



Santa Rosa City Schools

Managed Internal Broadband Service

E-Rate Year 23 (2020-2021) RFP

Form 470 #: 200025737



Cover Letter

Santa Rosa City Schools
Attn: Adrian Bica
211 Ridgway Avenue
Santa Rosa, CA 95401

March 18, 2020

RFP: E-Rate Year 23 (2020-2021) RFP for Managed Internal Broadband Service

We would like to formally thank you for the opportunity to provide a response to your E-Rate RFP for Santa Rosa City Schools. Development Group, Inc. chooses to focus solely on the public sector, and over 85% of our clientele is K-12. We pride ourselves on being a strategic partner that aligns our designs and deliverables with the objectives and of the district. DGI specifically focuses on identifying and facilitating business outcomes. Due to our focus and approach, DGI was selected as one of only three vendors in the entire state to represent ACSA as a network technology company.

Our aspiration is not to simply provide you with the lowest price; we want to truly align our resources around what matters most to you. It is critical to ensure that the network architecture contributes towards your objectives such as operational sustainability, SBAC- readiness, student success, and local control funding initiatives – just to name a few.

In the spirit of earning your business, we hope the time we spent to prepare this RFP is apparent. Once the RFP process is concluded, we look forward to continuing our partnership with SRCS and investing the time and resources necessary to ensure your success.

Sincerely,

A handwritten signature in blue ink that reads "Jason Jones".

Manager of Sales
Development Group, Inc.
(530) 949-7366
jjones@development-group.net

(530) 229-0071
WWW.DGINEXT.COM



6704 LOCKHEED DR,
REDDING, CA 96002

Table of Contents

| | |
|---|---|
| Cover Letter | 1 |
| Introduction | 3 |
| DGI History..... | 4 |
| Requested Company Information..... | 5 |
| Service and Response Requirements: | 6 |
| Price Proposals | 7 |
| References | 8 |
| Novato Unified School District | 8 |
| Cotati Rohnert Park Unified School District | 8 |
| Walnut Creek Elementary School District | 8 |
| City of Healdsburg | 8 |

Introduction

Development Group, Inc. (DGI) is pleased to present Santa Rosa City Schools with a proposal for your E-Rate Year 23 RFP for Managed Internal Broadband Service. We have developed a proposal representative of your expressed needs and objectives, so it is with great pleasure that we are presenting it to you now.

DGI is an IT partner with a specific focus on K-12 and higher education organizations. For more than a decade this exclusive focus has allowed us to establish significant and business-relevant expertise in the public sector specific to education. As such, we specialize in analyzing important business and educational objectives of an organization and design impactful solutions that contribute relevant criteria. By doing this, we help establish IT Relevancy. A highly specific focus on our core competencies of switching, routing, security, wireless, video, and voice allow us to deliver solutions to our customers that have meaningful impact to the organization's objectives. Our services yield tailored designs while our implementations ensure that they are introduced into organizations appropriately and concisely. DGI aims to define itself by executing deliverables in a timely manner and building our customer relationships through effective communication.

DGI History

Development Group, Inc. (DGI) was founded by Dan Lockwood in 2009 as a seasoned veteran in the education vertical and Cisco. DGI was formed with one primary objective: leveraging passion and skills within technology to provide service to the public sector, with a special interest in those that educate. It has been our mission to provide our customer with solutions mapped directly to their business objectives. We have been serving the west coast since inception (namely California and Oregon). DGI is recognized by our partners and competitors as a very capable resource for public sector.

DGI has grown rapidly into a business that serves the educational community with individualized care, and has been listed on Inc. 5000's Fastest Growing Companies in the US four different times in the past five years as well as having been voted Shasta County's best place to work twice. In 2016 Cisco acknowledged Development Group as Partner of the Year and Breakaway Partner of the Year.

In support of the education industry, we have partnered with CITE, ACSA, CASH, SSDA, and CASBO.

Requested Company Information

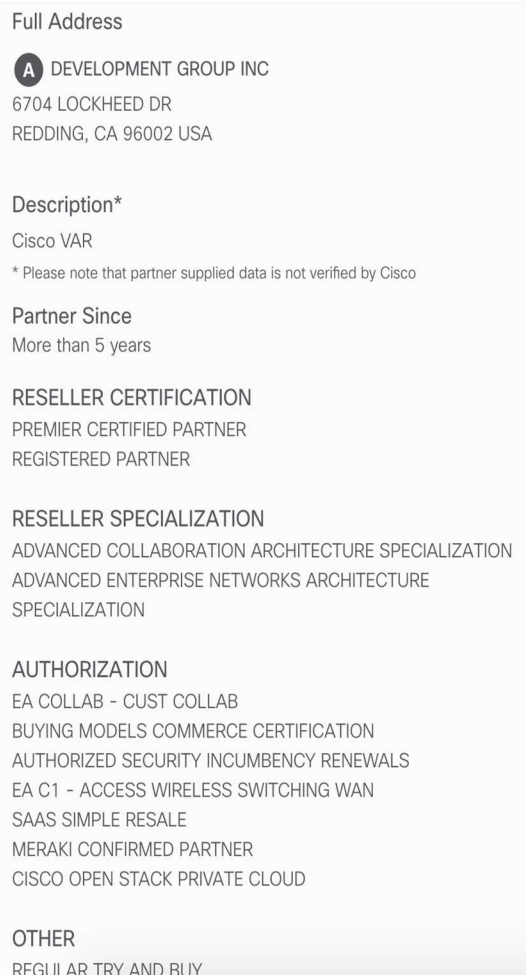
Included herein:

- ▶ Spin Number: 143033063
- ▶ FCC Registration Number (FRN): 0018402131
- ▶ Green Light Status:



The screenshot shows the FCC's Red Light Display System (RLDS) interface. At the top, it says "Red Light Display System (RLDS)". Below that, it says "Red Light Display System". There is a navigation bar with "Home", "Red Light Display System", and "Logout". The main content area shows the "Current Status of FRN 0018402131" as "Green". A message states: "You have no delinquent bills which would restrict you from doing business with the FCC." Below this, a note explains that the Red Light Display System checks all FRNs associated with the same Taxpayer Identification Number (TIN) and that a green light means there are no outstanding delinquent non-tax debts restricting business with the Commission.

Cisco Reseller information



The screenshot shows the Cisco Reseller information page for Development Group Inc. It includes the following sections:

- Full Address:** DEVELOPMENT GROUP INC, 6704 LOCKHEED DR, REDDING, CA 96002 USA
- Description*:** Cisco VAR. A note states: "Please note that partner supplied data is not verified by Cisco"
- Partner Since:** More than 5 years
- RESELLER CERTIFICATION:** PREMIER CERTIFIED PARTNER, REGISTERED PARTNER
- RESELLER SPECIALIZATION:** ADVANCED COLLABORATION ARCHITECTURE SPECIALIZATION, ADVANCED ENTERPRISE NETWORKS ARCHITECTURE SPECIALIZATION
- AUTHORIZATION:** EA COLLAB - CUST COLLAB, BUYING MODELS COMMERCE CERTIFICATION, AUTHORIZED SECURITY INCUMBENCY RENEWALS, EA C1 - ACCESS WIRELESS SWITCHING WAN, SAAS SIMPLE RESALE, MERAKI CONFIRMED PARTNER, CISCO OPEN STACK PRIVATE CLOUD
- OTHER:** REGULAR TRY AND BUY

California Secretary of State site info:

C3167291 DEVELOPMENT GROUP, INC.

| | |
|--------------------------------------|------------------|
| Registration Date: | 11/03/2008 |
| Jurisdiction: | CALIFORNIA |
| Entity Type: | DOMESTIC STOCK |
| Status: | ACTIVE |
| Agent for Service of Process: | DANIEL LOCKWOOD |
| | 6704 LOCKHEED |
| | REDDING CA 96002 |
| Entity Address: | 6704 LOCKHEED DR |
| | REDDING CA 96002 |
| Entity Mailing Address: | PO BOX 991484 |
| | REDDING CA 96099 |

Company Contact information:

| | |
|-------------------------|------------------------------|
| Mailing Address: | Phone: (530) 229-0071 |
| PO Box 991484 | Fax: (530) 248-3415 |
| Redding, CA 96099-1484 | Website: |
| | www.dginext.com |

| | |
|-----------------------------|---------------------------------|
| Key RFP Contact: | Contract Contact: |
| Jason Jones | Tony Jenkins |
| Manager of Sales | Operations Director, DGI |
| jones@development-group.net | tjenkins@development-group.net |
| (530) 949-7366 | (530) 229-0071 |

Service and Response Requirements

Proposer confirms the minimum service and proposer response requirements and commitments will be met. Please see the following service description for additional details.



DGI>ENABLE

SERVICE DESCRIPTION

Development Group, Inc.

6704 Lockheed Drive
Redding, CA 96002

Main Office: (530) 229-0071

Network Operations Center: (530) 510-4300

Last Update: March 18, 2020

| | |
|---|---|
| <p>Prepared by:</p> <p>Scott Ercoline</p> <p>Development Group, Inc.</p> <p>NOC@Development-Group.net</p> <p>(530) 229-0071</p> <p>6704 Lockheed Drive</p> <p>Redding, CA 96002</p> <p>http://dginext.com/</p> | <p>Prepared for:</p> <p>Adrian Bica</p> <p>Santa Rosa City Schools</p> <p>abica@srcs.k12.ca.us</p> <p>(707) 548-8595</p> <p>211 Ridgway Ave. Santa Rosa, CA 95401</p> <p>https://www.srcschools.org/</p> |
|---|---|

The information in this agreement is confidential and may not be altered, reproduced, shared or transmitted in any form or by any means, electronic or mechanical, for any purpose. Prohibited dissemination includes, but is not limited to, publishing or posting content to other websites or other repositories. Any non-confidential use must be authorized in writing and in advance by Development Group, Inc.

Table of Contents

| | |
|---|---|
| Included Services & Features | 3 |
| Service Components | 3 |
| Remote Monitoring of Configuration Items | 3 |
| Remote Technical Troubleshooting & Incident Management..... | 3 |
| Software & IOS Upgrades | 4 |
| Patch Management..... | 4 |
| Configuration Backups | 4 |
| Device Inventory & Asset Information..... | 5 |
| Out of Service Events (Vendor Management) | 5 |
| Logical Configuration Moves, Adds, Changes, and Deletes (MACDs)..... | 5 |
| Pre-Deployment Software Configurations..... | 5 |
| Management Action Authentication, Authorization, and Accounting | 5 |
| Plan Exclusions | 6 |
| Client Responsibilities & Minimum System Requirements | 6 |
| Maintenance Contracts & SmartNet..... | 7 |
| Technical Support, Response & Resolution Times..... | 7 |
| Fees for Service | 8 |

Included Services & Features

DGI's "DGI>Enable" offering is a service provided to customers through its Network Operations Center (NOC). We agree to perform the following services on the terms and conditions of this Agreement.

The DGI>enable service covers the specific items identified in the list below and subsequently detailed within this document. Any service not specifically identified in this document shall be considered out of scope for the DGI>enable service offering. Any services not described below are beyond the scope of this agreement and will require a separate agreement with respect to pricing. The DGI>enable Service offering includes the following features:

- Remote technical support and troubleshooting between the hours of 7:00 AM PST and 6:00 PM PST Monday through Friday, excluding major holidays
- 24x7x365 Emergency support via the Network Operations Center hotline (additional fees required)
- System health monitoring of network devices and other configuration items
- Severity based escalations and notifications of Incidents and Outages
- Online web portal, accessible by either party for purposes of submitting Service Requests and obtaining other Operational information
- Requests for moves, adds, changes and deletes (MACDs) on DGI supported Configuration Items, services, or other customer owned assets
- Management of network device configuration backups
- Software/IOS upgrades
- Patch management
- Device Inventory and Asset Information
- Network topology diagrams
- Out of Service Events (Vendor Management)
- Pre-Deployment Software Configurations
- Management action authentication, authorization, and accounting of commands
- Change control process administration for best practices

Service Components

This section of the document provides an overview for each service component contained in the DGI>enable Service offering.

Remote Monitoring of Configuration Items

Monitoring the health of the customer's network infrastructure is a core component of the DGI>enable service offering. DGI utilizes a third-party application called Auvik to ensure your infrastructure is available, healthy, and if any period of degradation is encountered, appropriate actions are taken in a timely fashion to eliminate or minimize impact to the production infrastructure.

Remote Technical Troubleshooting & Incident Management

Enterprise Networking includes remote troubleshooting of Cisco routers, switches, wireless, firewalls, and other applications. DGI will incorporate Cisco TAC (with active SmartNet contracts) and other vendors when applicable. Troubleshooting during outages and other service impact events can be facilitated with you remotely via Cisco WebEx.

Collaboration and associated applications includes troubleshooting database replication, service issues, current feature issues, phone hardware, UCS hardware, and voice network requirements, hosting TAC cases, and remediation of voice and call quality issues. Troubleshooting also includes hosting RMAs with Cisco TAC as needed (an active SmartNet contract is required).

Software & IOS Upgrades

This service bundle includes upgrades to network infrastructure, applications, and Collaboration platforms. DGI will perform a software recommendation audit to all DGI>enable managed Cisco network infrastructure customers annually. While DGI can recommend updates, it is the customer's responsibility to ensure the appropriate service contracts are in place, and that internal maintenance policies are followed. Upgrades are to be conducted only during scheduled maintenance windows as coordinated by both parties in alignment with adopted Change Management policies. DGI will perform updates on the following Cisco devices:

- Routers
- Switches
- Access Points
- Wireless LAN Controllers
- Firewalls
- other Cisco Appliances where applicable

Collaboration servers and systems will be reviewed for upgrades under the DGI>enable contract annually. Upgradable Collaboration platforms include:

- Call Manager
- Unity Connection
- Contact Center
- Emergency Responder
- IM & Presence
- Singlewire InformaCast

In the absence of a support contract such as SmartNet, DGI will not perform any upgrade to an OS, firmware version, application, or any other software package. In addition, due to the significant cost associated with upgrading collaboration platforms, DGI will not perform these upgrades in the absence of a signed contract.

Patch Management

In the presence of an active support contract, DGI will apply patches, software, or IOS upgrades to counter Cisco issued critical level vulnerabilities and bugs when applicable to the client environment. Otherwise, it is the policy of DGI to maintain the patch level as is unless the current patch level becomes deprecated.

Configuration Backups

This service bundle includes offsite management of device and system backups. It's designed to eliminate the storage burden on the client and to implement a fall back in the case of onsite loss, environmental damage, or other catastrophic failure.

Device Inventory & Asset Information

Development Group, Inc. will create and maintain a device list of all managed network devices via Auvik. These inventory lists are fully accessible by Santa Rosa City Schools for on demand reporting via the Auvik portal. DGI will assist Santa Rosa City Schools with custom ad hoc reporting with advanced notice subject to the constraints of the Auvik reporting system.

Out of Service Events (Vendor Management)

This service bundle includes the management of third-party vendors as part of the dgi>enable service contract. DGI will assist with case management in the case of ISP and/or voice outages. This service is contingent upon the client facilitating contract and third-party vendor associations, contract numbers, and circuit IDs and may require client interaction. DGI's NOC is not able to interact with third-party vendors in the case of service disputes and/or violations.

Logical Configuration Moves, Adds, Changes, and Deletes (MACDs)

This service bundle includes moves, adds, changes, and deletes for dgi>enable managed Unified Communication, paging, reporting, recording, and enterprise networking devices.

- Enterprise networking MACDs include basic port configurations, static routing, OSPF, EIGRP, STP, port security, DHCP, access lists, NAT, PAT, and device configuration template and standardization following Cisco best practices.
- Collaboration MACDs include non-invasive changes to the Unified Communications system, paging, recording, and some reporting feature. These include phone and user moves, SFTP server updates, call flow changes, and other requests as reviewed.
- Firewall MACDs include creating and managing ACLs, creating and managing inside and outside NAT statements, building site to site VPN tunnels, port forwarding, creating local user accounts, creating objects and object groups, and when applicable creating white and black lists.

Pre-Deployment Software Configurations

DGI>Enable support can configure a replacement device from scratch before deployment to ensure minimal network down time. In the case of a new device, DGI can configure the device before shipping it to the customer. If the device is already on site at the customer location DGI>Enable engineers can remotely configure the device over Webex. This is for pre-deployment configurations only and is subject to review by DGI for any extended labor efforts that would normally be deemed as a "project engagement".

Management Action Authentication, Authorization, and Accounting

This service bundle includes multiple configuration options dependent on the Santa Rosa City Schools environment. Centralized authentication and accounting can be accomplished through customer ISE implementation or adoption of the Auvik platform for all parties. Auvik is an industry standard network administration solution that supports remote device management via SSH and web interface. Additionally, user and credential management is handled by Auvik's internal management system and is augmented by two-factor authentication.

Plan Exclusions

While the DGI>enable service provides many service components, the DGI>enable support contract specifically excludes work contained in the following categories. Any work requested by the customer which fall into these categories will be subject to Development Group, Inc. standard hourly rates, and/or the conditions negotiated prior to the start of work performed by Development Group, Inc.

- On site troubleshooting and support
- Replacement of customer's owned network hardware by DGI owned assets
- Software entitlement and licensing
- Hardware warranty
- Management of Support contracts including SmartNet unless otherwise agreed upon
- End user device support and their workstations
- Support for custom and/or third-party applications
- Upgrades to collaboration systems for customers on month-to-month contracts
- DGI shall not be held directly responsible for Emergency 911 (E911) related services, alerting, reporting, and compliance standards. DGI will assist the Customer in E911 configurations items but it is the Customers responsibility to maintain, verify, and ensure that E911 services are functioning and implemented in the required fashion.

Client Responsibilities & Minimum System Requirements

To qualify for Services, the following requirements must be met. The DGI NOC will work with your team to ensure these qualifications are met within an agreeable timeline:

- You must grant DGI permission to install network management software on a host computer within the Santa Rosa City Schools network environment, and allow that software to communicate with Santa Rosa City Schools network devices (Appendix A) and with the network management server, which is located in an external data center that's accessible through the internet. Any such software is licensed to you during the term of this Agreement as described above.
- You must allow DGI to apply the recommended and preferred firmware versions and updates to any network-related equipment.
- Santa Rosa City Schools agrees to not allow anyone other than DGI or Santa Rosa City Schools resources to perform any maintenance on any network-related equipment without advanced notice.
- Santa Rosa City Schools agrees to notify DGI during change management windows which will potentially create alarms in the Network Operations Center. DGI will work with Santa Rosa City Schools resources to place maintenance impacted Configuration Items into maintenance mode so DGI engineers do not take action during the scheduled maintenance window.
- Santa Rosa City Schools agrees to keep support contracts (including SmartNet) current and up to date during the agreement duration with DGI. In the absence of an active SmartNet contract, DGI will not perform upgrades of any sort to any infrastructure component, and will be unable to open a support call with the manufacturer if the situation requires.

Maintenance Contracts & SmartNet

In order for DGI to upgrade a device or platform, an active maintenance contract (i.e. SmartNet) must be present. In the DGI>enable Service offering, these contracts are to be maintained by the customer unless DGI was the reseller of the SmartNet contract. If DGI begins managing a customer's network infrastructure, and a SmartNet contracts already exist, it is the customer's responsibility to associate the DGI NOC to the account so that work may be performed by DGI on behalf of the customer.

In the absence of an active maintenance contract, DGI will be unable to perform software upgrades, or open a support case in the scenario DGI needs to escalate an issue to the OEM support desk.

Technical Support, Response & Resolution Times

In this section, "Response Time" refers to how quickly DGI will respond to a technical issue being raised by phone, email, or other methods, and "Resolution Time" refers to how long it takes from the time an issue is logged until it is fully resolved. In each case, when measuring time, we are referring to our normal support coverage. During the term of this Agreement, technical support is available from 7:00 AM PST a.m. to 6:00 p.m. PST on weekdays.

DGI has two tiers of support:

- All support begins with the DGI NOC, where the initial issue is identified and clearly documented, and basic troubleshooting is initiated.
- Issues that cannot be resolved within the DGI NOC will be escalated to the Tier 2 Engineering Support team, where more complex support is provided by engineers with focused skill sets.
- Issues that cannot be resolved with Tier 2 Engineering Support will be escalated to the appropriate 3rd Party Vendor engineers (such as Cisco systems, Inc.) to resolve the most complex issues. NOTE: This is only available if a valid support contract is in place (ie SmartNet).

We will make every attempt to resolve issues in a timely manner by remote means. On-site support will be provided if an issue persists and Development Group, Inc. is unable to resolve it remotely. Technical support does not include assistance for failures caused by (i) products and services for which Development Group, Inc. is not responsible, or (ii) Santa Rosa City Schools failure to fulfill responsibilities outlined in this document.

The following table outlines Development Group, Inc. target response and resolution times for issues according to their level of severity.

| Auvik Priority | AutoTask Priority | Response Type | First Response Time | Resolution Plan | Resolution Time |
|----------------|-------------------|----------------------|---------------------|-----------------|-----------------|
| Critical | Emergency | Email and Phone Call | 1 Hours | 3 Hours | 8 Hours |
| High | Critical | Email | 4 Hours | 12 Hours | 24 Hours |
| Medium | Warning | Ticket Only | 16 Hours | 48 Hours | 72 Hours |
| Low | Informational | No Response | N/A | N/A | N/A |

Table 1: DGI NOC Standard Response and Incident Resolution Targets

Fees for Service

During the initial term, the fees payable for the included DGI>enable Services are \$9,000 per month, invoiced to Santa Rosa City Schools on a monthly basis on the 15th day of the month, and payable on the invoice due date. Services will be suspended if payment is not received within 15 business days following the invoice due date.

Fees and charges for services that are not covered in the DGI>enable service offering (as defined in the Service Components section of this document) will be agreed to between the parties in writing and otherwise payable on a time and materials basis at the rates listed below.

- \$178.00 per hour for DGI NOC support during standard business hours (from 7 a.m. to 6 p.m.)
- \$253.00 per hour for support from an Engineer 2 during standard business hours (from 7 a.m. to 6 p.m.)
- \$300.00 per hour for support from an Engineer 3 during standard business hours (from 7 a.m. to 6 p.m.)
- \$350.00 per hour for Emergency Support on weekends and outside of standard business hours

Price Proposals

- ▶ Price Proposals
 - One Year – Proposal 21849
 - Three Year – Proposal 23016
 - Five Year – Proposal 23018

SANTA ROSA CITY SCHOOLS



Proposal #21849

Requested By:

Adrian Bica

Director of Technology

Description:


MIBS | `dgi>enable` 1-Year: Monthly Network Monitoring & Support Agreement - By Site for Cisco Route/Switch/Wireless/Collaboration

| | | |
|--|---|--|
| Bill To: SANTA ROSA CITY SCHOOLS 211 RIDGWAY AVE ATTN PURCHASING SANTA ROSA, CA 95401-4320 | Ship To: SANTA ROSA CITY SCHOOLS 211 RIDGWAY AVE ATTN WAREHOUSE - CENTRAL RECEIVING SANTA ROSA, CA 95401-4320 | Sold To: SANTA ROSA CITY SCHOOLS 211 RIDGWAY AVE ATTN PURCHASING SANTA ROSA, CA 95401-4320 |
| Created: 2/3/2020 Expires: 3/3/2020 Version: 1 | Account Manager: jjones Systems Engineer: asang | Payment Terms: Net 30 |

Product & Manufacturer Maintenance

| Line No | Qty | Product | SMARTnet | Unit Price | Ext'd Price | Tax |
|-----------------------------------|-----|---|----------|------------|-------------|-----|
| District Office | | | | | | |
| 2 | 12 | DGI>ENABLE dgi>enable Monthly Network Monitoring & Support Agreement - Route/Switch/Wireless/Collab See Attached Topology/Inventory | | 119.35 | 1,432.20 | |
| Maria Carrillo High School | | | | | | |
| 4 | 12 | DGI>ENABLE dgi>enable Monthly Network Monitoring & Support Agreement - Route/Switch/Wireless/Collab | | 765.15 | 9,181.80 | |
| Lawrence Cook Middle School | | | | | | |
| 6 | 12 | DGI>ENABLE dgi>enable Monthly Network Monitoring & Support Agreement - Route/Switch/Wireless/Collab | | 596.77 | 7,161.24 | |
| James Monroe Elementary School | | | | | | |
| 8 | 12 | DGI>ENABLE dgi>enable Monthly Network Monitoring & Support Agreement - Route/Switch/Wireless/Collab | | 318.27 | 3,819.24 | |
| Luther Burbank Elementary School | | | | | | |
| 10 | 12 | DGI>ENABLE dgi>enable Monthly Network Monitoring & Support Agreement - Route/Switch/Wireless/Collab | | 258.60 | 3,103.20 | |
| Hidden Valley Elementary School | | | | | | |
| 12 | 12 | DGI>ENABLE dgi>enable Monthly Network Monitoring & Support Agreement - Route/Switch/Wireless/Collab | | 377.95 | 4,535.40 | |
| Albert F Biella Elementary School | | | | | | |

| | | | | | | |
|---|----|--|--|--------|----------|--|
| 14 | 12 | DGI>ENABLE dgi>enable Monthly Network Monitoring & Support Agreement - Route/Switch/Wireless/Collab | | 338.17 | 4,058.04 | |
| Brook Hill Elementary School | | | | | | |
| 16 | 12 | DGI>ENABLE dgi>enable Monthly Network Monitoring & Support Agreement - Route/Switch/Wireless/Collab | | 318.27 | 3,819.24 | |
| Herbert Slater Middle School | | | | | | |
| 18 | 12 | DGI>ENABLE dgi>enable Monthly Network Monitoring & Support Agreement - Route/Switch/Wireless/Collab | | 437.63 | 5,251.56 | |
| Hilliard Comstock Middle School | | | | | | |
| 20 | 12 | DGI>ENABLE dgi>enable Monthly Network Monitoring & Support Agreement - Route/Switch/Wireless/Collab | | 377.95 | 4,535.40 | |
| Helen Lehman Elementary School | | | | | | |
| 22 | 12 | DGI>ENABLE dgi>enable Monthly Network Monitoring & Support Agreement - Route/Switch/Wireless/Collab | | 198.92 | 2,387.04 | |
| Abraham Lincoln Elementary School | | | | | | |
| 24 | 12 | DGI>ENABLE dgi>enable Monthly Network Monitoring & Support Agreement - Route/Switch/Wireless/Collab | | 278.49 | 3,341.88 | |
| Rincon Valley Middle School | | | | | | |
| 26 | 12 | DGI>ENABLE dgi>enable Monthly Network Monitoring & Support Agreement - Route/Switch/Wireless/Collab | | 377.95 | 4,535.40 | |
| Steele Lane Elementary School | | | | | | |
| 28 | 12 | DGI>ENABLE dgi>enable Monthly Network Monitoring & Support Agreement - Route/Switch/Wireless/Collab | | 298.38 | 3,580.56 | |
| Santa Rosa Middle School | | | | | | |
| 30 | 12 | DGI>ENABLE dgi>enable Monthly Network Monitoring & Support Agreement - Route/Switch/Wireless/Collab | | 397.84 | 4,774.08 | |
| Proctor Terrace Elementary School | | | | | | |
| 32 | 12 | DGI>ENABLE dgi>enable Monthly Network Monitoring & Support Agreement - Route/Switch/Wireless/Collab | | 258.60 | 3,103.20 | |
| Santa Rosa Charter School of the Arts | | | | | | |
| 34 | 12 | DGI>ENABLE dgi>enable Monthly Network Monitoring & Support Agreement - Route/Switch/Wireless/Collab | | 298.38 | 3,580.56 | |
| Santa Rosa French America Charter School | | | | | | |
| 36 | 12 | DGI>ENABLE dgi>enable Monthly Network Monitoring & Support Agreement - Route/Switch/Wireless/Collab | | 258.60 | 3,103.20 | |
| Lewis Adult School | | | | | | |
| 38 | 12 | DGI>ENABLE dgi>enable Monthly Network Monitoring & Support Agreement - Route/Switch/Wireless/Collab | | 263.00 | 3,156.00 | |
| Elsie Allen High School | | | | | | |
| 40 | 12 | DGI>ENABLE dgi>enable Monthly Network Monitoring & Support Agreement - Route/Switch/Wireless/Collab | | 804.00 | 9,648.00 | |
| Montgomery High School | | | | | | |
| 42 | 12 | DGI>ENABLE dgi>enable Monthly Network Monitoring & Support Agreement - Route/Switch/Wireless/Collab | | 815.58 | 9,786.96 | |
| Piner High School | | | | | | |

| | | | | | | |
|--|----|--|--|---------------------------|--------------|--|
| 44 | 12 | DGI>ENABLE dgi>enable Monthly Network Monitoring & Support Agreement - Route/Switch/Wireless/Collab | | 934.94 | 11,219.28 | |
| Santa Rosa Accelerated Charter School | | | | | | |
| 46 | 12 | DGI>ENABLE dgi>enable Monthly Network Monitoring & Support Agreement - Route/Switch/Wireless/Collab | | 150.00 | 1,800.00 | |
| Santa Rosa High School | | | | | | |
| 48 | 12 | DGI>ENABLE dgi>enable Monthly Network Monitoring & Support Agreement - Route/Switch/Wireless/Collab | | 1,293.00 | 15,516.00 | |
| Ridgway High | | | | | | |
| 50 | 12 | DGI>ENABLE dgi>enable Monthly Network Monitoring & Support Agreement - Route/Switch/Wireless/Collab | | 186.21 | 2,234.52 | |
| <div>Need more time to get important stuff done? Ask us about</div> <div></div> | | | | Subtotal | \$128,664.00 | |
| | | | | Handling | \$0.00 | |
| | | | | Estimated Sales Tax (9.%) | \$0.00 | |
| | | | | SMARTnet | \$0.00 | |
| | | | | Professional Services | \$0.00 | |
| | | | | Shipping | \$0.00 | |
| | | | | Total | \$128,664.00 | |

Company:
SANTA ROSA CITY SCHOOLS

Requested By:
Adrian Bica
Director of Technology

Description:
**MIBS | dgi>enable 1-Year: Monthly Network
Monitoring & Support Agreement - By Site for
Cisco Route/Switch/Wireless/Collaboration**



Proposal #21849

About Sales Tax

Items sold by Development Group, Inc. and shipped to destinations in California and Nevada are subject to sales tax.

If an item is subject to sales tax in the state to which the order is shipped, tax is generally calculated on the total selling price of each individual item. In accordance with state tax laws, the total selling price of an order will generally include shipping and handling charges and item-level discounts. The amount of tax charged on your order will depend upon many factors including, but not limited to, the type of item(s) purchased, and the source and destination of the shipment. Factors can change between the time you place an order and the time and invoice is sent, which could affect the calculation of sales taxes. The amount appearing on your proposal as 'Estimated Sales Tax' may differ from the sales taxes ultimately charged.

About Product Returns

Development Group, Inc. ("DEVGRU") only accepts the return of Products (a) that DEVGRU has the right to return to the applicable manufacturers or suppliers, (b) for which DEVGRU receives your written request for return within FOURTEEN (14) DAYS from the date of the invoice for such Products, and (c) that are factory sealed in fully resalable condition or which are Dead on Arrival ("DoA"). Except for Products returned because they are defective or DoA, to be eligible for return, Products must be in resalable condition, complete, unused and unopened, with the outer seal intact. Products that do not meet these conditions are not eligible for return and will be returned to you. Eligible Product returns will receive a credit that will be issued at the original purchase price that you paid for the Product only if your account is current. DEVGRU may return to you, any Product not authorized for return (an "Unauthorized Return") at your expense, or DEVGRU may, at its sole discretion, issue a credit for the current price of the Product, less a thirty percent (30%) restocking fee. DEVGRU is not liable for any loss or damage to Unauthorized Returns.

Company & Payment Information

Mailing Address

Development Group, Inc.
PO Box 991484
Redding, CA 96099-1484

Phone: (530) 229-0071
Fax: (530) 248-3415

Payment Information

Development Group, Inc.
32880 Collections Center Dr
Chicago, IL 60693

Federal Tax ID: 26-3740919

Office Locations

Development Group, Inc.
6704 Lockheed Dr
Redding, CA 96002

Wire Transfer Information

Domestic Wire Transfer (U.S.)
Wire Routing Transit Number (RTN): 026009593
Bank Name: Bank of America
City, State: Chicago, IL
Account Number: 8188065595
Title of Account: DEVELOPMENT GROUP INC

International Wire Transfer
Wire Routing Transit Number:
026009593
SWIFT Code: BOFAUS3N
Bank Name: Bank of America
City, State: Chicago, IL
Account Number: 8188065595
Title of Account: DEVELOPMENT
GROUP INC

Note: All wire transfers must be made in US Dollars

SANTA ROSA CITY SCHOOLS

Proposal #23016

Requested By:

Adrian Bica

Director of Technology

Description:


MIBS | dgi>enable 3-Year: Monthly Network Monitoring & Support Agreement - By Site for Cisco Route/Switch/Wireless/Collaboration

| | | |
|--|---|--|
| Bill To: SANTA ROSA CITY SCHOOLS 211 RIDGWAY AVE ATTN PURCHASING SANTA ROSA, CA 95401-4320 | Ship To: SANTA ROSA CITY SCHOOLS 211 RIDGWAY AVE ATTN WAREHOUSE - CENTRAL RECEIVING SANTA ROSA, CA 95401-4320 | Sold To: SANTA ROSA CITY SCHOOLS 211 RIDGWAY AVE ATTN PURCHASING SANTA ROSA, CA 95401-4320 |
| Created: 3/5/2020 Expires: 4/5/2020 Version: 1 | Account Manager: jjones Systems Engineer: asang | Payment Terms: Net 30 |

Product & Manufacturer Maintenance

| Line No | Qty | Product | SMARTnet | Unit Price | Ext'd Price | Tax |
|--|-----|---|----------|------------|-------------|-----|
| District Office | | | | | | |
| 2 | 36 | DGI>ENABLE dgi>enable Monthly Network Monitoring & Support Agreement - Route/Switch/Wireless/Collab See Attached Topology/Inventory | | 109.09 | 3,927.24 | |
| Maria Carrillo High School | | | | | | |
| 4 | 36 | DGI>ENABLE dgi>enable Monthly Network Monitoring & Support Agreement - Route/Switch/Wireless/Collab | | 699.35 | 25,176.60 | |
| Lawrence Cook Middle School | | | | | | |
| 6 | 36 | DGI>ENABLE dgi>enable Monthly Network Monitoring & Support Agreement - Route/Switch/Wireless/Collab | | 545.45 | 19,636.20 | |
| James Monroe Elementary School | | | | | | |
| 8 | 36 | DGI>ENABLE dgi>enable Monthly Network Monitoring & Support Agreement - Route/Switch/Wireless/Collab | | 290.90 | 10,472.40 | |
| Luther Burbank Elementary School | | | | | | |
| 10 | 36 | DGI>ENABLE dgi>enable Monthly Network Monitoring & Support Agreement - Route/Switch/Wireless/Collab | | 236.36 | 8,508.96 | |
| Hidden Valley Elementary School | | | | | | |
| 12 | 36 | DGI>ENABLE dgi>enable Monthly Network Monitoring & Support Agreement - Route/Switch/Wireless/Collab | | 345.45 | 12,436.20 | |
| Albert F Biella Elementary School | | | | | | |

| | | | | | | |
|---|----|--|--|--------|-----------|--|
| 14 | 36 | DGI>ENABLE dgi>enable Monthly Network Monitoring & Support Agreement - Route/Switch/Wireless/Collab | | 309.09 | 11,127.24 | |
| Brook Hill Elementary School | | | | | | |
| 16 | 36 | DGI>ENABLE dgi>enable Monthly Network Monitoring & Support Agreement - Route/Switch/Wireless/Collab | | 290.90 | 10,472.40 | |
| Herbert Slater Middle School | | | | | | |
| 18 | 36 | DGI>ENABLE dgi>enable Monthly Network Monitoring & Support Agreement - Route/Switch/Wireless/Collab | | 399.99 | 14,399.64 | |
| Hilliard Comstock Middle School | | | | | | |
| 20 | 36 | DGI>ENABLE dgi>enable Monthly Network Monitoring & Support Agreement - Route/Switch/Wireless/Collab | | 345.45 | 12,436.20 | |
| Helen Lehman Elementary School | | | | | | |
| 22 | 36 | DGI>ENABLE dgi>enable Monthly Network Monitoring & Support Agreement - Route/Switch/Wireless/Collab | | 181.81 | 6,545.16 | |
| Abraham Lincoln Elementary School | | | | | | |
| 24 | 36 | DGI>ENABLE dgi>enable Monthly Network Monitoring & Support Agreement - Route/Switch/Wireless/Collab | | 254.54 | 9,163.44 | |
| Rincon Valley Middle School | | | | | | |
| 26 | 36 | DGI>ENABLE dgi>enable Monthly Network Monitoring & Support Agreement - Route/Switch/Wireless/Collab | | 345.45 | 12,436.20 | |
| Steele Lane Elementary School | | | | | | |
| 28 | 36 | DGI>ENABLE dgi>enable Monthly Network Monitoring & Support Agreement - Route/Switch/Wireless/Collab | | 272.72 | 9,817.92 | |
| Santa Rosa Middle School | | | | | | |
| 30 | 36 | DGI>ENABLE dgi>enable Monthly Network Monitoring & Support Agreement - Route/Switch/Wireless/Collab | | 363.63 | 13,090.68 | |
| Proctor Terrace Elementary School | | | | | | |
| 32 | 36 | DGI>ENABLE dgi>enable Monthly Network Monitoring & Support Agreement - Route/Switch/Wireless/Collab | | 236.36 | 8,508.96 | |
| Santa Rosa Charter School of the Arts | | | | | | |
| 34 | 36 | DGI>ENABLE dgi>enable Monthly Network Monitoring & Support Agreement - Route/Switch/Wireless/Collab | | 272.72 | 9,817.92 | |
| Santa Rosa French America Charter School | | | | | | |
| 36 | 36 | DGI>ENABLE dgi>enable Monthly Network Monitoring & Support Agreement - Route/Switch/Wireless/Collab | | 236.36 | 8,508.96 | |
| Lewis Adult School | | | | | | |
| 38 | 36 | DGI>ENABLE dgi>enable Monthly Network Monitoring & Support Agreement - Route/Switch/Wireless/Collab | | 240.38 | 8,653.68 | |
| Elsie Allen High School | | | | | | |
| 40 | 36 | DGI>ENABLE dgi>enable Monthly Network Monitoring & Support Agreement - Route/Switch/Wireless/Collab | | 734.86 | 26,454.96 | |
| Montgomery High School | | | | | | |
| 42 | 36 | DGI>ENABLE dgi>enable Monthly Network Monitoring & Support Agreement - Route/Switch/Wireless/Collab | | 745.44 | 26,835.84 | |
| Piner High School | | | | | | |

| | | | | | | |
|--|----|--|--|---------------------------|--------------|--|
| 44 | 36 | DGI>ENABLE dgi>enable Monthly Network Monitoring & Support Agreement - Route/Switch/Wireless/Collab | | 854.54 | 30,763.44 | |
| Santa Rosa Accelerated Charter School | | | | | | |
| 46 | 36 | DGI>ENABLE dgi>enable Monthly Network Monitoring & Support Agreement - Route/Switch/Wireless/Collab | | 137.10 | 4,935.60 | |
| Santa Rosa High School | | | | | | |
| 48 | 36 | DGI>ENABLE dgi>enable Monthly Network Monitoring & Support Agreement - Route/Switch/Wireless/Collab | | 1,181.80 | 42,544.80 | |
| Ridgway High | | | | | | |
| 50 | 36 | DGI>ENABLE dgi>enable Monthly Network Monitoring & Support Agreement - Route/Switch/Wireless/Collab | | 170.26 | 6,129.36 | |
| <div><div>Need more time to get important stuff done? Ask us about</div><div></div></div> | | | | Subtotal | \$352,800.00 | |
| | | | | Handling | \$0.00 | |
| | | | | Estimated Sales Tax (9.%) | \$0.00 | |
| | | | | SMARTnet | \$0.00 | |
| | | | | Professional Services | \$0.00 | |
| | | | | Shipping | \$0.00 | |
| | | | | Total | \$352,800.00 | |

Company:
SANTA ROSA CITY SCHOOLS

Requested By:
Adrian Bica
Director of Technology

Description:
**MIBS | dgi>enable 3-Year: Monthly Network
Monitoring & Support Agreement - By Site for
Cisco Route/Switch/Wireless/Collaboration**



Proposal #23016

About Sales Tax

Items sold by Development Group, Inc. and shipped to destinations in California and Nevada are subject to sales tax.

If an item is subject to sales tax in the state to which the order is shipped, tax is generally calculated on the total selling price of each individual item. In accordance with state tax laws, the total selling price of an order will generally include shipping and handling charges and item-level discounts. The amount of tax charged on your order will depend upon many factors including, but not limited to, the type of item(s) purchased, and the source and destination of the shipment. Factors can change between the time you place an order and the time and invoice is sent, which could affect the calculation of sales taxes. The amount appearing on your proposal as 'Estimated Sales Tax' may differ from the sales taxes ultimately charged.

About Product Returns

Development Group, Inc. ("DEVGRU") only accepts the return of Products (a) that DEVGRU has the right to return to the applicable manufacturers or suppliers, (b) for which DEVGRU receives your written request for return within FOURTEEN (14) DAYS from the date of the invoice for such Products, and (c) that are factory sealed in fully resalable condition or which are Dead on Arrival ("DoA"). Except for Products returned because they are defective or DoA, to be eligible for return, Products must be in resalable condition, complete, unused and unopened, with the outer seal intact. Products that do not meet these conditions are not eligible for return and will be returned to you. Eligible Product returns will receive a credit that will be issued at the original purchase price that you paid for the Product only if your account is current. DEVGRU may return to you, any Product not authorized for return (an "Unauthorized Return") at your expense, or DEVGRU may, at its sole discretion, issue a credit for the current price of the Product, less a thirty percent (30%) restocking fee. DEVGRU is not liable for any loss or damage to Unauthorized Returns.

Company & Payment Information

Mailing Address

Development Group, Inc.
PO Box 991484
Redding, CA 96099-1484

Phone: (530) 229-0071
Fax: (530) 248-3415

Payment Information

Development Group, Inc.
32880 Collections Center Dr
Chicago, IL 60693

Federal Tax ID: 26-3740919

Office Locations

Development Group, Inc.
6704 Lockheed Dr
Redding, CA 96002

Wire Transfer Information

Domestic Wire Transfer (U.S.)
Wire Routing Transit Number (RTN): 026009593
Bank Name: Bank of America
City, State: Chicago, IL
Account Number: 8188065595
Title of Account: DEVELOPMENT GROUP INC

International Wire Transfer
Wire Routing Transit Number:
026009593
SWIFT Code: BOFAUS3N
Bank Name: Bank of America
City, State: Chicago, IL
Account Number: 8188065595
Title of Account: DEVELOPMENT
GROUP INC

Note: All wire transfers must be made in US Dollars

SANTA ROSA CITY SCHOOLS

Proposal #23018

Requested By:

Adrian Bica

Director of Technology

Description:


MIBS | `dgi>enable` 5-Year: Monthly Network Monitoring & Support Agreement - By Site for Cisco Route/Switch/Wireless/Collaboration

| | | |
|--|---|--|
| Bill To: SANTA ROSA CITY SCHOOLS 211 RIDGWAY AVE ATTN PURCHASING SANTA ROSA, CA 95401-4320 | Ship To: SANTA ROSA CITY SCHOOLS 211 RIDGWAY AVE ATTN WAREHOUSE - CENTRAL RECEIVING SANTA ROSA, CA 95401-4320 | Sold To: SANTA ROSA CITY SCHOOLS 211 RIDGWAY AVE ATTN PURCHASING SANTA ROSA, CA 95401-4320 |
| Created: 3/5/2020 Expires: 4/5/2020 Version: 1 | Account Manager: jjones Systems Engineer: asang | Payment Terms: Net 30 |

Product & Manufacturer Maintenance

| Line No | Qty | Product | SMARTnet | Unit Price | Ext'd Price | Tax |
|-----------------------------------|-----|---|----------|------------|-------------|-----|
| District Office | | | | | | |
| 2 | 60 | DGI>ENABLE dgi>enable Monthly Network Monitoring & Support Agreement - Route/Switch/Wireless/Collab See Attached Topology/Inventory | | 100.25 | 6,015.00 | |
| Maria Carrillo High School | | | | | | |
| 4 | 60 | DGI>ENABLE dgi>enable Monthly Network Monitoring & Support Agreement - Route/Switch/Wireless/Collab | | 642.73 | 38,563.80 | |
| Lawrence Cook Middle School | | | | | | |
| 6 | 60 | DGI>ENABLE dgi>enable Monthly Network Monitoring & Support Agreement - Route/Switch/Wireless/Collab | | 501.29 | 30,077.40 | |
| James Monroe Elementary School | | | | | | |
| 8 | 60 | DGI>ENABLE dgi>enable Monthly Network Monitoring & Support Agreement - Route/Switch/Wireless/Collab | | 267.35 | 16,041.00 | |
| Luther Burbank Elementary School | | | | | | |
| 10 | 60 | DGI>ENABLE dgi>enable Monthly Network Monitoring & Support Agreement - Route/Switch/Wireless/Collab | | 217.22 | 13,033.20 | |
| Hidden Valley Elementary School | | | | | | |
| 12 | 60 | DGI>ENABLE dgi>enable Monthly Network Monitoring & Support Agreement - Route/Switch/Wireless/Collab | | 317.48 | 19,048.80 | |
| Albert F Biella Elementary School | | | | | | |

| | | | | | | |
|---|----|--|--|--------|-----------|--|
| 14 | 60 | DGI>ENABLE dgi>enable Monthly Network Monitoring & Support Agreement - Route/Switch/Wireless/Collab | | 284.06 | 17,043.60 | |
| Brook Hill Elementary School | | | | | | |
| 16 | 60 | DGI>ENABLE dgi>enable Monthly Network Monitoring & Support Agreement - Route/Switch/Wireless/Collab | | 267.35 | 16,041.00 | |
| Herbert Slater Middle School | | | | | | |
| 18 | 60 | DGI>ENABLE dgi>enable Monthly Network Monitoring & Support Agreement - Route/Switch/Wireless/Collab | | 224.57 | 13,474.20 | |
| Hilliard Comstock Middle School | | | | | | |
| 20 | 60 | DGI>ENABLE dgi>enable Monthly Network Monitoring & Support Agreement - Route/Switch/Wireless/Collab | | 317.48 | 19,048.80 | |
| Helen Lehman Elementary School | | | | | | |
| 22 | 60 | DGI>ENABLE dgi>enable Monthly Network Monitoring & Support Agreement - Route/Switch/Wireless/Collab | | 236.02 | 14,161.20 | |
| Abraham Lincoln Elementary School | | | | | | |
| 24 | 60 | DGI>ENABLE dgi>enable Monthly Network Monitoring & Support Agreement - Route/Switch/Wireless/Collab | | 233.93 | 14,035.80 | |
| Rincon Valley Middle School | | | | | | |
| 26 | 60 | DGI>ENABLE dgi>enable Monthly Network Monitoring & Support Agreement - Route/Switch/Wireless/Collab | | 317.48 | 19,048.80 | |
| Steele Lane Elementary School | | | | | | |
| 28 | 60 | DGI>ENABLE dgi>enable Monthly Network Monitoring & Support Agreement - Route/Switch/Wireless/Collab | | 250.64 | 15,038.40 | |
| Santa Rosa Middle School | | | | | | |
| 30 | 60 | DGI>ENABLE dgi>enable Monthly Network Monitoring & Support Agreement - Route/Switch/Wireless/Collab | | 334.19 | 20,051.40 | |
| Proctor Terrace Elementary School | | | | | | |
| 32 | 60 | DGI>ENABLE dgi>enable Monthly Network Monitoring & Support Agreement - Route/Switch/Wireless/Collab | | 217.22 | 13,033.20 | |
| Santa Rosa Charter School of the Arts | | | | | | |
| 34 | 60 | DGI>ENABLE dgi>enable Monthly Network Monitoring & Support Agreement - Route/Switch/Wireless/Collab | | 250.64 | 15,038.40 | |
| Santa Rosa French America Charter School | | | | | | |
| 36 | 60 | DGI>ENABLE dgi>enable Monthly Network Monitoring & Support Agreement - Route/Switch/Wireless/Collab | | 217.22 | 13,033.20 | |
| Lewis Adult School | | | | | | |
| 38 | 60 | DGI>ENABLE dgi>enable Monthly Network Monitoring & Support Agreement - Route/Switch/Wireless/Collab | | 232.41 | 13,944.60 | |
| Elsie Allen High School | | | | | | |
| 40 | 60 | DGI>ENABLE dgi>enable Monthly Network Monitoring & Support Agreement - Route/Switch/Wireless/Collab | | 675.36 | 40,521.60 | |
| Montgomery High School | | | | | | |
| 42 | 60 | DGI>ENABLE dgi>enable Monthly Network Monitoring & Support Agreement - Route/Switch/Wireless/Collab | | 685.09 | 41,105.40 | |
| Piner High School | | | | | | |

| | | | | | | |
|--|----|--|--|---------------------------|--------------|--|
| 44 | 60 | DGI>ENABLE dgi>enable Monthly Network Monitoring & Support Agreement - Route/Switch/Wireless/Collab | | 795.32 | 47,719.20 | |
| Santa Rosa Accelerated Charter School | | | | | | |
| 46 | 60 | DGI>ENABLE dgi>enable Monthly Network Monitoring & Support Agreement - Route/Switch/Wireless/Collab | | 143.00 | 8,580.00 | |
| Santa Rosa High School | | | | | | |
| 48 | 60 | DGI>ENABLE dgi>enable Monthly Network Monitoring & Support Agreement - Route/Switch/Wireless/Collab | | 1,085.78 | 65,146.80 | |
| Ridgway High | | | | | | |
| 50 | 60 | DGI>ENABLE dgi>enable Monthly Network Monitoring & Support Agreement - Route/Switch/Wireless/Collab | | 185.92 | 11,155.20 | |
| <div>Need more time to get important stuff done? Ask us about</div> <div></div> | | | | Subtotal | \$540,000.00 | |
| | | | | Handling | \$0.00 | |
| | | | | Estimated Sales Tax (9.%) | \$0.00 | |
| | | | | SMARTnet | \$0.00 | |
| | | | | Professional Services | \$0.00 | |
| | | | | Shipping | \$0.00 | |
| | | | | Total | \$540,000.00 | |

Company:
SANTA ROSA CITY SCHOOLS

Requested By:
Adrian Bica
Director of Technology

Description:
**MIBS | dgi>enable 5-Year: Monthly Network
Monitoring & Support Agreement - By Site for
Cisco Route/Switch/Wireless/Collaboration**



Proposal #23018

About Sales Tax

Items sold by Development Group, Inc. and shipped to destinations in California and Nevada are subject to sales tax.

If an item is subject to sales tax in the state to which the order is shipped, tax is generally calculated on the total selling price of each individual item. In accordance with state tax laws, the total selling price of an order will generally include shipping and handling charges and item-level discounts. The amount of tax charged on your order will depend upon many factors including, but not limited to, the type of item(s) purchased, and the source and destination of the shipment. Factors can change between the time you place an order and the time and invoice is sent, which could affect the calculation of sales taxes. The amount appearing on your proposal as 'Estimated Sales Tax' may differ from the sales taxes ultimately charged.

About Product Returns

Development Group, Inc. ("DEVGRU") only accepts the return of Products (a) that DEVGRU has the right to return to the applicable manufacturers or suppliers, (b) for which DEVGRU receives your written request for return within FOURTEEN (14) DAYS from the date of the invoice for such Products, and (c) that are factory sealed in fully resalable condition or which are Dead on Arrival ("DoA"). Except for Products returned because they are defective or DoA, to be eligible for return, Products must be in resalable condition, complete, unused and unopened, with the outer seal intact. Products that do not meet these conditions are not eligible for return and will be returned to you. Eligible Product returns will receive a credit that will be issued at the original purchase price that you paid for the Product only if your account is current. DEVGRU may return to you, any Product not authorized for return (an "Unauthorized Return") at your expense, or DEVGRU may, at its sole discretion, issue a credit for the current price of the Product, less a thirty percent (30%) restocking fee. DEVGRU is not liable for any loss or damage to Unauthorized Returns.

Company & Payment Information

Mailing Address

Development Group, Inc.
PO Box 991484
Redding, CA 96099-1484

Phone: (530) 229-0071
Fax: (530) 248-3415

Payment Information

Development Group, Inc.
32880 Collections Center Dr
Chicago, IL 60693

Federal Tax ID: 26-3740919

Office Locations

Development Group, Inc.
6704 Lockheed Dr
Redding, CA 96002

Wire Transfer Information

Domestic Wire Transfer (U.S.)
Wire Routing Transit Number (RTN): 026009593
Bank Name: Bank of America
City, State: Chicago, IL
Account Number: 8188065595
Title of Account: DEVELOPMENT GROUP INC

International Wire Transfer
Wire Routing Transit Number:
026009593
SWIFT Code: BOFAUS3N
Bank Name: Bank of America
City, State: Chicago, IL
Account Number: 8188065595
Title of Account: DEVELOPMENT
GROUP INC

Note: All wire transfers must be made in US Dollars

References

Novato Unified School District

District Information:
1015 7th Street
Novato, CA 94945
(415) 897-4201

Customer Contact:
Ryan Green
Technology Supervisor
RGREEN@nUSD.org

SERVICE TYPE: Switching, Wireless, Firewall, Storage, Voice & Collaboration (06/2014 – Present, E-rate) *Pricing \$7m+ in projects

Cotati Rohnert Park Unified School District

District Information:
7165 Burton Avenue
Rohnert Park, CA 94928-3316
(707) 782-2910

Customer Contact:
Robert Valdivia-Gonzales
IT Supervisor
R_ValdiviaGonzales@crpusd.org

SERVICE TYPE: SMARTnet, Campus Safety, Telepresence, Switching, Wireless, Licensing (04/2018-Present, Non E-rate) *Pricing \$10m+ in projects

Walnut Creek Elementary School District

District Information:
960 Ygnacio Valley Rd
Walnut Creek, CA 94596
(707) 333-8737

Customer Contact:
Ruben Fernandez
Director of Innovation & Technology
rfernandez@wcsd.k12.ca.us

SERVICE TYPE: Network infrastructure upgrade: switching, routing, wireless, mass notification, clocks/speakers, and network security (E-rate and Non E-rate) *Pricing \$3m+ in projects

City of Healdsburg

Entity Information:
401 Grove Street
Healdsburg, CA 95488
(707) 431-3311

Customer Contact:
Adam McKenna
Information Systems Manager
amckenna@ci.healdsburg.ca.us

SERVICE TYPE: Network Managed Services, Switching, Wireless, Firewall, Voice & Collaboration, Video Surveillance, UPS, Mass Notification (01/2018 – Present, Non-E-rate)
*Pricing \$2m+ in projects and management