contracts</p> <ul style="list-style-type: none"> • Reviews contractual obligations and coordinates with program management, accounting, human resources, and legal departments to ensure compliance. • Negotiates and prepares formal teaming arrangements, non-disclosure agreements, Master Service Agreements, software license agreements, statements of work and other critical business arrangements. • Prepares special reports and analyses as required to ensure and responds to complex inquiries regarding contractual obligations. <p>NASA Langley Research Center (2009 – 2010)</p> <p>Senior Buyer</p> <ul style="list-style-type: none"> • Responsible for awarding high dollar value contracts analyzing end-user requirements set forth in the Federal Acquisition Regulations (FAR) and the NASA FAR Supplement. • Advised Integrated Product Teams on conducting market research and coordinating acquisition strategy with the Program Office. • Provided contractual solutions to supply requirements utilizing a variety of contract approaches such as GSA Federal Supply Schedules, NASA Scientific & Engineering Workstation Procurement (SEWP), ID/IQ Contracts and Blanket Purchase Agreements. <p>City of Chesapeake (2008 – 2010)</p> <p>Procurement Specialist II</p> <ul style="list-style-type: none"> • Prepared Request for Proposals, Invitation to Bid and Request for Quotes for complex solicitations and negotiations. • Organized pre-proposal and pre-bid conferences, oversaw evaluation committees, and made recommendations of award to the Director of Procurement. • Reviewed purchase requisitions for conformance with procurement regulations, requirements, and budgetary constraints.

4 Proposal Exceptions

4.1 Exception to the PROPOSAL Solicitation, SERIAL 180233-RFP

Pursuant to provision “5.6 EXCEPTIONS TO THE SOLICITATION”, the RFP allows for bidders to identify exceptions. Mythics takes exception to several provisions as currently written. As instructed by the County in the solicitation’s Q&A, we have addressed any redundant exceptions identified in both the RFP and “Exhibit 4 – Draft Contract” as proposed revisions in the Exhibit 4.

Please see redlines to the Draft Contract as a separately submitted file:

✓ “Mythics – 180233 - Redlines Exhibit 4 Draft Contract.doc”

Table 18: Mythics Exceptions.

RFP Section/Page Number	Proposed Changes / Alternate Language	Rationale for Proposed Change
1.0 INTRODUCTION AND BACKGROUND		
Section 1.1. Master Agreement Page 4	Mythics proposes to revise the language as follows: “ALL PRODUCTS OFFERED MUST BE NEW OR LIKE NEW , UNUSED, LATEST DESIGN AND TECHNOLOGY”	Oracle reserves the right to provide new or like new products.
3.0 PROCUREMENT REQUIREMENTS		
Section 3.13 Maintenance Page 14	Mythics proposes to delete all the language in this section and replace with the following: “Maintenance shall only be provided, if ordered”.	Oracle requires first year of maintenance to be ordered. Oracle Maintenance commences upon delivery of the product.
Section 3.14, Factory Authorized Service Availability Page 14	Mythics proposes to delete the entire provision.	This provision should not apply. Oracle will provide all technical support and warranty services.
Exhibit 7: Administration Agreement		
Exhibit 7 Page 1	Mythics proposes to revise the language as follows: WHEREAS, the Master Agreement provides that any state, county, city, special district, local government, school district, private K-12 school, technical or vocational school, higher education institution (including community colleges, colleges and universities, both public only and private), other government agency or nonprofit organization (each a “Public Agency” and collectively, “Public Agencies”) may purchase Products and Services at the prices indicated in the Master Agreement upon prior registration with U.S. Communities, in which case the Public Agency becomes a “Participating Public Agency”; Any Participating Public Agency wishing to utilize the Master Agreement, including any members of the Strategic Alliance for Volume Expenditures (\$AVE) must execute a Master Intergovernmental Cooperative Purchasing Agreement (MICPA) with Maricopa County.	Oracle has specifically excluded private higher education institutions and non-profits from the eligible “Participating Public Agencies”. Additionally, Oracle requires that all Participating Public Agencies execute a MICPA with the County prior to placing orders with a Reseller.

4.2 Clarifications

Table 19: Mythics Clarifications.

RFP Section/Page Number	Proposed Changes / Alternate Language
Maricopa County: Notice of Solicitation	
Section 3.5.2 Shipping Charges Page 11	Expedited shipping cost must be identified before order is placed and Mythics shall determine any additional costs associated with such delivery terms and communicate that cost to the County or any authorized Participating Public Agencies.
Section 3.12 Training Page 14	Unless expressly included in an Oracle product or service SKU, all training charges are separately orderable SKUs. Training ordered by authorized Participating Public Agencies shall take place remotely or on-site as specified on the order.
Draft Contract	
Section 3.4 Payment Retention, Exhibit 4 pg. 2-3	This provision only applies to Maricopa County. Retainage provisions for authorized Participating Public Agencies, if any, shall be mutually agreed upon in writing on individual orders.
Section 3.8 Strategic Alliance for Volume Expenditures (\$AVE), Exhibit 4 pg. 3	Any members of the Strategic Alliance for Volume Expenditures (\$AVE) must execute a Master Intergovernmental Cooperative Purchasing Agreement (MICPA) with Maricopa County.
Section 6.15 Installation, Exhibit 4 pg. 13	Installation and associated costs will be identified on Mythics quotes as a separately orderable SKU.

5 Attachment A (Pricing)

Please find Attachment A (Pricing) as a separately submitted file:

- ✓ “Mythics – 180233 - Attachment A (Pricing).xls”

5.1 Mythics Pricing Notes

5.1.1 Oracle Products and Services

Perpetual License Tab. Oracle has not approved respondents to offer Primavera in response to Serial 180233-RFP. Mythics will seek approval to add Primavera upon award. Should Oracle approve, Mythics would offer Primavera at the proposed discount percentage listed in the Attachment A (Pricing).

Hardware Tab: Oracle provides its partners various discount tiers for hardware based on categories not represented in the Hardware pricing tab. The representative item in the Hardware tab falls under “Category L” and we will offer all “Category L” at 22.00% off list price. Should Mythics receive an award, we would seek to negotiate discounts for the remaining categories, specifically:

- “Category U”: 15.00%
- “Category V”: 20.00%
- “Category W”: 23.00%
- “Category X”: 28.00%
- “Category Z”: 20.00%

Cloud Services Tab. Oracle has not approved respondents to offer the following cloud services in response to Serial 180233-RFP:

- Services that indicate Prepaid Subscription (Paid in Advance), Pay-as-you-Go, Monthly Flex, Metered or Non-Metered services; and
- Public Sector SKUs

5.1.2 Labor Categories and Rates

Labor rates are exclusive of travel and associated expenses.

To remain consistent with our labor pricing requirements we have provided a matrix mapping our labor categories to the labor categories identified in Attachment A (Pricing). Additionally, we would seek approval from U.S. Communities to add the remaining Mythics labor Categories to the contract, specifically:

- Contract Administrator
- Subject Matter Expert II
- Subject Matter Expert I

5.2 U.S. Communities/Mythics Labor Category Matrix

The table below maps our labor categories to the labor categories identified in Attachment A (Pricing)

Attachment A (Pricing) Labor Category	Mythics Labor Category
Application Developer	Senior Consultant
Associate Consultant	Associate Consultant
Consulting/Engineer	Staff Consultant
Director/Engineer	Principle Consultant II
Installation Engineer	Staff Consultant
Managing Principal Consultant	Principle Consultant II
Practice Director	Solution Architect
Practice Manager	Program Manager
Principal Consultant	Principle Consultant I
Project Manager/Engineer	Project Manager I
Senior Consultant/Engineer	Senior Consultant
Senior Project Manager	Project Manager II
Sr. Application Developer	Principle Consultant I
Sr. Practice Director	Senior Solution Architect
Sr. Principal Consultant	Senior Principle Consultant
Sr. Systems Engineer	Senior Principle Consultant
Staff Consultant	Staff Consultant
Systems Engineer	Principle Consultant II

5.3 Mythics Labor Category Descriptions

Senior Solution Architect. Directs through lower level management levels. Has responsibility for managing a function that includes multiple related departments. Selects and hires candidates for management positions within department, conducts performance evaluations and salary reviews for assigned staff. This employee is also responsible for the development of departmental policies. The functional activities will be the most complex and decisions will have a major impact on business operations for the entire directorate and throughout the company.

- ✓ Minimum General Experience: 10 or more years of functional experience.
- ✓ Minimum Education: BA/BS in Computer Science, Information Systems, Business, Electrical Engineering, or related field, or equivalent experience.

Solution Architect. Supports business process design related to relevant applications; performs impact and system analysis based on business requirements; collaborates with other technical teams in the exchange and transfer of technical knowledge and in the development and evolution of architecture standards, guidelines, reference architecture, and the IT Technology Roadmap; Works closely with Project Managers and Program Managers in the design, development, and implementation of the technical content defined in the Statement of Work. Recognized expert within the Company, who designs, researches, and develops highly advanced applications, which may result in new product/business opportunities for the Company.

- ✓ Minimum General Experience: 10 or more years of functional experience.
- ✓ Minimum Education: BA/BS in Computer Science, Information Systems, Business, Electrical Engineering, or related field, or equivalent experience.

Senior Principal Consultant. Provides objective advice, expertise and specialized skills with the aim of creating value, maximizing growth, or improving the business performance of their clients. Has expertise and operates across one or more industries and variety of services such as business strategy, manpower planning, policy analysis, management controls, information technology, e-business and operations. Primarily concerned with the strategy, structure, management, and operations of an organization.

Identifies options with recommendations, and/or the implementation of solutions. Manages all project resources to perform tasks according to plan; sets expectations concerning deliverability, performance, maintenance, design, and costs. Estimates time frames, quality and quantity of resources required to successfully implement project. Recognized industry specialist with technical insight in multiple fields and disciplines. Complexity of work is state of the art and may be new to the company and to the industry. Serves as consultant to the business unit in long-range planning concerning new or projected areas of technological research and advancements.

- ✓ Minimum General Experience: 7 or more years of functional experience.
- ✓ Minimum Education: BA/BS in Computer Science, Information Systems, Business, Electrical Engineering, or related field, or equivalent experience.

Principal Consultant II. Recognized expert within the company, who designs, researches, and develops highly advanced applications, which may result in new product/business opportunities for the company. Leads efforts to capture new business through technical work and capability briefings.

- ✓ Minimum General Experience: 5 or more years of functional experience.
- ✓ Minimum Education: BA/BS in Computer Science, Information Systems, Business, Electrical Engineering, or related field, or equivalent experience.

Principal Consultant I. Considered a recognized authority within the company. Works on unusually complex technical problems and provides solutions which are highly innovative. Determines and pursues courses of action necessary to obtain desired results.

- ✓ Minimum General Experience: 5 or more years of functional experience.
- ✓ Minimum Education: BA/BS in Computer Science, Information Systems, Business, Electrical Engineering, or related field, or equivalent experience.

Program Manager. Manages experienced professionals who exercise latitude and independence in their assignments. Often heads one or more sections or a small department. Selects and hires candidates for management positions within department, conducts performance evaluations and salary reviews for assigned staff. Is responsible for the development of departmental policies. The functional activities will be the most complex and decisions will have a major impact on business operations for the entire directorate and throughout the company.

- ✓ Minimum General Experience: 10 or more years of relevant experience.
- ✓ Minimum Education: BA/BS in Computer Science, Information Systems, Business, Electrical Engineering, or related field, or equivalent experience.

Project Manager II. Manages experienced professionals who exercise latitude and independence in their assignments. Often heads one or more sections or a small department. Plans, conducts, and supervises assignments, generally involving larger and more important projects or multiple projects. Evaluates and determines changes in methods or procedures in assigned area of responsibility. Determines candidates for employment/termination, conducts performance evaluations and salary reviews for assigned staff and is responsible for the application of company policies.

- ✓ Minimum General Experience: 8 or more years of relevant experience.
- ✓ Minimum Education: BA/BS in Computer Science, Information Systems, Business, Electrical Engineering, or related field, or equivalent experience.

Project Manager I. Supervises, coordinates, provides leadership to and reviews the work of assigned staff. Directly supervises individual contributors in technical positions and/or entry level professionals. Estimates staffing needs, assigns work, recommends candidates for employment, makes recommendations for termination, conducts performance evaluations and salary reviews for assigned staff and is responsible for the application of company policies.

- ✓ Minimum General Experience: 5 or more years of functional experience.
- ✓ Minimum Education: BA/BS in Computer Science, Information Systems, Business, Electrical Engineering, or related field, or equivalent experience.

Contract Administrator. Ensures that the requirements of a contract are known and followed. Verifies work products are in compliance with the contract. Coordinates resource schedules. Tracks, manages, and reports project hours. Ensures delivery of software, licenses, and hardware associated with project. Oversees invoicing and payment issues.

- ✓ Minimum General Experience: 0-2 years of functional experience.
- ✓ Minimum Education: BA/BS in Computer Science, Information Systems, Business, Electrical Engineering, or related field, or equivalent experience.

Senior Consultant. Career level with a complete understanding and wide application of technical principles, theories, and concepts. Working under only general direction, provides technical solutions to a wide range of difficult problems. Independently determines and develops approach to solutions.

- ✓ Minimum General Experience: 4 or more years of functional experience.
- ✓ Minimum Education: BA/BS in Computer Science, Information Systems, Business, Electrical Engineering, or related field, or equivalent experience.

Staff Consultant. Experienced with frequent use and application of technical standards, principles, and theories. Works under general supervision, providing solutions to technical problems of moderate scope/complexity.

- ✓ Minimum General Experience: 2 or more years of functional experience.
- ✓ Minimum Education: BA/BS in Computer Science, Information Systems, Business, Electrical Engineering, or related field, or equivalent experience.

Associate Consultant. Inexperienced with limited use and/or application of technical principles. Develops solutions to routine technical problems of limited scope following detailed instructions. Work is closely supervised.

- ✓ Minimum General Experience: 0-2 years of functional experience.
- ✓ Minimum Education: BA/BS in Computer Science, Information Systems, Business, Electrical Engineering, or related field, or equivalent experience.

Subject Matter Expert II. Recognized industry specialist with technical insight in multiple fields and disciplines. Complexity of work is state of the art and may be new to the company and to the industry. Serves as consultant to the business unit in long-range planning concerning new or projected areas of technological research and advancements. Is instrumental in attracting/obtaining major new business.

- ✓ Minimum General Experience: 10 or more years of functional experience.
- ✓ Minimum Education: BA/BS in Computer Science, Information Systems, Business, Electrical Engineering, or related field, or equivalent experience.

Subject Matter Expert I. Considered a recognized authority within the company. Works on unusually complex technical problems and provides solutions which are highly innovative. Determines and pursues courses of action necessary to obtain desired results.

- ✓ Minimum General Experience: 7 or more years of functional experience.
- ✓ Minimum Education: BA/BS in Computer Science, Information Systems, Business, Electrical Engineering, or related field, or equivalent experience.

6 Attachment B (Agreement Page) (Signed)**SERIAL 180233-RFP****ATTACHMENT B****AGREEMENT**

Respondent hereby certifies that Respondent has read, understands and agrees that acceptance by Maricopa County of the Respondent's Offer will create a binding Contract. Respondent agrees to fully comply with all terms and conditions as set forth in the Maricopa County Procurement Code, and amendments thereto, together with the specifications and other documentary forms herewith made a part of this specific procurement.

BY SIGNING THIS PAGE THE SUBMITTING RESPONDENT CERTIFIES THAT RESPONDENT HAS REVIEWED THE ADMINISTRATIVE INFORMATION AND STANDARD CONTRACT'S TERMS AND CONDITIONS LOCATED AT <http://www.maricopa.gov/DocumentCenter/View/6453> AND AGREE TO BE CONTRACTUALLY BOUND TO THEM.

☐ Small Business Enterprise (SBE)

Mythics, Inc.
RESPONDENT (FIRM) SUBMITTING PROPOSAL

54-1987871 01-3358-002
FEDERAL TAX ID NUMBER DUNS #

Deonte J. Watters, CCMAP Senior Contract Manager
PRINTED NAME AND TITLE


AUTHORIZED SIGNATURE

4525 Main Street, Suite 1500
ADDRESS

757-412-4362 / 757-412-1060
TELEPHONE FAX #

Virginia Beach, VA 23462
CITY STATE ZIP

6/25/2018
DATE

www.mythics.com
WEB SITE

dwatters@mythics.com
EMAIL ADDRESS

6.1 Acknowledgement of Amendments (Signed)

ADDENDUM #1 (DTD 6/13/18) PLEASE SEE CHANGES TO SECTIONS: 1.4.3, 3.11.4, 5.1 AND 5.3.



NOTICE OF SOLICITATION

SERIAL 180233-RFP

REQUEST FOR PROPOSAL FOR: ORACLE PRODUCTS AND SERVICES

Notice is hereby given that Maricopa County is conducting this request for proposals, electronically through an outside agent, BidSync.com, until 2:00 P.M. MST on **JUNE 26, 2018** for **SERIAL #180233-REQUEST FOR PROPOSALS FOR ORACLE PRODUCTS AND SERVICES**.

To participate in this bidding process, vendors shall register through BidSync.com. To register with BidSync, please go to (www.BidSync.com) and click on the orange 'Register' link. Registration has no cost and will allow you to access all of the bid information, bid documents, receive bid notifications, and submit a response. **ONLY RESPONSES THAT ARE SUBMITTED THROUGH BIDSINC.COM WILL BE CONSIDERED FOR AWARD.**

For assistance, please contact BidSync Vendor Support Department via phone or email, during regular business hours: 1-800-990-9339 or (support@BidSync.com).

All responses shall be submitted **electronically** to BidSync.com prior to the bid closing. The bid will be listed under **"180233-RFP REQUEST FOR PROPOSAL FOR ORACLE PRODUCTS AND SERVICES"**.

The Maricopa County Procurement Code ("The Code") governs this procurement and is incorporated by reference. Any protest concerning this Request for Proposal must be filed with the Procurement Officer in accordance with Section MC1-905 of the Code.

ALL ADMINISTRATIVE INFORMATION CONCERNING THIS REQUEST FOR PROPOSAL CAN BE LOCATED AT (<https://www.maricopa.gov/DocumentCenter/View/6453>).

ANY ADDENDA TO THIS REQUEST FOR PROPOSAL WILL BE POSTED ON THE MARICOPA COUNTY OFFICE OF PROCUREMENT SERVICES WEB SITE UNDER THE SOLICITATION SERIAL NUMBER. THIS INFORMATION WILL ALSO BE POSTED ONLINE AT (WWW.BIDSINC.COM).

FAILURE TO REVIEW ANY ADDENDA DOES NOT NEGATE YOUR INITIAL OFFER AND HOLDS THE RESPONDENT RESPONSIBLE FOR ANY CHANGES PRIOR TO BID CLOSING.

DIRECT ALL INQUIRIES TO:

BRIAN WALSH

PROCUREMENT OFFICER

TELEPHONE: (602) 506-3243

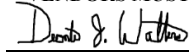
EMAIL: WALSHB@MAIL.MARICOPA.GOV

THERE WILL BE A **MANDATORY PRE-PROPOSAL CONFERENCE ON JUNE 6, 2018 AT 10:00 AM MST, AT THE MARICOPA COUNTY OFFICE OF PROCUREMENT SERVICES, 320 WEST LINCOLN STREET, FIRST FLOOR CONFERENCE ROOM, PHOENIX, ARIZONA 85003. VENDORS MAY PARK IN SPACES DESIGNATED FOR OPS. YOU MAY ALSO PARTICIPATE VIA CONFERENCE CALL BY DIALING 602-506-9695 AND ENTERING PASS CODE 671693. VENDORS SHOULD MAKE EVERY EFFORT TO ATTEND IN PERSON.**

NOTE: MARICOPA COUNTY PUBLISHES ITS SOLICITATIONS ONLINE AND THEY ARE AVAILABLE FOR VIEWING AND/OR DOWNLOADING AT THE FOLLOWING INTERNET ADDRESS:

<https://www.maricopa.gov/2191/Open-Solicitations>

****VENDORS MUST ACKNOWLEDGE RECEIPT OF THIS ADDENDUM WITH THEIR BID****



Signature

Deonte J. Watters, Senior Contracts Manager

6/25/2018

Date

7 Attachment C (References)

Table 20: Mythics References.

Agency	Project	POC Information
City and County of San Francisco	Oracle Business Intelligence Mythics has worked with the City and County of San Francisco for the past 3 years developing and supporting an Oracle-based analytics solution and added PaaS database functionality.	Sahil Rahim 1235 Mission Street San Francisco, CA 94103 415-264-2473 sahil.rahim@sfgov.org
City of Fort Wayne	Oracle RightNow Cloud Service We provide the customer Oracle RightNow Cloud Service and related support.	James Haley 200 E. Berry St. Suite 470 Fort Wayne IN 46802 260-427-1461 James.haley@cityoffortwayne.org
City of Raleigh	Oracle Applications, Oracle Cloud, Support, and Training Mythics has held City of Raleigh's annual software support renewals for the past 5+ years. We have also completed PeopleSoft expansions, Cloud transactions (including Taleo Cloud & Planning and Budgeting Cloud Service), as well as Oracle University requests and Implementation Services.	Thomas Sidor 222 East Hargett Street Raleigh, North Carolina, 27601 919.996.3499 Thomas.sidor@raleighnc.gov
Henrico County	Oracle E-Business Suite and Oracle University Training Henrico county has been a customer of Mythics for over 15 years. Recently, we provided the County training on their Oracle E-business Suite Applications products and helped streamline the process of registering classes in the future.	Nollie Mattox 4301 East Parham Road Henrico VA 23228 804-501-4973 mat59@henrico.us
Houston Community College System	Eloqua Marketing Cloud Over 3 years ago, HCCS became one of Oracle's first Eloqua (Oracle Marketing Cloud) customers.	Sarah Peterson 3100 Main Street Houston TX 77002 Sarah.peterson@hccs.edu
Leon County	Oracle Database Migration We migrated of 21 processor licenses of Oracle Database SE to 9 processor licenses of Oracle Database Enterprise Edition as well as new purchase of 9 processor licenses of Diagnostic and Tuning.	Scott A Weisman 301 S. Monroe Street Tallahassee, Florida 32301 850-606-5592 WeismanS@leoncountyfl.gov
Liberty University	Oracle Engineered Systems and Oracle Database Seven years ago, Liberty University became one of our first Exadata customers and implementations. We recently supported an Exadata refresh and a "Core" technology Unlimited License Agreement.	Steven Crowder 1971 University Blvd Lynchburg VA 24515 434-592-4817 sdcrowder@liberty.edu
Los Angeles Community Development Commission	PeopleSoft LACDC was running an unsupported PeopleSoft FSCM 8.4 on PeopleTools 8.49 and a supported PeopleSoft HCM 9.0 on PeopleTools 8.49. Mythics helped get LACDC's financial application supported and have both versions upgraded to PeopleSoft 9.2 with a PeopleTools 8.54 foundation.	Douglas Van Gelder 700 W Main Street Alhambra, CA 91801 626-586-1727 Douglas.VanGelder@lacdc.org
Metropolitan Government of Nashville and Davidson County	Oracle University Training Mythics and Metro Nashville have collaborated on multiple large orders to modernize their environment. We designed Oracle University training plans around EBS, HRMS, Payroll, Receivables, Management, General Ledger, iSupplier, and Taleo. Training plans included Training on Demand, Live Virtual Classes, traditional Instructor Led Training, and several tailored, on-premise Private Events.	Dawn Clark 700 2nd Avenue South Nashville, TN 37219 615-862-6033 Dawn.Clark@nashville.gov

Metropolitan Water District of Southern California	Oracle University Training A long-standing customer, we provided not only PeopleSoft and Oracle Application Licenses, but work with the Water District each year to develop their Oracle expertise via Oracle University offerings.	Samir Sachdev 700 N Alameda Street Los Angeles, CA 90012 213-217-5742 ssachdev@mwadh2o.com
New York City Fire Department	Implementation and Managed Services We developed and deployed several Oracle-based applications and enterprise product systems and provide on-going maintenance services, patches, upgrades, reconfigurations, and enhancements.	Cecily Halliburton 9 MetroTech Center Brooklyn, NY 11201 718-999-2845 hallibc@fdny.nyc.gov
Nova Southeastern University	Oracle Engineered Systems and Oracle Database Nova was one of our first Oracle Database Appliance customers and implementations. We migrated their previous ERP/EPM application onto the ODA and provided the necessary training to get their staff up and running.	David Bloyd 3301 College Ave, 5th floor Fort Lauderdale, FL 33314 954-262-4991 dbloyd@nova.edu
Pennsylvania State University	Oracle Cloud Infrastructure as a Service/Bare Metal Looking for a hosted environment to support a high-performance computing initiative, PSU needed a cloud-based infrastructure to handle big spikes in computing demand and provide more overall capacity. They chose Oracle's Bare Metal to run workloads on a server so there is no hypervisor software that slow down certain computing tasks.	Chuck Gilbert 101 Procurement Services Bldg University Park PA 16802 814-867-4575 cjc23@psu.edu
State of California: Housing and Community Development	PeopleSoft Mythics has worked with the State of California for over a decade providing Oracle solutions to meet their business needs. Recently, we implemented a new PeopleSoft Human Resources solution on Oracle Cloud Infrastructure and various Oracle PaaS offerings, including Analytics and Identity Management.	Danny Stratton 2020 West El Camino Avenue Sacramento, CA 95833 916-263-6607 danny.stratton@hcd.ca.gov
State of Georgia: State Accounting Office	Oracle SOA Suite and Oracle Cloud Mythics has a long-standing relationship providing ongoing implementation support and services for Oracle SOA Suite. We also hold their Oracle CRM OnDemand and Service Cloud subscriptions, as well as their annual on-premise software support renewal	David Fields 200 Piedmont Avenue SE Atlanta, Georgia 30334 404.463.6909 David.fields@sao.ga.gov
State of Illinois: Administrative Office of the Illinois Courts	Hardware Modernization As our very first customer, Mythics consulting's partnership with AOIC is going on 10+ years. During our most recent project MC supported AOIC with the procurement, setup, migration to and on-going operations and maintenance of multiple Engineered Systems.	Skip Robertson 301 Old Jacksonville Road Springfield, IL 62704 217-785-3906 srobertson@illinoiscourts.gov
State of Illinois: PACE Suburban Bus Division	On-Site Technical and Functional Support Mythics provided technical and functional support coupled with ACS Advanced Monitoring and Resolution services for PACE's Exadata, E-business Suite and Trapeze environment. Since 2011, Mythics has supported over 30 procurements for PACE.	Liz Grazioso 550 W. Algonquin Road Arlington Heights IL 60005 847-228-2318 Elizabeth.Grazioso@Pacebus.com
State of Louisiana: Department of Transportation and Development	Oracle Cloud We provide the customer Oracle Cloud Database and Primavera P6 Cloud Service and related support.	Dallas Ballmer 1201 Capitol Access Road Baton Rouge, LA, 70802 dallas.ballmer@la.gov 225-379-1575
State of Massachusetts:	Hardware Modernization	Casey Miles 10 Park Plaza

Massachusetts Bay Transportation Authority	To re-platform MBTA's failing, legacy fare collection system, Mythics architected an Oracle Engineered Systems environment for the MBTA providing hardware/software acquisition services as well as implementation, migration, and managed services for the new production environment.	Boston, MA 02116 319-573-9371 cmiles@mbta.com
State of South Carolina: General Assembly	Implementation and Managed Services Mythics installed and configured an Oracle Database Appliance in 2014 and has been providing managed services to support the implementation ever since. In 2017, the agency procured 2 new appliances to replace the older system.	Brian Fitzgerald 1105 Pendleton Street Columbia, SC 29201 803-212-4490 brianfitzgerald@scstatehouse.gov
SUNY ITEC	Oracle's Cloud at Customer (Oracle's Cloud Machine) Due to state requirements, SUNY needed a private cloud solution while still offering all the modern capabilities of a public cloud offering. They chose Oracle's Cloud at Customer (Oracle's Cloud Machine) to allow its 64 campuses to use the Oracle Cloud Machine to run their public cloud initiatives while keeping sensitive data on-premises, provision virtual machines, replicate mission critical data for disaster recovery, and quickly stand-up development and test environments.	Michael Notarius 1300 Elmwood Ave. Buffalo NY 14222 716-878-4832 mike.notarius@itec.suny.edu
West Virginia School of Osteopathic Medicine	Oracle Cloud Migration WVSOM was the first Oracle customer to completely lift and shift their on-premise Ellucian Banner student information system to Oracle's public Cloud. Through Oracle's Platform and Infrastructure as a service, they now run a complete hosted environment.	Kim Ransom 400 N. Lee Street Lewisburg WV 24901 304-793-6820 kransom@osteo.wvsom.edu
Williamson County	Various Oracle Software and Support We provide the County with Oracle Advanced Security, Oracle Applications (Financials, Purchasing, Treasury) and related support.	Minnie Beteille 1320 West Main Street Franklin, TN 37064 512-943-1448 mbeteille@wilco.org

8 Attachment D (U.S. Communities Required Information)

8.1 II. U.S. Communities Administration Agreement Information (Exhibit 7) (Signed)

Please find the signed U.S. Communities Administration Agreement Information (Exhibit 7) as a separately submitted file:

- ✓ “Mythics – 180233 - U.S. Communities Administration Agreement Information (Exhibit 7) Signed.pdf”

8.2 III. Supplier Worksheet (Signed)

III. SUPPLIER WORKSHEET FOR NATIONAL PROGRAM CONSIDERATION

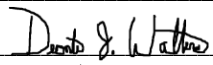
Suppliers are required to meet specific qualifications for national program consideration. Please respond in the spaces provided after each qualification statement below:

- A. Will pricing for all Products/Services offered be the most competitive pricing offered by your organization to Participating Public Agencies nationally?
YES ☒ NO ☐
- B. Does your company have the ability to provide products and services to any Participating Public Agency in all 50 states?
YES ☒ *NO ☐
(*If no, identify the states where you do not have the ability to provide products and services to Participating Public Agencies.)
- C. Does your company have a national sales force, dealer network or distributor with the ability to call on Participating Public Agencies in at least 35 U.S. states?
YES ☒ *NO ☐
(*If no, identify the states where you have the ability to call on Participating Public Agencies.)
- D. Check which applies for your company sales last year in the United States:
☐ Sales between \$0 and \$25,000,000
☐ Sales between \$25,000,001 and \$50,000,000
☐ Sales between \$50,000,001 and \$100,000,000
☒ Sales greater than \$100,000,001
- E. Will your company assign a dedicated National Account Manager to support the resulting U.S. Communities contract?
YES ☒ NO ☐
- F. Does your company maintain records of your Participating Public Agencies' sales that you can and will share with U.S. Communities to monitor program implementation progress?
YES ☒ NO ☐
- G. Will your company commit to the following implementation schedule?
YES ☒ NO ☐
- H. Will the U.S. Communities contract be your lead public offering to Participating Public Agencies?
YES ☒ NO ☐

Submitted by:


Deonte J. Watters, CCMAP
(Printed Name)

Senior Contracts Manager
(Title)


(Signature)

6/25/2018
(Date)

8.3 IV. New Supplier Implementation Checklist

 New Supplier Implementation Checklist		Target Completion After Award
1. First Conference Call		One Week
Initial Kick Off Call to discuss expectations		
Set Contract Launch Date & Outline Kick Off Plan		
Establish initial contact people & roles/responsibilities		
Supplier Log-In Credentials established		
Set Agency Webinar Dates		
2. Executed Legal Documents		One Week
U.S. Communities Admin Agreement		
Lead Public Agency agreement signed		
3. Program Contact Requirements		One Week
Supplier contacts communicated to U.S. Communities Staff		
Dedicated email		
Dedicated toll free number		
4. Second Conference Call		Two Weeks
Establish Sales Training Webinar Dates		
Complete Supplier Set Up Form		
Complete User Account and User ID Form		
Identify Dates for Senior Management Meeting		
Review Contract Commitments		
5. Marketing Kick Off Call		Two Weeks
Overview of Marketing Requirements		
Establish Timeline for Marketing Deliverables		
Set Weekly Marketing Call		
Discuss Agency Webinar Slides & Set Timeframe for Deliverables		
6. Initial NAM & Staff Training Meetings		Three Weeks
Discuss expectations, roles & responsibilities		
Introduce and review web-based tools		
Review process & expectations of Lead Referral contact with NAM & identified LRC		
7. Senior Management Meeting		Four Weeks
Implementation Process Progress Report		
U.S. Communities & Vendor Organizational Overview		
Supplier Manager to review & further discuss commitments		
8. Review Top Joint Target Opportunities		Five Weeks
Top 10 Local Contracts		
Review top U.S. Communities PPA's		
9. Web Development		
Initiate E-Commerce Conversation	Two Weeks	
Product Upload to U.S. Communities site	Five Weeks	
10. Sales Training & Roll Out		
Program Manager briefing - Coordinate with NAM	Five Weeks	
Initial remote WebEx training for all sales - Coordinate with NAM	Three Weeks	
Initiate contact with Advisory Board (AB) members	Six Weeks	
Determine PM & Local Metro teams strategy sessions	Six Weeks	
11. Marketing – see marketing deliverables checklist as reviewed with marketing contact		Eight Weeks
12. Agency Webinars		Post Launch

8.4 V. Supplier Information

8.4.1 National Commitments

Mythics is committed to working closely with U.S. Communities throughout the life of the contract and building a strong relationship that directly benefits the Participating Public Agencies. Our commitment to the four tenants of the U.S. Communities Administration Agreement as detailed below, show our commitment to establishing a U.S. Communities relationship will provide the highest level of public benefit to Participating Public Agencies.

8.4.1.1 Corporate Commitment

The pricing, terms and conditions of the Master Agreement will become our primary contractual offering for Oracle Products and Services to Participating Public Agencies.

To effectively market and present the Master Agreement to Participating Public Agencies, we will develop U.S. Communities branded collateral to communicate the features of the Master Agreement including the pricing and additional value offered. Should a Public Agency authorize the use of the Master Agreement, we will work with U.S. Communities to transition it to the Master Agreement as their primary procurement vehicle for Oracle technology.

To uphold our commitment, the U.S. Communities and the Master Agreement is actively supported by the Mythics USC Advisory Board. Doug Altamura, President of our Strategic Markets organization, is responsible for the companywide success of our USC PMO and the Master Agreement. We will create a Mythics-based, internet web page dedicated solely to the U.S. Communities program with direct links to the U.S. Communities website. This page will become incorporated into the current Mythics webpage.

8.4.1.2 Pricing Commitment

In the event one of our pre-existing contracts and/or a Public Agency's unique buying pattern provide one or more Participating Public Agencies a lower price than that offered under the Master Agreement, we will provide that lower pricing under the Master Agreement and inform the eligible Public Agency that the lower pricing is available under the Master Agreement, subject to Oracle approval. If an eligible Public Agency desires, and Oracle approves the request, we will transition the eligible Public Agency to the Master Agreement and report on any purchase made under the Master Agreement going forward.

If Mythics holds a state contract with lower pricing that is available to all Public Agencies within the state, we will match the lower state pricing under the Master Agreement and make it available to all Public agencies within the state, subject to Oracle approval. If Mythics holds a regional cooperative contract with lower pricing that is available only to the ten cooperative members, we will match the lower cooperative's pricing under the Master Agreement and make it available to the ten cooperative members, subject to Oracle approval.

If Mythics holds a contract with an individual Public Agency and the Public Agency contract does not contain any cooperative language and therefore other Public Agencies are not eligible to utilize the contract, Mythics will match the lower pricing under the Master Agreement and make it available only to the individual Public Agency, subject to Oracle approval.

If a Public Agency has a buying pattern or terms and conditions that deviate from the normal Public Agency buying pattern and terms and conditions and causes Mythics pricing under the Master Agreement to be higher than an alternative contract held by Mythics, Mythics will lower the price under the Master Agreement on the item(s) causing the large deviation for that Public Agency, subject to Oracle approval.

As Participating Public Agencies may still choose to solicit their own procurements versus piggybacking off the Master Agreement, we will collaborate with U.S. Communities and Oracle to develop a strategy to make the Master Agreement an acceptable alternative to Public Agency requests. If the Public Agency makes an award under the pricing, terms, and conditions of the Master Agreement, we will report sales as appropriate.

8.4.1.3 Economy

We will demonstrate the benefits including the pricing advantage of the Master Agreement over all other alternative options including competitive solicitation pricing and will proactively offer the terms and pricing under the Master Agreement to Participating Public Agencies as a more effective alternative to the cost and time associated with such alternative bids and solicitations.

8.4.1.4 Sales

We will train our USC PMO to market the Master Agreement as our primary offering to Participating Public Agencies. Our sales force compensation and incentives will be greater than or equal to those earned associated with other contracts available Participating Public Agencies.

Our USC PMO will be responsible for proactive direct sales of Oracle Products and Services to Participating Public Agencies and respond to any sales leads identified by U.S. Communities in a timely and efficient manner. We will use various marketing tools such as product catalogs, targeted advertising, and social media to assist in the direct sales initiatives of our USC PMO including the use of the U.S. Communities logo on all sales materials targeted towards Participating Public Agencies. In addition, we grant U.S. Communities an express license to reproduce and use Mythics name and logo in connection with the advertising, marketing, and promotion of the Master Agreement to Participating Public Agencies. We will also work closely with U.S. Communities by participating in related trade shows and conferences. At a minimum, our sales initiatives will communicate that Maricopa County competitively solicited the Master Agreement, it provides the best government pricing, there is no cost to Participating Public Agencies to use it, and it is a non-exclusive contract.

We will comply with the U.S. Communities branding and logo standards and guidelines and prior to any use by Mythics. If necessary, we will submit all our U.S. Communities-related marketing material to U.S. Communities for review. We will establish the following communication links to facilitate customer access and communication:

- ✓ Create a dedicated U.S. Communities website containing at a minimum:
- ✓ U.S. Communities standard logo with Founding Co-Sponsors logos;
- ✓ Copy of original procurement solicitation;
- ✓ Copy of Master Agreement including any amendments;
- ✓ Summary of Products and Services pricing;
- ✓ Electronic link to U.S. Communities' online registration page; and
- ✓ Other promotional material as requested by U.S. Communities
- ✓ Make available a dedicated toll-free national hotline for inquiries regarding U.S. Communities
- ✓ Create a dedicated email address for general inquiries in the following format:
uscommunities@mythics.com

We will advise Public Agencies new to U.S. Communities to complete the online registration prior to processing its first sales order with Mythics. We will participate with U.S. Communities, upon request, in a performance review meeting to evaluate our performance of the covenants set forth in the U.S. Communities Administration Agreement.

Lastly, we grant U.S. Communities and its affiliates a non-exclusive, worldwide, perpetual, free, transferrable, license to reproduce, modify, distribute, publicly perform, publicly display, and use Mythics contract in connection with U.S. Communities websites and for general marketing and publicity purposes, with the right to sublicense each right. Mythics warrants that; Mythics is the owner of or otherwise has the unrestricted right to grant the rights in and to Mythics content as contemplated in the U.S.

Communities Master Agreement and the use of the Mythics content and any other materials or services provided to U.S. Communities as contemplated in the U.S. Communities Master Agreement will not violate, infringe, or misappropriate the intellectual property rights or other rights of any third party.

8.4.2 Company Overview

1. Provide the total number and location of sales persons employed by your company in the United States

Table 21: Total Number of Mythics Sales Resources Employed in the United States by Work Location.

Wok Location	Sales Employees
Virginia Beach, VA (Corporate HQ)	87
DC Metropolitan Area	20
Florida	2
Georgia	2
Texas	2
North Carolina	1
New Jersey	1
Colorado	1
Ohio	1
California	1
Indiana	1
New Hampshire	1
Total	120

2. Please provide a narrative of how these sales people would be used to market the contract to eligible agencies across the country. Please describe what you have in place today and your plans, if you were awarded the contract.

Our founders—who both covered the State and Local market while at Oracle—recognized a need for an Oracle reseller specialized in the public-sector. Since our inception, we have staffed a sales team dedicated the State and Local market which we call *Strategic Markets*. Our Strategic Markets team consists of 49 presales, sales, support, resources who sell only Oracle technology to customers eligible for cooperative purchasing each day. Our staff have long-standing relationships with Oracle sales teams who rely on us to position the most streamlined procurements. The most effective tools we own to close business quickly are our contract vehicles. All our Strategic Markets staff will attend internal *Sales Enablement* trainings to ensure we align the features of the contract to the needs of Participating Public Agencies and persuasively communicate its value, as well as how and where to best position it for maximum use.

3. Explain how your company will educate its sales force about the Master Agreement.

We employ an effective and streamlined process to educate our sales force about new contracts and solutions launches to better serve our customers and partners. Our marketing team collaborates with our presales, sales, support, training, implementation as well as our legal and contracts management team to develop internal *Sales Enablement* training. Tools used to educate the national sales force include:

- **Sales Enablement Contract Review.** We produce and host mandatory contract training webinars to cover best practices that drive more compliant sales through the contract.
- **Sales Enablement Contract Summary Collateral.** We develop clear, compelling, and consistent content appropriate for each medium—brochures, templates, briefs, and other co-branded collateral—that will always include U.S. Communities logo placements and highlight the features of the contract and its benefits. We target collateral to procurement staff, end-users, and executives, among others.

We already service a large Oracle customer base and effectively market to it. Our sales teams will utilize collateral to highlight and briefly describe our organization, featured Oracle products, service offerings and contracts. These marketing aids will help assist in our outreach to customers but also serve as a constant reminder of the U.S. Communities Master Agreement for Oracle.

4. Provide the company annual sales for 2015, 2016 and 2017 in the United States; Sales reporting should be segmented into the following categories:

Table 22: Sales by Market Segment. Annual Mythics sales in the United States (2015-2017)

Market Segment	2015	2016	2017
Cities	\$30,491,029.99	\$56,321,932.77	\$82,008,177.73
Counties	\$24,221,262.53	\$23,288,060.80	\$20,188,852.08
K-12 (Public/Private)	\$8,151,318.32	\$15,172,601.42	\$11,016,108.40
Higher Education (Public/Private)	\$29,796,697.06	\$32,384,427.99	\$32,131,449.16
States	\$139,639,975.44	\$148,658,235.69	\$188,417,160.73
Other Public Sector and Non-Profits	\$20,792,695.07	\$19,774,941.36	\$11,032,253.16
Federal	\$621,904,997.97	\$600,216,486.77	\$781,414,057.62
Private Sector	\$13,383,651.43	\$15,495,100.41	\$18,608,061.09
Total	\$888,383,642.81	\$911,313,803.21	\$1,144,818,136.97

5. For the proposed products and services included in the scope of your response, provide annual sales for 2015, 2016 and 2017 in the United States. Sales reporting should be segmented into the following categories:

Table 23: Sales by Market Segment. Annual Mythics sales for products and services included in the scope of our response in the United States (2015-2017)

Market Segment	2015	2016	2017
Cities	\$30,491,029.99	\$56,321,932.77	\$82,008,177.73
Counties	\$24,221,262.53	\$23,288,060.80	\$20,188,852.08
K-12 (Public/Private)	\$8,151,318.32	\$15,172,601.42	\$11,016,108.40
Higher Education (Public/Private)	\$29,796,697.06	\$32,384,427.99	\$32,131,449.16
States	\$139,639,975.44	\$148,658,235.69	\$188,417,160.73
Other Public Sector and Non-Profits	\$20,792,695.07	\$19,774,941.36	\$11,032,253.16
Federal	\$621,904,997.97	\$600,216,486.77	\$781,414,057.62
Private Sector	\$13,383,651.43	\$15,495,100.41	\$18,608,061.09
Total	\$888,383,642.81	\$911,313,803.21	\$1,144,818,136.97

6. Provide a list of your company's ten largest public agency customers, including contact information.

Table 24: Mythics Ten Largest Public Agency Customers.

Customer	Contact Information
United States Department of Homeland Security	Mark Mitchell 202-447-0069 mark.mitchell1@hq.dhs.gov
Liberty University	Steven Crowder 434-592-4817 sdcrowder@liberty.edu
Los Angeles Community Development Commission	Douglas Van Gelder 626-586-1727 Douglas.VanGelder@lacdc.org
Metropolitan Government of Nashville and Davidson County	Dawn Clark 615-862-6033 Dawn.Clark@nashville.gov
Metropolitan Water District of Southern California	Samir Sachdev 213-217-5742 ssachdev@mwadh2o.com
New York City Fire Department	Cecily Halliburton 718-999-2845 hallibc@fdny.nyc.gov
State of Georgia: State Accounting Office	David Fields 404.463.6909 David.fields@sao.ga.gov
State of Illinois: Administrative Office of the Illinois Courts	Skip Robertson 217-785-3906 srobertson@illinoiscourts.gov
State of Illinois: PACE Suburban Bus Division	Liz Grazioso 847-228-2318 Elizabeth.Grazioso@Pacebus.com
State of Massachusetts: Massachusetts Bay Transportation Authority	Casey Miles 319-573-9371 cmiles@mbta.com

7. Please list any existing regional and/or national cooperative purchasing programs. Provide the entity's name(s), contract scope, contract term (including contract options) and annual volume by year for each of the last three years.

Table 25: Mythics Regional and National Cooperative Contracts.

Entity Name	Contract Scope	Contract Term	2015	2016	2017
TCPN/ National IPA	Oracle Products and Services	1/1/2015 – 12/31/2018	\$4,680,387.37	\$33,961,210.49	\$60,052,970.18
PEPPM	Oracle Products and Services	1/1/2015 – 12/31/2018	\$4,435,309.71	\$1,056,771.27	\$1,923,847.28

8.4.3 Order Processing and Distribution

1. Describe your company's normal order processing procedure from point of customer contact through delivery and billing.

We manage our customer engagements using NetSuite's ERP and CRM applications. NetSuite CRM provides us complete customer lifecycle management from marketing automation, opportunity management, order management and customer service. NetSuite CRM delivers a real-time 360-degree view of our customers experience from initial lead generation and opportunity creation through order processing management, support renewals and ongoing service. NetSuite ERP runs all our critical back-office operations and financial business processes including accounting, inventory and supply chain and order management.

Our account managers create account information starting with initial point of customer contact. During the initial lead phase, we capture account contact information, project overview and existing product information. As a transaction progresses from a lead to an opportunity, we input itemized Oracle technology information, scope of any services, pricing, and any associated contract fees. When we receive an order, our sales team uploads all relevant documents related to the order including the customer purchase order, customer quote and any necessary Oracle approvals. Once completed, our sales team creates a sales order which automatically triggers our accounting department to review and initiate a purchase order to Oracle and any other necessary 3rd-party Service Delivery Partners.

Once reviewed and validated by the accounting department, we draft the Mythics purchase order to Oracle along with an Oracle-required Ordering Document. For non-standard transactions, our sales team attaches the applicable Oracle Ordering Document to the opportunity. Once finalized, NetSuite triggers an automated review process requiring our sales team, customer contracts, partner contracts, and, if necessary, executive management to review for accuracy as well as Oracle order and contract vehicle compliance. After all required teams have reviewed and approved an order, our accounting team submits the order to Oracle for processing. This event creates an invoice(s) based on the agreed upon payment terms with the Participating Public Agency and notifies our finance team. Our accounts receivable and payable representatives track the receipt of Oracle invoices and pays them based on our agreed-upon payment terms.

By using NetSuite for all phases of ordering, processing, delivery, and billing, we effectively and efficiently manage our customers' requirements on an on-going basis. Because of the information we capture throughout the entire sales lifecycle process, we create timely and accurate contract reports.

2. How do you help Public Agencies assess their needs and decide on a scope of work for a project?

Our Oracle-certified presales, sales, support, training, implementation, industry specialists collaborate with customers to better understand their IT initiatives and the possibilities of applying Oracle technology—as well as related training, support, and services. Rather than push product and service features and benefits, we focus on *identifying and fulfilling customer needs*.

When engaging customers, we use open-ended questions that inspire our customers to clarify needs, uncover issues and concerns, and tell us what it means to their business to solve them. Through this relationship-building approach, we gain firsthand knowledge about the issues customers face, collaborate with stakeholders to develop a legitimate solution, then implement it using our certified sales and technical resources. To add further value, our low turn-over rate supports our long-term relationships with customers so remarkably that Oracle sales representatives often refer their new hires to Mythics to introduce them to Oracle's customers.

Once we understand the customer's needs, we help them prioritize and work together to find a solution. Oracle has a wide range of potential solutions—more than almost any other provider of IT—so there exists a high probability we can prepare and deliver an Oracle-based solution.

Defining the scope of an engagement takes multiple skill sets to understand and apply the right mix of software licenses, hardware specifications, cloud services, Oracle support and training, implementation, and managed services to resolve the customer's needs within their budget constraints. Since we employ so many certified staff, we have ample, in-house resources and expertise to shorten the sales cycle to help the customer, Oracle, and Mythics reach their respective goals in less time.

We have incorporated our consultative approach to assessing needs and defining project scope into our ISO-9001 QMS. By doing so, it not only helps coordinate and direct our activities to meet customer needs—it also improves our effectiveness and efficiency on a continuous basis.

3. In what formats do you accept orders (telephone, ecommerce, etc.)?

We process orders received by fax, email or through regular mail as a purchase order or via procurement card. We also support several repeat customers by integrating directly with their purchasing systems.

4. Please state if you use a single system or platform for all phases of ordering, processing, delivery, and billing.

We manage the complete customer lifecycle using NetSuite's Enterprise Resource Planning (ERP) and Customer Relationship Management (CRM) applications—from first point of contact and quote, through award and delivery, to billing and ongoing customer support.

5. Please state your normal payment terms and any quick-pay incentives available to Participating Public Agencies.

Our standard payment terms are Net 30—payment 30 days after invoice date.

6. State which forms of ordering allow the use of a procurement card and the accepted banking (credit card) affiliation.

We will process orders received by fax, email or through regular mail as a purchase order or via procurement card. We will accept procurement cards affiliated with VISA, MasterCard, and American Express.

7. Describe how your company proposes to distribute the Products and Services nationwide.

We intend to distribute Oracle Products and Services in accordance with our agreements:

- **Software.** Commercial Oracle licenses are available for download from the Oracle Software Delivery Cloud specifically designed for customer fulfillment.
- **Engineered Systems.** We book order directly with Oracle who ships orders to agreed-upon locations
- **Hardware, Servers, and Storage.** We go through Tech Data Corporation, a long-standing distributor of Sun Microsystem technology, for other Hardware, Servers, and Storage systems. Tech Data ships to agreed-upon locations.
- **Cloud Services.** Oracle hosts its cloud services in data centers across the country. The NIST definition of cloud requires any “as-a-Service” solution be accessible via the internet.
- **Consulting/Professional Services.** We perform consulting and professional services as defined at the task-order level—whether remote and/or on-premises.
- **Technical Support Services and/or Maintenance Support Services.** Oracle directs customers to use My Oracle Support. Oracle delivers professional and technical services Stock Keeping Units (SKU) direct and on-site, where applicable.

- **Oracle University Training.** Distribution is a matter of the customer's choice of medium. Oracle offers Instructor-Led training at authorized education centers across the country. Live Virtual Classes, Self-Study Courses, and Training OnDemand are location agnostic. Oracle holds Private Events at mutually agreed-upon location.

8. Identify all other companies that will be involved in processing, handling, or shipping the Products and Services to the end user.

We use Oracle and Tech Data Corporation to process, handle, and/or ship Oracle Hardware and Engineered Systems. When performing implementation services, Mythics and other 3rd-party Service Delivery Partners will handle (install, configure, integrate, etc.) Oracle products and services according to customer-approved SOWs.

9. Provide the number, size and location of your company's distribution facilities, warehouses, support centers and retail network (if applicable).

We do not have any distribution facilities, warehouses, support centers, or retail networks.

Our tightly integrated relationship with Oracle enables us to provide consistent, national support coverage to Participating Public Agencies. As previously indicated, our presales, sales, support, training, and implementation resources are located throughout the United States. All our resources can provide various levels of support for Participating Public Agencies depending on their skillset and role within Mythics. Our presales and implementation resource have the capability of providing technical guidance to customers and the ability to support them in the event they need to assistance. Our sales and support teams also help Participating Public Agencies understand the current Oracle licenses and hardware they own, if they have an active support contract, how to access My Oracle Support and, if necessary, escalate any unresolved issues.

10. Describe your ability to provide customized reports (i.e. commodity histories, purchase histories by department, green spend, etc.) for each Participating Public Agency.

Please see *Section 2.1.5.6 Provide Project Specific and Overall Contract Performance Reporting* for more information about how ERP, CRM, and MLO systems provide customized reports for Participating Public Agencies.

11. If applicable, describe your company's ability to do business with manufacturer/dealer/distribution organizations that are either small or MWBE businesses as defined by the Small Business Administration.

We have a long, positive record of accomplishment working with various small businesses and MWBE organizations throughout the United States. We take pride in our ability to work closely with and engage these organizations in their various regions to provide Oracle technology and enabling services to our mutual customers. Leveraging our Oracle resell certifications and specializations—an Oracle requirement to resell Oracle products—we support OPN members who, in many cases, do not have the mandatory qualifications to resell, support, or service Oracle technology.

We intend to work with a host of Oracle service partners with whom we have built long standing and successful relationships over our 18-year history. **Table 26** identifies an initial group of 3rd-party Service Delivery Partners we plan to work with in promoting U.S. Communities and Oracle to Participating Public Agencies.

We will also pursue expanding the number of partners we work with nationally to generate additional revenue through the U.S. Communities contract. We believe through our marketing and sales efforts, we can identify additional Service Delivery Partners that see a benefit in working with Mythics and U.S.

Communities. For large systems integrators, we would be able to promote a comprehensive and complete Oracle contract to respond to large RFPs. For smaller regional partners, we can increase our marketing and sales efforts by leveraging their experience and local relationships. In addition to increased exposure for the contract, we are aware of many regional partners offering niche Oracle solutions without access to Oracle-focused contract vehicles.

Table 26: Mythics Implementation Partners. *We can supplement our organic services by outsourcing resources from our stable of capable 3rd-party Service Delivery Partners.*

Partner Name	Status	Competency
Accelytics, Inc.	Minority-Owned, Minority-Owned, HUBZone	Oracle Enterprise Performance Management Cloud, Oracle Business Intelligence Cloud, Hyperion
All Staff Technical Solutions	Woman-Owned	Oracle Fusion Middleware
Anvaya Solutions, Inc.	SDB, Woman-Owned, Minority-Owned, 8(a)	General Cyber Security, Information Assurance, IT Support and Application Development
Avenues International, Inc.	Minority-Owned	General Big Data, Data Warehousing, Business Intelligence, Cloud Hosting and Management, Java Programming, and Databases
Communications Products, Inc (CPI)	SDB, Minority-Owned, Veteran-Owned	Oracle Service Cloud
Con Healy LLC D/B/A Symmetrical Data Security LLC	SDB, Veteran-Owned	Oracle Fusion Middleware, Oracle Database, Oracle Hardware and Engineered Systems, and custom Oracle Development
CSI WMBE	Minority-Owned	Oracle Fusion Middleware, Oracle-Business Suite
Definitive Results LLC	SDVOSB, HUBZone	Eloqua
Eventus Solutions Group LLC	SB	Oracle Service Cloud
Exor Solutions, Inc	Minority-Owned	General Identity, Access Management, and Big Data Analytics
Future CIS, Corp	SDVOSB	General Datacenter Modernization, Cyber Security, Cloud Computing, and Enterprise Services
G2SF, Inc.	SB	General IT Service Management, Mobility Management, Security Operations, Cloud Computing, IT Engineering, Education and Training
GNC Consulting, Inc.	SB, Minority-Owned, Veteran-Owned	Oracle Cloud, PeopleSoft, Hyperion, Oracle Taleo Cloud
Heuristics Informatics Private Limited	Minority-Owned	Oracle E-Business Suite, Oracle Engineered Systems, Oracle Managed Services, Oracle Business Intelligence
IdentityNest	SB	General Identity and Access Management
IDMWORKS, Inc.	Woman-Owned, Minority-Owned	General Identity and Access Management
Infinity Tech Group Inc.	Woman-Owned, Minority-Owned	Oracle Business Intelligence
KMC, Inc.	SDB, Minority-Owned, 8(a)	Oracle SOA Suite, Oracle Fusion Middleware
Linkware, LLC	SB	Oracle Database, Oracle WebLogic
M&S Consulting, LLC	SDB, Woman-Owned, HUBZone	Oracle Fusion Middleware, Oracle Identity Management, Oracle ERP, Oracle Cloud
Missing Link Security	SDVOSB	General Cyber Security, Information Assurance, IT Support and Application Development
mLogica	SB, Minority-Owned	Oracle Cloud, PeopleSoft, Hyperion, Oracle Taleo Cloud
Monad Solutions Inc.	SDB	Oracle Service Cloud

Natsoft Corporation	Minority-Owned	Oracle ERP, Oracle CRM, Oracle HCM, Oracle Business Intelligence
Nebulogic Technologies (Holdings), Inc.	Minority-Owned, HUBZone	Oracle Applications, Oracle Cloud
Network Runners, Inc.	SDB, Woman-Owned, Minority-Owned, 8(a)	Oracle Database
NOVISYS, LLC	SB	Oracle WebLogic
nTech Solutions	Minority-Owned	Oracle Business Intelligence, Data Analytics
Onshore Outsourcing	Veteran-Owned	Oracle Taleo Cloud, Oracle Business Intelligence, Oracle BPM
Optimal Technologies International, LLC	SDVOSB, 8(a)	Oracle Cloud
Peak Mountain Technology Solutions	SDB, Minority-Owned	Oracle E-Business Suite, Oracle HCM, Oracle Financial Management, Oracle Fusion Middleware, Oracle CRM, Oracle Real Applications Clusters, Oracle WebLogic
Project Partners, LLC	SDB	Oracle E-Business Suite, Oracle Primavera and Oracle Fusion Middleware
SamaraTech, LLC	Minority-Owned	Oracle Cloud, Oracle Bid Data, Oracle Engineered Systems
Saturn InfoTech, Inc	SDB, Minority-Owned	Oracle Business Intelligence Cloud Services, Oracle Planning & Budgeting Cloud Service
Senryo Technologies	SB, Minority-Owned, 8(a)	Fusion Financials/Taleo/RightNow
Speridian Technologies	SDB, Minority-Owned	Bi Cloud/Documents Cloud/Eloqua Cloud/RightNow/Social Cloud
TekStream Solutions	SB	Oracle Cloud, WebCenter and Fusion Middleware
Vulcan Group Inc.	8(a)	Oracle Cloud

8.4.4 Marketing and Sales

1. Provide a detailed outline of your company's sales and marketing plan for marketing your offering to eligible agencies nationwide.

For 18 years, we have developed national programs to help foster new Oracle technology sales and implementations solving the business challenges of our customers. Our marketing team will make the U.S. Communities contract a centerpiece in all our national marketing activities as the preferred contract for Oracle Product and Services, as well as our implementations. There are 6 pillars to our marketing approach, each crafted through a collaboration between our teams, Oracle sales and marketing teams, and U.S. Communities to ensure maximum coverage and success:

1. **Nationwide Live Oracle Technology Days and Workshops.** Our marketing team develops over 50 Nationwide Technology Days each year tailored to customers and open opportunities in a specific market. While also offering high-quality content, Nationwide Technology Days serve to uncover new opportunities and help drive open opportunities to close. We will promote U.S. Communities in all our Nationwide Technology Days and other workshops run throughout the United States.
2. **Sponsorship and Access to High Profile Oracle Technologists.** Our marketing team works closely with Oracle Field Marketing, Mythics sales, and the elite Oracle Technology teams to gain access to some of the most well-known Oracle Technologists in the world. These events drive tremendous audiences, which will give us the opportunity to highlight U.S. Communities as our preferred contract for Participating Public Agencies.
3. **Oracle Open World.** We invest in a significant showroom presence on the main floor at Oracle's annual Open World in San Francisco, CA. Open World is the largest global Oracle tradeshow serving 100,000+ commercial and public-sector customers and partners. We take this opportunity to highlight our capabilities, promote new contracts, network among customers and partners, and generate demand. We will promote the new contract heavily at all future Oracle Open Worlds.
4. **Virtual Technology Webinars.** We run virtual technology webinars as an inbound marketing effort and as a service to our existing and prospective customers. These webinars are also a significant source of demand and lead generation. We will reshape each of these programs to also include the promotion of the U.S. Communities contract.
5. **Dedicated U.S. Communities Web and Social Media Support.** In support of the contract, we will build a custom contract landing page and design a "Featured Mythics Solution/Contract" highlighting the contract on our web properties. Social media promotions will include:
 - ✓ Twitter: <http://www.twitter.com/mythics>
 - ✓ Facebook: <http://www.facebook.com/goMythics>
 - ✓ LinkedIn: <https://www.linkedin.com/company/mythics/>
6. **Formal Press Release and Promotion via Mythics News.** We will release a formal press release (with U.S. Communities approval) to the various outlets. To promote immediate visibility and archived each on our own news site.

Please see *Section 2.1.5.7 Provide On-Going Marketing of the Contract* for more information on how we will market the contract and our approach to transitioning Participating Public Agencies.

2. Explain how your company will market and transition the Master Agreement into the primary offering to Participating Public Agencies. How will your organization differentiate the new agreement from existing contracts you may have today?

Marketing the Master Agreement and Transitioning Participating Public Agencies

Please see *Section 2.1.5.7 Provide On-Going Marketing of the Contract* for more information on how we will market the contract and our approach to transitioning Participating Public Agencies.

Differentiating the New Agreement

No contract works if it is consistently out of date. Oracle maintains a myriad of pricelists, each constantly changing over time with updated offerings, revised pricing and modified terms and conditions. Most of the Oracle contracts we have are static and updated quarterly. Customers demand terms and conditions remain constant throughout the life of the contract. Many contracts offer only a subset of the Oracle technology stack—software, hardware, sans implementation services, or recently, just cloud.

Furthermore, Oracle approvals to add, modify, or delete are subject to the ability to modify a contract for new offerings, removing end of life products, or changes to controlled availability.

Our most successful contracts are dynamic—adhering to agreed-upon discounts off “then-current” pricing for the entire, currently available Oracle technology stack. To satisfy Oracle, we also negotiate that “then-current” and applicable Oracle terms and conditions, licensing agreements, SLAs, etc. take precedence over conflicting language. There is no need to go through the administrative headache of maintaining constantly changing pricelists and terms and conditions. Because we have confidence in our ERP, CRM, and PLM systems, we make commitments to always offer eligible customers at least the agreed upon discount, if not more, and subject to audits if there are discrepancies.

Oracle sales teams are much more inclined to use such contracts for their eligible users. Oracle’s most lucrative deals are those that include all elements of the Oracle technology stack and implementation. If a contract has a sticking point, be it availability, pricing, or terms and conditions—or an unqualified partner—it will remain dormant.

Should Maricopa County and U.S. Communities allow for such flexibility and make a single award to Mythics—we see no reason we would willingly enter into other agreements with our customers.

3. Please describe your sales goals if awarded the Master Agreement, including targeted dollar volume by year:

\$75,000,000.00 in year one

\$150,000,000.00 in year two

\$250,000,000.00 in year three

8.4.5 National Staffing Plan

1. Please identify the key personnel who will lead and support the implementation period of the contract outlined in the New Supplier Implementation Checklist, above, along with the amount of time to be devoted to implementation.

Table 27: Key Personnel. *Roles and Time Devoted to the implementation of the Contract.*

Role	Description of Role	Person Responsible and Title	Time Commitment (%)
Executive Sponsor	Responsible for the corporate commitment. Works with Supplier Manager.	Mythics USC Advisory Board	10%
National Account Manager	Responsible for sales efforts and training of sales people across the country. Works daily with Program Managers and Supplier Manager.	Doug Altamura, President <i>Strategic Markets & Oracle SaaS</i>	100%
Lead Referral Manager	Responsible for distributing leads generated through the USC website.	Eric Seifert, VP <i>Strategic Markets Sales (East)</i> Nick Psimas, VP <i>Strategic Markets Sales (South)</i> Tom Weiss, Director <i>Strategic Markets Sales (West)</i> John Iuliano, Director <i>Strategic Market Sales (Higher Ed/ Healthcare)</i> Sean McKenzie, VP <i>Strategic Markets Support Solutions</i> Randy Hardee, VP <i>Strategic Market Technology Solutions</i>	100%
Marketing Lead	Responsible for all marketing efforts. Works with USC marketing regularly.	Chris Richards, VP <i>Marketing</i>	33%
IT Lead	Responsible for building USC landing page for supplier.	Chris Richards, VP <i>Marketing</i>	33%
Reporting Lead	Responsible for providing monthly reports to USC.	Deonte Watters, Director <i>Customer Contracts</i>	25%

2. Identify the key personnel who are to be engaged in this contract throughout the term of the contract, including each of the roles described below:

In addition to the key personnel identified in the previous questions, Shawn Ruff, VP, Mythics Consulting and Zeb Mellet, VP, Managed Services will devote 33% of their time to the program. They are responsible for designing and delivering implementations of Oracle technology and managed services support.

3. Provide an organizational chart of your company.

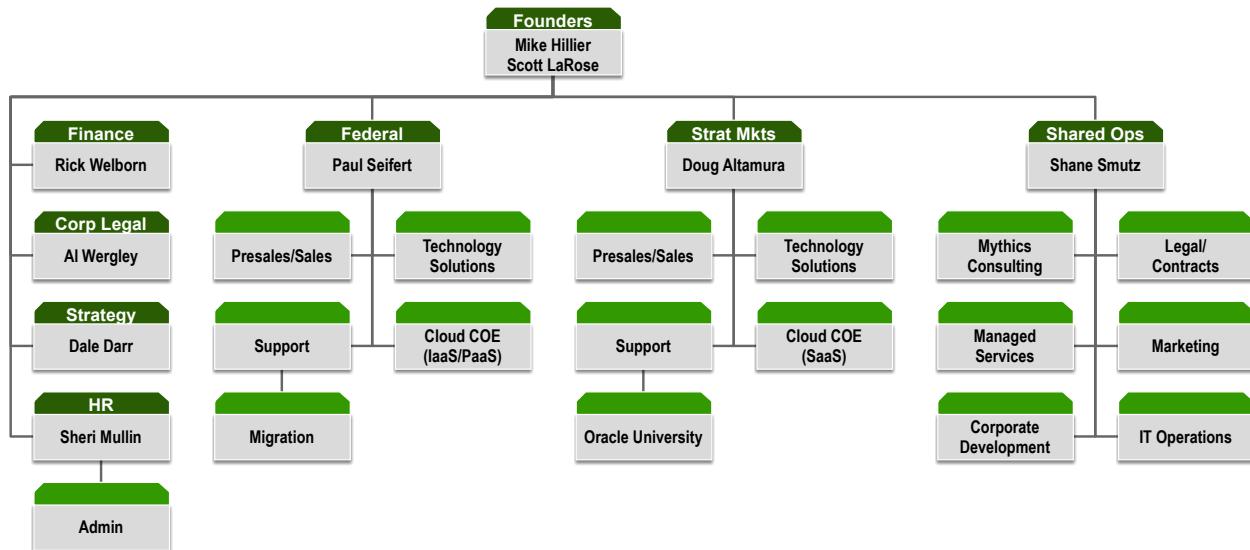


Figure 5. Mythics Functional Organization Chart.

4. Submit a bio for each of the below personnel:

a. The person your company proposes to serve as the National Accounts Manager;

Please see Sections 2.3.1.1 Mythics USC Advisory Board and 3.4 Key Personnel Resumes contain a short biography and resume for Doug Altamura.

b. Each person that will have primary responsibility for U.S. Communities account management; and

Please see Sections 2.3.1.2 Mythics UCS PMO Functional Organizations and 3.4 Key Personnel Resumes contain short biographies and resumes for Randy Hardee, Chris Richard, Shawn Ruff, and Zeb Mellet.

c. Key executive personnel that will be supporting the program.

Please see Sections 2.3.1.2 Mythics UCS PMO Functional Organizations and 3.4 Key Personnel Resumes contain short biographies and resumes for Randy Hardee, Chris Richard, Shawn Ruff, and Zeb Mellet.

8.4.6 Products, Services and Solutions

1. Provide a description of how your offering meets the requirements set forth in Section 2 of the RFP. The primary objective is for each Supplier to provide its complete offering so that Participating Public Agencies may purchase a range of products and services as appropriate for their needs.

Mythics has remained 100% dedicated to selling, implementing, and supporting Oracle technology since incorporating in 2000. We are the most qualified and experienced Oracle partner to consider when establishing a Master Agreement offering Oracle products and services to Participating Public Agencies. We meet or exceed all mandatory qualifications asked for by Maricopa County and U.S. Communities because we:

- ✓ Are a certified Oracle Partner Network (OPN) Platinum member in good standing and have received authorization from Oracle's Government Resell Programs group to create a contract in response to this RFP. We have in place the required Master Distribution Agreement and Public Sector Addendum, as well as a Public Sector Support Renewal Schedule (Oracle Support Services and Resources) and Education Distribution Agreement (Oracle University);
- ✓ Possess the rights to represent, sell, and service Oracle's entire technology stack because we have earned more applicable resale rights and specializations than our competition;
- ✓ Sell, implement, and support more Oracle technology to customers eligible for cooperative purchasing than any other OPN member;
- ✓ Employ more certified presales, sales, support, and implementation resources than our competition to support the missions and objectives of multiple entities at the same time and throughout the life of the contract;
- ✓ Only sell Oracle technology and are therefore committed to having a competitive advantage among OPN members through differentiation—by continuously attracting and employing presales, sales, support, and implementation resources necessary for earning new resale rights and specializations and keeping the ones we have;
- ✓ Deliver independently validated “world-class” service across the entire Oracle technology stack—from software acquisition (presales and sales) to consulting (technology assessments, architecture and design, integration, and installation) through support (training, technical support, managed services, and ongoing maintenance);
- ✓ Integrate Oracle technology across 8 broad categories: Cloud and Cloud Migration, Software and Applications, Data Security, Database, Hardware and Engineered Systems, Fusion Middleware, Business Intelligence, and Managed Support Services;
- ✓ Offer customers access to Oracle Technical Support and Maintenance for all Oracle products when acquiring new licenses or renewing old licenses;
- ✓ Supply project management for each deliverable—adhering to the Project Management Institute's (PMI) Project Management Body of Knowledge (PMBOK) best practices, which is an essential part of our ISO 9001-certified Quality Management System (QMS);
- ✓ Manage the complete customer lifecycle using modern ERP and CRM systems that keep information up-to-date and available for real-time project and contract reporting; and
- ✓ Continuously market the contract's features and benefits to issues relevant to procurement staff and end users with the U.S Communities personnel engaged in directly promoting the contract to Participating Public Agencies through various activities.

2. Please describe any training and educational programs you offer. This may include the ability to provide on-site or online training and educational seminars or technical knowledge.

Please see *Section 2.3.4 Methodology for Training Participating Public Agency End Users* for more information about we combine Oracle University offerings to our consultative approach to providing training for end users in the use and care of the Oracle technology.

3. Please provide any consulting services included in your offering. Examples include inventory solutions, emergency preparedness programs and design services.

Please see *Section 2.1.2.5 Mythics Consulting Organization* for an overview of our consulting organization and for information on our independently-validated ability to deliver “world-class” service across the entire Oracle technology stack.

Please see *Section 2.1.5 Ability to Maintain Expertise, Resources, and Capabilities Throughout the Life of the Contract* about why we continuously attract and employ skilled resources necessary for earning new resale rights and specializations, and maintaining the ones we have, to support and increase our national footprint.

Please see *Section 2.1.5.1 Provide Commercial Hardware, Software, Services, and Solutions* about our ability to help our customers realize the full potential and benefits of Oracle technology.

Please see *Section 2.1.5.2 Perform Consulting, Assessment, Design, Integration, Installation and Management of Services and Solutions* about how we provide consulting, assessment, design, integration, installation services for Oracle technology.

Please see *Section 2.1.5.3 Perform Professional, Technical Support and Engineering Services and Solutions* about how we segment our services by Oracle technology into 8 broad categories.

Please see *Section 2.1.5.4 Provide Maintenance Support Services and Solutions* about our support and training services.

Please see *Section 2.1.5.5 Provide Project Management Support* about how we manage public sector projects to completion.

4. State your normal delivery time (in days) and any options for expediting delivery, if applicable.

Exception to the PROPOSAL Solicitation, SERIAL 180233-RFP

Please find delivery clarifications as redlines to the Draft Contract as a separately submitted file:

✓ “Mythics – 180233 - Redlines Exhibit 4 Draft Contract.doc”

5. Please state your backorder policy.

Oracle Engineered Systems, Hardware, Servers, Storage and Networking are built-to-order. Therefore, neither Oracle nor Mythics has a backorder policy.

6. Please state restocking fees and procedures for returning products.

Exception to the PROPOSAL Solicitation, SERIAL 180233-RFP

Please find restocking clarifications as redlines to the Draft Contract as a separately submitted file:

✓ “Mythics – 180233 - Redlines Exhibit 4 Draft Contract.doc”

8.4.7 Environmental

1. Provide a brief description of your company's environmental initiatives, including your company's environmental policies and/or strategies, your investments in being an environmentally preferable product leader, and any resources dedicated to your environmental strategy, including staff.

Our GREEN program is our commitment to giving back to society, our communities, and the environment by:

- **Managing energy conservation.** We track our energy consumptions and find ways to further reduce it.
- **Striving to purchase only environmentally friendly products for our offices.** We are mindful to not buy virgin, hard-to-recycle, or non-recyclable products.
- **Educating our employees to understand the global environment.** Asking how they can better their own communities.

Working Remote

Road vehicle emissions are one of the most significant sources our exposure to air pollution. We downsized our offices this year and moved into “green” buildings allowing 236 of our 423 employees to work remotely, significantly reducing our impact on, and our employee's exposure to, commuter pollution.

Electricity Consumption

We are effectively reducing our electricity usage over time. We strive to stay below our target goal—and continuously lower it—maximizing our energy savings because:

- ✓ We installed partial indirect and LED lighting throughout our offices. LEDs are extremely energy efficient and consume up to 90% less power than incandescent bulbs. Since LEDs use only a fraction of the energy of an incandescent light bulb there is a dramatic decrease in power costs. We also save money and energy due to the long LED lifespan.
- ✓ We installed ecobee Smart Thermostats in our Virginia Beach office location. The thermostats increase our energy efficiency and provide energy reports including how much we have saved and how to achieve optimal energy conservation.
- ✓ We installed motion sensors throughout our buildings so unoccupied space does not consume electricity.
- ✓ We use fully compliant ENERGY STAR appliances throughout our offices. All electronics are set to 'energy savings' mode to increase conservation.

Water Consumption

We actively work to reduce our water consumption and we continually lower our goals as we strive to conserve water. By tapering back our goal, we challenge ourselves to further reduce our water usage. In 2012, we set our water consumption goal to below 40,000 gallons for each month's consumption. We continuously look for new ways to reduce water usage and have consistently been below 35,000 gallons per month since the end of 2013.

Waste Reduction

In 2012, we set a goal to recycle 50% of our waste each month. Through our continuous improvement efforts, we have consistently recycled 67% because:

- ✓ We increased the size and number of our recycling containers and stations on-premise.
- ✓ We provide recycling education to all employees.
- ✓ We send non-recyclable or hard-to-recycle materials to TerraCycle to reduce our waste. TerraCycle then re-purposes, reuses, and recycles our donated items. In turn, we earn money in a points system that funds our environmental and social charity choices.
- ✓ We purchase all paper and plastic products from World Centric, a Zero Carbon Footprint Company to reduce our use of virgin trees and harmful plastics. World Centric uses bagasse for many of their products and only 100% PCW tree fiber when needed. Toxic petroleum-based plastics are obsolete—World Centric only produces plant-based plastics. All products are biodegradable, compostable, and non-GMO.
- ✓ We collect and recycle used batteries.
- ✓ We also participate in Earth Day events to raise money for eco-friendly organizations, such as The Organic Farming Research Foundation and The Canopy Project.

2. Describe your company's process for defining, verifying, and labeling green/sustainable products and services in your offering. Explain how you help public agencies navigate toward the green products in your offering through website filters, keyword searches, displaying eco-logos, etc.

Newsweek [ranked](#) Oracle #17 among the top green companies in the world and #10 among companies in the US in 2016.

We resell Oracle technology and support which consists of software, hardware, support, training, and implementation services where:

- ✓ Customers, Mythics, or 3rd-party Service Delivery Partners perform software installations electronically, eliminating unnecessary physical media.
- ✓ Oracle and its distributors provide delivery of tangible Oracle items.

Oracle is committed to ethical business conduct and the responsible sourcing of materials throughout its global hardware supply chain. On issues ranging from factory safety, sustainability to conflict minerals, Oracle works within its own hardware supply chain and across its industry to advance responsible practices. Oracle introduced a supplier qualification program that requires its suppliers to demonstrate socially and environmentally responsible business practices.

3. Describe your company's recycling services. Describe any buy back or take back options offered for products sold on this contract such as batteries, mercury-containing equipment, paint, chemicals, etc. Describe your company's efforts to reduce or reuse packaging (or avoid difficult-to-recycle packaging such as polystyrene foam) and minimize the environmental footprint in the shipping process.

100% of Oracle's technology recyclers are ISO 14001 certified, the international standard that specifies requirements for an effective environmental management system.

4. What percentage of your offering is environmentally preferable and what are your plans to improve this offering?

Oracle Data Centers

Oracle designs, builds, and operates some of the most energy-efficient data centers in the industry. In recognition of their efforts, the US Environmental Protection Agency awarded Oracle's largest data centers—the Utah Compute Facility and the Austin Data Center—ENERGY STAR certification.

For their new data centers, Oracle selects the optimal site locations to utilize outside air for IT equipment cooling. The power usage effectiveness (PUE) rating for Oracle's latest data center is as low as 1.24, compared with an industry average of more than 1.5

In certain locations, including the United Kingdom, Oracle data centers are using 100 percent renewable energy. Moreover, renewable energy is one of Oracle's key considerations in data center site selection, including colocations.

Within its datacenters, Oracle refreshes and reuses hardware and replaces older systems with energy-efficient servers. Oracle uses its own virtualization technology to process more than one business function at a time. Oracle uses rotary uninterruptible power supply (UPS) systems and installs branch circuit monitoring to minimize standby energy losses. Oracle deploys intelligent energy management systems that allow wireless monitoring and adjusting of cooling systems. Oracle uses Hot-Air containment to significantly reduce energy consumption by preventing hot-air recirculation. Oracle also separates networking and power distribution to concentrate more power within the data center.

Beyond data center design, Oracle's designs engineered solutions to increase the efficiency of their processing systems. By using Oracle solutions, customers reduce the amount of energy needed to power their own IT systems.

Environmentally Preferable Oracle Solutions

It is impossible to determine the exact percentage of Oracle technology that is environmentally preferable, however, Oracle offers a considerable number of sustainability solutions:

Oracle Sustainment Solutions: *Risk and Performance Management*

- **Sustainability Analytics.** Oracle helps customers improve environmental data collection and comply with global regulations with Oracle Environmental Accounting and Reporting and Oracle Business Intelligence Cloud.
- **Sustainability Reporting.** Oracle Enterprise Performance Reporting Cloud helps customers integrate financial and sustainability reporting.
- **Environmental Planning.** Oracle helps customers gain an in-depth look at sustainability-related business operations and their impact on financials with Oracle Planning and Budgeting Cloud.
- **Predictive Modeling and Forecasting.** Oracle Enterprise Planning Cloud helps customers model, forecast, simulate, and optimize their sustainability initiatives.
- **Risk and Compliance Management.** Oracle helps customers establish targets and measure progress for improving environmental performance. Customers can handle safety incidents and meet regulations for product compliance using JD Edwards EnterpriseOne Environmental Health and Safety Incident Management, Agile Product Lifecycle Management, and Oracle Risk Management Cloud.

Oracle Sustainment Solutions: *Business Operations*

- **Design for the Environment.** Oracle helps customers take environmental impacts into consideration during the design of products and comply with regulatory directives with Oracle Product Lifecycle Management Cloud and Oracle Product Data Management Cloud.
- **Sustainable Sourcing.** Oracle Procurement Cloud helps customers build a sustainable supply chain and select suppliers based on sustainability-related selection criteria.
- **Sustainable Manufacturing.** Oracle helps customers streamline manufacturing production cycle to eliminate waste and reduce resource consumption with Oracle Manufacturing Cloud.
- **Sustainable Logistics.** Oracle Logistics Cloud helps customers optimize transportation load, dock, and routing activities for reduced energy consumption and emissions.
- **Supply Chain Planning.** Oracle helps customers design supply networks with sustainability in mind by optimizing the use of constrained environmental resources with Oracle Strategic Network Optimization.
- **Product Takeback and Recycling.** Oracle helps customers minimize environmental waste, recover the maximum value from returned materials, and comply with regulation using Oracle Depot Repair.
- **Facilities and Asset Management.** Oracle Enterprise Asset Management helps customers maximize the use of assets while ensuring best sustainability practices and quality compliance.
- **Smart Utility Grids.** Oracle helps customers optimize distribution of energy for a smarter grid and help consumers reduce energy consumption with Smart Grid and Smart Metering Initiatives.
- **Sustainable Cities.** Oracle Smart City Platform helps customers empower citizens to influence their behavior and provide a city infrastructure to optimize data center efficiency.

Oracle Sustainment Solutions: *IT Infrastructure*

- **Energy Efficient Platforms.** Oracle Engineered Systems and Sun Servers help customers gain extreme performance while lowering power consumption.
- **Consolidation and Virtualization.** Oracle helps customers increase resource utilization and reduce energy use with Oracle's portfolio of server, storage, network, and desktop virtualization and consolidation technologies with Oracle Virtualization, Oracle Real Application Clusters, and Oracle Advanced Compression.
- **Intelligent Storage.** Oracle Storage helps customers maximize storage assets and decrease energy costs.
- **Resource Management.** Oracle Enterprise Manager helps customers monitor and manage entire application environments while ensuring maximum use of IT assets and drive lower energy and cooling costs.
- **Cloud Computing.** Oracle Cloud helps customers take advantage of Oracle's highly efficient cloud infrastructure with its centralized server processing and optimized energy usage.

Oracle Sustainment Solutions: *Cloud Operations*

- **Oracle Cloud Applications.** Oracle Cloud Software as a Service helps deliver the experiences that customers expect, the talent to succeed, and the performance the market demands.
- **Oracle Cloud Platform.** Oracle Cloud Platform as a Service helps customers rapidly build and deploy rich applications or extend Oracle Cloud Platform applications with a cloud platform.
- **Oracle Cloud Infrastructure.** Oracle Cloud Infrastructure as a Service runs any workload in an enterprise-grade cloud managed, hosted, and supported by Oracle.

8.4.8 Financial Statements

1. Submit your latest Dun & Bradstreet report.

Please find our current Dun & Bradstreet report as a separately submitted file:

- ✓ “Mythics – 180233 - Dun and Bradstreet - CONFIDENTIAL.pdf”

2. Please include an audited income statement and balance sheet from the most recent reporting period.

Please find our latest audited financials as a separately submitted file:

- ✓ “Mythics – 180233 - Audited Financials - CONFIDENTIAL.pdf”

9 Draft Contract (Exhibit 4)

Exception to the PROPOSAL Solicitation, SERIAL 180233-RFP

Please find our redlines to the Draft Contract as a separately submitted file:

- ✓ “Mythics – 180233 - Redlines Exhibit 4 Draft Contract.doc”

10 Other Attachments

10.1 Insurance Certificate (Exhibit 5)

ACORD		CERTIFICATE OF LIABILITY INSURANCE		MYTHI-1	OP ID: JM																																																	
				DATE (MM/DD/YYYY)																																																		
				05/29/2018																																																		
<p>THIS CERTIFICATE IS ISSUED AS A MATTER OF INFORMATION ONLY AND CONFERS NO RIGHTS UPON THE CERTIFICATE HOLDER. THIS CERTIFICATE DOES NOT AFFIRMATIVELY OR NEGATIVELY AMEND, EXTEND OR ALTER THE COVERAGE AFFORDED BY THE POLICIES BELOW. THIS CERTIFICATE OF INSURANCE DOES NOT CONSTITUTE A CONTRACT BETWEEN THE ISSUING INSURER(S), AUTHORIZED REPRESENTATIVE OR PRODUCER, AND THE CERTIFICATE HOLDER.</p> <p>IMPORTANT: If the certificate holder is an ADDITIONAL INSURED, the policy(ies) must be endorsed. If SUBROGATION IS WAIVED, subject to the terms and conditions of the policy, certain policies may require an endorsement. A statement on this certificate does not confer rights to the certificate holder in lieu of such endorsement(s).</p>																																																						
PRODUCER Beskin-Divers Ins Group, Inc. 300 Southport Circle Virginia Beach, VA 23452 Richard A. Beskin, CPCU/CIC		CONTACT NAME: Jean Miller PHONE (A/C No. Ext): 757-497-1041 FAX (A/C No.): 757-497-4086 E-MAIL ADDRESS: jean.miller@beskindivers.com																																																				
		INSURER(S) AFFORDING COVERAGE		NAIC #																																																		
INSURED Mythics Emergent Group Inc. DBA Mythics Inc. and Emergent LLC 4525 Main Street, Suite 1500 Virginia Beach, VA 23462		INSURER A: Travelers Property Casualty Co.		25674																																																		
		INSURER B: Travelers Indemnity Co of Amer																																																				
		INSURER C: Hartford Fire Insurance Co.		19682																																																		
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<p>COVERAGES CERTIFICATE NUMBER: REVISION NUMBER:</p> <p>THIS IS TO CERTIFY THAT THE POLICIES OF INSURANCE LISTED BELOW HAVE BEEN ISSUED TO THE INSURED NAMED ABOVE FOR THE POLICY PERIOD INDICATED. NOTWITHSTANDING ANY REQUIREMENT, TERM OR CONDITION OF ANY CONTRACT OR OTHER DOCUMENT WITH RESPECT TO WHICH THIS CERTIFICATE MAY BE ISSUED OR MAY PERTAIN, THE INSURANCE AFFORDED BY THE POLICIES DESCRIBED HEREIN IS SUBJECT TO ALL THE TERMS, EXCLUSIONS AND CONDITIONS OF SUCH POLICIES. LIMITS SHOWN MAY HAVE BEEN REDUCED BY PAID CLAIMS.</p> <table border="1" style="width: 100%; border-collapse: collapse;"> <thead> <tr> <th>INSR LTR</th> <th>TYPE OF INSURANCE</th> <th>ADDITIONAL SUBR INSD WVD</th> <th>POLICY NUMBER</th> <th>POLICY EFF (MM/DD/YYYY)</th> <th>POLICY EXP (MM/DD/YYYY)</th> <th>LIMITS</th> </tr> </thead> <tbody> <tr> <td>A</td> <td> <input checked="" type="checkbox"/> COMMERCIAL GENERAL LIABILITY <input type="checkbox"/> CLAIMS-MADE <input checked="" type="checkbox"/> OCCUR GEN'L AGGREGATE LIMIT APPLIES PER: <input type="checkbox"/> POLICY <input type="checkbox"/> PRO. SECT <input checked="" type="checkbox"/> LOC <input type="checkbox"/> OTHER: </td> <td></td> <td>H-630-2A374639-TIL-18</td> <td>05/31/2018</td> <td>05/31/2019</td> <td> EACH OCCURRENCE \$ 1,000,000 DAMAGE TO RENTED PREMISES (Ea occurrence) \$ 500,000 MED EXP (Any one person) \$ 10,000 PERSONAL & ADV INJURY \$ 1,000,000 GENERAL AGGREGATE \$ 2,000,000 PRODUCTS - COMP/OP AGG \$ 2,000,000 </td> </tr> <tr> <td>A</td> <td> AUTOMOBILE LIABILITY <input checked="" type="checkbox"/> ANY AUTO <input type="checkbox"/> ALL OWNED AUTOS <input type="checkbox"/> SCHEDULED AUTOS <input checked="" type="checkbox"/> HIRED AUTOS <input checked="" type="checkbox"/> NON-OWNED AUTOS </td> <td></td> <td>BA-2D359266-18-TEC</td> <td>05/31/2018</td> <td>05/31/2019</td> <td> COMBINED SINGLE LIMIT (Ea accident) \$ 1,000,000 BODILY INJURY (Per person) \$ BODILY INJURY (Per accident) \$ PROPERTY DAMAGE (Per accident) \$ \$ </td> </tr> <tr> <td>A</td> <td> <input checked="" type="checkbox"/> UMBRELLA LIAB <input checked="" type="checkbox"/> OCCUR <input type="checkbox"/> EXCESS LIAB <input type="checkbox"/> CLAIMS-MADE <input checked="" type="checkbox"/> DED <input checked="" type="checkbox"/> RETENTION \$ 10,000 </td> <td></td> <td>HSM-CUP-2A374639-TIL-18</td> <td>05/31/2018</td> <td>05/31/2019</td> <td> EACH OCCURRENCE \$ 20,000,000 AGGREGATE \$ 20,000,000 \$ </td> </tr> <tr> <td>B</td> <td> WORKERS COMPENSATION AND EMPLOYERS' LIABILITY ANY PROPRIETOR/PARTNER/EXECUTIVE OFFICER/MEMBER EXCLUDED? 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